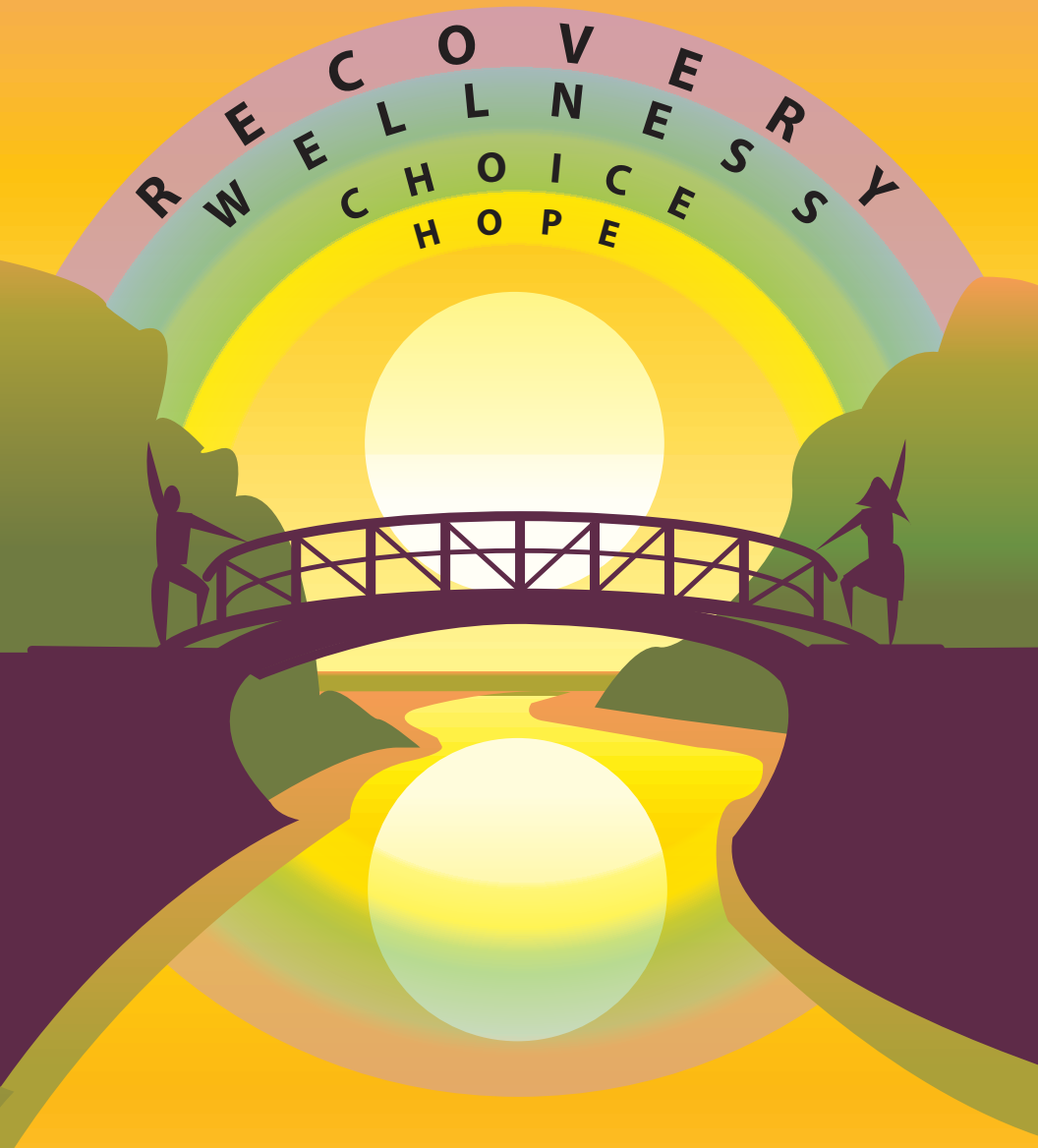


DELAWARE COUNTY  
COMMUNITY SUPPORT PROGRAM

Best Practices  
HANDBOOK



# **DELCO CSP Best Practices Handbook Contents**

## **SECTION I:**

### **What is the Delaware County Community Support Program**

- State, Regional and Delaware County CSP History.....1
- CSP Support System.....3
- Who is considered a CSP Member.....3
- Delaware County Community Support Program Goals.....3
- CSP Principles.....5
- CSP Wheel Recovery Model.....6

