

Community Mental Health Partnership of Southeast Michigan/PIHP	<i>Policy</i> Welcoming Policy
Department: Substance Use Services	Regional Operations Committee Review Date 09/11/2024
Implementation Date 09/26/2024	Oversight Policy Board Approval Date 09/26/2024

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 consumers/individuals served 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
02/2012	Language modification
08/2016	Language modification
11/2019	Language modification
03/2021	Language modification
10/28/2021	Change “client” to “individual”
09/26/2024	Language modification

III. APPLICATION

This policy applies to:

<input type="checkbox"/> CMHPSM PIHP Staff, Board Members, Interns & Volunteers
<input type="checkbox"/> Regional Partner CMHSP Staff, Board Members, Interns & Volunteers
Service Providers of the CMHPSM and/or Regional CMHSP Partners:
<input type="checkbox"/> Mental Health / Intellectual or Developmental Disability Service Providers
<input checked="" type="checkbox"/> SUD Treatment Providers <input type="checkbox"/> SUD Prevention Providers
<input checked="" type="checkbox"/> Other as listed: All Substance Use Service Providers

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.

Consumer/Individual Served: 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.

SUGE: Michigan Department of Health and Human Services (MDHHS) Substance Use Gambling and Epidemiology (SUGE).

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 consumer/individual outcomes.

The goal of Substance Use Disorder (SUD) treatment is to move consumers/individuals served 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 a consumer/individual served to change their behavior. It is important for the system to understand and support the consumer/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 Substance Use Gambling and Epidemiology (SUGE) 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 consumers/individuals served of an agency (the consumer/individual served, 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 provider to address their needs in a manner that accepts and fosters a service and treatment relationship that meets the needs and interests of the consumer/individual served. Welcoming is also considered a best practice for programs that serve consumers/individuals served 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. In addition to the consumer/individual seeking services and their family, a consumer/individual served also includes the public seeking services; other providers seeking access for consumers/individuals served; 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 sensitive, aware and able to provide accessible and inclusive services to all consumers/individuals served seeking treatment.

Welcoming – Service Consumer/individual served

- There is openness, acceptance and understanding of the presenting behaviors, culture, 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 consumer/individual served participation and ‘individual satisfaction’ that includes consideration of the family members/significant others.
- Services are provided in a timely manner to meet the needs of the consumer/individual served and/or their families.
- Individuals must be involved in the development of their treatment plan 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 incorporate and participate in the welcoming philosophy.
- The program is efficient in sharing and gathering authorized information between involved agencies rather than having the consumer/individual served 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 consumer/individual served.
- Consideration is given to administrative details such as sharing information across providers, and ongoing reviews to streamline information to what is essential and necessary, as long as appropriate releases of information (ROI) are completed.
- A welcoming system is capable of providing follow-up and assistance to a consumer/individual served 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 who provide the initial contact with a consumer/individual served 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 consumer/individual served.

Staff Competency Principles

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

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

It is essential that cultural sensitivity and awareness is addressed to ensure equitable access and feelings of inclusion and welcoming across all cultures throughout all levels of services.

Consumer/individual served 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.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>