

Integrated Services Initiative Practice Guidelines

A. Welcoming Practice Guidelines

1. To welcome every person seeking help and to provide integrated services and supports, in a manner that demonstrates hospitality, respect and offers choices.
 - a. This welcoming response shall convey a “No Wrong Door,” i.e., every door is a Right Door, philosophy and shall be integrated into and reflected in each agency’s environment, policy, documentation and literature.
 - b. Every ODMHSAS operated and contracted program shall provide and/or make available integrated, trauma informed mental health and substance abuse services.

B. Screening Practice Guidelines

1. All persons seeking services will be provided an integrated screening for at least; psychiatric and substance use disorders, and trauma issues as well as immediate safety concerns.
2. The screening process determines whether the person seeking assistance needs further comprehensive assessment.
3. Agencies will develop implementation procedures and identify performance indicators to ensure access to screening.

C. Assessment Practice Guideline

1. An integrated assessment consists of gathering key historical and current information. The process engages the person seeking services in a way that enhances understanding of the person’s readiness for change, their problems, needs, strengths, and safety requirements to guide recovery planning.
2. Assessment is an ongoing process that should be repeated over time to capture changes in the person’s recovery.
3. Agencies will develop implementation procedures and identify performance indicators to ongoing assessment.

D. Integrated Recovery Plan Practice Guidelines

1. The helping relationship is a working partnership where power that may have been lost is regained and shared. Based on the *consumer's* identified strengths, experience, knowledge, resiliency and needs, the relationship becomes one of collaboration and mutual respect with regards to approaches and stages of change for each challenge or problem.

2. These guidelines are recommended when developing an integrated plan to achieve and sustain recovery:
 - a. Use a recovery perspective.
 - b. Adopt a holistic (mind, body and spirit) approach.
 - c. Adopt a phase-approached to individual needs.
 - d. Address real life needs in the beginning, including discharge and aftercare arrangements.
 - e. Make clear how the person moves through the recovery process.
 - f. Use support systems and community resources.