

**FRESNO COUNTY DEPARTMENT OF BEHAVIORAL HEALTH
STRATEGIC PLAN SUMMARY
2007-2010**

MISSION

“To provide the residents of Fresno County with superior mental health and alcohol and other drug services in terms of quality, timeliness and value in order to improve the region’s quality of life.”

VISION

“A County department that has earned the respect and support of its residents.”

TARGET POPULATIONS

- ❖ Full scope Medi-Cal recipients who meet State Medi-Cal necessity criteria
- ❖ Consumers needing crisis and acute inpatient psychiatric services
- ❖ Consumers who have serious and persistent mental illnesses
- ❖ Adults and adolescents residing in Fresno County who seek services for alcohol and drug use problems

CORE PRINCIPLES

- ❖ Provide for the safety and well-being of those Fresno communities, families, individuals and other agencies we serve
- ❖ Ensure the Department’s fiscal stability through periods of economic fluctuations and changing priorities and service demands
- ❖ Promote a culture that values our consumers, employees and partners and institutionalizes continuous improvement and innovation
- ❖ Implement culturally competent strategies and programs that reduce disparities
- ❖ Eliminate barriers and increase outreach and access to services
- ❖ Use evidence-based models and promising practices to strengthen program effectiveness
- ❖ Broaden the spectrum of partners involved in a comprehensive system of care and embraced wellness and recovery for consumers and their families
- ❖ Utilize proven prevention strategies intended to mitigate the long reaching effects of mental health and substance abuse disorders

STRATEGIC INITIATIVES

Strategic Direction 1: Assuring the System is Consumer-Centered

Actions:

1. Combat stigma and support decision-making at the site of service, including attention to organizational leadership and policies, in-service education and orientation.
2. Involve consumers in design, administration and delivery of service.
3. Provide decision-making support to consumers, including peer support.
4. Support illness self-management programs and practice.

Strategic Direction 2: Enhancing Measurement and Quality Improvement Infrastructure

Actions:

1. Develop outcome measurements.
2. Develop standardized reports and report sharing as free flow of information.
3. Develop evidence-based approaches to disseminating evidences.
4. Improving diagnosis, assessment, and level of care placement.
5. Building the infrastructure for measuring and reporting quality.
6. Supporting quality improvement practices at the locus of mental health and substance abuse service delivery.

Strategic Direction 3: Improve Information Technology

Action:

1. Secure available funding to purchase a new information system for the system.
2. Involve stakeholders in the pre-implementation, implementation and post implementation of a new information system.
3. Utilize the new information system as a tool for better management of resources and planning.

Strategic Direction 4: Improving Linkages Across Systems of Care, Embrace Wellness and Recovery by Reducing Long-Term Institutionalized Care and Empowering Community-Based Services for Consumers, and Implement Prevention and Early Intervention Services

Actions:

1. Regularly share knowledge and the free flow of information with the need for transparency.
2. Cooperation among staff of all programs and agencies.
3. Co-locating if necessary with substance abuse service providers, primary care clinics and private sector providers.
4. Establish accountability for the mechanism for coordinating services.
5. Targeted screening of consumers for co-morbid mental, substance abuse, and general medical problems.
6. Develop permanent, safe and supported housing.
7. Develop full service partnership services to provide “whatever it takes” to reduce incarceration, homelessness and intensive services including hospitalization.
8. Develop services to implement prevention and early interventions in both mental health and alcohol and other drug services.
9. Partner with State and local agencies to promote campaigns on anti-stigma, harm reduction, suicide preventions and other prevention initiatives.

Strategic Direction 5: Improving Workforce Capacity for Quality Improvement

Action:

1. Complete workforce education and training needs assessment.
2. Provide appropriate in-service education and training for staff and contract providers.
3. Utilize stipends and incentives to attract and retain qualified mental health professionals.
4. Focus attention on workforce recruitment and retention in underserved areas such as the rural area.
5. Develop career ladder for peer support, paraprofessional and professional staff.
6. Address the problems of nation wide shortage of psychiatrists by training and utilizing adjunct services from psychiatric nurse practitioners.