## **SECTION II:**

### **Holding a CSP Meeting**

- Writing and Following a CSP Meeting Ageda.....6
- CSP Vision and Mission.....7
- DELCO CSP Vision Statement.....7
- DELCO CSP Code of Conduct.....7

## **SECTION III:**

### **Elections, Elected Positions & Responsibilities**

- Part 1 - Elections of the Board.....8
- Part 2 - Nominations for the Delaware County CSP Board.....8
- Part 3 - Qualifications to Serve on the DELCO CSP Board.....8
- Part 4 - DELCO CSP Method of Elections.....9
- Part 5 - DELCO CSP Terms of Office.....9
- Part 6 - DELCO CSP Board Member Positions and Responsibilities....9
- Part 7 - DELCO CSP Board Member Position Resignations.....11

## **SECTION IV:**

### **Non-Elected Positions & Responsibilities**

- Developing a Yearly Speaker Agenda.....11

## **SECTION V:**

### **Budget**

- Delaware County CSP Fiduciary, Disbursement Procedures.....12
- Disbursement Request Form.....14



For more information about our meetings and  
how to get involved contact:  
DELCO CSP

phone: **484.222.0719**

e-mail: **delcocsp@gmail.com**

website: **delcopacsp.org**

DELCO CSP



Like Us on Facebook!

[www.facebook.com/delcocsp](http://www.facebook.com/delcocsp)

## **SECTION I:**

# **What is the Delaware County Community Support Program (DELCO CSP)**

## **State, Regional and Delaware County CSP History**

The discovery of psychotropic medications along with civil rights and social rights movements in the 1950's and 1960's led to the phenomenon known as deinstitutionalization. The philosophy was noble – Persons with mental illness should be treated and live in their communities and not institutions. However, communities were ill prepared to adequately treat this new community population. By the early 1970's the National Institute of Mental Health (NIMH) was receiving much criticism for its policies on deinstitutionalization and the failure of communities to have the resources necessary to provide adequate services and supports to persons with long-term mental illnesses.

The NIMH officially began to address the problems of deinstitutionalization and community based care in 1974. That year they formed an internal workgroup, the Community Support Work Group, which was charged with the task of designing and promoting the development of community based service systems for adults with long-term mental illness. The type of system envisioned by NIMH was one that would enable mentally ill persons to remain in the community and to function at optimal levels of independence.

This workgroup, spearheaded by Judy Clark-Turner, a staff at NIMH, set out on an investigatory process to find out what works best. They had an innovative approach to this investigation process – “Ask the member.” It was persons utilizing mental health services who reported that the psychosocial rehabilitation model/approach was what they found most helpful for long term recovery and community integration. From this strong feedback the workgroup then embraced the psychosocial rehabilitation model and philosophy, including clubhouse model, PACT model out of Wisconsin, Fairweather Lodge model out of Michigan and the Consumer Run Services model out of Philadelphia. Out of these model programs, the workgroup developed the CSP Principles & Values and the concept of a Community Support System.

By 1977, the results of the workgroup were officially presented and had developed into a special federal initiative – the birth of CSP had arrived. Since that time, the NIMH has adopted CSP principles and the concept of a “community support system” working to promote this philosophy and approach throughout the country. All 50 states, the District of Columbia and two territories have received Federal assistance to promote and support the formation of Community Support Program Committees.

