

“What is the What?”

What are Natural Supports?

Natural Supports are personal relationships and connections which are available in the community that enhance the quality of living. Practically this could include family, friends, neighbors, classmates, co-workers, faith communities, community centers, clubs, etc. Natural supports are available regardless of labels, diagnoses, financial status, eligibility status.

Within Comprehensive Community Services (CCS), natural supports are an important part of the recovery process. One of the core principles of CCS treatment services is to build upon the natural supports available to the consumer in their local community to promote the most natural levels of support. DHS 36.17(4)

While CCS does assist with coordinating professional levels of supports, to make the program *comprehensive* every effort should be made to include family relatives, neighbors, friends, tribal community, faith community, co-workers or anyone the individual or family would like to include in the team process. DHS 46.56, DHS 36.17(4)

Natural supports offer a valuable resource to recovery teams: emotional and social support to the consumer and family. Whereas professional supports must be targeted towards outcomes, teaching new skills, and exploring the uncomfortable all while maintaining social and emotional distance through professional and ethical boundaries.

Through the Coordinated Service Teams model (CST), natural supports can learn from the knowledge and experience of the professional team members, so that a more seamless transition can occur as the individuals and families leave formal support programs and can continue to be supported by those in their natural, daily lives.

Additional Resources:

[“What are Natural Supports?”](#) by Dee Blase

[“Building the Strength of Natural Supports”](#) Wisconsin Coordinated Service Teams Initiative

[“How to Develop Natural Supports”](#) California Department of Services and Supports



Formal/Professional Supports

- Invested in agency/professional outcomes
- Focused on providing pre-determined interventions
- Available during specified hours
- Success defined by system’s expectations
- Trained to be emotionally distant and maintain boundaries
- Relationship based on authority or assignment
- Have access to system resources
- Commitment influenced by a distant individuals (supervisors determining case loads, etc)

Natural Supports

- Tied to Person/Family’s hopes and dreams
- Involved in daily/regular life (spontaneous to planned)
- Availability is more flexible
- Success based on values and beliefs
- Generally closer and emotionally invested in individual/family
- Relationship based on shared history and respect
- Have knowledge of local resources
- Commitment generally unconditional and determined by relationship with individual

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Developing Social & Natural Supports

<p>Social Support Network Matrix</p> <p>The following list has thirteen different examples of the kind of support that individuals and families frequently need, and possible people or groups to whom you could seek help and assistance in meeting these needs.</p> <p>Which one of these people or groups help you with the following:</p>	Myself	My Partner/Spouse	My Children	My Parents	My Siblings	My Partners' Family ("in-laws")	Other Relatives	Friends	Neighbors	Faith Community/Church	Co-Workers	Community Center	Baby-Sitter/Day Care/School	Other Community Support	Health Clinic/Doctor/Nurse	Social Service Agency	Therapist	Case Manager	Other Agency Support
1. Who do you go to talk to or get support?																			
2. Who helps you care for your children/dependents?																			
3. Who do you seek advice from?																			
4. Who lends you money when you need it?																			
5. Who supports you emotionally and can give you guidance when things are not																			
6. Who accepts you, even when things are not going well?																			
7. Who accepts your children, even if they don't behave well?																			
8. Who helps you with your housework?																			
9. Who do you have fun with, laugh with, spend time relaxing?																			
10. Who spends time with your children and gives them good attention?																			
11. Who helps you with transportation?																			
12. Who helps you learn about services and groups that are available in the																			
13. Who advocates with you so you can get the services and supports you need?																			

