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COMMUNITY PSYCHIATRIC SUPPORT PROGRAM (CPS)

WHAT ARE COMMUNITY PSYCHIATRIC SUPPORT SERVICES?

Community Psychiatric Support Program (CPS) services are also known as adult case management services. CPS/case management is a collection of services that can assist you and your family, as appropriate and desired, with access to psychiatric, medical, social, financial, education, and other resources. Community Psychiatric Support Services focuses on assisting you in identifying and accessing those services and supports that will help you lead a more satisfying life. CPS services are usually long term and ongoing and are designed to make sure that you receive the kind of care and services that you need in order to live successfully in the community, become involved in meaningful activities and to function at your best. CPS helps you to set up and coordinate not only services from The Counseling Center, but also those from other health professionals, schools, courts and social agencies.

WHAT CAN I EXPECT FROM My CPS CASE MANAGER?

- CPS services are provided by case managers who are licensed mental health professionals. CPS case managers can provide counseling and much personal support to you and your family; but their main function is to help set up and coordinate all of the other types of care and services you may need and to make sure those services are as helpful as possible.
- Your CPS case manager will meet with you mainly in your home, at work, or in other community settings, instead of in a traditional mental health agency office.
- Your CPS case manager will meet with you at times that are mutually agreeable. However, he/she will also be available to you as unexpected questions or needs might arise in between appointment times.
- Your CPS case manager will listen carefully to understand you, your situation and your needs. Your CPS case manager will provide caring support and direction to help you discover solutions and make decisions that will work best for you and your family.
- No matter what you say or do, your CPS case manager is not likely to criticize you as a person. However, he/she may suggest different ways of behaving or looking at problems. He/she may also teach you new ways of handling conflict, coping with stress or communicating with others. At times, it might feel like your CPS case manager is pushing or challenging you, but this is normal and often a sign of future progress.
- At the outset, your CPS case manager will help you set treatment goals. With clear goals, CPS services can be much more successful. Your CPS case manager will also occasionally ask you to assess progress toward those goals and may ask you fill out a questionnaire to see how services are working for you.
- Your CPS case manager may also sometimes make "homework assignments" for you and your family members to do between sessions to practice new skills.

- Depending on your needs, your CPS case manager might suggest other kinds of additional treatment services. If you agree to participate in those services, your CPS case manager will help with arrangements.
- In some cases, your CPS case manager might suggest that you see one of the agency's psychiatrists to determine if certain kinds of medication might help improve your functioning or emotional well being. However, if you agree to take medication, realize that medications are only for symptom relief. By themselves, they do not solve the underlying problems causing the symptoms. If you use medication, it is very important to continue with your CPS services while using your medication.
- Your CPS case manager and all other professionals from The Counseling Center keep all information about you even the fact that you're in therapy, in strict confidence. They will not share any information about you or family members with anyone outside of The Counseling Center without written permission. The only exceptions would be (a) if you had a legal guardian, (b) if you share information that raises concerns about your or someone else's safety or (c) if professionals from The Counseling Center are ordered by a court of law to provide information about you.

HOW MUCH TIME DO CPS SERVICES TAKE?

The frequency of contact with your CPS case manager will depend on your situation and your needs. Contacts may occur only briefly once every several weeks, or can run as long as several hours or more, several times a week. Because the people involved in CPS services often have complex needs, case management tends to be long-term.

HOW CAN I MAKE CPS SERVICES SUCCESSFUL FOR ME?

- Adult CPS case management services cannot guarantee results. You will get as much out of it as you put into it.
- To assure that services are as helpful as possible, you will need to be completely honest and open with your CPS case manager about your experiences, thoughts and feelings.
- Be on time for all scheduled appointments. Your CPS case manager may look at missed appointments or cancellation with less than 24-hour advance notice as signals that you are not ready for change.
- While you are receiving CPS services, don't abuse alcohol or drugs and be sure to take any medications only as prescribed. Abuse of legal, illegal or prescription chemical substances, is one of the most common reasons why any type of mental health service is unsuccessful.
- Don't drop out too early. It's OK to have uncomfortable thoughts or feelings, to feel frustrated and to be tempted to quit, especially in the early stages of CPS services. But experience shows that, if you can push beyond those thoughts and feelings, you can make significant gains.
- Above all, remember that the only person who can make changes happen for you is you. Your CPS case manager can be a valuable assistant; but, in the end, you are responsible for your decisions.