

Involvement of Individuals Served and Families

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 use 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;
 - C. Supported by their NSP in their choices for recovery pathways; and
 - D. Encouraged to participate in local behavioral health stakeholder meetings.
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 implement a ROSC framework within the Suncoast region, CFBHN:
 - A. Facilitates recovery-oriented performance improvement and evaluation activities that include input from individuals served and/or their family members. These include:
 1. Community Persons Served Satisfaction Surveys;
 2. Recovery-Oriented Quality Improvement reviews of NSPs, which include the utilization of the Self-Assessment Planning Tool, the Recovery-Self-Assessment-R, and Recovery Oriented Monitoring;
 3. Use of the Recovery Capital Scale as the foundation of recovery planning.
 - B. Provides training and technical assistance to expand peer-based recovery services among NSPs and Recovery Community Organizations. This includes:
 1. Requiring NSPs that employ peers who provide direct recovery support to receive standardized peer supervision.
 2. Supporting and enhancing the role of peers in the workforce.

Involvement of Individuals-Served and Families Approval:  Alan Davidson, President/Chief Executive Officer	Date Issued: <u>08/02/2010</u> Last Revision: <u>04/28/2026</u> Review Date: <u>04/28/2026</u>
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