

Central Iowa Recovery Program Description Community Support Service (CSS)

Community Support Service (CSS) provided by Central Iowa Recovery (CIR) is a service program delivered to adults with Chronic Mental Illness by CIR staff with the goal of Mental Health Stability for the individual in the community.

Under “Low Intensity CSS” the CIR staff provide this contact service to individuals by interacting at a minimum of 2 to 4 times per month with no more than half of these contacts being over the phone. The individuals will interact with staff as needed. CIR staff will engage with the individuals’ psychiatrists at least quarterly for feedback and guidance of how to best serve the individual. Should an individual’s needs become extreme and hospitalization may be avoided by significantly increasing staff interactions CIR will contact a Magellan Care Manager for authorization to provide “High Intensity CSS”, at which time all contacts will be increase 2 to 4 times, or more, than that of Low Intensity CSS” and the individual’s psychiatrist will be consulted weekly or even daily if necessary, and monthly at a minimum.

CIR staff that provide CSS are all Bachelor level Iowa State Certified IPR Practitioners. The services provided by the staff include:

- **Medication Management and/or Monitoring:** Staff are certified as Med Managers and in the event an individual needs this level of support CIR staff will set-up medication and reorder medication as needed to ensure medication compliance. CIR staff also offer to monitor medication compliance through interactions with individuals and offer reminder calls if necessary.
- **Monitoring of Mental Health Symptoms and Level of Functioning:** Throughout the interactions with individuals receiving services CIR staff observe behaviors ongoing. CIR staff will engage with individuals to brainstorm cause, actions, and solutions, when behaviors indicate elevated levels of impairment from symptoms and may be impacting the individual’s level of functioning in the community.
- **Transportation to Psychiatric Appointments:** Although it is important to increase an individual’s ability to be self-reliant in follow-through with all psychiatric appointments it is more important to ensure appointments are kept while individuals increase their ability to manage their mental health appointments independently. During this period of development for the individuals we serve CIR staff will provide transportation to psychiatric appointments and assist with scheduling appointments with psychiatrists and therapists.
- **Coordination of Supports:** Throughout the period of time CIR provides CSS to an individual staff will work with the individual to identify any additional supports that will be beneficial in their efforts to achieve recovery. Upon identification of a new support staff will advocate for, and assist the individual in coordinating the support to ensure the individual’s support needs are implemented. CIR staff will also work with the individual ongoing in the coordination of existing current supports to ensure the individual’s needs are met.
- **Communication with Professional Supports:** At CIR we believe that the most powerful “tool” that can be utilized for the holistic benefit of the individuals we serve is communication. The development of CIR’s approach to service provision

of utilizing IPR practitioners to provide CSS is based on the fact that when there is not a constant flow of communication between professional supports the system can potentially work against itself and result in a negative impact on the individuals we all serve. CIR understands that we are one component of the whole treatment team and with written authorization of the individuals we serve the CIR staff will make every effort available to keep open lines of communication with psychiatrists, therapists, case management, Magellan Care Managers, other service providers involved, and any other professional supports that impact the holistic treatment of the individuals we serve.

- **Development of Natural Supports:** In addition to professional supports, equally important is the development of natural supports for the steps an individual takes toward recovery. At CIR it is common practice to focus on recovery. The more an individual learns about natural supports and develops natural supports to enhance their recovery the less reliant the individual becomes upon professional supports. Throughout the time CIR staff works with individuals the practice is to focus on the development of natural supports first, when available.
- **Crisis Planning and Intervention Services:** At CIR we understand that the outcome of any crisis situation an individual experiences significantly impacts their steps toward recovery. Planning and preparing for crisis is a critical protocol to reduce the impact of such an event. CIR believes by developing a Wellness Recovery and Action Plan, and Crisis Plan the individual will not only be better prepared for crisis situations but also take steps toward recovery by learning how to use this type of self-help method. CIR staff also understand that this WRAP/Crisis Plan is not a tool that is to be developed and left unattended but rather needs to be revisited and updated on an ongoing basis. However, should all other methods fail to thwart an eminent crisis situation CIR provides the individuals we serve with an after-hours phone number that will connect them with an IPR practitioner who will offer options to address the situation and if all else fails provide support necessary to go to the hospital.

The philosophy of CIR delivery of Magellan funded CSS is based on the concept that individuals receiving this service from highly trained Intensive Psychiatric Rehabilitation Practitioners will benefit from the opportunity by gaining insight from their experiences.

CIR staff, which also provide Intensive Psychiatric Rehabilitation Service (IPRS), are “tuned in” to the individual’s holistic situation by being directly involved in support needs and crisis situations. Through the CIR delivery of this service a Practitioner will be instantly apprised of any situation the individual experiences, overcoming communication barriers, and actually be a part of addressing crisis situations in the moment. For individuals participating in IPRS this direct connection to crisis situations or specific support needs will in turn be written into an individual’s IPRS program and addressed in a manner that will potentially reduce the need of these specific community support services through rehabilitation steps. Ultimately through the coordination of supports and insights gained by direct participation of the Practitioner in crisis situations the individual will gain the skills and resources necessary to lessen their dependence on this, and other service programs.

Individuals receiving CSS who are not participating in IPRS will benefit from working with a skill IPR practitioner that will provide guidance in the development of skills and resources to lessen the dependence on professional supports and increase reliance on natural supports and self-help methods.

CIR staff will provide CSS service until such time that the individual can confidently express that they no longer need this support due to increases in their own ability to manage their mental health stability independently. At such point CSS will be discharged with the individual's understanding that should the time arise that this support is needed again they may contact CIR to be assessed through collaboration with their psychiatrist for re-admission.

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