



COMMUNITY PSYCHIATRIC REHABILITATION



Compass Health[®]
Network



Welcome

We are here to help in your recovery from psychiatric illness. Our goal is to provide quality wellness services to help you on your journey to healthy living. Our qualified professional staff will develop an individualized wellness plan to help achieve your goals.

What Can I Expect?

A team of professionals will work with you to help identify and achieve goals focused on recovering from or learning to manage psychiatric illness and improving your physical health. We will help you find a safe place to live, meaningful activities to do every day and friends or family who care about and support you. Your treatment team will always include a Psychiatrist or Nurse Practitioner, an Community Support Specialist (CSS), and a CPRC Supervisor. Other team members that may be available and invited, as needed, include a Psychosocial Rehabilitation Specialist (group leader), a Peer Specialist (a person with lived experience with mental illness or substance use), a Therapist, an Employment Specialist, a Nurse, a Housing Specialist and an Addiction Recovery Counselor. Other services, such as Clubhouse may be part of your team as well. We encourage you to invite family and friends to become part of the team to assist in your recovery.

CPRC Services

There are a variety of CPRC services available to assist you in working toward and accomplishing your goals. Some services will occur at the Compass building, but most will occur in the community and at your home and will be scheduled at times that are convenient to you.

Your **Community Support Specialist** is the person who will work very closely with you. They will meet with you regularly to assist you on taking the steps to meet your goals that you outlined on your wellness plan. They also help coordinate other team members' involvement in your treatment.

A **Psychiatrist or Nurse Practitioner** leads the team and may prescribe medications to help control symptoms you experience.

The **Psychosocial Rehabilitation Specialist** arranges for social groups and classes to help teach specific skills and social groups to practice them. Groups are listed on the monthly calendars and include topics on medications, diabetes, stress, nutrition, health, relationships, chronic illnesses, cooking, fun, and other interesting and helpful topics.

A **Therapist** is available for individual therapy sessions and group therapy as needed.

An **Addiction Recovery Specialist** is available for individual counseling and group education, counseling and family education to help you recover from addictive disorders.

A **Peer Specialist** may be available to you as part of the team. This is a staff member who has also faced, or is facing a psychiatric health issue. The Peer Specialist understands the work it takes to achieve treatment goals.

A **Housing Specialist** can help you identify and navigate the resources available for housing. This can include things like helping you fill out and/or explain applications for HUD, utility assistance, etc.

An **Employment Specialist** may also be available to you as a member of your team. The Employment Specialist can help you identify and address your work skills, concerns about benefits, and other issues that need to be explored and addressed in your effort to become employed.

The **CPRC Supervisor** helps you identify your goals and will provide clinical oversight to the team to make sure that you and your team members are all working together to address your needs and goals.

The **Nurse** will assist with your psychiatry visit, take your vitals and draw blood for your wellness check. A nurse may also provide information about your health needs and help coordinate your care.

Clubhouse services (a peer-run, vocational program for adults with a focus on employment, education, wellness, socialization, and meaningful work) are also available in some areas.

A **Wellness Coach** helps you set health and wellness goals. The Wellness Coach will assist in identifying steps to take to achieve a health and wellness related goal while assisting in strengthening motivation to make the changes.

A **Health Care Home (HCH) Nurse Care Manager** provides annual metabolic and health screening, management and prevention of chronic health conditions, and coordination of care with your outpatient provider team. The goals of HCH are to improve health outcomes and reduce the use of emergency department and hospital visits through more effective use of preventative outpatient services.

Other people that are important in your life can certainly be invited to be an integral part of your treatment. This may include a spouse, child, friend, spiritual leader, neighbor, community self-help support and advocacy group members, or anyone else that you feel would be beneficial to have involved in your life. If you have a guardian or conservator that person will be a part of the treatment team.

How long can I receive services?

The length of treatment varies greatly, and is dependent on a number of factors that are unique to you and your situation. We encourage you to discuss this with your team.

How will my progress be reviewed?