"Background Information and Family Assessment Tool", Lazear Matrix Model



Talking Points

July Vendor Conference Summary

The WRIC Contracting Vendor Conference was held on July 16. A summary of discussion points for the CCS program are below. For a copy of the full meeting notes, handouts, and other resources visit the WRIC Vendor website at: <http://lacrossecounty.org/humanservices/vendors>

⇒ Review of Clinical Supervision Requirements

- ◇ Methods of Supervision (Individual, Group, Side-by-Side during team meetings or service delivery)
- ◇ Recommendation of Having a Primary Clinical Supervisor
- ◇ Clinical Supervision provided by WRIC County staff (i.e. mental health professionals, etc) may only be used for WRIC consumers (not to meet requirements of other CCS counties/consortia)

⇒ Use of Teleconferencing for Training & Clinical Supervision

- ◇ DHS will only recognize the use of Polycom systems or Skype for Business as a telehealth modality
- ◇ Telephone calls and teleconferences are not acceptable means.
 - ◇ Monthly Residential Teleconference will be transitioning in the near future to Skype for Business
- ◇ La Crosse County will primarily be using Skype for Business as it is more accessible for general use
- ◇ See handout: [Instructions for Connecting to Skype for Business](#) for more information

⇒ Review Requirements for Rehabilitation Worker level staff

- ◇ At least 18 years old
- ◇ Working under the direct supervision and guidance of a licensed mental health or substance use professional to provide direct services to consumers
- ◇ Does not hold at minimum a bachelor's degree or state certification in a relevant health, education, or human services profession ([descriptions](#))
- ◇ Completed at least 30 hours of training in mental health and substance use recovery services prior to providing CCS services

⇒ **Coming Soon**

- ◇ WRIC CCS online training series to consist of shortened stand alone modules to allow for another flexible training method
- ◇ **Seeking: 3-4 vendors to pilot a new online training prior to general release.**

Contact Ryan Ross at rross@lacrossecounty.org or 608-785-6048 if interested

FACES OF CCS



Thomas Reitz (Jackson County)
CCS Service Facilitator (Youth)
CLTS Support Service Coordinator

I started in June as a Children's Worker at Jackson County. I work in the CLTS, CST, and CCS programs. I graduated with my BA in Human Social Services in December 2018. Before being in the position I worked in various group homes and day programs working with individuals with developmental and physical disabilities for just over 10 years, and for the last 4 years I have worked with international high school students. My previous work has instilled a great love of diversity and working with those different than myself. Outside of work I enjoy playing video games, card games, board games, and hiking with my two dogs (a Border Collie and an Australian Shepherd). I spend way too much time reading comics, mostly from DC comics.

PROVIDER SPOTLIGHT

Peer Association Inc.

Service Array: Peer Support - Individual Skill Development, Wellness & Recovery Services

Office Locations: La Crosse

Peer Association is a peer support service with one specialty focus towards individuals who have encountered the justice system. Our goals are simple: Be responsive and respectful to the health beliefs, practices, and cultural and linguistic needs of diverse people and groups. Actively address diversity in the delivery of services. Seek to reduce health disparities in access and outcomes in all community based services.

Supports and Services include: Physical and mental wellness supportive recovery, Reentry Peer Specialist, "Sacred Bundles" - Supportive storytelling, Responsible citizenship, Community responsibilities and supporting volunteerism through role modeling, Connections to community based, positive structured activities, Supporting an individual and their desire to secure higher education, Person Centered Planning that is based upon Individualized Recovery and Reentry Success



Michelle O'Shasky
Founder/Director

Kudos 2 You: Reflections of a Job Well Done

★ **Gundersen Men's Unity House** "is doing tremendous work with lasting outcomes". Participants felt program was individualized and paced to their readiness.

If you notice another staff/agency/community partner doing good work or going the extra mile, nominate them by sending a brief description to Ryan Ross rross@jacrossecounty.org

Upcoming Events



Meetings

Community-Based Provider Clinical Support Groups:

- ◇ 1st Thursday (8/1): 1:30-2:30pm @ La Crosse County Human Services #2002
Skype Lync: <https://meet.lync.com/lacrossecounty.org/ross/JOC06K3A>

- ◇ 3rd Tuesday (8/20): 10-11am @ La Crosse County Administration #1107
Skype Lync: <https://meet.lync.com/lacrossecounty.org/ross/3L2T8QYD>

Who Should Attend: Any direct provider of CCS services.