Here in Pennsylvania, CSP began in 1984 with the formation of a state-wide CSP Advisory Committee to the State Office of Mental Health and Substance Abuse Services (OMHSAS). The CSP Advisory Committee was tasked with not only functioning as an advisory body to OMHSAS but also to spread CSP throughout the state. They did this by creating the 4 regional CSP committees (South East, North East, Central and Western) whose task was to promote the development of committees in all the counties in their region. OMHSAS promoted CSP by making adherence to CSP principles in the design and implementation of mental health services mandatory in their mental health contracts with each county in PA and by providing funding for CSP activities.

The State-Wide CSP Advisory Committee has continued to grow and develop over the years and now has become a 75-member strong Advisory/Planning Council, which continues to serve as an advisory body to the State Office of Mental Health ensuring the continued utilization of the CSP principles in the planning and development of community mental health services.

The 4 Regional CSP Committees (South East, North East, Central and Western) are still in existence and are made up of members of the local county CSP committees and provide support and information sharing to the local county committees. Delaware County CSP is part of the Southeast Regional CSP, which currently consists of Delaware, Montgomery, Philadelphia and Bucks Counties.

The Delaware County Community Support Program was established in 1989 via initial support of Bill Chambers of The Delaware County Office of Behavioral Health.

## **CSP Support System**

The Office of Mental Health & Substance Abuse Services (OMHSAS) is largely responsible for supporting CSP in Pennsylvania. OMHSAS contracts with PMHCA to provide training and technical assistance support to CSP Regional Committees. Local CSPs (such as DELCO CSP) are funded and often technically supported by the State's Local County as well as the Regional CSP (such as Southeastern Pennsylvania Regional CSP).

### **Who is considered a Delaware County CSP Coalition Member?**

Membership of the DELCO CSP Committee is an open participation membership which shall consist of any interested citizen in Delaware County. This coalition shall include individuals receiving Delaware County mental health services, family members, mental health providers and business professionals. All members and visitors are welcome and are encouraged to participate in all monthly scheduled DELCO CSP Meeting and Steering Committee Meeting discussions. All members and visitors are entitled to one vote per person on DELCO CSP meeting agenda items.

### **Delaware County Community Support Program Goals**

DELCO CSP welcomes persons utilizing mental health services, family members, mental health professionals and other interested citizens who want to help DELCO CSP reach its goals. The goals of DELCO CSP are to help persons with mental illness live successfully in the community.

**Policy and Advocacy Issues:** Throughout Pennsylvania, local CSP Committees are working to address crucial issues including, housing, education, legislation and human rights. It is vital to our DELCO CSP that all members discover common ground and form a working alliance. Yearly events are held including the Annual Advocacy Bus Trip to Harrisburg to meet with local Legislators as well as an Advocacy Day Event led by Southeastern Pennsylvania Regional CSP in Norristown, PA.

**Mental Health Awareness Events:** Currently DELCO CSP is in the planning stages of four major events per year which unite interested members in the community. Self-declared DELCO CSP members are welcome to come out and celebrate the rich diversity of joys and triumphs as well as come together in finding solutions for the challenges of having a mental health illness. We celebrate with fantastic food, amazing music, making fabulous friendships with spectacular speakers and terrific topics of interest!

**Educational Speakers:** Several monthly DELCO CSP Meetings per our calendar year include educational speakers integrated into the agendas of our meeting formats. The goal is to provide a valuable learning experience of participation, enhancing the quality of your learning and developmental awareness of the extensive and varied Mental Health Services and Programs available in our own Delaware County.

**Community Integration Education and Awareness:** DELCO CSP outreaches at community events in Delaware County to spread the news of our services, goals and availability to help advocate changes and strengthen Mental Health Programs in our Communities. We also outreach at public events spreading the word with our marketing materials, word of mouth and community presence advertising.

