



**MISSION:** To be a leader in integrated health care, inspiring hope and wellness in partnership with individuals, families and the community.

**VISION:** Building a healthier, more informed, and inclusive community through innovation and collaboration.

## VALUES

**Diversity.** We value differences and recognize our unique experiences and perspectives make us stronger and more effective.

**Development.** We believe that all persons have the ability to continually grow and learn.

**Excellence.** We work to be the very best in our field and embrace innovation, creativity and continual improvement.

**Integrity.** We hold ourselves accountable and operate with fairness and honesty.

## GUIDING BEHAVIORS

**Positivity.** We are generous with our interpretation of other's actions, assuming positive intent.

**Mutual Respect.** We display politeness and kindness, treating each other how we would like to be treated.

**Encouragement.** We offer motivating words and gestures, showing appreciation and support for each other.

**Customer Service.** We go above and beyond to assure that others feel safe, respected, and valued.

**Trauma Informed.** All of our actions and behaviors are guided through a trauma informed lens.

**Hope.** We create an environment of hope where individuals are encouraged to believe in a more positive future.

**Partnership.** We believe we can achieve more through teamwork, collaboration and partnerships than alone.

**Recovery Oriented.** We create an environment in which a person can improve their health and wellness, live a self-directed life, and strive to reach their full potential.



## OPERATING PHILOSOPHY

1. We have a responsibility to build a comprehensive integrated system of care for persons served.
2. We need to describe and define levels of care, including common language and understanding for our staff, partners and the community. (See "good and modern document")
3. Our place in the continuum of care is specialized in high need services. Programs and services will be developed based on community needs and gaps in services.
4. As a Community Mental Health Organization we are obligated to ensure that all members of our community are screened/assessed, and that recommendations for services are made based on that assessment. We will work to be more trauma-informed and collaborate with our partners to create a "no wrong door" approach, improving access to services. We will use standardized assessment tools to help standardize level of care recommendations, while continuing to respect clinical judgment.
5. We have an obligation to provide education and prevention services to the community. Such services may include Infant Mental Health, suicide prevention, psychological first aid/CISM, debriefing, and school based services.
6. We have an integrated approach to care. Starting with comprehensive assessment we will address in an integrated manner all treatment needs, including mental health, substance use disorders, developmental disabilities, health issues, etc. While at times funding may require that we identify a primary diagnosis, operationally diagnoses are all considered co-occurring.
7. We will lead by example, sharing data, strengths and needs for improvement with our partners and expecting the same from them.
8. Every one of our partner providers has something valuable to offer the community and our system of care.

9. Paperwork should not be meaningless. If you are doing something that you feel is meaningless then we need to evaluate why we are doing it.
10. Supervision is essential and every staff person deserves regular scheduled supervision.
11. Every staff is a valuable member of a team and no one should be marginalized.
12. Staff needs to feel safe.
13. We will operate within a team approach that appreciates differences and facilitates an environment of mutual respect.
14. We will embrace change and encourage flexibility. Our field is constantly evolving; we see this as an opportunity with a spirit of innovation and willingness to learn.

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