Residential Clinical Support Teleconference Groups:

- ◇ 2nd Tuesday (8/13): 9-10am @ (605) 472-5637 Code: 994794#
Skype Lync: <https://meet.lync.com/lacrossecounty.org/ross/1F3TTCKS>

- ◇ 4th Monday (8/26): 2-3pm @ (605) 472-5637 Code: 994794#
Skype Lync: <https://meet.lync.com/lacrossecounty.org/ross/TCAZUTAG>

Who Should Attend: Any direct provider of CCS residential services

CCS & CST Statewide Meeting

- ◇ Wednesday September 4: 9am-4pm @ WI Dells Glacier Canyon Conference Center
[Information & Registration Link Here](#) **Registration Due by Aug 14**

Who Should Attend: Providers, Staff, Community Members involved with CCS

Trainings

CCS Core Curriculum

Sept 11-	10:00am—	CCS Orientation Classroom	La Crosse County Administration
Nov 20	11:30am	Series (Wednesdays)	#1107 Info & Registration Here
Online	Ongoing	CCS Program Training/ Orientation	CCS Online Training Partnership
Online	Ongoing	WI Mandated Reporter Training	UW Professional Development Center
Online	Ongoing	Consumer Rights	WI Dept of Human Services Training Link Here
Online	Ongoing	Crisis & Suicide Response for Community Partners	Columbia Lighthouse Project Info, Resources & Training Link

Other Trainings

Aug 1	11:00am- 12:00pm	Cognitive Behavioral Therapy for Psychotic Symptoms	WPPNT Teleconference 877-820-7831 Code: 107633#
Aug 6	2:00pm- 3:00pm	Systems of Care for Youth & Transition Youth in Rural Areas	SAMHSA Webinar Info & Registration Link Here
Aug 13- 14	All Day	Now is the Time: Transition Age Youth Conference	UW-Whitewater Info & Registration Link Here
Aug 15	11:00am- 12:00pm	Hoarding 101	WPPNT Teleconference 877-820-7831 Code: 107633#
Sept 17- 18	All Day	Suicide Prevention Summit	UW-La Crosse Info & Registration Link Here
Oct 29- 30	All Day	Statewide Mental Health & Substance Use Conference	WI Dells, Kalahari Resort Info & Registration Link Here

Contact Us

WRIC Counties

Jackson County

420 Highway 54 W
Black River Falls, 54615
(715) 284-4301

La Crosse County

300 4th Street North
La Crosse, WI 54601
(608) 784-4357

Monroe County

112 S Court Street,
Sparta, WI 54656
(608) 269-8600

WRIC Shared Staff

Emily Engling

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Ryan Ross

Mental Health Professional
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Quality Assurance

(608) 785-6014
ISRSQA@lacrossecounty.org

Submissions:

Have you observed or heard of another provider doing a good job? Do you have a question for the Emilies? Know of any trainings or events occurring in the community or hosted by your agency? Please send to Ryan Ross ross@lacrossecounty.org by the 25th of the month.

2019

National Health Center Week

Rooted in Communities

August 4th-10th

For more information, visit scenicbluffs.org

- TECHNOLOG-E RECYCLING EVENT
- WINDOW SILL HERB GARDEN PLANTING WORKSHOP
- CASHTON COMMUNITY ROCKS HUNT
- FAMILY & FRIENDS CPR CLASS
- ROOTED IN NATURE YOGA

Scenic Bluffs COMMUNITY HEALTH CENTERS

238 FRONT STREET | CASHTON, WI 54619
608-654-5100 | SCENICBLUFFS.ORG

Upcoming Events

LUNDA COMMUNITY CENTER

BE ACTIVE. BE HEALTHY. HAVE FUN.

KIDS IN MOTION

4 WEEK PROGRAM

COST: \$12 MEMBERS / \$24 NON-MEMBERS

Kids in Motion incorporates a variety of physical activities that will encourage kids to live active lifestyles and start building healthy habits.

