“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
# Developing Social & Natural Supports

## Social Support Network Matrix

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.

Which one of these people or groups help you with the following:

<table>
<thead>
<tr>
<th>1. Who do you go to talk to or get support?</th>
<th>2. Who helps you care for your children/dependents?</th>
<th>3. Who do you seek advice from?</th>
<th>4. Who lends you money when you need it?</th>
<th>5. Who supports you emotionally and can give you guidance when things are not going well?</th>
<th>6. Who accepts you, even when things are not going well?</th>
<th>7. Who accepts your children, even if they don’t behave well?</th>
<th>8. Who helps you with your housework?</th>
<th>9. Who do you have fun with, laugh with, spend time relaxing?</th>
<th>10. Who spends time with your children and gives them good attention?</th>
<th>11. Who helps you with transportation?</th>
<th>12. Who helps you learn about services and groups that are available in the community?</th>
<th>13. Who advocates with you so you can get the services and supports you need?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Myself</td>
<td>My Partner/Spouse</td>
<td>My Children</td>
<td>My Parents</td>
<td>My Siblings</td>
<td>My Partners’ Family (“In-laws”)</td>
<td>My Other Relatives</td>
<td>Friends</td>
<td>Neighbors</td>
<td>Community Center</td>
<td>Co-Workers</td>
<td>Faith Community/Church</td>
<td>Other Community Support</td>
</tr>
<tr>
<td>Baby-Sitter/Day Care/School</td>
<td>Other Community Support</td>
<td>Other Family Support</td>
<td>Clinic/Dentist/Doctor/Nurse</td>
<td>Social Service Agency</td>
<td>Therapist</td>
<td>Case Manager</td>
<td>Other Agency Support</td>
<td></td>
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</tr>
</tbody>
</table>

*Background information and Family Assessment Tool*, Lazear Matrix Model
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
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.

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

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@lacrossecounty.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/3IC0K3A
  - 3rd Tuesday (8/20): 10-11am @ La Crosse County Administration #1107
    Skype Lync: https://meet.lync.com/lacrossecounty.org/ross/3L2TBQYD

  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—La Crosse County Administration #1107
- Nov 20 11:30am—CCS Orientation Classroom Series (Wednesdays)
- Online Ongoing—CCS Program Training/Orientation
- Online Ongoing—WI Mandated Reporter Training
- Online Ongoing—Consumer Rights
- Online Ongoing—Crisis & Suicide Response for Community Partners

Other Trainings

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

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

**2019 National Health Center Week**

**Rooted in Communities**

August 4th-10th

For more information, visit scenicbluffs.org

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**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](http://www.facebook.com/SummerfestSparta)

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**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 Tuesday 5:30PM-6:30PM

STARTING AUGUST 6: 9-12 YEARS Tuesday 5:30PM-6:30PM

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

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

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**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

<table>
<thead>
<tr>
<th>Community Vendor Clinical Support Group</th>
<th>WRIC Residential Teleconference</th>
<th>WRIC All Vendor Conference</th>
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<tr>
<td>1st Thursday</td>
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<td>Lax Human Serv #2002</td>
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<th>Wednesdays 10:00am-11:30am</th>
<th>NOTES:</th>
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<td>Spring</td>
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<td>CCS Program Overview: DHS 36</td>
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<td>CCS Policies and Procedures</td>
<td>Mar 13</td>
<td>Sep 18</td>
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<tr>
<td>CCS Assessment &amp; Service Plans</td>
<td>Mar 20</td>
<td>Sep 25</td>
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<tr>
<td>CCS Documentation: Notes &amp; Billing</td>
<td>Mar 27</td>
<td>Oct 2</td>
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<td>Mental Health Diagnoses &amp; Interventions</td>
<td>Apr 3</td>
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<td>Substance Use Diagnoses &amp; Interventions</td>
<td>Apr 10</td>
<td>Oct 16</td>
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<tr>
<td>Recovery Principles &amp; Models</td>
<td>Apr 17</td>
<td>Oct 23</td>
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<tr>
<td>Non-Violent Crisis Intervention (pt 1)</td>
<td>Apr 24</td>
<td>Nov 6</td>
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<td>Non-Violent Crisis Intervention (pt 2)</td>
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<td>Nov 13</td>
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<tr>
<td>Coordinated Service Teams Overview</td>
<td>May 8</td>
<td>Nov 20</td>
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** 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