

### First CCS Session with a Client

- **Whenever possible, ask the therapist to bill their time as the service code, “mental health service plan development,” which allows the CSA to bill CCS services for up to 45 minutes with the therapist present.** {Mental health service plan development requires there to be service planning (CCS) and review of treatment goals}.
- Introduce yourself and give client (and guardian) a business card. This first meeting is usually, but not always, with the therapist, client (and guardian).
- Be friendly and positive throughout the meeting.
- Provide client (and guardian) an overview of what Comprehensive Community Support Services are and how this service is different than psychotherapy. Emphasize that CCS focuses on teaching and practicing skills such as interpersonal skills and emotional regulation skills, or helping the client participate in community activities based on the client’s treatment plan.
- Explain that we take a strengths based approach which means that we plan activities consistent with the client’s strengths and interests.
- Explore with client (and guardian) the client’s interests and what things the client is good at. Give the client the first opportunity to answer and then the guardian whenever possible.
- Review client’s goals on his/her treatment plan.
- Schedule next CCS session and talk about setting up a standard weekly schedule of sessions.
- **Be non-judgmental and look for opportunities to praise client (and guardian) for client and family strengths throughout the meeting**

### Second CCS Session with a Client

- Plan fun activities consistent with the client’s interests and strengths and to build the therapeutic alliance.
- Explain limits of confidentiality. First give the client the chance to say what his/her understanding of confidentiality in general means. Reinforce that you keep client’s information private and only share his/her information with the treatment team and with people the client’s guardian has provided permission (through signing releases of information). Then review that by law you are a mandatory reporter, which means that you are required to break confidentiality if you are told that the client is being abused, neglected, or endangering himself or others. Explain all of this information in age-appropriate language to the client. Emphasize our top priority at all times is the safety of the client and the safety of others.
- Provide a brief overview what you planned for the session and what skills you plan to work on. Prepare several activities and give the client choices. If the client says he doesn’t like any of the choices, ask the client if he/she has any ideas how they would like to spend their time in session.
- Remind the client (and guardian) how long the session will be.

- Inform the client that you will either take time at the end of the session, or stop occasionally during the session, to summarize what you have done together in the client's electronic chart (this can be done by typing into a service ticket or using voice to text).
- Provide the client the opportunity to ask questions about anything discussed.
- During CCS activities, use modeling of positive behaviors, coaching, and consistently look for opportunities to praise good behaviors or ideas displayed by the client, while identifying client strengths.
- Verbally summarize what you have worked on when you document in the client's service ticket in Chart Online. Ask the client for feedback on what was helpful or unhelpful, what was challenging, what was hard and what he enjoyed.
- Work with client on planning homework between sessions, which can simply be practicing a skill between sessions, including using community resources between sessions.
- Plan or review the date and time for the next session. Always end sessions reviewing and identifying strengths and positive behaviors shown during the day's session, even on days when the client has struggled behaviorally or emotionally.

### Third CCS Session

- Check in with how the client's behaviors and symptoms (i.e. anxiety, depression, interpersonal interactions with others) have been since you saw him/her last. Check to see if client completed homework. Praise client for any progress made or for completion of his homework. **Praise client for his/her efforts** even if there is not immediate progress.
- Provide client with overview of what you have planned for the session and provide the client with choices.
- Continue to work on skills based on the client's treatment plan and consistent with the client's strengths and interests.
- Inform the client that the two of you will outline together activities to put on his CCS Treatment Plan that summarizes the skills the two of you will focus on during your CCS sessions. Only plan interventions that are consistent with the CCS objectives outline on the therapist's treatment plan. This can be done in the client's electronic chart or on paper. It can also be done as an art activity or while playing a game.
- Complete the CSSRS with client (complete at least once per week going forward).
- Verbally summarize what skills you have worked on when you document in the client's service ticket in Chart Online. Ask the client for feedback on what was helpful or unhelpful, what was challenging, what was hard and what he enjoyed.
- Plan or review the date and time for the next session. Always end sessions reviewing and identifying strengths and positive behaviors shown during the day's session, even on days when the client has struggled behaviorally or emotionally.

### Going Forward

- Follow the structure for sessions established in the second and third sessions:
  - Check in on client's behaviors and symptoms, providing positive reinforcement for progress made and **efforts** made by the client.
  - Provide overview of planned activities and skills to work on, provide the client with choices and empower the client to make decisions.
  - Work on skills through use of therapeutic games, in the moment behavioral coaching, modeling and roleplaying, art, music, movement, and sports. Teach skills through activities based on the client's strengths and interests.
  - Complete the CSSRS at least once per week. **Always assess for risks of safety to client and others.**
  - Summarize with client the session interventions and document in the client's electronic chart. Reinforce client progress, efforts, and strengths. Elicit feedback on the session from the client.
  - Plan or review the date and time of the next session.