**Conference Scholarships:** Members are encouraged to reach out to DELCO CSP for scholarships under our available Fiscal Budget. Conference and educational scholarship policies are available.

**Delaware County Seed Grants:** If you have an idea for a Seed Grant, let us know for our available Fiscal Budget. Seed Grant policies and applications are available.

## EIGHT COMMUNITY SUPPORT PROGRAM PRINCIPLES

The CSP Principles were developed in 1977 by the National Institute for Mental Health (NIMH) workshop that investigated model programs around the country to identify best practices for fostering recovery among individuals with serious mental illness. There are Eight Principles developed upon which the Mental Health System should be based: These principles are at the core of CSP and guide the planning and evaluation for comprehensive and responsive systems of mental health services.

- 1. Person Centered/ Person Empowered:** Services are based upon the needs of the individual and incorporate self-help and other approaches that allow peers to retain the greatest possible control over their own lives.
- 2. Culturally competent:** Services are sensitive and responsive to racial, ethnic, religious and gender differences of peers and their families.
- 3. Able to Meet Special Needs:** Services are designed to meet the needs of persons with behavioral health challenges who are also affected by such factors as age, substance use, physical illness and disability, developmental disability, homelessness or involvement with the criminal justice system.
- 4. Community Based with Natural Supports:** Services are provided in the least cohesive manner and in the most natural settings possible. Peers are encouraged to use natural supports in the community and to integrate into the living, working, learning and leisure activities of the community.
- 5. Flexible:** Services are designed to allow people to move in and out of the system and within the system as needed.
- 6. Coordinated:** Treatment services and supports are coordinated on both the local system level and on an individual person basis in order to reduce fragmentation and to improve efficiency and effectiveness with service delivery. Coordination includes linkages with peers, families, advocates and professionals at every level of systems of care.
- 7. Accountable:** Service providers are accountable to the users of services and include people and families in planning, development, implementation, and monitoring and evaluating services.
- 8. Strength Based:** Services built upon the assets and strengths of peers and helping people maintain a sense of identity, self-esteem and dignity.





### Community Support Program - Wheel Recovery Model

The CSP Wheel represents the need for Community Support Systems in order for persons coping with serious or ongoing mental health diagnosis to reach their full potential. The concept identifies elements needed for a person with a mental illness to be able to move toward recovery, a self-directed purposeful quality of life, and integration into the community.

**The Center Circle:** “People can and do recover from mental illness” is the essential message.

**The Middle Circle:** The CSP Principles are portrayed in the middle circle and provide the bedrock for the way service system components are designed, implemented and delivered.

**The Outer Circle:** The outer circle portrays the fundamental Components of a Community Support System.

## SECTION II:

### Holding a CSP Meeting:

#### Writing and Following a DELCO CSP Meeting Agenda

**All DELCO CSP Members:** who wish to have an item added to the Delco CSP Meeting Agenda may contact a co-chair who will notify the DELCO CSP Secretary.

**DELCO CSP Meeting Agendas are:** flexible and are developed individually, on a month to month basis to reflect the priorities of the Board Members (Co-chairs, Treasurer, Secretary, Minute Taker) and in addition, the County Liaison.

***All DELCO CSP Agendas include the following but are not limited to the following items:*** Introductions, Ice Breakers, Prior Meeting Minutes Review, Delaware County Updates, Regional CSP Updates, Treasurer’s Report, Monthly Speaker, Marketing/Outreach Report, Old and New Business.

### ***Robert’s Rules of Order***

All DELCO CSP Meetings Support the Robert’s Rules of Order Protocols: Including making motions for voting on agenda items, especially those relating to budget expenditure decisions utilizing the following protocols:

1. A **“Motion”**: must be made by a CSP member for the item to be considered and discussed by all before a vote may take place.
2. A **“Second the Motion”**: must be made by a CSP member before an item vote may take place.
3. **“All in Favor/ All Opposed Votes”**: must be recorded in the DELCO CSP Monthly Meeting Minutes to reflect all decisions made by DELCO CSP, especially to support the funding requests of the DELCO CSP to our CSP Fiduciary.