REGISTER: ONLINE OR AT THE FRONT DESK

SCHEDULE:
STARTING JULY 9, 5-8 YEARS: TUESDAYS, 5:30PM-6:30PM
STARTING AUGUST 6, 9-12 YEARS: TUESDAYS, 5:30PM-6:30PM

Receive a bag full of goods for coming to all 4 sessions!

Kickball, Climbing Wall, Strength Training, Relays, Games and MORE

SUMMER'S BEST

AT ST. PATRICK'S SPARTA WISCONSIN

Summerfest

August 17-18 from 9am-3pm

St. Patrick's Church, 100 South L Street, Sparta

Arts & Crafts Show, Food Trucks, Family Games, Music & Dancing. www.facebook.com/SummerfestSparta

CCU CO-OP CREDIT UNION

BACKYARD BASH

INFLATABLES | YARD GAMES | MUSIC | DANCING | FOOD | MORE!

Dates and Locations:

- August 1:** Galesville, Trempealeau County Fairgrounds
- August 6:** Strum, Crystal Lake Campground
- August 20:** Onalaska, Van Riper Park (next to the Omni Center)
- August 21:** Fall Creek, Keller Park
- August 22:** Black River Falls, Lunda Park

Updated WRIC-CCS Meetings & Trainings

2019 Calendar of WRIC CCS Vendor Supports & Trainings

for more information contact Ryan Ross at (608) 785-6048 or rross@lacrossecounty.org

Community Vendor Clinical Support Group		WRIC Residential Teleconference		WRIC All Vendor Conference
1st Thursday Lax Human Serv #2002 1:30-2:30 pm	3rd Tuesday Lax Admin Bld #1107 10:00-11:00 am	(605) 472-5637 Code: 994794#		
		2nd Tuesday 9:00-10:00 am	4th Monday 2:00-3:00 pm	
Jan 3	Jan 15	Jan 8	Jan 28	Mar 12
Feb 7	Feb 19	Feb 12	Feb 25	
Mar 7	Mar 19	Mar 12	Mar 25	
Apr 4	Apr 16	Apr 9	Apr 22	
May 2	May 21	May 7	May 20	Jul 16
Jun 6	Jun 18	Jun 11	Jun 24	
Jul 11	Jul 23	Jul 9	Jul 22	
Aug 1	Aug 20	Aug 13	Aug 26	
Sep 5	Sep 17	Sep 10	Sep 23	Nov 25
Oct 3	Oct 15	Oct 8	Oct 21	
Nov 7	Nov 19	Nov 12	Nov 25	
Dec 5	Dec 17	Dec 10	Dec 23	

CCS Orientation Classes			
La Crosse Admin Center #1107	Wednesdays 10:00am-11:30am		
	Spring	Summer	Fall
CCS Program Overview: DHS 36	Mar 6		Sep 11
CCS Policies and Procedures	Mar 13		Sep 18
CCS Assessment & Service Plans	Mar 20		Sep 25
CCS Documentation: Notes & Billing	Mar 27		Oct 2
Mental Health Diagnoses & Interventions	Apr 3		Oct 9
Substance Use Diagnoses & Interventions	Apr 10		Oct 16
Recovery Principles & Models	Apr 17		Oct 23
Non-Violent Crisis Intervention (pt 1)	Apr 24		Nov 6
Non-Violent Crisis Intervention (pt 2)	May 1		Nov 13
Coordinated Service Teams Overview	May 8		Nov 20

NOTES:

* Schedule and Topics may be Subject to Change

** Teleconference is available for all sessions upon request (via Skype for Business)

*** Additional Trainings & Topics can be Scheduled upon Request, and Can be Hosted at Requesting Agencies

Updated
(7/22/19)

Seeking: 3 vendors to pilot new online training prior to general release

Contact Ryan Ross at rross@lacrossecounty.org or 608-785-6048 if interested