St. Clair County Community Mental Health
Providing Opportunities for Health, Wellness, & Connection

Board Policy

Policy Title:	**Inclusion of Individuals Served**
Policy #:	**01-001-0035**
Effective Date:	2026
Approved by:	SCCCMH Board of Directors
Functional Area:	Administrative -- Governance
Responsible Leader:	Telly Delor, Chief Operating Officer
Policy Owner:	Joy Vittone, Corporate Compliance Officer
Applies to:	Community Agency Contractor, Contracted Network Providers, Directly Operated Programs, Specialized Residential Providers, SCCCMH Staff, SCCCMH Board

Purpose: To articulate SCCCMH's commitment to include individuals it serves in the design, evaluation, and operations of providing mental health and substance use disorder services, and to describe the ways SCCCMH will ensure inclusion of individuals served in program practices.

I. Policy Statement

It is the policy of St. Clair County Community Mental Health (SCCCMH) to provide the necessary and reasonable resources and supports to foster community *inclusion* and enable individuals served to have an active role in creating, evaluating, and operating mental health and substance use disorder (SUD) services.

II. Standards

A. SCCCMH and its provider network shall promote the involvement of individuals served and *support* the design, implementation, and evaluation of mental health services. Such promotion will be maintained in a variety of ways to make the most of the ability of individuals served to have an impact upon policy and service design and delivery.

B. SCCCMH and its provider network shall utilize Person First and *Recovery* Language in all publications, formal communications such as newsletters, and daily discussions.

C. SCCCMH and its provider network shall advance the employment of individuals with mental health disabilities within the mental health system and in the community at all levels of positions, including mental health service provision roles.

D. SCCCMH and its provider network shall make the best, promising, and evidence-based practices available as options of service and service planning.

E. SCCCMH and its provider network shall remain fully compliant with the best available practices in cultural competency. This includes the availability of employees and services that reflect the ethnic and cultural makeup of the service area and competency in specialized cultures such as groups of non-English and limited-English speaking individuals, deaf culture, and blind culture.

F. SCCCMH and its provider network shall promote the achievement of individuals served through integrating recognition of their abilities, accomplishments, and skills into recognition programs.

G. SCCCMH, through surveys and other appropriate methods, shall gather ideas and responses from individuals currently and formerly served, *secondary recipients*, and support persons concerning their experiences with services and the community.

H. SCCCMH and its provider network will conduct comprehensive community education campaigns that aim to reduce stigma toward individuals with a mental illness, intellectual/developmental disability or substance use disorder, educating the public about mental health and whole-health wellness, reaching out to underserved portions of the community, and supporting community integration and participation.

I. SCCCMH and its provider network shall ensure services to individuals with developmental/intellectual disabilities are provided in compliance with positive behavioral supports and self-determination principles.

J. SCCCMH and its provider network shall ensure individuals of all ages, and with all disabilities, and their families and guardians, are provided with organized roles to help make decisions in policies, programs, and services. This includes the design and implementation of *person-centered planning* strategies and techniques. Proper training and resources will be devoted to increase the capacity of people to provide such input to SCCCMH.

K. SCCCMH and its provider network shall ensure services to minors and their families are comprehensive and will be delivered with family-centered approaches. These services will be individualized and respectful of the family's choices about services and support.

L. SCCCMH and its provider network shall ensure programs operated by individuals served receive the same consideration in business planning, contractual, fiscal, liaison, and all other business matters that is provided to other providers of mental health services.

M. SCCCMH and its provider network will base their programs and services upon integration and normative community resources before developing segregated

resources that exclusively or predominately serve individuals who participate in the mental health system.

N. SCCCMH and its provider network will collaborate with individuals currently and formerly served *family members*, and advocates in development and implementation of this guideline.

III. Procedures, Definitions, and Other Resources

A. Procedures

Actions

Action Number	Responsible Stakeholder	Details
1.0	SCCCMH Administration	1. Cooperate to the fullest extent possible with the entire provider network in the implementation of this Policy. Specific programs operated under this Policy will vary in their procedures due to local circumstances. 2. Provide training and technical assistance to individuals served and groups that wish to establish individual-driven and individual-operated services. 3. Provide leadership and membership opportunities to individuals served with intellectual/developmental and mental disabilities in its advisory committee and work group structure, and employment opportunities to individuals served as possible or necessary to implement this guideline. 4. Monitor the development of segregated services to establish only those that are unable to be provided in integrated settings.

B. Related Policies

N/A

C. Definitions

1. *Consumerism:* The active promotion of employment, interests, service needs, and rights of individuals served by the mental health system.
2. *Driven by Individuals Served:* Any program or service focused upon and directed by participation from individuals served.

3. *Family Member:* A parent, stepparent, spouse, significant other, sibling, child or grandparent of an individual served. It is also any person upon whom a *primary recipient* depends for 50% or more of their financial support.
4. *Family Centered Services:* Services for families with minors that emphasize family needs and desires with goals and outcomes defined. Services are based on family strengths and competencies with active participation in decision-making roles. (Minor: Person under 18 years of age unless legally emancipated.)
5. *Inclusion:* Recognition and acceptance of people with mental health needs as valued members of their community.
6. *Operated by Individuals Served:* Any program or service operated and controlled by individuals served.
7. *Person-Centered Planning:* The process of planning with and supporting the individual who wishes to control their life by participating in services. This process builds upon the individual's capacity to engage in activities that promote community life, and it honors the individual's abilities, choices, and preferences.
8. *Person First Language:* This is a verbal and written communication style that refers to an individual first rather than a disability first. (Ex: individual with Intellectual/Developmental Disability).
9. *Primary Recipient:* An individual who participates in services provided from the Michigan Department of Health and Human Services (MDHHS) or a Community Mental Health Services Program (CMHSP). It also means an individual who has received the equivalent mental health services from the private sector.
10. *Recovery:* A deeply personal, unique process of changing one's attitudes, values, feelings, goals, skills, and/or roles. It is a way of living a satisfying, hopeful, contributing life even with barriers caused by illness. Recovery involves the development of a new meaning and purpose in one's life as one grows beyond the effects of mental illness.
11. *Secondary Recipient:* A person who is a family member, significant other, or spouse of a primary recipient.
12. *Support Person:* A person who provides intangible or tangible resources (Activity of Daily Living Assistance, emotional support, financial management services, etc.) to a primary or secondary recipient.

D. Forms

N/A

E. Other Resources (i.e., training, secondary contact information, exhibits, etc.)

N/A

F. References

1. Contract between Region 10 PIHP and St. Clair Community Mental Health
2. Contract between MDHHS and St. Clair County Community Mental Health Authority

IV. History

- Initial Approval Date: 11/2005
- Last Revision Date: 09/2024 BY: Joy Vittone
- Last Reviewed Date: 08/2026 BY: Joy Vittone
- Non-Substantive Revisions: N/A
- Key Words: empowerment, inclusion, IPOS, person-centered, planning