
Document Type: ¹	<input checked="" type="checkbox"/> Policy & Procedure	<input type="checkbox"/> Process Guideline	Adopted: 10/12/07
	<input type="checkbox"/> Plan	<input type="checkbox"/> System Description	Last Reviewed: 00/00/00
			Retired: _____

Revisions: _____

Document Scope: (applies to Policy & Procedure only)

- The requirements herein apply only to the GCBH Central Office and its functions.
 - X – The requirements herein apply, verbatim, to GCBH and its network providers².
 - The requirements herein apply both to GCBH and its network providers². Additionally, network providers must have internal documents outlining their processes for implementing the requirements, insofar as they relate to actions for which network providers are responsible.
-

PURPOSE: To establish standards supporting Recovery and Resiliency principles in all aspects of the support and delivery of mental health services within Greater Columbia Behavioral Health (GCBH).

DEFINITIONS

- I. Consumer – A person who has applied for, is eligible for or has received mental health services from a Greater Columbia Behavioral Health (GCBH) network provider, regardless of Medicaid eligibility. For a child under the age of thirteen, or for a child thirteen or older whose parents or legal guardians are involved in the treatment plan, the definition of consumer includes parents or legal guardians.
- II. Individual Service Plan (ISP) – A collaboratively developed service plan by the provider, based on the individuals strengths and needs and incorporates innovative approaches to providing medically necessary services, specifically tailored to the consumer and/or family with regard to their particular preferences, community, culture, age and gender.
- III. Recovery – The process in which individuals are able to live, work, learn and participate fully in the communities. Recovery is determined or defined by each individual.
- IV. Resiliency – The personal and community qualities that enable the individual to rebound from adversity, trauma, tragedy, threats or other stresses and to live productive lives. Resiliency is determined or defined by each individual.

POLICY

- A. Services to consumers within GCBH reflect the following Principles and Values, which are based on the Substance Abuse and Mental Health Services Administration components of Recovery:
 - All people function on a continuum of wellness and move back and forth on that continuum.
 - The expectation is that all people will return to a higher place on that continuum. Treatment is provided to assist in this process.
 - Mental illness is an event on that continuum. It does not define the person.
 - We recognize and value each individual's human experience.
 - The person receiving the services controls the recovery process and as often as possible, directs that treatment.

- The mental health system and the person receiving services are a part of the entire community, not a segregated entity. Services offered are integrated with the community at large.
- The mental health system recognizes the various life domains of each person. Services delivered connect the individual with the community to enrich each of these life domains. This connection moves the individual higher on the wellness continuum.
- Recovery requires recognition by all participants of each person's unlimited potential. It compassionately encourages self-determination through respect, support, meaningful choices and understanding.
- Recovery is maintained and achieved through a continuum of connected, relevant, supportive and individualized services. It is provided in a manner that is understandable to every consumer regardless of language, culture, literacy level or cognitive ability.

B. GCBH provides services to each based on an Individual Service Plan that draws on the consumer's experiences, strengths, choice and voice in creating a recovery vision that is supported by a framework of hope, healing and empowerment, that incorporates formal and informal supports, and that reflects the availability of resources.

PROCEDURE

1. The process of ISP development involves the consumer, family member or other designated support person, and the mental health care provider in the joint identification of the consumer's needs and preferences relating to:
 - 1.1. Housing
 - 1.2. Employment
 - 1.3. Education
 - 1.4. Transportation
 - 1.5. Crisis Support
 - 1.6. Health Care
 - 1.7. Financial Services and Benefits
 - 1.8. Social Support
 - 1.9. Spirituality
2. All GCBH and Network Provider staff who interact with consumers are trained to apply the principles of recovery. Training is documented in each employee's personnel file.

APPROVAL

/S/ William Wilson

William Wilson, DrPH
Director

10/12/07