You and your team will be measuring the effectiveness of our efforts at least quarterly using such indicators as improvement in quality of life, decrease or relief of symptoms, and/or improved functioning in specific areas of life that you have identified. You can change your goals at any time.

Transition & Discharge Planning

During the course of our work together, your treatment needs will change. Generally speaking, during the first five or six months you will work intensely with your team, transitioning to a lower level of service as your needs are met and change. Your team will work with you to identify and access the most appropriate level of service you need at any given time. We will immediately begin working with you to plan for what happens after you complete treatment. Making life all you want it to be is a life-long process. CPRC is not the end, but a part of the process. We want you to have the tools to continue to be successful.

Follow-Up Contact

After you leave services, expect to receive a confidential follow-up contact. This is your opportunity to give us feedback about the services we provided and how effective you feel they were. Please help us by providing us feedback. This helps us monitor quality and continuously improve how we help others. We will take steps up to, and including, calling police, if anyone behaves aggressively.

Other things you need to know:

- Everyone deserves respect. We strive to treat everyone respectfully and request that you treat all staff and consumers respectfully, at all times. If you ever see anyone being treated disrespectfully, please tell a staff member.

- Everyone's time is valuable. We will strive to be on time for all appointments and will let you know if we are running late or need to reschedule. We ask that you please do the same.
- We are a non-smoking facility and cannot allow illegal drugs, alcohol or weapons in the facility. We value your health and will be encouraging you to stop smoking if you are currently a smoker. If you bring prescription medications with you to one of our outpatient facilities, please make sure they are in the package or bottle with prescription information on it and keep them with you at all times.
- Your well-being is important to us. If you do not keep your appointment, we are going to make sure that you are okay. We will try to contact you by phone, by coming to your home or by calling your emergency contacts. In some cases, we may ask the police to do a wellness check.
- Everyone needs someone to help them sometimes. We need you to help us as we work diligently to help you. Please let us know if you don't feel you are getting better or if we are not meeting your needs.
- Due to the state and federal funding we receive we have a lot of paperwork to complete. We will be asking you to periodically review and sign documents. Please take the time to look through these documents and ask questions if you do not understand something.
- Preferences are taken into consideration when assigning who works with you on your treatment team. We make every effort to honor those preferences. If you want a change for whatever reason, please let your Community Support Specialist or the team Supervisor know and they will work with you to make the best choice available.
- CPRC services can be very powerful and effective in helping you achieve your goals. It is hard work and sometimes quite challenging. Do not be discouraged if it sometimes feels hard to do. This is quite normal because you are trying to make changes. This is an investment you are making in yourself.

You are the most important member of your own treatment team!



On your first visit, you will be asked about your strengths and what kinds of things you would like to improve. Recommendations for specific services will be based on the information you give, which helps you and the team individualize your treatment to fit you and to obtain your goals.



During the first month, you and the team will work together to develop an individualized wellness plan. The wellness plan is both a statement of the things you want to achieve in wellness and a contractual agreement between you and your team about how you will work together to achieve those goals that you have identified.



INSPIRE HOPE. PROMOTE WELLNESS.

How do I contact my team?

Compass office hours are M-F 8 a.m. to 5 p.m. However, CPRC services are available at any time of the day and may be scheduled outside of the office hours. During office hours, call your IHS at _____. If they are not available please leave a message. You can expect a return call within 24 business hours. If what you need can't wait that long, please ask to speak to another team member. You can also call the 24-Hour Crisis Hotline any time night or day.



Behavioral Health Crisis Center

Compass Health provides support for individuals in crisis 24/7/365. Our facility provides individuals experiencing a behavioral health crisis a safe place to get their immediate basic needs met (e.g. meal, shower, clean clothes) for up to 23 hours while being clinically assessed and linked to appropriate services. Referrals can be made by Law Enforcement, EMS, hospitals, and by walk-in.

Toll free #: 833-356-2427 • Current locations:
Jefferson City, Raymore, Rolla, and Wentzville.



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844-853-8937

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