



# Integrated Services

- **COMPREHENSIVE COMMUNITY SERVICES**
- **FAMILIES COME FIRST**



# Comprehensive Community Services (CCS)

## Mission



Recovery for individuals facing mental illness and substance use challenges. This program provides coordinated psycho-social rehabilitative services that support individuals in defining their own goals and empowering their attainment to a maximized level of functioning, stability and independence.

**Services facilitation, Psycho-social Services and teaming. Medicaid Benefit**

# What are Psychosocial Rehabilitation Services?

- Services are individualized and designed to assist youth in achieving the highest possible level of functioning and stability and to minimize symptoms.

## Mental health therapy

- Substance use counseling
- Psychiatric care
- Collaboration with schools
- Specialized assessment
- Psycho-education

- Community skills
- Coping skills building
- Communication and interpersonal skill training
- Mind/body training
- Parent education
- Family therapy

# Coordinated Service Teams (CST)

## Mission



CST Initiatives develop a comprehensive, individualized system of care for children with complex behavioral health needs. The CST itself is a group that includes family members, service providers, and others that work to design and carry out a coordinated services plan for the child.

This model of care is often referred to as wraparound. The result is a plan of care that addresses the needs of the child and family with community-based supports, which allows the child to live in their home and community and realize their hopes and dreams.

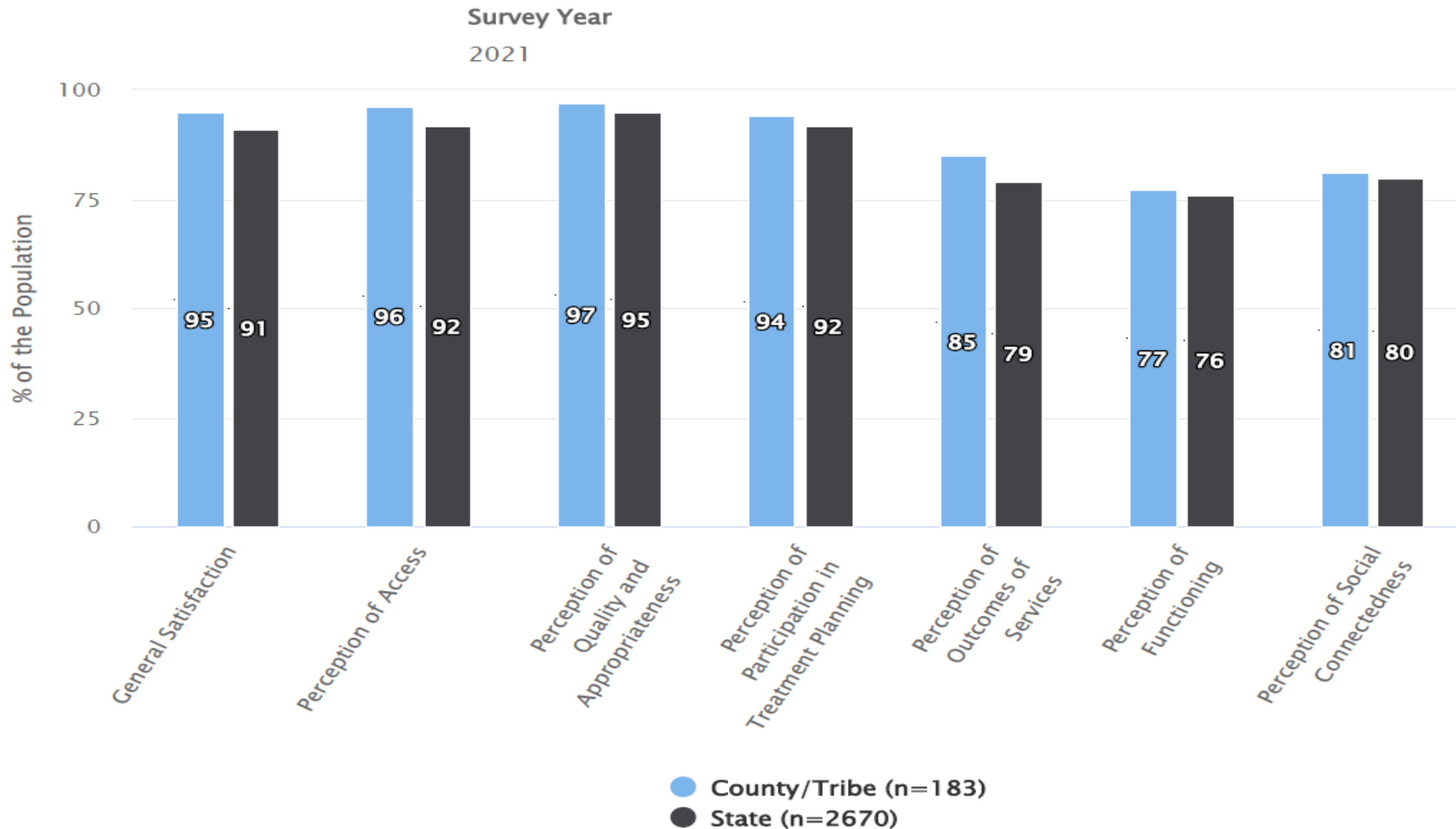
**Care Coordination, Teaming. Grant funded.**

# Wraparound Principles

- Family voice and choice
- Team-based
- Culturally competent
- Natural supports
- Collaboration
- Community-based
- Individualized
- Strengths based
- Persistence
- Outcome-based



The following graphs display by year the percentage of consumers whose average response score for each domain was above 3.5. It indicates the percentage of consumers who responded positively to the questions in each domain.



