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**FRAMEWORK FOR ALL NORTH SOUND BHO ACTIVITIES**

Adopted by the North Sound BHO Board of Directors  
July 14, 2005  
Motion #05-051

The North Sound BHO proposes the following core values and principles and key elements of individual care. This framework will be the basis for all North Sound BHO activities and contracts. It is also intended that all North Sound BHO activities and contracts will be in compliance with the regulatory requirements of WAC, DBHR Contract, and Clinical Eligibility and Care Standards. These assumptions are based on individual driven behavioral health services and recovery model focusing on strength-based concepts and the provision of responsive, effective, and improved services throughout the region.

**I. CORE VALUES AND PRINCIPLES – KEY ELEMENTS OF INDIVIDUAL CARE****A. Eligibility/Access**

- 1) Eligible Individuals shall have timely access to medically necessary Behavioral Health Services and supports.
- 2) Screening and assessment shall be provided on a 24-hour, 365-day basis.
- 3) North Sound BHO requires a no decline policy that assures the provision of medically necessary mental health services.
- 4) There shall be a single entry point by which services are most easily accessed. Such entry point shall be provided on a 24 hour, 365-day basis throughout the region.
- 5) All parts of the behavioral health system will assist individuals in obtaining access to appropriate services.
- 6) Individual access to specific mental health support or treatment services shall not be dependent on individual willingness to participate in other (concurrent) treatment options.

**B. Individual Services/Individual Rights**

- 1) Individual services shall, at all times, be rendered with dignity, respect, courtesy, and fairness
- 2) Individual participation, voice, and satisfaction with services
- 3) Individual and cultural differences shall be honored through culturally competent service provision.
- 4) Continuity of care shall be provided with seamless access.
- 5) Individual confidentiality.
- 6) Individuals shall be provided with maximum alternatives and choice in matters of their care.
- 7) There shall be an integrated inpatient/outpatient system.
- 8) Homeless individuals shall be provided with behavioral health services.
- 9) The North Sound BHO supports the Division of Behavioral Health and Recovery Individual Rights at the provider level

- 10) Active provider outreach and engagement for enrolled or unserved individuals are required.
- 11) Behavioral Health crisis workers shall have access to current crisis plans and individual treatment plans at all times. The North Sound BHO supports a meaningful information system for all behavioral health professionals that provides access to information regarding the specific individual’s crisis plans and individualized treatment plans.
- 12) There shall be comprehensive grievance service made available (and tracked) at all levels of the system.

**C. Strength Based Services and Recovery**

- 1) Individuals’ skills, capabilities, strengths, and assets will be recognized and utilized in the individual recovery plan. Services provided in partnership between individual, provider and other systems.
- 2) Families, communities, and natural supports will be valued and utilized in serving the needs of individuals.
- 3) It is in the best interest for individuals to live as independently as possible in communities and settings of their choice. Individuals’ mental health improves when they participate in and increasingly assume responsibility for their own care.
- 4) A range of residential services and housing supports shall be provided, emphasizing least restrictive, stable living options that are age, culturally, and linguistically appropriate. “Housing” is defined in WAC 275-57-140.
- 5) Individuals shall be assisted with engaging in meaningful daily activities. This could include volunteerism and active participation in their community and proactive assistance in educational and employment services.

**D. Behavioral health systems and services improve when individuals participate in planning and quality assurance at all levels**

People with behavioral health disorders are best served by people who care about them.

**E. The NORTH SOUND BHO and its providers are committed to safety of:**

- 1) Public
- 2) Individual
- 3) Staff

**F. Collaboration**

- 1) North Sound BHO and its contractors will work in collaboration with other systems to meet the needs of the whole person.
- 2) Services shall proactively follow individuals, regardless of setting (wherever they are) in the mental health, substance use or physical health system.
- 3) Individuals in the justice system shall have access to behavioral health services.

**G. Education**

- 1) The importance of community education programs about behavioral health issues is a core value.

- 1                    2) North Sound BHO and its providers will educate the public about the scope of available
- 2                    services, service locations, crisis response services, individual rights and responsibilities.
- 3                    3) The North Sound BHO and its providers shall actively promote public education
- 4                    regarding behavioral health and stigma reduction.
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6                    **H. Individuals, family members, North Sound BHO and its contractors shall advocate for**

7                    **individual rights, funding for services, and quality**

8                    Both North Sound BHO and its member counties provide technical assistance to all parties

9                    in the Region.