



**The NAMI
Wisconsin
Family and
Consumer
Resource
Guide**

Edition IV

community support program. The information below can provide a guideline. If you feel that you or your family member is underserved by the CSP, talk to the case manager, or, if that fails, talk to the Director / Coordinator of the CSP. Call the Human Services Department Director or the Bureau of Community Mental Health. The phone number can be found in Appendix F.

Help make your CSP as strong as it can be. Become an advocate for better services in your county. If service providers say there isn't enough money, then attend county budget hearings and explain how the lack of funds and services affects your life.

▷ CSPs and What They Do

The following material was contributed by the Bureau of Community Mental Health. Below is a list of services offered.

Community Support Program (CSP) means a coordinated program that provides a range of treatment, rehabilitation, and support services through an identified plan and staff to ensure ongoing therapeutic involvement, individualized treatment, rehabilitation, and support services in the community for persons with severe and persistent mental illnesses.

Community Support Programs address the specific symptoms and life situation of the individual with severe and persistent mental illness by assuring that treatment, rehabilitation, and support services are tailored to meet his/her needs.

Treatment Services:

Crisis and pre-crisis intervention services
 Symptom management and supportive counseling/psychotherapy
 Medication: prescription, administration, and monitoring
 Psychiatric and psychological services
 Individual, family, or group psychotherapy

Rehabilitation Services:

Employment/vocational related services in community-based settings
 Activities of daily living services provided in community-based settings
 Social and recreational skill training

Support Services:

Services to meet physical or dental health needs
 Needed legal services

Needed transportation services
 Financial support such as supplemental security income (SSI), social security disability insurance (SSDI), and general relief and money management services
 Living accommodations, including locating, financing, and maintaining safe and normal living arrangements
 Assurance of client rights

Case Management:

Provides a single point of contact for each client
 Assures coordination of treatment
 Assures coordination of referrals
 Assures that treatment, rehabilitation, and support services are identified in the treatment plan

Community Support Services are provided through an assertive outreach approach. Without an assertive outreach approach, persons suffering from schizophrenia or other major mental illnesses may be at risk of deterioration, rehospitalization, and even suicide.

Because of clients' high vulnerability to stress, anxiety, ambivalence, and secondary symptoms of the illnesses, simply negotiating the complex mental health delivery system may become an almost impossible task. The result is that these individuals may not receive needed services. Community Support Programs provide appropriate interventions, treatment, support, and advocacy to ensure that all necessary supportive services are available to them.

These programs use a multi-disciplinary mobile team of people who have knowledge of severe and persistent mental illnesses, balanced with an assertive outreach approach, along with encouragement of clients' self-sufficiency and independence. Knowledge of community organizations and a willingness to do interagency and community planning and coordination are also essential components.

D What Consumers, Families, and Professionals Want From a Good Community Support Program

The Bureau of Community Mental Health of Wisconsin, consumers, families and professionals worked together to decide what makes a good community mental health system. Below are their determinations:

A good community mental health system will:

- Focus on the consumer.

- Employ an adequate number of competent, qualified staff.
- Promote family *and friend* involvement in treatment and services.
- Provide a broad range of coordinated services *tailored to each person*.
- Be accessible to all who need services.
- Practice sound program management.
- Provide education.
- Adopt a positive philosophy.

In terms of community integration the participants agreed that a good community support program would:

- Foster establishment of consumer self-help and peer support groups and foster consumer leaders to operate them.
- Ensure that community job opportunities, job training are available.
- Ensure that community social, leisure, and recreational activities are considered in service/life-planning efforts as a preferred alternative to agency organized service.
- Ensure that regular affordable community housing is available.
- Make connections with health and human service agencies as well as other community resources that may be part of the consumer's life (e.g., churches, schools, senior centers, etc.).

► Mental Health Consumer Organizations/Drop-in Centers

In a number of communities or counties mental health consumers have formed their own organizations. These organizations differ greatly in size and focus. They provide a range of services and activities, such as drop-in centers, support groups, recreational/social opportunities, and personal advocacy. Some do legislative advocacy and public education.

The State Bureau of Community Mental Health contracts with the Wisconsin Coalition of Independent Living Centers (WCILC) for the Grassroots Empowerment Project to provide funding, technical assistance, training to local consumer organizations, a statewide consumer conference, and a statewide newsletter. The names and addresses of local consumer organizations and drop-in centers are listed in Appendix D.

► Clubhouses

The clubhouse model of community care started in New York in the 1940s when a group of