



# COUNTY OF YOLO

## Health and Human Services Agency

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## Yolo County Mental Health Board

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### Strategic Plan 2017

#### Yolo County Local Mental Health Board (LMHB) Mission:

*“Yolo County Local Mental Health Board supports the wellness, recovery, and resilience of all Yolo County residents through the identification of local mental health assets and needs, informed advocacy, education, and collaboration with policy makers, service providers, consumers, and family members.”*

#### The goal of the 2017 Strategic Plan is as follows:

Consistent with the mission of the LMHB, the Board shall gather data from the recently integrated Health and Human Services Agency (HHS) regarding mental health services provided to Yolo County residents within the next 9 months, and provide feedback to HHS and the Board of Supervisors by May 2018.

The Board will monitor HHS efforts to identify the most pressing mental health needs of the community and meet those needs optimally with attainable resources. The Board will continue to advocate about matters beyond the sole scope of HHS, issues which require state, federal or private-sector actions. We will also continue to address individuals' issues that arise on a “one-on-one” basis.

The Board has selected three objectives that fit our Health Code responsibilities, and are consistent with our current year goal. Each will be assigned to a standing committee, and those assigned committees will report progress at our regular meetings.

#### Objectives:

1. Monitor the progress of the integrated agency in providing easier access to services for consumers.
2. Develop a resource guide that explains Yolo County public mental health and substance abuse services to consumers, their families, and the general public; present and distribute it within underserved communities by the end of calendar year 2017.
3. Measure the effectiveness of the integrated department in serving consumers.



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### Strategic Plan 2017 - Work Plan

Assigned standing committees of the Yolo County Local Mental Health Board (LMHB) identified in parenthesis after each objective will be responsible for developing specific goals, metrics, timelines, and progress reports. Responsibility falls on the full board to see if the goals have been reached.

**Objective 1: Monitor the progress of the integrated Health and Human Services Agency (HHSA) in providing easier access to services for consumers. (Program Committee)**

The Program Committee will develop SMART goals for monitoring agency integration. The committee shall consider how beneficial and timely the changes were to ensuring service access by the public; how the departmental integration affected delivering needed services to the community; and how the “no wrong door” entry system of access is progressing, and when it will be fully completed. Two issues emphasized by consumers attending LMHB public forums, “Your Voice Matters,” include transportation to available services, and the waiting time to see a mental health professional shall be addressed, and evaluated for, at least, the next two years.

**Objective 2: Develop a resource guide that describes Yolo County public mental health and substance abuse services to residents of Yolo County, and distribute this guide with a special emphasis on underserved communities by the end of Calendar Year 2017. (Communication and Education Committee)**

HHSA has developed similar guides and published them in the media, such as through the Sacramento News & Review in 2015. We will build on HHSA's effective information, and add to the guides, with significant consumer input, making them appealing to special populations such as seniors, younger people, and people of color. We will meet with communities of interest, conducting outreach to describe Yolo County public mental health and substance abuse treatment resources in ways that minimize the stigma of seeking help.

**Objective 3: Measure the effectiveness of the integrated agency in serving consumers. (Budget and Finance Committee)**

To monitor agency integration, the committee shall request and HHSA may provide metrics regarding waiting times for and satisfaction with psychiatric appointments; retention time for psychiatric staff; shortage/surplus of “slots” and satisfaction with services at various levels of care (full service partnerships, assisted outpatient treatment, psychiatric health facilities, crisis residential, transitional residential, and board and care placements); readmission rates after step-down mental health treatment discharges.

**Key Activities:**

Access to, and understanding of, meaningful metrics will improve the effectiveness of LMHBs key responsibility to monitor the effectiveness of HHS programs and activities. To that end, LMHB shall do the following:

1. Request useful metrics and other organization information via regular updates to improve the understanding and outcomes of agency programs;
2. Organization information will include agency organization charts, a list of appropriate lexicon and abbreviations, and updated contact information for key agency staff and LMHB members;
3. Programmatic information will summarize key programs, program strategies, program metrics, and related budgetary information. Detail of reporting of requested metrics shall be framed to measure significant changes and trends.
4. Frequency of updates will vary with the nature of the program.
5. Monthly reporting should not be onerous to staff. Monthly verbal reporting of significant changes, unusual events, changes in leadership staffing, and/or programs may be sufficient.

**Suggested Timeline:**

May 2017 to December 2017 – Develop the resource guide.

May 2017 to January 2018 – Collect data regarding programs.

January 2018 to April 2018 – Analyze data and create report.

January 2018 – Begin providing the resource guide to community organizations and individuals.

Various – Assess progress of monitoring and project action throughout the year at intervals no less than every two months.

April 2018 – Report findings to HHS Executive Director.

May 2018 – Report findings to the Board of Supervisors along with the LMHB Annual Update.