

California Family Resource Association

Guidelines for Strong Community-Based Mental Health Programs

STANDARD OF CARE

Spectrum of Care Available to the Community

- **Provides direct, effective access across the Spectrum of Care** (*data supported, good evaluation results, supervised, direct services, low-level to intensive, family support group's, etc.*)
- **Culture-honoring Outreach and Services** (*can both identify methods and be inclusive of participants and communities served*)
- **Flexible delivery systems** (*Locations, hours, child care, eligibility, seamless system of care.*)
- **Successful Referral Practices** (*warm hand-off/follow-up*)
- **Comprehensive/Holistic Family & Individual Assessments, Care Coordination (Case Mgmt)** (*Includes substance abuse, domestic violence, poverty, single-parent homes, employment, education, literacy, parenting, suicide prevention, stress/coping skills, trauma, depression, functioning, activities, health, legal issues, nutrition, do they SUPPORT people?*)

SERVICE QUALITY

Efficacy of Efforts

- **On-going staff training and evaluation**
- **Strong evaluation data** (*used to inform others as well as to improve program, types of evaluation and results*)
- **Licensed Staff?**
- **Cultural, Age, Gender, Peer, and linguistic diversity among staff**
- **Collaborative** (*community, board, elected officials, educational community, parents, recipients, County Departments, First 5, County Mental Health?*)
- **Eliminates/reduces Stigma** (*Through education, media, collaboration & service delivery – Is it a safe place to walk in?*)

ORGANIZATIONAL SYSTEMS

Stability and Sustainability

- **Innovations & Recognitions**
- **Organizational Stability** (*history of program, longevity, organizational, staff and board leadership*)
- **Sustainable Funding Streams** (*diverse, government, private foundations, donations – corporate, individual, board*)