

# HHSA TEN YEAR ROADMAP BEHAVIORAL HEALTH SERVICES



In July 2016, Health and Human Services Agency (HHSA)/Behavioral Health Services (BHS) presented the Ten Year Roadmap – a strategic document which outlines a path to address the most serious behavioral health issues affecting San Diego County over the next ten years. The Roadmap guides BHS planning to provide quality behavioral health services and to empower individuals with behavioral health needs to live healthy, safe and thriving lives. The Roadmap is a dynamic, living document, updated annually to incorporate new priorities from our community partners and HHSA/BHS leadership.

OUR VISION, MISSION AND VALUES	OUR GUIDING PRINCIPLES	OUR COMMITMENT
<p><b>Vision:</b> <i>Live Well San Diego</i> – A region that is Building Better Health, Living Safely and Thriving</p> <p><b>Mission:</b> To efficiently provide public services that build strong and sustainable communities</p> <p><b>Values:</b> Integrity – Stewardship – Commitment</p>	<p>Promote Recovery, Resiliency, Discovery and Well-Being; Provide Trauma-Informed and Culturally Competent Services; Collaborate with Partners, Stakeholders and the Community; Maximize Funding; Make Data Driven Decisions; Ensure Regulatory Compliance; Utilize Evidence Based/Informed Practices; Embrace Diversity and Inclusion</p>	<p>Work in partnership with our communities to provide quality behavioral health services that empower individuals with behavioral health needs to live healthy, safe and thriving lives.</p>

The table below outlines the **12 Priorities** for Year Three (Fiscal Year 2018-19) which are listed in alphabetical order. Each **Priority** is guided by a **Ten Year Vision** with clear **Strategies** that outline the efforts to accomplish that Vision.

<b>BHS TEN YEAR ROADMAP PRIORITIES * VISION STATEMENTS * STRATEGIES</b> <i>Fiscal Years 2016-2026</i>	
<p><b>Aging Population</b></p> <ul style="list-style-type: none"> <li>○ Vulnerable older adults with serious mental illness receive integrated, geographically accessible, age-appropriate services to address their complex needs.                             <ul style="list-style-type: none"> <li>◆ Support caregivers in their role and prevent the onset or progression of their mental health conditions by educating and connecting them to resources.</li> <li>◆ Continue and expand training of geriatric specialist staff to include early identification of cognitive deficits in older adults receiving treatment in mental health programs.</li> </ul> </li> </ul> <p><b>Care Coordination</b></p> <ul style="list-style-type: none"> <li>○ Persons with serious mental health and/or substance use disorders have all needs met in a timely manner through an integrated continuum of care.                             <ul style="list-style-type: none"> <li>◆ Apply whole person-centered principles to intensify and further develop care coordination models that are tailored to the needs and level of care for the individual.</li> <li>◆ Promote integration of Whole Person Wellness by advancing relationships with the community to support health, housing and human services, including private, public, family, consumer and education partners.</li> <li>◆ Utilize and broaden the use of various IT systems, including ConnectWellSD and San Diego Health Connect, to promote care coordination and to offer those in need of services innovative platforms including digital solutions.</li> </ul> </li> </ul>	<p><b>Children and Youth Population</b></p> <ul style="list-style-type: none"> <li>○ Children and youth are healthy, safe, lawful, successful in school and in their transition to adulthood, while living in nurturing homes with families.                             <ul style="list-style-type: none"> <li>◆ Ensure a full continuum of care through family-centered and youth-informed services that are compassionate and sensitive to the unique developmental needs of children and youth.</li> <li>◆ Provide services that empower children and youth to build a healthy sense of self and have confidence to make sound decisions so they thrive in an ever-changing world.</li> <li>◆ Strengthen partnerships with children/youth’s circle of influence to create a supportive environment.</li> </ul> </li> </ul> <p><b>Crisis Services</b></p> <ul style="list-style-type: none"> <li>○ All persons experiencing a psychiatric emergency have access to timely and appropriate services to ensure their safety and that of the community.                             <ul style="list-style-type: none"> <li>◆ Develop a service model that ensures timely, trauma-informed, culturally-competent crisis intervention services while considering the unique needs across the lifespan.</li> <li>◆ Utilize community-based, peer-driven and family-informed crisis intervention models to reduce the reliance on law enforcement intervention and emergency department utilization.</li> <li>◆ Ensure all crisis centers can serve as a point of entry in the full continuum of care.</li> </ul> </li> </ul> <div data-bbox="1317 1812 1552 1917" style="border: 1px solid black; padding: 5px;"> <p><b>Priority</b></p> <ul style="list-style-type: none"> <li>○ Ten Year Vision</li> <li>◆ Strategy</li> </ul> </div>