# Comments: Sauk County CCS and CST survey

## 2021

- Everyone on our team has been amazing and understanding.
- I am very happy with the team my family has and we are making great progress. We still have a few things to work on but we have come a long way with everyone's help.
- I love everyone I've worked with and generally feel a change throughout my family (a good change).
- (Facilitator) was wonderful, she listen to us. She came up with idea for our son. We did not know about these programs but she did. It has made a world of difference in our lives. She really was wonderful to have in our corner.
- They have provided a very comfortable space for me to be myself. Every session is a fun one and I love how I've grown as a person!
- I love the people that I work with because my team is here for me when I need them for situations. They have returned my calls and helped me through what I needed.
- My team is amazing they have stood by me through everything and offer support ot cover every need that I have encountered on this journey. Thank you!
- Everyone is very kind, helpful and understanding. I really like my team.
- Everyone is great! Thank you all so much for what you do!!
- Our CCS team was top notch! Professional, respectful, caring, supportive, knowledgeable, understanding, etc. We would not have made it the last 5 years without them. We are 100% in a much better place because of our CCS team. Our CCS facilitator was/is our saving grace. She gave me (the parent) the strength and courage I needed to get through each day.

## 2021 Report to board

**Changes / Accomplishments:** Integrated Services is comprised of two wraparound programs the Comprehensive Community Services Program (CCS) and the Families Come First Program (FCF). In this 2<sup>nd</sup> year of the COVID pandemic, services, program staff and contracted staff have continued to be highly flexible and adaptive to the needs of consumers enrolled. In-person services have been provided whenever possible and tele-health modalities have been utilized to ensure continuation of services when in person was not possible.

In 2021 the number of consumers enrolled in the CCS program was 404 and 11 in the FCF program.

All program participants were provided a survey as required by the Department of Health Services. A summary of these results follows. We implemented some changes in how surveys were distributed (hand delivered rather than mailed) and changed the incentive for completion of the survey (\$10 Wal-Mart gift card) which resulted in the highest ever survey return rate with 73% (79% of those currently enrolled) of surveys distributed being returned. Adult consumers reported 96% overall positive experience with CCS services. Parents of youth ages 0-12 enrolled in CCS reported a 91% overall satisfaction and those in FCF services had a 100% overall satisfaction rate with services. Youth 13 and older reported a 96% percent satisfaction with CCS.

A need identified through our survey process, this year and in past years, is that consumers experience a sense of social isolation. This may be due to stigma or symptoms they are struggling with. To address this need, several new groups have been offered to enhance socialization and coping skills. Adult groups have been well attended.

The Coordinating Committee comprised of program staff, consumers and community stakeholders continues to be a thriving and engaged committee. Consumer participants on the committee are involved in all activities, including running the meetings,-meaningfully participating in program oversight, and making recommendations for program improvement.

In the last quarter of 2021 307 and consumers were served.

March 15, 2022 enrollment: MH 282, SU 23



## Sauk County Integrated Services Staff

IS Manager: Jill Ellinwood

IS Coordinators: Sarah Beuthin, Natasha Drury and Angela Tourdot (clinical and program supervision)

Psychotherapist: Brigette Chizek,

Service facilitator: Brittany Waldron

Psycho-social rehabilitation specialists: Kasey Lane and Pam Schilling

30 Service facilitators/care coordinators who function as “as if” staff (Lutheran Social Services, Therapy Without Walls, Grace Counseling)

1 full time contracted psychiatric nurse

Agency psychiatry staff

MHRS psychotherapists

225 credentialed contract providers from private agencies

# ***CCS and FCF Coordination Committee:***

***Advises and assists in developing and overseeing the quality of services and the protection of client rights. The committee includes persons who have received CCS/FCF services, community mental health and substance use advocates, family members, community stakeholders (school staff, public health etc.) and community members.***

***Mission: To help make a difference in the lives of consumers by providing oversight to the CCS/FCF programs. We advocate for and empower individuals, children and parents in our community in their efforts to take ownership of their recovery***

**Meetings are held:**

**4<sup>th</sup> Wednesday of the month,  
8:30 - 10am  
via Zoom**



# Contact Information:



**Jill Ellinwood, MA, LCSW, LPC**  
**Human Services | Integrated Services Program**  
**Manager**  
**Phone: (608) 355-4214 | Cell: (608) 963-1950**  
**Fax: (608) 355-4299**  
**Email: [jill.ellinwood@saukcountywi.gov](mailto:jill.ellinwood@saukcountywi.gov)**  
**Address: 505 Broadway, Baraboo, WI 53913**