

FRAMEWORK FOR ALL NSMHA ACTIVITIES

Adopted by the NSMHA Board of Directors
July 14, 2005
Motion #:05-051

NSMHA proposes the following core values and principles and key elements of individual care. This framework will be the basis for all NSMHA activities and contracts. It is also intended that all NSMHA activities and contracts will be in compliance with the regulatory requirements of WAC, RCW, CFR DBHR Contract, and Clinical Eligibility and Care Standards. These assumptions are based on a person centered mental health services and Recovery Model focusing on strength-based concepts and the provision of responsive, effective, and improved services throughout the region.

I. CORE VALUES AND PRINCIPLES – KEY ELEMENTS OF CARE**A. Eligibility/Access**

- 1) Eligible individuals shall have timely access to medically necessary Mental Health Services and supports.
- 2) Screening and assessment shall be provided on a 24-hour, 365-day basis.
- 3) NSMHA requires a no decline policy that assures the provision of medically necessary mental health services.
- 4) There shall be a single entry point by which services are most easily accessed. Such entry point shall be provided on a 24 hour, 365-day basis throughout the region.
- 5) All parts of the mental health system will assist individuals in obtaining access to appropriate services.
- 6) Individual access to specific mental health support or treatment services shall not be dependent on individual willingness to participate in other (concurrent) treatment options.

B. Individual Services / Individual Rights

- 1) Individual services shall, at all times, be rendered with dignity, respect, courtesy, and fairness.
- 2) Individual participation, voice, and satisfaction with services.
- 3) Individual and cultural differences shall be honored through culturally competent service provision.
- 4) Continuity of care shall be provided with seamless access.
- 5) Individual confidentiality.
- 6) Individuals shall be provided with maximum alternatives and choice in matters of their care.
- 7) There shall be an integrated inpatient/outpatient system.
- 8) Homeless individuals shall be provided with mental health services.
- 9) NSMHA supports the DBHR Individual Rights at the provider level.

- 1 10) Active provider outreach and engagement for enrolled or unserved individuals are
2 required.
- 3 11) Mental Health crisis workers shall have access to current crisis plans and individual
4 treatment plans at all times. NSMHA supports a meaningful information system for all
5 mental health professionals that provide ready access to information regarding the
6 specific individual's crisis plans and individualized treatment plans.
- 7 12) There shall be comprehensive complaint and grievance service made available (and
8 tracked) at all levels of the system.

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10 **C. Strength Based Services and Recovery**

- 11 1) Individuals' skills, capabilities, strengths and assets will be recognized and utilized in the
12 individual service plan. Services provided in partnership between individual, provider
13 and other systems.
- 14 2) Families, communities and natural supports will be valued and utilized in serving the
15 needs of individuals.
- 16 3) It is in the best interest for individuals to live as independently as possible in
17 communities and settings of their choice. Individuals' mental health improves when
18 they participate in and increasingly assume responsibility for their own care.
- 19 4) A range of residential services and housing supports shall be provided, emphasizing
20 least restrictive, stable living options that are age, culturally, and linguistically
21 appropriate.
- 22 5) Individuals shall be assisted with engaging in meaningful daily activities. This could
23 include volunteerism and active participation in their community and proactive
24 assistance in educational and employment services.

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26 **D. Mental health systems and services improve when individuals participate in planning and**
27 **quality assurance at all levels**

28 People with mental illness are best served by people who care about them.

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30 **E. NSMHA and its providers are committed to safety of:**

- 31 1) Public
- 32 2) Individual
- 33 3) Staff

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35 **F. Collaboration**

- 36 1) NSMHA and its contractors will work in collaboration with other systems to meet the
37 needs of the whole person.
- 38 2) Services shall proactively follow mental health individuals, regardless of setting
39 (wherever they are) in the mental health or physical health system.
- 40 3) Individuals with mental illness in the justice system shall have access to mental health
41 services.

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G. Education

- 1) The importance of community education programs about mental health issues is a core value.
- 2) NSMHA and its providers will educate the public about the scope of available services, service locations, crisis response services, client rights and responsibilities.
- 3) NSMHA and its providers shall actively promote public education regarding mental health and stigma reduction.

H. Individuals, family members, NSMHA and its contractors shall advocate for individual rights, funding for services, and quality

Both NSMHA and its Member Counties provide technical assistance to all parties in the Region.