

Consumer and Family Involvement

Policy

It is the policy of Central Florida Behavioral Health Network, Inc. (CFBHN) to establish an integrated, value-based, Recovery-Oriented System of Care (ROSC). The development, delivery and improvement of public mental health and substance abuse services is achieved through meaningful partnerships and shared decision-making among individuals in treatment, their families, peers and Network Service Providers (NSPs).

Purpose

The purpose of this policy is to ensure that the voices of individuals served and their families are included in all aspects of treatment, planning, management, and quality improvement of network services throughout the community.

Procedure

1. Through person-centered planning, individuals served and their families are:
 - A. Encouraged to participate in their own treatment/recovery planning;
 - B. Offered a menu of treatment options to promote voice, choice and ownership; and
 - C. Supported by their NSP in their choices for recovery pathways.
2. NSPs are encouraged to develop and support peer/family advisory councils, and to appoint individuals served and their family members onto their Boards of Directors to inform policy changes.
3. To promote ROSC principles in systems transformation, planning and community health and wellness, CFBHN:
 - A. Encourages the participation of individuals served, and their families, in local substance abuse and mental health stakeholder meetings.
 - B. Facilitates recovery-oriented performance improvement and evaluation activities. These include:
 - 1) Utilization of the *Self-Assessment Planning Tool* (SAPT) with NSPs.
 - 2) Surveying individuals served and their family members.

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