## **CSP Vision**

Every person with behavioral health challenges will enjoy the highest quality of life. Quality of life consists of inclusion in community, easy access to and choice of comprehensive treatment services and supports and multiple opportunities to enhance personal growth and recovery.

## **CSP Mission**

To provide the space and support for those who attend CSP meetings to work collaboratively together using the CSP principles to evaluate mental health services, policies, regulations, legislation and community opportunities to make recommendations/advocate for change that will positively impact the lives of individuals with mental health challenges.

## **DELCO CSP Vision Statement**

DELCO CSP’s vision is to assure that adults, older adults, and transition-age youth will receive the highest quality of care by a continuum of services that will promote recovery, independence and community inclusion. These services will focus on consumer choices and opportunities to encourage the fullest possible potential for a satisfying and fulfilling life.

## **SECTION III: Elections, Elected Positions & Responsibilities**

The third Monday in June new yearly elections will be held for positions within our Delaware County CSP meetings. The responsibilities of each position are listed below. Each position is to be held by a regularly attending participant of the meeting.

### **Part 1 - Nominations for the Delaware County CSP Board**

Nominations to the board may be made from the floor at the time of election. However, nominations will be requested verbally and electronically one month prior to the election date (Third Monday in May). Members can volunteer to serve on the board. A nominating committee may also be formed, at the discretion of DELCO CSP members. It is encouraged, but not mandated that there be more than one candidate for each vacancy.

### **Part 2 – Elections of the Board**

A. The board shall consist of up to three co-chairs, a secretary and treasurer. Whenever possible, the three constituencies (individual, family members, and mental health professionals) will each be represented on the board. If equal representation is not possible at a given time, all efforts will be made to recruit members of each constituency willing to serve on the board.  
B. In the event, one of the co-chairs cannot attend any meeting of the board, one of the other co-chairs in attendance shall serve as chair for that meeting.

### **Part 3 - Qualifications to Serve on the Delaware County CSP Board**

A. Familiarity with the DELCO CSP and CSP Recovery Principles  
B. Interest in Serving  
C. Ability to fulfill time requirements  
D. Regular monthly attendance at Delaware County CSP meetings  
E. Previous Leadership Experience, Training, Knowledge (if possible)  
F. Any other qualifications deemed important by DELCO CSP  
G. Must have no conflict of interests as determined by the DELCO CSP Board.  
H. Have access to and knowledge of current computer or communication technology.

#### **Part 4 - Delaware County CSP Method of Elections**

A. Elections shall be held annually in June at a meeting specified for that purpose.

B. To be eligible for election to the board, a nominee must:

- Understand responsibilities of the position as described in these protocols and defined in the position job descriptions

C. In order to vote, a member must be present at the election meeting.

D. In order to be elected, a nominee must be present at the election meetings and must receive a majority vote of the members present and voting.

#### **Part 5 - DELCO CSP Terms of Office**

A. Board members shall be elected to serve for a period of one year.

B. Board members shall serve no more than two consecutive terms in the same office unless this rule is waived by consensus or majority vote of the Committee members.

C. After an interval of one year, a member may again be eligible for election to their prior office.

#### **Part 6-DELCO CSP Board Member Positions and Responsibilities**

##### **Co-Chairs Responsibilities**

- We elect three co-chairs so that the meeting responsibility can be rotated each month.
- Ultimately the co-chair is responsible for making sure that all business is discussed in line with the timed agenda.
- Co-chairs develop the agenda to ensure the meeting achieves its goals.
- Co-chairs keep the meeting focused and encourage participation from all members.
- Co-chairs support the members by assisting the meeting in staying on task.
- Each individual Co-chair will work in connection and collaboration with either the DELCO CSP Treasurer, Secretary or Minute Taker.

