

## **Guiding Values**

### **Making a meaningful difference**

The sole purpose of our Center is to support our communities through the full and equal participation of all our residents in the quality of life available here. We do this by *Making a Meaningful Difference* in the lives of those who seek our assistance. The value of *Making a Meaningful Difference* requires that we measure the development of our resources, the delivery of our services, and the organization of our Center against our capacity to *Make a Meaningful Difference*.

It is our responsibility to constantly modify and adapt our resources to make the greatest possible impact for consumers, family members of those with a substance abuse problem or mental illness, and those in the community for whom mental illness or substance abuse is limiting their capacity to fully participate in the quality of life.

### **Supporting family, job, and intimate relationships**

Greater therapeutic impact happens outside of the Center and its resources than within it. Families, job settings, and intimate relationships provide the greatest therapeutic impact and enhance the impact of our service resources. A substantial portion of our resources should be committed to providing this support, which should not be limited to crisis support but should extend to preventive and early interventive support.

### **Engaging all consumers and family members to the best of our ability**

ALL persons challenged with a mental illness, their families and others who work and live with them, are our responsibility. Our responsibility extends beyond enrolled consumers and enrolled family members.

We have an obligation to the broader community that requires us to work closely with, and serve as a resource for, all aspects of our community, including but not limited to health, public safety, economic development, education, and other human service resources.

Engaging ALL consumers and family members to the best of our ability requires a specific commitment to cultural competency and proficiency. This extends beyond minority language expertise to an active effort to make all groups feel comfortable and welcomed. Where possible, we will employ staff at all levels with ethnic and cultural backgrounds consistent with those served by our Center. Where this is not feasible, we will make concerted efforts to train and educate our staff so that they may represent and deliver our services in as effective, acceptable, and user-friendly a manner as possible.

### **Consumer partnership**

The value of consumer partnership means that we approach our services with respect for those challenged with a mental illness or substance abuse and respect for their families. We take pride in our resources and their professional application, but we recognize that that application must be guided and tailored in partnership with those we serve.

## **Culture of change**

Change is not our enemy, nor is it an obstacle. Change is not something we will get past, have settled on, or need to endure. *Change is our opportunity.*

We will embrace change as the opportunity to make a more meaningful difference. We are the temporary stewards of our Center, its resources, and its capacity to serve our community. Staff will change, demands on our system will change, technology will change, our community is constantly changing, and our understanding of best practices will change. Only those who accept the constant nature of change and who can use it to their advantage will thrive in our environment.

## **Commitment to excellence**

Excellence is the achievement of outcomes making the best/most creative use of resources within professional and ethical guidelines. Excellence requires a commitment to the highest professional best practice standards, highest ethical standards, and the integrity to recognize when those standards are not met.

Excellence is not a specific practice, nor is it a specific application of resources. Excellence is determined by the unique outcome dictated through consumer/family identification of need, desired outcome, resources, and limitations combined in partnership with the application of Center resources brought creatively to bear by staff and teams.

Excellence is not to be confused with perfection, which takes no risks. Achieving excellence requires both risk and failure.