



## BEHAVIORAL HEALTH ADVISORY BOARD (BHAB)

### CONTINUUM OF CARE WORKGROUP RECOMENDATIONS – OCTOBER 2019

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#### The purpose statement of the workgroup:

The purpose of BHAB's Workgroup on the Continuum of Care is to shed some light on the current array of services available for residents of San Diego County needing care for behavioral health conditions, including psychiatric illness and substance use disorder. To do this, the workgroup will begin by defining "continuum of care" for psychiatric services and substance use disorder treatment services, noting the strengths and weaknesses in both and challenges with care integration. An initial review would be intended to reveal opportunities to close the gaps in services in order to make recommendations to BHAB for their further consideration in its advisory capacity.

#### Goals:

1. To design **integrated care and culturally responsive services** which cut across the many sectors currently defining how one **accesses care** (i.e. – health services, social services, justice-related services, and school services).

##### *Recommendations:*

- a. *Use rigorous assessment of existing Continuum of Care to drive service improvements, focusing on Prevention & Early Intervention from emergent and stabilizing acute-care settings to community-based services and recovery supports. Achieving this should result in an equitable accessible system easily identified where people live for crisis assistance.*
  - b. *Use best national practices to redesign the existing crisis access lines to be a more dynamic integrated system, capable of tracking callers at whatever point to assure connections to care and warm handoffs.*
  - c. *Encourage the development of culturally responsive and equitable services, delivered through a neighborhood-based service model.*
2. Enhance **transitions of care between service providers** once an individual or family is connected to the system to ensure integrated/holistic care for the whole person and optimize care coordination for physical health, mental health, substance use disorders, justice-involved services, social service needs, and/or homelessness.

##### *Recommendations:*

- a. *Develop a comprehensive and compassionate approach to care coordination and case management to support cross-sector services*
- b. *Address the challenges of data-sharing focused on the **individual's** needs, with **informed** consent.*

3. To acknowledge and respect the need for **greater sharing of information to coordinate care and data to evaluate** the behavioral health needs in San Diego, the efficacy of services, and outcomes.

*Recommendation:*

- a. *Address the challenges of data-sharing focused on the **cross-sector** needs.*

4. To recognize the need for and support the broadest possible **workforce** prepared to meet our populations' needs for services to include peer support.

*Recommendations:*

- a. *Develop a strategic plan for strengthening the Behavioral Health workforce across the Continuum of Care, both public and private as well as traditional and non-traditional practitioners.*
- b. *Extend the strategic plan to be inclusive of other sectors to include non-traditional healthcare providers.*

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