

RCW 74.14A.025 Services for emotionally disturbed and mentally ill children, potentially dependent children, and families-in-conflict —Policy updated.

To update, specify, and expand the policy stated in RCW 74.14A.020, the following is declared:

It is the policy of the state of Washington to promote:

- (1) Family-oriented services and supports that:
 - (a) Respond to the changing nature of families; and
 - (b) Respond to what individuals and families say they need, and meet those needs in a way that maintains their dignity and respects their choices;
- (2) Culturally relevant services and supports that:
 - (a) Explicitly recognize the culture and beliefs of each family and use these as resources on behalf of the family;
 - (b) Provide equal access to culturally unique communities in planning and programs, and day-to-day work, and actively address instances where clearly disproportionate needs exist; and
 - (c) Enhance every culture's ability to achieve self-sufficiency and contribute in a productive way to the larger community;
- (3) Coordinated services that:
 - (a) Develop strategies and skills for collaborative planning, problem solving, and service delivery;
 - (b) Encourage coordination and innovation by providing both formal and informal ways for people to communicate and collaborate in planning and programs;
 - (c) Allow clients, vendors, community people, and other agencies to creatively provide the most effective, responsive, and flexible services; and
 - (d) Commit to an open exchange of skills and information; and expect people throughout the system to treat each other with respect, dignity, and understanding;
- (4) Locally planned services and supports that:
 - (a) Operate on the belief that each community has special characteristics, needs, and strengths;
 - (b) Include a cross section of local community partners from the public and private sectors, in the planning and delivery of services and supports; and
 - (c) Support these partners in addressing the needs of their communities through both short-range and long-range planning and in establishing priorities within state and federal standards;
- (5) Community-based prevention that encourages and supports state residents to create positive conditions in their communities to promote the well-being of families and reduce crises and the need for future services;
- (6) Outcome-based services and supports that:
 - (a) Include a fair and realistic system for measuring both short-range and long-range progress and determining whether efforts make a difference;
 - (b) Use outcomes and indicators that reflect the goals that communities establish for themselves and their children;
 - (c) Work towards these goals and outcomes at all staff levels and in every agency; and
 - (d) Provide a mechanism for informing the development of program policies;
- (7) Customer service that:

(a) Provides a climate that empowers staff to deliver quality programs and services;

(b) Is provided by courteous, sensitive, and competent professionals; and

(c) Upholds the dignity and respect of individuals and families by providing appropriate staff recognition, information, training, skills, and support;

(8) Creativity that:

(a) Increases the flexibility of funding and programs to promote innovation in planning, development, and provision of quality services; and

(b) Simplifies and reduces or eliminates rules that are barriers to coordination and quality services. [1992 c 198 s 2.]

Family policy council: Chapter 70.190 RCW.