##### **Treasurer Role**

The CSP treasurer's role is to ensure the Disbursement Procedures are followed and communication between DELCO CSP and the DELCO CSP Fiduciary is open and maintained throughout the year.

##### **Treasurer Responsibilities**

- The Treasurer reports to the members of the committee on the DELCO CSP Budget and available finances.
- The Treasurer will interact with the members attending monthly meetings and through communication with the DELCO CSP Fiduciary.

- Responsible for contacting and distributing expense checks to vendors for events on behalf of the County Fiduciary.
- All requests for disbursements have been listed on the annual CSP budget and were approved by a majority vote at a CSP Committee Meeting.
- The Disbursement Request Form is thoroughly completed and given to the DELCO CSP Fiduciary Office Manager on the Thursday prior to the bi-weekly disbursement date. (Reimbursement of an immediate nature may be accommodated if warranted.)
- Vendors are identified and invoices from those vendors are received for all disbursements either prior to or after the event.
- An **original** invoice/receipt is attached to the Request Form. Any receipts provided after the disbursement will be forwarded to the DELCO CSP Fiduciary Office Manager. All receipts and invoices sent to the CSP Fiduciary must be **original** receipts/invoices – not copies.
- A copy of the CSP minutes showing the majority vote for the disbursement is attached to the disbursement form. (If the cost is a recurring cost, like the monthly food for meetings, only the initial minutes when approved are needed.)
- The monthly DELCO CSP financial report is understood and presented at the Monthly DELCO CSP Meeting.
- He/she is working as a team member with the DELCO CSP Committee around budget issues.
- Contact is maintained with the CSP Fiduciary Office Manager.

### **Minute Taker Responsibilities**

- Takes notes to accurately reflect decisions and discussions that took place at the meeting.
- Forwards formatted minutes to Secretary within one week of the last CSP Meeting held.

### **Secretary Responsibilities**

- Copies and distributes prior month's minutes to all participants and ensures that a copy is held in a file for anyone's review.
- Distributes attendance sheets at meetings and maintains a copy for ongoing records.
- Secretary types, copies and distributes agenda via email prior to and at the DELCO CSP Meeting.

## **Part 7- DELCO CSP Board Member Position Resignations**

Changes in a Board Member's schedule and availability sometimes occurs. Delaware County CSP is not insensitive to the changes in Board Members' personal responsibilities to themselves. DELCO CSP needs ongoing support and consistent leadership therefore:

- **Resignations** of Board Member positions are accepted at any time without need for explanation by written email (DelcoCSP@gmail.com), by phone call or voice mail (484.222.0719) or verbally in-person at any Monthly CSP Meeting time. A resigning board member that contacts the board with their resignation is still eligible to be nominated and elected during the following year's June Elections.
- After two consecutive monthly CSP meetings of "no-show, no contact" to fulfill the responsibilities of an elected board member's position, the board member will be contacted via phone and email to attempt to confirm if they are resigning. At that time during the third month if there is no response from the board member, nominations and elections will be held to fill their position on the third month of their consecutive absence. The "no-show, no-contact resigning board member" will not be eligible to hold another board member position for one year.

### **SECTION IV: Developing a Yearly Speaker Agenda**

All Members are encouraged to make suggestions at DELCO CSP Meetings for Educational Speaker opportunities that may benefit our Delaware County Community Support Program.

#### **Speaker Liaison (NON- Elected Shared Responsibility)**

- Receives suggestions from DELCO CSP Committee and members of potential Speakers and follows through with contacting potential Speakers by invitation to speak during the year.

## **SECTION V:**

### **Budget:**

#### **Disbursement Procedures for the Delaware County Community Support Program**

The Delaware County CSP Committee is responsible for developing the annual budget expenditures based on the amount provided by the Delaware County Office of Behavioral Health. The Budget will be reviewed by the CSP Committee monthly and any changes in the budget will take effect by a majority vote. Any budget changes and updates must be reported to the DELCO CSP Fiduciary Office Manager.

