Community Mental Health Partnership of Southeast Michigan/PIHP	*Policy* **Welcoming Policy**
Department: Substance Use Services	**Regional Operations Committee Review Date 08/02/2021**
Implementation Date 10/29/2021	**Oversight Policy Board Approval Date 10/28/2021**

I. PURPOSE

To establish expectations and standards for the implementation of a welcoming philosophy across the Community Mental Health Partnership of Southeast Michigan (CMHPSM) where individuals and their family members receive meaningful, non-judgmental interactions from staff within the Recovery Oriented System of Care.

II. REVISION HISTORY

DATE	MODIFICATION
10/2006	Original policy
10/2009	Language modification
2/2012	Language modification
8/2016	Language modification
11/2019	Language modification
3/2021	Language modification
10/28/2021	Change "client" to "individual"

III. APPLICATION

This policy applies to the CMHPSM and its provider network. It is expected that all CMHPSM and provider network staff involved in the provision of services understand and take action to operate within these welcoming principles. These actions consist of reviewing business practices, identifying areas in need of improvement, and implementing identified changes.

IV. DEFINITIONS

Community Mental Health Partnership of Southeast Michigan (CMHPSM): The Regional Entity that serves as the PIHP for Lenawee, Livingston, Monroe and Washtenaw for mental health, developmental disabilities, and Substance Use Disorder services.

Community Mental Health Services Program (CMHSP): A program operated under chapter 2 of the Mental Health Code as a county community mental health agency, a community mental health authority, or a community mental health organization.

Co-Occurring Disorder: Have both a mental health and substance use diagnosis or a developmental disability (DD) (in some instances, both a DD diagnosis and mental health diagnosis) and a substance use diagnosis.

Recipient: The person requesting, accepting, receiving or being referred for services through the CMHPSM

Regional Entity: The entity established under section 204b of the Michigan Mental Health Code to provide specialty services and supports.

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V. POLICY

A welcoming philosophy is based on the core belief of dignity and respect for all people while in turn following good business practice. In this context welcoming was determined to be an important factor in contributing to successful recipient outcomes.

The goal of Substance Use Disorder (SUD) treatment is to move individuals along the path of recovery. There are two main features of the recovery perspective. It acknowledges that recovery is a long-term process of internal change, and it recognizes that these internal changes proceed through various stages. As SUD is a chronic disease, it is characterized by acute episodes or events that precipitate a heightened need for an individual to change their behavior. It is important for the system to understand and support the individual seeking treatment by providing an environment including actions/behavior that foster entry and engagement throughout the treatment process and supports recovery.

In accordance with the MDHHS OROSC Technical Advisory on Welcoming (2020) and the Network for Improvement of Addiction Treatment (NIATx) "Key Paths to Recovery" the CMHPSM aims of reduced waiting, reduced no shows, increased admissions and increased continuation in treatment, all incorporate an expectation for a welcoming philosophy. Welcoming principles extend to include all individuals of an agency (the individual, their family/advocates, referral sources and agency staff)

VI. STANDARDS

Welcoming is conceptualized as an accepting attitude and understanding of how people 'present' for treatment and a capacity on the part of that location to address their needs in a manner that accepts and fosters a service and treatment relationship that meets the needs and interests of the recipient. Welcoming is also considered a best practice for programs that serve individuals with co-occurring mental health and Substance Use Disorders.

The following principles list the characteristics/attitudes/beliefs that can be found at a program or agency that is fostering a welcoming environment:

General Principles Associated with Welcoming

- Welcoming is a continuous process throughout the agency/program and involves access, entry, and on-going services.
- Welcoming applies to all "individuals" of an agency. Beside the individual seeking services and their family, an individual also includes the public seeking services; other providers seeking access for their individuals; agency staff; and the community in which the service is located and/or the community resides.
- Welcoming is comprehensive and evidenced throughout all levels of care, all systems and service authorities.

- A welcoming system is 'seamless.' It enables service regardless of original entry point, provider and current services.
- In a welcoming system, when resources are limited, or eligibility requirements are not met, the provider ensures a connection is made to community supports.
- A welcoming system is culturally competent and able to provide access and services to all recipients seeking treatment.

