

CORE VALUES:

- Services and supports for all individuals and families should promote the inherent value of each individual and provide opportunity to grow and develop to his/her fullest potential.
- Services and supports provided for individuals and their families should be strength-based, person-centered, and family focused, with the needs of the individual and family dictating the types and mix of services and supports provided;
- Services and supports should be neighborhood and community based, with the community determining local service needs and how these services are delivered;
- Agencies, programs, services, and supports should be responsive to the cultural, linguistic, racial, and ethnic strengths and differences of the individuals and families they serve.

GUIDING PRINCIPLES:

Individuals and their families should:

- Be full participants in **all aspects of the planning and delivery** of their services and supports;
- Receive **individualized services and supports** in accordance with their unique strengths, needs and potentials, guided by one comprehensive, integrated and individualized plan;
- Have their legal and human **rights protected**, including rights to privacy, through effective advocacy that promotes individual responsibility and control over their own lives;
- Have the **benefit of prevention**, early identification and intervention to enhance the likelihood of positive outcomes;
- Have **access to a comprehensive array of services and supports** that promote self-determination and choice, advance strengths and address physical, emotional, social, spiritual, and educational needs;
- Receive **services and supports within environments of greatest independence** that are appropriate and safe;
- Receive **services and supports that are integrated**, linked among provider agencies and community supports and promote common mechanisms for planning, developing, and coordinating services while maintaining a professional standard of confidentiality for every family;
- Receive **services that are seamless, consistent and coordinated** across all levels of the service delivery system and that respond to changing needs;
- Receive services and supports that are sensitive and **responsive to cultural differences and unique needs** without regard to race, religion, national origin, gender and sexual orientation, physical disability, or other characteristics.