*Strategies will be continuously refined with input from the annual BHS Community Engagement Forums, as well as other Stakeholder meetings, and are dependent on funding availability and/or new and changing laws and regulations.*

# HHSA TEN YEAR ROADMAP BEHAVIORAL HEALTH SERVICES



## Homeless Population

- All persons with serious mental health and/or substance use disorders who are experiencing homelessness have treatment and housing to support their recovery.
- ◆ Ensure the appropriate level of care for persons experiencing homelessness and implement an array of housing options that promote community integration.
- ◆ Work in partnership with housing authorities and developers to acquire permanent supportive housing.
- ◆ Reduce stigma through education, as well as incentivize and collaborate with landlords to increase housing inventory.

## Justice-Involved Population

- Persons with serious mental illness or substance use disorders who are justice-involved have access to integrated treatment and supportive services to increase public safety and reduce recidivism.
- ◆ Increase access and connectivity between the justice system and behavioral health to ensure clients are receiving the appropriate level of care.
- ◆ Deliver best practice services demonstrated to improve wellness and reduce recidivism for justice-involved individuals, including those transitioning from custody to the community.
- ◆ Evaluate impact and pursue process improvement using standard data and definitions to improve outcomes and support recovery.

## Long-Term Care

- Persons receiving treatment for serious mental illness in long-term care settings successfully reintegrate into the community.
- ◆ Support recovery in the least restrictive level of care.
- ◆ Strengthen existing transitional step-down care to maximize the individual's reintegration into the community.
- ◆ Evaluate and develop preventative treatment and housing strategies to minimize the need for long-term care.

## Organized Delivery System for Substance Use Disorders

- An integrated, whole person system of care that utilizes best practices based on an individual's specific needs and within the appropriate level of care to promote successful recovery.
- ◆ Support those on the recovery journey by implementing best practices to increase access, ensure treatment effectiveness and improve outcomes.
- ◆ Promote a culture of acceptance for persons needing services.
- ◆ Advocate for federal legislative change to allow for appropriate, timely sharing of vital health information to optimize quality care.

## Prevention

- All persons are connected within their community and empowered to take action before there is a need.
- ◆ Pursue policy and community change to ensure all persons live in an environment free of substance use harm.
- ◆ Champion efforts to train individuals to be able to recognize and support fellow community members impacted by mental health and/or substance use issues.
- ◆ Foster communities free of stigma in which persons affected by mental health and/or substance use issues are able and willing to seek services.

## Suicide Prevention

- There are zero suicides in San Diego County.
- ◆ Foster an ongoing expectation of organizations to implement zero suicide strategies.
- ◆ Advance goals consistent with the recommendations from the San Diego County Zero Suicide Strategic Plan.
- ◆ Leverage innovative methods to measure the impact of prevention and intervention strategies.

## Unserved and Underserved Populations

- Diverse unserved and underserved communities are aware, empowered and able to access services appropriate to their unique needs.
- ◆ Recognize the impact of social determinants of health, disproportionality and health disparities to align prevention and systems of care strategies.
- ◆ Foster an inclusive, accepting and culturally-competent environment that celebrates diversity.
- ◆ Offer culturally relevant and accessible services to address the needs of diverse populations.

## Workforce

- Our system of care has a skilled, adaptive and diverse workforce that meets the needs of those we serve.
- ◆ Advocate for policies and processes that establish innovative recruitment, hiring and retention of a skilled and diverse workforce.
- ◆ Pursue team based care and innovative workforce solutions to increase access, improve outcomes and increase efficiency.
- ◆ Develop a career ladder for assisting individuals with lived experience in competitive employment as well as designated peer positions.

### Priority

- Ten Year Vision
- ◆ Strategy

The Ten Year Roadmap can be found on the Behavioral Health Services Network of Care: [www.sandiego.networkofcare.org/mh](http://www.sandiego.networkofcare.org/mh) (click on **Ten Year Roadmap**)

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