

<b>Governing Body:</b> <b>MARION COUNTY COMMUNITY AND PROVIDER SERVICES (CAPS)</b>	<b>Function:</b> <b>INTEGRATED DELIVERY SYSTEM (IDS) HANDBOOK</b>	
<b>Subject:</b> <b>Consumer Care Partnerships (CCP)</b>	<b>Prepared By:</b> <b>CAPS</b>	<b>Original Date: 10/01/2007</b> <b>Revised Date:</b>

**PURPOSE AND SIGNIFICANCE:**

Consumer Care Partnerships (CCP) is a nationally recognized Marion County peer support program designed to provide peer-based outreach and support for people struggling with mainstream treatment modalities, recurrent crises and social isolation. The CCP program was designed to help consumers surmount barriers to hope and recovery and build meaningful connections to their communities by assisting them with creating community based support teams.

CCP uses a peer-based, adult version of the strengths-based, wrap around model first developed for children, in building teams and developing plans that are built on an individual's strengths as well as their needs and goals. The goal is to support discovery/recovery through peer-to-peer support teams, and to develop a creative, individualized and proactive action plan. Team members are freely chosen by the individual and may include natural, community and professional supports.

The goal of each team is to focus on the strengths of the individual and strive to nurture them through personal support, decreased isolation, increased involvement in desired activities, mentoring and just plain fun. Many members that have had a CCP team go on to complete the CCP Facilitator Training and then lead or participate in teams for other Members.

Unique to CCP is the value placed on the peer relationship, the consumer's experiences and life skills. Key skills for volunteers are communication, active listening, and strengths assessment. CCP volunteers receiving 24 hour of training. The six-session facilitator training teaches: the wrap-around model, strengths-based planning, basic facilitation skills, communication skills, self-care and confidentiality. Volunteers also attend a bi-monthly consolation meeting for support and supervision.

**PROCESS AND/OR PROCEDURE:**

All OHP Members are eligible to request CCP services. Each Individual requesting support will be match with trained facilitators who will work with them up to a year. CCP Facilitators assist Members with:

- Creating his/her own unique support team.
- Organizing and facilitating team meetings.
- Identifying strengths, needs and goals.

- Facilitate the team in development and implementation of an action plan to reach identified needs and goals.
- Community participation.

It is important to note that choice is the single most important factor in determining whether or not someone is appropriate for a referral to CCP. These services are not appropriate or desired for everyone. If a Member chooses to participate only because they feel it serves as part of a treatment plan, it will undermine how much they will benefit and their potential to participate on their own in the future.

If a Member indicates interest in having a CCP team, they should be given information about the program and provided with a CCP request form provided herein.

Request for services may be made directly by the Member and/or the Provider by completing and returning a request form. Providers may assist the Member with a direct request by offering to place a call or facilitate a meeting with a program representative.