Welcoming – Service Individual

- There is openness, acceptance and understanding of the presenting behaviors and characteristics of persons with Substance Use Disorders.
- For persons with co-occurring mental health challenges, there is an openness, acceptance and understanding of their presenting behaviors and characteristics.
- Welcoming is individually based and incorporates meaningful individual participation and 'individual satisfaction' that includes consideration to the family members/significant others.
- Services are provided in a timely manner to the meet the needs of the individual and/or their families.
- Individuals must be involved in the development of their treatment plans and goals.

Welcoming – Organization

- The organization demonstrates an understanding and responsiveness to the variety of help seeking behaviors related to various cultures and ages.
- All staff within the agency incorporates and participates in the welcoming philosophy.
- The program is efficient in sharing and gathering authorized information between involved agencies rather than having the individual repeat it at each provider.
- The organization has an understanding of the local community, including community differences, local community involvement and opportunities for recovery support and inclusion by the individual receiving services.
- Consideration is given to administrative details such as sharing information across providers, ongoing review to streamline information to what is essential and necessary.
- A welcoming system is capable of providing follow-up and assistance to an individual as they navigate the provider and the community network(s).
- Welcoming is incorporated into continuous quality improvement initiatives.
- Hours of operation meet the needs of the population(s) being served.
- Personnel that provide the initial contact with a recipient receive training and develop skills that improve engagement in the treatment process.
- All information collected has purpose and represents added value. Ingredients to managing such information are the elimination of duplication, quality forms design and efficient processing, transmission, and storage.

Welcoming – Environmental and Other Considerations

- The physical environment provides seating, space, and consideration to privacy, and/or other 'amenities' to foster an accepting, comfortable environment.
- The service location is considered with regard to public transportation and accessibility.

- Waiting areas include consideration for family members or others accompanying the individual seeking services.

    Staff Competency Principles

- Skills and knowledge appropriate to staff in their roles throughout the system (reception, clinical, treatment support, administrative).
- Staff should have the knowledge and skill to be able to differentiate between the person and their behaviors.
- Staff should be respectful of individuals' boundaries in regards to personal questions and personal space.
- Staff uses attentive behavior, listening with empathy not sympathy.
- Staff have cultural competence/humility and ensure services are accessible to individuals in an equitable way that meets the cultural needs of individuals as much as possible. Staff cultural competence training is required.

It is expected all CMHSPs and Substance Use Disorder treatment providers implement and maintain welcoming principles.

It is essential that cultural competence/humility is addressed to ensure equitable access and feelings of welcoming across all cultures throughout all levels of services.

Individual satisfaction surveys are expected to incorporate questions that address the 'welcoming' nature of the agency and its services.

Welcoming principles will be reviewed as part of site visit protocols.

VII.   EXHIBITS
None

VIII.   REFERENCES

Reference:	Check if applies:	Standard Numbers:
42 CFR Parts 400 et al. (Balanced Budget Act)		
45 CFR Parts 160 & 164 (HIPAA)		
42 CFR Part 2 (Substance Abuse)	X	
Michigan Mental Health Code Act 258 of 1974		
The Joint Commission - Behavioral Health Standards		
Michigan Department of Health and Human Services (MDHHs) Medicaid Contract	X	
MDHHS Contract	X	

Michigan Medicaid Provider Manual		

5 Promising Practices. Network for the Improvement of Addiction Treatment website: www.NIATx.net

Mee-Lee, David. Training & Consulting website: https://www.davidmeelee.com/

MDHHS Substance Use Disorder Services Technical Advisories, *Treatment Policy #5, Welcoming* (2020)
https://www.michigan.gov/documents/mdch/TA_Treatment_05_Welcoming_175207_7.pdf

National Institutes of Health "Clear Communication; Cultural Respect;" (2021)
https://www.nih.gov/institutes-nih/nih-office-director/office-communications-public-liaison/clear-
        communication/cultural-respect

SAMHSA TIP 42: Substance Abuse Treatment for Persons With Co-Occurring Disorders (2020)
https://store.samhsa.gov/product/tip-42-substance-use-treatment-persons-co-occurring-disorders/PEP20-02-01-004

SAMHSA TIP 59: Improving Cultural Competence (2021)
https://www.samhsa.gov/resource/ebp/tip-59-improving-cultural-competence

White, W.L., Kurtz, E., Sanders, M. (2006). *Recovery Management.* Chicago, IL: Great Lakes Addiction
Technology Transfer Center.
http://www.williamwhitepapers.com/pr/2006RecoveryManagementMonograph.pdf