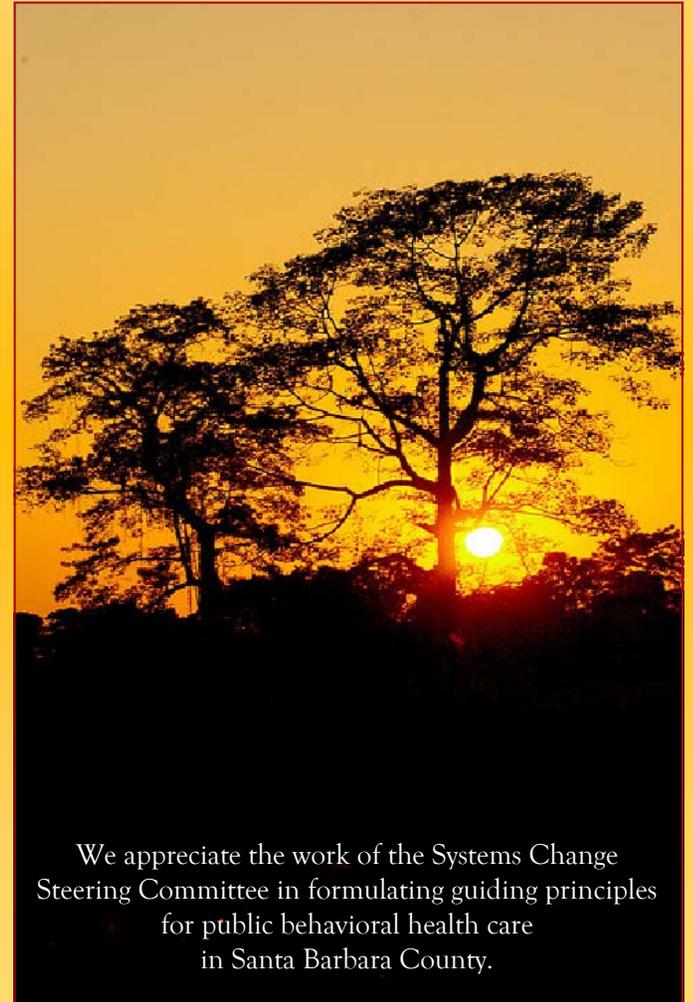


Our Promise to You

- ✓ Your voice counts. We encourage clients and families to participate in decision-making. Clients are in charge of their own recovery. We're here to help.
- ✓ We will embrace individuals or agencies that may help us better serve you.
- ✓ We welcome you and seek to serve you regardless of how challenging your problems may be.
- ✓ We seek to train and employ clients and families to strengthen services and promote recovery.
- ✓ We want you to receive all the services you need in a smooth, consistent and continuous manner.
- ✓ As much as possible, we serve everyone who seeks our help.
- ✓ Recovery happens every day. You are not your illness; a diagnosis is not a destiny.
- ✓ Recovery is promoted when staff and clients emphasize their strengths.
- ✓ We will do our best to provide high quality services with the resources we have available.
- ✓ We will strive to follow through on our commitments to you.
- ✓ We collect and use information about our services to continually improve the quality of those services.



We appreciate the work of the Systems Change Steering Committee in formulating guiding principles for public behavioral health care in Santa Barbara County.