



individual/enrollee being evaluated and other culturally and age competent evaluation methods.

2. Individual service plans for all individuals/enrollees including Special Populations are developed collaboratively with the individual/enrollee and other people identified by the individual/enrollee, in accordance with WAC 388-877-0620 for Mental Health and WAC 388-877-0718 (1)(c) for SUD, and services are provided by, under the supervision of, or with consultation from the appropriate specialist(s). The service plan development includes determining whether the identified needs are best addressed by referring to another resource or by deferring until other needs have been met in an order that makes sense to both the individual/enrollee and the provider.
3. The service plans are monitored by GCBH staff regularly and as needed, to assure that service provision is appropriately tailored to the specific needs and methods of service provision that have been identified in the plan.
4. GCBH collaborates with network providers and allied systems as necessary and appropriate to coordinate care for individuals/enrollees, develop working agreements and protocols for delivering services.
5. Individual service plans are monitored to confirm that they reflect an understanding of an individual/enrollee's unique cultural identity, such as:
  - 5.1. Whether and to what degree culture is reflected in such areas as, but not limited to, race and ethnicity, language, gender, sexual orientation, socio-economic status, family roles, housing status and regional differences,
  - 5.2. Whether and to what degree the plan is written in language understandable by the individual/enrollee seeking services,
  - 5.3. Whether and to what degree the plan is age and developmentally appropriate to the individual/enrollee seeking services,
  - 5.4. Whether and to what degree the plan reflect all recommendations provided by consulting specialists.

**APPROVAL**



Troy Wilson, Director/CFO

01/01/2019

Date