

NORTHCARE NETWORK

POLICY TITLE: Independent Facilitation Policy	CATEGORY: Customer Services/Recipient Rights	
EFFECTIVE DATE: 4/18/03	BOARD APPROVAL DATE: 7/6/11	
REVIEW DATE: 10/4/22	REVISION(S) TO POLICY STATEMENT: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	OTHER REVISION(S): <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
RESPONSIBLE PARTY: Customer Services Specialist	CEO APPROVAL DATE: 11/1/22 Dr. Tim Kangas, CEO	

APPLIES TO

NorthCare Network Personnel
Member CMHSPs

POLICY

Individuals receiving services are able to access a trained volunteer independent facilitator through NorthCare Network's Customer Services to facilitate an Individual Plan of Service (IPOS). This service is not available to consumers receiving short term outpatient services/medication only services/or substance abuse services.

PURPOSE

To ensure compliance with the Michigan Department of Health and Human Services (MDHHS) requirement that individuals receiving services have the right to seek help from a neutral person to facilitate their Individual Plan of Service.

DEFINITIONS

1. ***Independent Facilitator:*** An Independent Facilitator (IF) is an individual who will facilitate the negotiation of a mutually responsible Person-Centered Plan (PCP) between the consumer and the provider organization. A consumer engages a facilitator to ensure their needs are identified and adequate planning occurs. The facilitator ensures the consumer has a plan that addresses those issues that are important to the consumer and those issues that are important for the consumer (e.g. health and safety concerns). The facilitator helps the consumer understand the process of developing a plan of service that is based on the principles of self-direction and person-centered planning. The Independent Facilitator does not represent the consumer at a hearing or in a court of law.

REFERENCES

- MDHHS/PIHP Contract, as amended
<https://www.michigan.gov/mdhhs/doing-business/contractor>
- MDHHS Policies & Practices Guidelines https://www.michigan.gov/mdhhs/0,5885,7-339-71550_2941_4868_4900---,00.html (Person Centered Planning Practice Guidelines)
- NorthCare Network Treatment Planning for Integrated Healthcare Policy

HISTORY

REVISION DATE: 6/15/08, 3/29/11, 6/14/11, 1/30/13, 1/15/18, 4/30/20, 2/25/21, 10/4/22

REVIEW: 1/30/13, 11/27/13, 10/1/14, 7/22/15, 5/4/16, 3/23/17, 1/15/18, 11/27/18, 6/25/19, 4/30/20, 2/25/21, 12/10/21, 10/4/22

CEO APPROVAL: 1/30/13, 11/27/13, 10/1/14, 8/3/15, 5/16/16, 4/4/17, 2/15/18, 12/4/18, 7/2/19, 5/5/20, 3/2/21, 1/4/22, 11/1/22

BOARD APPROVAL: 4/18/03, 7/6/11

PROCEDURES

- A. All persons receiving services will be informed about the option of having an Independent Facilitator conduct their Person Centered Planning (PCP) meeting.
1. NorthCare Network and its Member Community Mental Health Service Programs (CMHSP) will provide education regarding independent facilitation to their consumers.
 - a. The Member CMHSP will provide each individual accessing services information about PCP and with that material will be the information about the right to work with an Independent Facilitator of their choice. This is documented on the Orientation Checklist.
 - b. Information, including Customer Handbook and Brochure, about Independent Facilitation is available from NorthCare Network Customer Services and the CMHSPs.
 - c. The NorthCare Network Customer Handbook and the NorthCare Network website (www.northcarenetwork.org) contain information regarding accessing a local Independent Facilitator.
 - d. Upon request, NorthCare staff is available to facilitate consumer education programs.
 2. NorthCare Network will monitor this through:
 - a. The Orientation Checklist in ELMER (Electronic Medical Record System)
 - b. CMHSP Annual Site Reviews
 - c. NorthCare Access Survey
 3. Each member CMHSP will contract with a sufficient number of independent facilitators to ensure the availability and choice of independent facilitators to meet their needs. The independent facilitator is chosen by the individual and serves as the individual's guide (and for some individuals, assisting and representing their voice) throughout the process, making sure that their hopes, interests, desires, preferences, and concerns are heard and addressed. The independent facilitator must not have any other role within the PIHP and/or the CMHSP. The role of the independent facilitator is to:
 - a. Personally know or get to know the individual who is the focus of the planning, including what they like and dislike, personal preferences, goals, methods of communication, and who supports and/or is important to the individual.

- b. Help the individual with all pre-planning activities and assist in inviting participants chosen by the individual to the meeting(s).
- c. Assist the individual to choose planning tool(s) to use in the PCP process.
- d. Facilitate the PCP meeting(s) or support the individual to facilitate their own PCP meeting(s).
- e. Provide needed information and support to ensure that the individual directs the process.
- f. Make sure the individual is heard and understood.
- g. Keep the focus on the individual.
- h. Keep all planning participants on track.
- i. Develop an IPOS in partnership with the individual that expresses the individual's goals, is written in plain language understandable by the individual, and provides for services and supports to help the individual achieve their goals.