CCISC Description and Principles of Complexity Capability

CCISC is both a framework for person- and family-driven system design and a process of getting there in partnership across the whole system.

The overall vision is to design the system at every level to be about the needs, hopes, and dreams of the people and families that are needing help with all types of co-occurring complex issues—including health, mental health, trauma, substance use, and cognitive conditions, as well as housing, legal, vocational, social and parenting issues.

The core of the vision is that ALL programs and ALL persons delivering care and support become welcoming, person-centered, resiliency-/recovery-oriented, hopeful, strength-based, trauma-informed, culturally fluent, and complexity-capable. In any community, all programs work in partnership to help achieve this vision, and to ensure that individuals and families with complex needs receive more integrated care within any door.

Making the vision a reality is based on implementing a set of evidence-based principles of service, each of which is associated with interventions and strategies that can be used in any setting, with any population, by any person providing care.

Making the vision a reality is also based on organizing a system-wide quality improvement partnership, in which all types of programs and providers are welcome to come together to move toward the common vision, and all levels of the system—state and county leaders, agency CEOs, program managers, front-line service and support staff, and people and families who are service recipients—come together in an empowered partnership for change.

CCISC change agent teams represent the empowered collective front-line voice of both staff and service recipients throughout the system who are engaged formally as partners in this process, representing their organizations, communities, and other constituencies.

The 6 CCISC principles are:

- Complexity is an expectation, not an exception. This expectation must be incorporated in a welcoming manner into everything we do.
- Recovery partnerships or service partnerships are empowered, empathic, hopeful, integrated, and strength-based, working with individuals and families step by step over time, building on their periods of strength and success, to address ALL their issues in order to achieve their vision of a happy, meaningful life.
- All people with co-occurring and complex issues are not the same. Different programs and different systems have responsibility for serving different sub-populations, but all programs are complexity capable. Each program provides complexity-capable services to its own population, and helps other programs with their populations.
- All the co-occurring issues are primary, and integrated best-practice interventions for each issue at the same time are needed.
- Progress for any issue involves moving through stages of change; integrated interventions and outcomes should be stage-matched for each issue.
- Active change for each issue involves adequately supported, adequately rewarded skill-based learning, so that individuals and families develop and practice the skills they need to succeed for each issue, with big rounds of applause for each small step of progress.

There is no one correct program or intervention for individuals or families with complex and co-occurring issues. For each person or family, the correct match is based on these principles.

In CCISC, the principles inform every program, practice, policy, procedure, and person providing service, with every available resource, to design the system to be about the people who need us the most.

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