



Loudoun Community Services Board: *Partners in a Caring Community**

Our vision is of a Loudoun County that embraces and supports the aspirations of persons with mental health or substance abuse disorders or intellectual disabilities to surmount the challenges of these disabilities and participate productively in community life, including work, school, family and other meaningful relationships.

Our mission is to provide and facilitate a person-centered system of individualized services and supports that promotes self-determination and empowerment and enables participation in community life.

*This is the soco of the Community Services Board – the SINGLE OVER-RIDING COMMUNICATIONS OBJECTIVE. This is the CSB’s declaration of who it is, what it represents, and how it wants to be known.

Our vision and mission rest on the following

Guiding Principles

- 1. Self-Determination/Empowerment; Person-Centered Supports; Community Integration**
Consumers are supported and empowered in defining and reaching their own goals and making decisions about their lives and the services they received. Services are person-centered, tailored around a person's strengths and talents, and promote self-determination, choice and community integration.
- 2. Quality of Service and Professionalism**
System improvement is ongoing, with built-in mechanisms for stakeholder involvement, provider self-assessment, and outcome monitoring. Services and supports incorporate best practices and adhere to the highest standards of professional ethics.
- 3. Access, Choice, and Cultural Competence**
A full range of services is available, with choices for consumers and families. Consumers and families receive services and supports quickly and easily when needed. Services are culturally competent, and language or culture is not a barrier.
- 4. Partnership and Collaboration**
Models of partnership and collaboration are embedded at all levels of the system of care, starting with the core partnership of consumer, family and provider to establish an individualized, person-centered plan for services for the consumer.
- 5. Adequate Funding**
Policy-makers at all levels, including the Community Service Board, are responsible for assuring that the service system is adequately funded to provide person-centered care to all Loudoun residents who need it.
- 6. Efficient Use of Resources**
Consumers receive the level of services they need, when they need it, in the appropriate amount, and for the appropriate duration.
- 7. Communication, Visibility, and Stigma**
Internal and external communications use consumer-, family-, and citizen-friendly language. We use language and develop messages that avoid stigma – an attitude of shame and blame – and promote the desires and capacities of consumers to engage productively in the life of the community.
- 8. Accountability**
Systems of accountability are embedded at all levels in the service system, and include participation of consumers and families, providers, policy-makers, and all external stakeholders.