

<b>CHELAN-DOUGLAS RSN/PIHP POLICY AND PROCEDURE MANUAL</b>		Chapter:	2.5.1
Title:	RECOVERY AND RESILIENCY	Page:	1 of 4
		Date Effective:	October 25, 2005
Subject:	SERVICES FACILITATE PROGRESS TOWARD RECOVERY AND RESILIENCY, AND PROMOTE LINKAGES TO FORMAL AND INFORMAL SUPPORTS	Date Revised:	
		Authorizing Signature:	

**AUTHORITY:** Guiding Principle(s): Recovery and Resiliency  
E2SHB 1290, Provision of services that emphasize resilience and recovery.

**SCOPE:** This policy applies to Chelan-Douglas Regional Support Network/Prepaid Health Plan (CDRSN/PIHP) and its contractors (agencies/providers), and subcontractors (referred to as contractors or agencies or providers throughout this policy).

**PURPOSE:** To draw on consumer experience and leadership to develop a psychosocial rehabilitation plan that incorporates a recovery vision and consumer resiliency, and that is supported by a framework of hope, healing and empowerment.

**DEFINITIONS:** Available Resources: Funds appropriated for the purpose of providing community MH programs, federal funds, except those provided according to Title XIX of the Social Security Act, and State funds appropriated under chapter 71.24 RCW or chapter 71.05 RCW by the legislature during any biennium for the purpose of providing residential services, resource management services, community support services, and other MH services. This does not include funds appropriated for the purpose of operating and administering the State psychiatric hospitals, except as negotiated according to RCW 71.24.300(1)(d).

**Consumer:** A person who has applied for, is eligible for or who has received MH services. For a child, under the age of 13 or for a child age 13 or older whose parents or legal guardians are involved in the treatment plan, the definition of consumer includes parents or legal guardians.

**Family:** Those the consumer defines as family or those appointed/assigned (e.g., parents, foster parents, guardians, siblings, caregivers, and significant others).

**Mental Health Care Provider:** The individual with primary responsibility

for implementing an individualized service plan for MH rehabilitation services.

Recovery: The process in which people are able to live, work, learn and participate fully in their communities.

Resilience: The personal and community qualities that enable individuals to rebound from adversity, trauma, tragedy, threats, or other stresses, and to live productive lives.

POLICY:

- A. The Chelan Douglas Regional Support Network/Prepaid Inpatient Health Plan provides services that are consumer driven, incorporate formal and informal supports, and promote progress toward recovery through coordination of care, family support and community integration.
- B. Coordination of Care. Mental health services are based on client needs, preferences and available resources.
  1. The consumer and family members, as well as other natural supports designated by the consumer, are involved with the development of the individualized service plan.
  2. The consumer, family members, other designated natural supports and the mental health care provider identify needs and preferences for:
    - (a) Housing
    - (b) Employment
    - (c) Education
    - (d) Transportation
    - (e) Crisis support
    - (f) Health care and behavioral health services
    - (g) Financial services and benefits
    - (h) Social support
    - (i) Development of adaptive skills
    - (j) Spirituality
    - (k) Schools and recreational opportunities for children and adolescents
    - (l) Parental support for children and adolescents
    - (m) Interaction with criminal justice system, if applicable
  3. Documentation of consumer, family member and/or designated natural support participation is indicated by a signature on the individualized service plan.

4. The mental health care provider assists the consumer with identifying, using and accessing family, other designated natural supports and community supports and resources.
5. The mental health care provider coordinating services supports informed choices made by the consumer.
6. The mental health care provider assists the consumer in achieving the consumer's personal goals of independent living.
7. The mental health care provider and the consumer evaluate all services provided directly or through referral to the client, on an ongoing basis.

C. Family Support. The individualized service plan, treatment and services identify the role of family members and other natural supports identified by the consumer.

1. The consumer determines the role of family members and natural supports, as well as their access to personal health information (PHI) in accordance with laws and regulations governing PHI.
2. When indicated by the consumer, family members and other natural supports are involved in developing the individualized service plan.
3. Family and designated natural support participation is indicated by a signature on the individual service plan.
4. The individualized service plan reflects the roles and participation of consumer designated family members and natural supports.
5. Family members and other designated natural supports are provided with information, assistance and education as needed to facilitate their role and participation in the implementation of the individualized service plan.
6. The provision of information and educational materials is documented in the medical record.
7. Information, assistance and education provided to family members and identified natural supports includes:

(a) Family and natural support roles and responsibilities

- (b) Crisis recognition
- (c) Available community resources to respond to a crisis

D. Community Integration. The consumer, with the assistance of the mental health care provider, determines their needs for education, training and supports to progress towards goals of more independent living and community integration.

1. Consumer needs, preferences and goals guide the type of education and training provided.
2. Consumer needs, preferences and goals guide the intensity of education, training and supports provided.
3. Consumer needs, preferences and goals guide the duration of education, training and supports provided.
4. Consumer needs, preferences and goals, and the scope of available resources, guide the provision of educational opportunities to the consumer regarding:
  - (a) Grooming and hygiene
  - (b) Housekeeping
  - (c) Shopping for necessities
  - (d) Meal preparation and nutrition
  - (e) Budgeting
  - (f) Finances
  - (g) Accessing transportation
  - (h) Utilizing community resources
  - (i) Communication skills
  - (j) Social skills
  - (k) Recreation
  - (l) Illness management (i.e. symptom management, medication management), including the process for accessing crisis services for mental health and/or medical crises.
5. Consumer voice regarding needs, goals and preferences are documented in the individualized service plan.
6. The mental health care provider assists the consumer with implementing an individualized service plan related to stated needs, preferences and goals, including the development and tracking of measurable outcomes measures.