

2.80 COMMUNITY SUPPORT SERVICES

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Description of Services: Services within the community support system (CSS) represent an array of services, supports, and opportunities needed by persons with long-term mental illnesses in order to live, work, and participate in their communities. This spectrum of services (also known as “wraparound” services) allows for creative and flexible planning, as guided by a consumer’s strengths, unique needs, and desires. In developing treatment plans and coordinating discharge and transition processes, Care Managers and providers will recommend locally-based services and supports such as the following:

2.801 Housing Programs: A variety of housing services is available through community-based resources. Among them:

- **Supported housing services:** assist consumers with finding their own homes and then provide the rehabilitation services necessary to help them function as effectively as possible.
- **Supervised apartments:** a housing arrangement that is shared by several people who receive various levels of supervision and services from rehabilitation agency staff.

2.802 Supported Education: This program assists people with severe mental illnesses in developing and achieving academic goals in educational settings. Program models include freestanding career development and assessment services on college campuses, mental health and academic service coordination, and mental health supports to individuals with mental disabilities who are attending school.

2.803 Vocational Rehabilitation: Vocational rehabilitation services, which are often provided by rehabilitation agencies, include the following:

- **Supported Employment** services entail the assistance of a job coach who provides consumers with on-the-job training and support.
- **Transitional Employment** services enable consumers to move from a series of part time placements to full time, permanent employment, with assistance from a rehabilitation agency staff person.
- **Enclave Employment** supports the development of individuals with severe mental illness by providing a flexible environment in which they can work less than full time but not lose their job if absent on a given day or for a period of time. Under this arrangement, a group of individuals work in various businesses (e.g., landscape maintenance, manufacturing, restaurant operations) and are overseen by an agency supervisor.
- **Agency-Run Businesses** are operated by rehabilitation agencies and provide employment opportunities for individuals with mental illnesses.
- **Group placements** involve small groups of individuals with psychiatric disabilities working in a business with an agency staff supervisor.

2.804 Clubhouse Program: Clubhouse programs provide assistance in developing or reestablishing social relationships, a sense of self-esteem, group affiliation, natural community resources and reintegration into a meaningful community life. They promote recovery through membership in the club and offer such supports as vocational and leisure activities, skills training, self-help, recovery groups, and outreach.

2.805 Prevention Services: Prevention services are primarily educational-based programs which assist individuals with mental illness and those at risk of becoming ill in learning skills to increase preventive self-care and promote wellness. Services may include classes on stress reduction, parenting, relapse prevention, activities and development of other coping skills.

2.806 Representative Payee Program: Representative payee programs entail the designation of an individual to manage a consumer's social security benefit. Representative payees may be a family member, friend, caretaker, volunteer attorney, or human services agency staff, such as the consumer's case manager. A social security worker who is concerned about a consumer's ability to manage his/her benefit usually makes referral to the program. Medical documentation that the consumer is incapable of benefit management is required.

2.807 Guardianship Program: Guardianship programs involve court designation of an individual (the "guardian") to be responsible for making personal and/or property decisions for another individual (the "ward"). The appointment of a guardian is prompted by a judge's decision that the ward lacks the capacity to make decisions. Statutes regarding guardianship vary from state to state.

2.808 Family/Parenting Support / Treatment Program: These programs are designed to support parents diagnosed with mental illness in developing and working toward parenting goals. Services may include parenting education and training programs, support groups and rehabilitation services. For individuals at risk of having their child removed from the home and placed in foster care, services must also be coordinated with the local Social Services agency.

2.809 Family Education and Training Program: Family education programs provide families of individuals with severe mental illness support services and educational sessions which address the following:

1. Coping with a family member's mental illness;
2. Consumer and family independence;
3. Medications;
4. Advocacy for consumers and family members;
5. Stigma of mental illness;
6. The mental health system (e.g., structure, benefits); and
7. How to manage stress.