

POLICY AND PROCEDURE

REACH for Tomorrow

Community Integration Program

Family and Support Engagement Procedure

Procedure Number: CI-FSE-027

Effective Date: 03/01/2026

Review Date: 03/01/2027

Responsible Party: Director of Medical & Clinical Services

Purpose

The purpose of this procedure is to outline the process for engaging family members and other supportive individuals in the recovery and community integration process when desired by the individual receiving services. Engagement of supportive relationships can strengthen recovery, improve stability, and enhance community participation.

Policy

REACH for Tomorrow encourages the involvement of family members and supportive individuals when it is consistent with the preferences of the individual receiving services. Family/support engagement must respect confidentiality requirements, cultural considerations, and the individual's right to determine who participates in their care.

Definition of Family and Support Persons

For the purposes of this procedure, family or support persons may include biological family members, chosen family, friends, partners, mentors, caregivers, sponsors, or other individuals identified by the person receiving services as part of their support network.

Family/Support Engagement Process

1. Identification of Support Persons

During intake, assessment, and service planning, staff discuss with the individual whether there are family members or supportive individuals they would like to involve in their recovery and community integration process.

2. Individual Choice and Consent

The individual determines whether family or supports will be involved. A valid Release of Information (ROI) must be obtained before sharing protected health information with family members or other supports unless otherwise permitted by law.

3. Inclusion in Service Planning

When authorized by the individual, family/support persons may be invited to participate in service planning discussions, goal development, and recovery planning activities.

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4. Education and Support

Staff may provide education to family/support persons about recovery, community resources, coping strategies, and ways they can support the individual's progress toward community integration and independence.

5. Ongoing Communication

When authorized, staff may communicate with family/support persons regarding progress, challenges, and ways to strengthen the individual's support network.

6. Respect for Individual Autonomy

Staff must ensure that involvement of family or supports does not undermine the individual's autonomy or recovery goals. The individual's preferences always guide the level of involvement.

Documentation Requirements

Engagement with family or support persons must be documented in the electronic health record. Documentation should include identification of supports, consent for involvement, participation in service planning, and any education or support provided.

Quality Monitoring

Family/support engagement practices are monitored through supervision, chart audits, and quality improvement activities to ensure alignment with recovery-oriented and person-centered care principles.

References

CARF International. (2025). Behavioral Health Standards Manual – Community Integration Services.