

SOUTHERN HIGHLANDS COMMUNITY MENTAL HEALTH CENTER

POLICY AND PROCEDURE MANUAL

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MISSION STATEMENT

Southern Highlands Community Mental Health Center inspires and nurtures human potential in our community through service, advocacy, and education.

Tag Line: So much more than behavioral health.

I. HISTORY

Mercer, McDowell, Wyoming Mental Health Council, Inc., d/b/a Southern Highlands Community Mental Health Center began in 1968 when an application was submitted by the State Department of Mental Health to the National Institute of Mental Health for the construction of the mental health center in Princeton, West Virginia. A five acre site was donated to the State Department of Mental Health by the City of Princeton for the location of this facility, across from the Princeton Community Hospital and on an extension to Twelfth Street. The Center is a comprehensive behavioral health center as defined in Chapter 27 of the West Virginia Code and contracts with the West Virginia Department of Health and Human Resources to provide specific services. Crisis services including the coordination of involuntary hospitalizations for Mercer, McDowell, and Wyoming Counties is one of those services. In 2011, the name was legally changed to Southern Highlands Community Mental Health Center, Inc.

Until the late 1980's the Center operated solely by the support of Federal and/or State grants. In the late 1980's the West Virginia Department of Health and Human Resources began funding the behavioral health system through a fee for service in the Medicaid Program. In the mid-1990's the Medicaid Program received a Waiver for the provision of services to the I/DD population further expanding the change to fee for service. Over the last two decades, a crisis stabilization unit, substance use disorder residential facilities for men and women, an Assertive Community Treatment program, additional residential services, along with expanded outpatient services have been added.

The Center operates under the direction of a volunteer Board of Directors which establishes Center policy. The twelve (12) member board is selected with four (4) representatives from each of the three counties.

Southern Highlands Community Mental Health Center will ensure that consistent personnel practices are designed to best utilize the human resources of the Center in the achievement of its goals and objectives. This statement will function as the guide to development and maintenance of detailed personnel procedures.

The Policy and Procedure is intended only as a guide for personnel policies, benefits, and general information. This is not an employment contract. The Policy and Procedures are available via intranet and changes may be made with or without notice. A manual copy will be maintained in the Central Office. Employees of Southern Highlands are employed at will of the Center and have no contractual or statutory right to employment.

II. STATEMENT OF RESPONSIBILITY

The Board of Directors is the source of authority concerned with setting personnel objectives and issuing policy statements. All staff will be under the policy authority of the Board of Directors. The Chief Executive Officer will be responsible for the implementation of this policy statement and for the development of detailed procedures consistent with its intent. The Board of Directors hires the Chief Executive Officer. All other employees are hired by the CEO.

III. OUR PROMISE

Empowering people to achieve their greatest potential, Southern Highlands promises to:

- Promote a culture that values those we serve and our employees.
- Provide individualized, comprehensive plans of care to those we serve.
- Support those we serve as they address housing, crisis, and referral needs.
- Educate the community about issues facing the individuals we serve.
- Deliver prevention programs that enhance positive decision-making and reduce risk.
- Inspire confidence and respect as the community's provider of choice for comprehensive behavioral healthcare in our service region.
- Ensure our services are affordable, accessible, effective, and efficient.
- Evaluate and plan for the behavioral health needs of our community.
- Lead alliances that promote health and quality of life for members of our community.
- Endow our organization with resources necessary to serve our community into the future.

IV. OUR CORE BELIEFS

In our daily work with those we serve, these beliefs guide our actions:

PEOPLE

We believe that a passion and regard for people, all people, lie at the heart of what we do. We respect the culture and values of the people we serve and work beside. We honor the work of people and will treat them with courtesy and kindness because they are worthy of both.

EXCELLENCE

We believe that our work is important and consequently demands the best service. We seek to follow best practices and be guided by clinical research. We emphasize the continued education and development of our workforce to provide the best care possible.

ACCOUNTABILITY

We believe we must be good stewards in the efficient and effective use of all human, fiscal, and material resources. We are committed to the continuous evaluation and improvement of Southern Highlands Community Mental Health Center.

COLLABORATION

We believe that collaboration with other organizations is the best way to accomplish our mission. Through open conversation, we continuously develop alliances and relationships with the people and families we serve, communities, governmental/non-governmental entities and other service providers to meet the needs of people and their families.

INTEGRITY

We believe that integrity is essential in our line of work. In all that we do, we will seek to be ethical, trustworthy, and transparent. We are responsible for implementing services based on principles in legislation, safeguards, and professional codes of conduct.

AWARENESS

We believe education and early intervention strategies will minimize the behavioral health needs of our community. We promote community education and awareness to develop an understanding and acceptance of people with behavioral health needs.

INNOVATION

We believe it is vital to embrace new ideas and change to fulfill our mission moving forward. We seek best practices and innovative ways to provide evidence-based services/supports and strive to find creative solutions to inspire hope and help people obtain their goals.