

SUBJECT Input from Persons Served		CHAPTER 01	SECTION 04	SUBJECT 02
CHAPTER Administrative		SECTION Quality Management		
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I. APPLICATION:

- PIHP Board
- PIHP Staff
- CMH Providers
- CMH Subcontractors
- SUD Providers

II. POLICY STATEMENT:

It shall be the policy of the Region 10 PIHP to promote a culture of gentleness, self-determination, recovery, and the highest quality of life by providing opportunities for individuals to give direct input into the operations and services of the PIHP. The PIHP will provide the necessary and reasonable resources and supports to enable persons served to have an active role in creating, evaluating, and operating mental health and substance abuse services.

III. DEFINITIONS: NA

IV. STANDARDS:

- A. The PIHP and its provider network shall promote the involvement of persons served and support persons in design, implementation, and evaluation of mental health and substance abuse services. Such promotion will be maintained in a variety of ways to make the most of the ability of persons served to have an impact upon policy and service design and delivery.
- B. The PIHP and its provider network shall utilize Person First and/or Recovery Language in all publications, formal communications such as newsletters, and daily discussions.
- C. The PIHP and its provider network shall advance the employment of persons with mental health and substance abuse disabilities within the provider network at all levels of positions.
- D. The PIHP and its provider network shall make best, promising, and evidence based practices available as options of service and service planning.
- E. The PIHP and its provider network shall remain fully compliant with the best available practices in cultural competency. This is to include competency in specialized cultures such as deaf culture and blind culture.

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- F. The PIHP and its provider network shall promote the achievement of persons served through integrating recognition of their abilities, accomplishments, and skills into recognition program(s).
- G. The PIHP, through surveys and other appropriate methods, shall gather ideas and responses from persons currently and formerly served concerning their experiences with services.
- H. The PIHP and its provider network will conduct comprehensive community education campaigns that will reduce stigma, educate the community about mental wellness, and reach out to underserved portions of the communities they serve. Community Integration is highly encouraged.
- I. The PIHP and its provider network shall ensure persons served and their families and guardians are provided with organized roles to help make decisions in PIHP policies, programs, and services. This includes the design and implementation of person centered planning strategies and techniques.
- L. The PIHP and its provider network shall ensure services to minors and their families are comprehensive and will be delivered with family-centered approaches. These services will be individualized and respectful of the family's choices of services and supports.
- M. The PIHP and its provider network shall ensure programs operated by people served receive the same consideration in business planning, contractual, fiscal, liaison, and all other business matters that is provided to other providers of mental health services in cooperation with the PIHP.
- N. The PIHP and its provider network will base their programs and services upon integration and normative community resources before developing segregated resources that exclusively or predominately serve individuals.

V. PROCEDURES:

PIHP Staff

1. Cooperates to its fullest extent possible with the entire provider network in the implementation of this policy. Specific programs operated under this policy will vary in their procedures due to local circumstances.
2. Provides training and technical assistance to individuals served and groups that wish to establish person driven and operated services.

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3. Provides leadership and membership opportunities to individuals served in advisory committees and workgroup structure as well as employment opportunities to individuals served as possible or necessary to implement this policy.
4. Monitors the utilization of segregated services to establish only those that are unable to be provided in integrated settings.

VI. EXHIBITS: NA