

POLICY MANUAL

**State Board-of Behavioral Health and Developmental Services
Department of Behavioral Health and Developmental Services**

POLICY 1040 (SYS) 06-3 Involvement and Participation of Individuals Receiving Services and Family Members

Authority Board Minutes Dated: April 7, 2006
Effective Date: April 7, 2006
Approved by Board Chairman: /s/ Victoria Huber Cochran

References § 37.2-100, § 37.2-200, § 37.2-204, § 37.2-316, § 37.2-501, § 37.2-504,
§ 37.2-602, and § 37.2-605 of the Code of Virginia (1950), as amended
STATE BOARD POLICY 1034 (SYS) 05-1 Partnership Agreement
STATE BOARD POLICY 1036 (SYS) 05-3 Vision Statement

Background Section 37.2-100 of the Code of Virginia defines an individual receiving services, hereafter referred to as an individual, as a current direct recipient of public or private mental health, developmental, or substance abuse treatment, rehabilitation, or habilitation services, and it defines a family member as an immediate family member of an individual receiving services or the principal caregiver of that individual. A principal caregiver is a person who acts in the place of an immediate family member, including other relatives and foster care providers, but does not have a proprietary interest in the care of the individual receiving services.

Section 37.2-200 states that one member of the Board shall be an individual who is receiving or who has received services, one member shall be a family of an individual who is receiving or who has received services, and one member shall be an individual who is receiving or who has received services or a family of such an individual. Section 37.2-204 states that one-third of the appointments made to state or local human rights committees shall be individuals who are receiving or who have received services or family members of such an individual, with at least two individuals who are receiving or who have received public or private mental health, developmental, or substance abuse treatment or habilitation services within five years of their initial appointments on each committee. Section 37.2-316 states that any state and community consensus and planning team considering any restructuring of the system of mental health services involving an existing state hospital shall include individuals receiving services and family members of individuals receiving services.

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Background *(continued)*

Sections 37.2-501 and 37.2-602 state that one-third of the appointments to community services boards and behavioral health authorities, hereafter referred to as CSBs, shall be individuals who are receiving or who have received services or family members of individuals who are receiving or who have received services, at least one of whom shall be an individual receiving services. Compliance with these statutory requirements is the responsibility of the cities and counties that established the CSBs, rather than of the CSBs themselves. CSBs report the numbers of board members who are individuals who are receiving or who have received services or family members of individuals who are receiving or who have received services in their annual community services performance contracts with the Department. Since these requirements were enacted in 1998, the percent of CSB board member appointments who are individuals or family members has increased from 24 percent in FY 1998 to 49 percent in FY 2013. Sections 37.2-504 and 37.2-605 state that CSBs shall take all necessary and appropriate actions to maximize the involvement and participation of individuals receiving services and family members of individuals receiving services in policy formulation and services planning, delivery, and evaluation.

STATE BOARD POLICY 1034 establishes the Central Office, State Facility, and Community Services Board Partnership Agreement and lists core values that shall be included in the agreement. One of those values states that participation of the individual and, when one is appointed or designated, the individual's authorized representative in treatment planning and service evaluation is necessary and valuable and has a positive effect on service quality and outcomes.

STATE BOARD POLICY 1036 articulates a vision statement to guide the development and operations of the public mental health, developmental, and substance abuse services system. The vision promotes self-determination, empowerment, recovery, resilience, health, and the highest possible level of participation by individuals receiving services in all aspects of community life including work, school, family and other meaningful relationships. This vision also includes the principles of inclusion, participation, and partnership. This policy requires the Department, state facilities, and CSBs to incorporate this vision in their policies, procedures, and daily operations.

Purpose

To articulate the importance of individual and family member involvement and participation in Virginia's public mental health, developmental, and substance abuse services system and identify ways in which the Department, state hospitals and training centers, hereafter referred to as state facilities, and CSBs can support the involvement and participation of individuals and family members as partners in the design, operation, and evaluation of the public services system.

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Policy

It is the policy of the Board that individuals and family members shall be invited, encouraged, and supported to participate and be involved in the development, operation, and evaluation of Virginia's public mental health, developmental, and substance abuse services system to the greatest extent possible at local, regional, and state levels through the following activities:

- analyzing, formulating, and implementing policies;
- planning services and designing programs;
- providing direct services;
- advocating for resources and fulfilling unmet needs for services;
- monitoring and evaluating services, providers, and the services system; and
- providing accountability and engaging in quality improvement activities.

It also is the policy of the Board that the Department, state facilities, and CSBs shall support individual and family member involvement and participation in these activities through:

- seeking the participation of significant numbers of individuals and family members on committees, work groups, task forces, and other planning or deliberative bodies;
- involving individuals and family members from the initial stages of planning and implementing service system initiatives, including determining local, regional, or statewide needs and identifying innovative approaches, developing plans and budgets, and providing services to address those needs;
- providing opportunities for individuals and family members to learn about system issues in which they will be involved;
- funding, providing, or supporting to the greatest extent practicable training that will enable individuals and family members to develop the skills, such as assertiveness, leadership, teamwork, communication, and advocacy, and the knowledge, such as planning, budgeting, evaluation, parliamentary procedure, and legislation, for them to participate effectively;
- assisting with travel, child care, or lodging expenses to the greatest extent possible when this would enable individuals or family members to participate;
- employing individuals in suitable positions in their organizations, including, where feasible and to the extent practicable, positions that provide oversight, guidance, and monitoring; and
- recruiting, training, and supporting individuals and family members to serve as board members and advocating their appointment with appointing authorities.

Further, it is the policy of the Board that CSBs shall work closely with the boards of supervisors or city councils and county administrators or city managers of their local governments to help them meet or exceed the membership requirements in § 37.2-

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Policy

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501 or § 37.2-602 of the Code of Virginia. The Department shall monitor the composition of each CSB board of directors through its performance contracts with CSBs and inform a CSB if its composition is not in compliance with these statutory requirements. The Department shall assist CSBs in working with their local governments, including helping to identify sources for appointments of individuals and family members who are knowledgeable about the services system and have public participation skills.

It also is the policy of the Board that the Department, state facilities, and CSBs shall encourage, support, fund, assist, monitor, and evaluate services and supports run or provided by individuals to the greatest extent practicable. These services and supports may operate independently of, in partnership with, or by an agreement or contract with the Department, CSBs, or state facilities. Individuals must be involved substantively in the design, leadership, administration, and day-to-day operation of these services and supports. Examples of these services and supports include community education; crisis prevention, intervention, and respite; drop-in centers; employment services or employment readiness support; outreach to individuals; housing; peer case management; peer companion or mentoring services; peer counseling; recovery and wellness education; recreation and arts; support groups; and technical assistance to develop services delivered by individuals.

Further, it is the policy of the Board that the Department, state facilities, and CSBs shall include a provision in their contracts with private and other public service providers to require compliance with the provisions of this policy that are applicable to their operations.

Finally, it is the policy of the Board that the Department, state facilities, and CSBs shall monitor and seek feedback from individuals and family members about their efforts to invite, encourage, and support the involvement and participation of individuals and family members in their operations and periodically report the results of this feedback to the Board.