#### **The Board Members of DELCO CSP are responsible to ensure:**

- The annual CSP budget is developed and agreed upon through a majority vote at the DELCO CSP Committee Meeting.
- The annual budget includes line items specific to the work of the DELCO CSP Committee.
- An approved budget is given to the DELCO CSP Fiduciary prior to the disbursement of funds.
- Discussions and voting at the CSP Committee Meetings regarding disbursement requests are related to the budget line items.
- The Treasurer of the CSP Committee will work with the DELCO CSP Fiduciary Office Manager to follow these procedures for the disbursement of funds.
- The Treasurer is fulfilling the Disbursement Procedures. When the CSP needs to receive disbursements for things such as, but not limited to: events, activities, scholarships to and lodging for conferences/trainings, transportation for CSP related activities/work, seed grants, meeting expenses (food and supplies), and marketing materials,
- The CSP Treasurer will ensure that:
  - All requests for disbursements will be based on the annual CSP budget and majority vote at a DELCO CSP Committee Meeting.
  - The Disbursement Request Form will be provided to the DELCO CSP Fiduciary Office Manager on the Thursday prior to the bi-weekly disbursement date (dates will be provided). Reimbursement of an immediate nature may be accommodated if warranted.
  - All disbursements will be made directly to vendors from approved original invoices.

(continued from page 12)

- An **original** invoice/receipt must be attached to the Request Form for payment to be made. Any receipts provided after the disbursement must be forwarded to the DELCO CSP Fiduciary Office Manager. All receipts and invoices sent to the DELCO CSP Fiduciary must be **original** receipts/invoices – not copies.
- A copy of the CSP minutes showing the majority vote for the disbursement will accompany the request (If the expense is a recurring approved budget item that already was approved at the initial meeting, then no additional minutes are required.).
- Contact with the DELCO CSP Fiduciary Office Manager will be maintained as needed.

**The DELCO CSP Fiduciary Office Manager is responsible to:**

- Ensure the Treasurer has the required disbursement request form.
- Review requests for disbursement when received and ensure original receipts/invoices are received.
- Set-up accounts with vendors as necessary
- Ensure CSP disbursements are made in a timely manner (bi-monthly).
- Review the budget monthly to ensure availability of funds.
- Answer CSP Treasurer’s concerns about disbursements/ reimbursements.
- Send a budget report monthly to the CSP Treasurer for the DELCO CSP Committee.
- Maintain contact with the CSP Treasurer as needed.

Disbursement checks generally will not be issued to an individual unless voted upon at a CSP Committee. If payment is required to an individual for services rendered (i.e. a speaker or trainer for an event), the DELCO CSP Fiduciary Stipend Procedures will be followed.



## Delaware County CSP Disbursement Request Form

Requested by (Name): \_\_\_\_\_

Date Requested: \_\_\_\_\_

### Purchase Description, Date, and Amount:

- Event \_\_\_\_\_
- Activity \_\_\_\_\_
- Scholarship for conferences/trainings \_\_\_\_\_
- Lodging for conferences/trainings \_\_\_\_\_
- Transportation for CSP related activities/work \_\_\_\_\_
- Seed grant \_\_\_\_\_
- Meeting expenses including food and supplies \_\_\_\_\_
- Marketing materials \_\_\_\_\_
- Other \_\_\_\_\_
- Other \_\_\_\_\_

Total Amount: \_\_\_\_\_

SEND CHECK TO (COMPANY NAME AND ADDRESS):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



For more information about our meetings and  
how to get involved contact:  
DELCO CSP

phone: **484.222.0719**  
e-mail: **delcocsp@gmail.com**  
website: **delcopacsp.org**

DELCO CSP  Like Us on Facebook!

[www.facebook.com/delcocsp](http://www.facebook.com/delcocsp)