

## Guiding Principles of Person-Centered, Recovery-Oriented Services

- The goal is recovery, not just stabilization and maintenance.
- Hope is necessary and recovery is possible for everyone.
- Every individual is unique; every recovery different.
- People have prompt access to compassionate care and services.
- The system is flexible, wherever possible, to support the person's recovery.
- Every plan for recovery is centered on the person's goals, strengths, and preferences -- not the availability of a particular program or service.
- Natural supports, outside the mental health system, are explored and encouraged.
- Family support is valued and included when appropriate.
- There is a partnership between individuals and their treatment team, care coordinators, service providers, and their peers and family members, when appropriate.
- Individuals are educated to make informed choices about their health care and recovery.
- Peers (people in recovery) are included and involved at all levels in the organization.
- Everyone is treated with dignity and respect; differences in culture, belief, or language are valued.

\_\_\_\_ New York \_\_\_\_  
**CARE COORDINATION PROGRAM**  
\_\_\_\_\_  
Creating a person-centered, recovery-focused system of care

