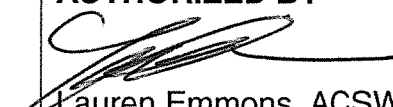


<b>CHAPTER</b> Service Delivery	<b>CHAPTER</b> 02	<b>SECTION</b> 003	<b>SUBJECT</b> 35
<b>SECTION</b> Access to Services		<b>DESCRIPTION</b> Involvement of Persons Served in the Development of Services and Treatment (Consumerism)	
<b>WRITTEN BY</b> Alice Stoelzl-Fiebelkorn, M.A. Clinical Supervisor	<b>REVISED BY</b> Michelle Gould-Rice, LMSW Quality Improvement Supervisor	<b>AUTHORIZED BY</b>  Lauren Emmons, ACSW CEO	

**APPLICATION:**

<input checked="" type="checkbox"/> CMH Staff	<input checked="" type="checkbox"/> Board Members	<input checked="" type="checkbox"/> Provider Network	<input checked="" type="checkbox"/> Employment Services Providers
<input checked="" type="checkbox"/> Employment Services Provider Agencies	<input checked="" type="checkbox"/> Independent Contractors	<input checked="" type="checkbox"/> Students	<input checked="" type="checkbox"/> Interns
<input checked="" type="checkbox"/> Volunteers	<input checked="" type="checkbox"/> Persons Served		

**POLICY:**

Lapeer County Community Mental Health (LCCMH) promotes the needs, interests, involvement and well-being of the persons served.

**STANDARDS:**

- A. LCCMH will follow the Michigan Department of Health and Human Services Consumerism Practice Guideline.
- B. Mental health services are driven by persons served and some services may be run by persons participating in services to empower decision-making.
- C. Accommodations are available and tailored to the needs of persons served as specified by the person served for their full and active participation in treatment.
- D. Persons receiving mental health services will be partners in creating and evaluating programs and services.

CHAPTER Service Delivery	CHAPTER 02	SECTION 003	SUBJECT 35
SECTION Access to Services		DESCRIPTION Involvement of Persons Served in the Development of Services and Treatment (Consumerism)	

E. All services include these standards:

1. Person-first Language is used in all publications, formal communications, and daily discussions.
2. Provide informed choice through information about available options with accommodations to promote and assure understanding by those served.
3. Respond to an individual's ethnic and cultural diversity. This includes the availability of staff and services reflecting the ethnic and cultural make-up of the service area. See Policy 05.001.20 Cultural Competency and Sensitivity.
4. Interpreters are provided for communicating with non-English and limited-English-speaking persons at no cost to the individual. Assistive devices or interpreters are provided for persons with hearing and/or speech impairments. See Policy 02.003.60 Limited English Proficiency.
5. Input from persons served is received through satisfaction surveys and other related methods, including direct input through focus groups, to gather information from persons served concerning their experiences with services See Policy 01.001.20 Input from Persons Served.
6. Promote the efforts and achievements of persons served.
7. Involve persons served and family members in evaluating the quality and effectiveness of services and administrative practices
8. Advance the employment of persons served within the mental health system and in the community at all levels
9. Services are designed to promote the inclusion of persons served into the community.
10. A person-centered planning approach is required to provide choice, control, independence, and integration.

CHAPTER Service Delivery	CHAPTER 02	SECTION 003	SUBJECT 35
SECTION Access to Services		DESCRIPTION Involvement of Persons Served in the Development of Services and Treatment (Consumerism)	

F. LCCMH is dedicated to promoting each person's ability to achieve recovery to their full potential. Services, programs, and contracts concerning persons served will accomplish the following goals:

1. Provide information and education to reduce the stigma of mental illness existing within communities, service agencies, and among individuals receiving services.
2. Create an environment conducive to the process of recovery. Provide information about mental illness, recovery, and wellness to the persons served and the public.

G. Services, programs, and contracts concerning persons with intellectual/developmental disabilities are based on these elements:

1. Persons served will be provided with services and support in accordance with preferences and meaningful choices within eligibility criteria.
2. Through educational strategies:
  - a. promote inclusion (both personal and in the community)
  - b. strive to relieve disabling circumstances
  - c. actively work to prevent occurrence of increased disability
  - d. promote individuals in exercising their abilities to their highest potential
3. Provide opportunities for persons with intellectual/developmental disabilities to make decisions in policies, programs, and services affecting their lives.

H. Services, programs, and contracts concerning minors and their families are based on these elements:

CHAPTER Service Delivery	CHAPTER 02	SECTION 003	SUBJECT 35
SECTION Access to Services		DESCRIPTION Involvement of Persons Served in the Development of Services and Treatment (Consumerism)	

1. Services are delivered in a family-centered approach, implementing comprehensive services addressing the needs of the minor and his/her family.
  2. Services are individualized and respectful of the minor and the family's choice of services and supports.
  3. Families will have opportunities to make decisions in policies, programs and services affecting their lives and the minor's life.
- I. Programs run by persons served will receive the same consideration as all other providers of mental health services. This includes these considerations:
1. Clear contract performance standards
  2. Fiscal resources to meet performance expectations
  3. A contract liaison to address the concerns of either party
  4. Inclusion in provider coordination meetings and planning processes
  5. Access to information and supports to ensure sound business decisions
- J. Current and former persons served, family members, and advocates must be invited to participate in implementing the MDHHS Consumerism Practice Guideline. Provider organizations must develop collaborative approaches for ensuring continued participation in the guideline.
- K. Compliance with the MDHHS Consumerism Practice Guideline is evaluated using the Recovery Self-Assessment Tool and reported at the Quality Council Meetings. Improvement opportunities will be included in the LCCMH continuous quality improvement process.

CHAPTER Service Delivery	CHAPTER 02	SECTION 003	SUBJECT 35
SECTION Access to Services		DESCRIPTION Involvement of Persons Served in the Development of Services and Treatment (Consumerism)	

**DEFINITIONS:**

Informed Choice: the person served receives information and understands their options.

Person Served: individual who has received or is receiving services from Lapeer Community Mental Health.

Consumerism: active promotion of the interests, service needs, and rights of persons receiving mental health services.

Driven by Persons Served: any program or service focused and directed by participation from persons served.

Run by Persons Served: refers to any program or service operated and controlled exclusively by persons served.

Family-Centered Services: services for families with minors which emphasize family needs and desires with goals and outcomes defined. Services are based on families' strengths and competencies with active participation in decision-making roles.

Family Member: a parent, stepparent, spouse, sibling, child or grandparent of a primary person served. It also includes any individual from whom a primary person served receives fifty percent or more of their financial support.

Minor: a person under the age of 18 years.

Person-First Language: refers to a person first before any description of disability or illness.

Recovery: the process of personal change in developing a life of purpose, hope, and contribution. The emphasis is on ability and potential. Recovery includes positive expectations for all people served. Learning self-responsibility is a major element to recovery.

CHAPTER Service Delivery	CHAPTER 02	SECTION 003	SUBJECT 35
SECTION Access to Services		DESCRIPTION Involvement of Persons Served in the Development of Services and Treatment (Consumerism)	

Person-Centered Planning: the process for planning and supporting the person receiving services. It builds upon the individual's capacity to engage in activities promoting community life. It honors the person's preferences, choices, and abilities.

**REFERENCES:**

Act 258, Section 116(e), of the Public Acts of 1974 as amended, being MCL 330.1116,(e). 330.1704 and 330.1708.

Michigan Department of Health and Human Services Consumerism Practice Guideline

LE:mgr

-----  
This policy supersedes  
#08/09021 dated 08/18/2009.  
-----