



Behavioral Health Vision:

Deschutes County Behavioral Health is a responsive, equity focused and trauma informed organization serving the community through integrated, transdisciplinary, and highly skilled teams improving the health and well-being of people of all ages experiencing serious mental health and co-occurring substance use disorders and/or intellectual & developmental disabilities.

IMPROVE OUTCOMES: Demonstrate Meaningful Impact for Individuals & Community

OBJECTIVE: Increase access to culturally appropriate programs and services **Required Measures/
Focus Required Measures** **Teams Actively Tracking
this Measure**

Access to services is simple and responsive	Routine Initial Evaluation in 7 Days	A&I, CCFYAF, IAS
	Increase Primary Care Access	A&I, CCFYAF, Crisis, IAS
	Applicants are assisted to complete an IDD application	IDD specific
	Member of the IDD program will serve on the E&I committee to ensure the needs of the IDD population will be considered for general health services policies and practices	IDD specific
	Conduct Equity and Inclusion Self assessment	IDD specific
Engagement in services is increased	7 Day follow up after Sage View discharge	AOP, CCFYAF, Crisis, IAS
	7 day follow up after ED visit for MH or SUD	AOP, CCFYAF, IAS
	Reduce drop-out or non-response for newly eligible	IDD specific

OBJECTIVE: Empower people to thrive in healthy, supportive environments **Required Measures/
Focus Required Measures** **Teams Actively Tracking
this Measure**

Recovery models and practices that work are used	Decrease initial PHQ-9 >=11 by at least 5 pts	AOP, CCFYAF, IAS
	Increase Primary Care Coordination	A&I, AOP, CCFYAF, IAS
	100% of clients w/suicide risk have service plan objective to reduce risk	A&I, CCFYAF, Crisis, IAS
	Improvement in NOMS Quality of Life and NOMS Overall Functioning	CCFYAF, IAS
	Improved Hypertension and Diabetes A1C control	AOP, IAS
	Meet ACT Fidelity	IAS specific
	Meet Supported Employment Fidelity	IAS specific
	NOMS re-assessment is 80% or above	AOP, CCFYAF, Crisis
	Increase focus on Person Centered Planning	IDD specific
People are served and supported in least restrictive environments	Stabilization Center reduce ED utilization by 10%	CCFYAF, Crisis
	60% served by Forensic Diversion diverted from jail	Crisis
	Increase local comprehensive provider capacity	IDD specific

OBJECTIVE: Advance Health Equity **Required Measures/
Focus Required Measures** **Teams Actively Tracking
this Measure**

Clients and community experience a trauma informed response	Complete TIC Certification	A&I, AOP, CCFYAF, Crisis, IAS, IDD
Workforce reflects community served	Increase recruitment & retention of diverse staff	A&I, AOP, CCFYAF, Crisis, IAS, IDD
Language, cultural and social determinant barriers are decreased	100% client facing documents translated	A&I, AOP, CCFYAF, Crisis, IDD

INCREASE SUSTAINABILITY: Workforce, Funding & Public Trust is Enhanced		
<i>OBJECTIVE: Ensure a culture of community and clients first</i>	Required Measures/ Focus Required Measures	Teams Actively Tracking this Measure
Vision of community mental health service role is shared by all	Peers and Case Managers on every team	A&I, AOP, CCFYAF, Crisis, IAS
	Integrated Team Based Care on every team	AOP, CCFYAF, Crisis, IAS
	Clients with IDD/MH co-occurring conditions have access to MH services	IDD specific
Ethical practice is evident throughout organization	Document services within required timelines	A&I, AOP, CCFYAF , Crisis, IAS, IDD
	Resolve privacy & compliance investigations with average of 60 days	CQA
	Integrate Emergency Preparedness with 911and SO Emergency Management	IDD specific
	Customer Satisfaction measurement	IDD specific
Compliance with rules and quality measures is demonstrated	80% Data Integrity Audit (DIA) performance	A&I, AOP, CCFYAF, Crisis, IAS
	Maintain a 95% ODDs QA audit score	IDD specific
<i>OBJECTIVE: Establish a culture of care, purpose and shared accountability</i>	Required Measures/ Focus Required Measures	Teams Actively Tracking this Measure
All staff experience a trauma-informed workplace	Complete TIC Certification	AOP, CCFYAF, IAS, IDD
	Leadership models TIC principles	IDD specific
Administrative burden to staff is decreased	Implement Rapid Engagement Model	A&I, IAS
	Streamline NOMS data collection	AOP, CCFYAF, Crisis, IAS
	100% paperless client record	IDD specific
Staff satisfaction is increased	Improve staff satisfaction survey results	CCFYAF, Crisis, IAS, IDD
	Address office space/sharing with an equitable plan	IDD specific
	Formulate a plan to celebrate staff meeting and exceeding productivity goals	IDD specific
	Schedule in-person, all staff team building retreats	IDD specific
<i>OBJECTIVE: Develop and support diverse, excellent workforce</i>	Required Measures/ Focus Required Measures	Teams Actively Tracking this Measure
Equity and inclusion is practiced and increased	100 % client facing documents translated	A&I, AOP, CCFY&F, Crisis
	Increase recruitment & retention of diverse staff	A&I, AOP, CCFY&F , Crisis, IAS
<i>OBJECTIVE: Assure Sustainable funding and efficient practices</i>	Required Measures/ Focus Required Measures	Teams Actively Tracking this Measure
Savings and cost mitigation are demonstrated	100 % achievement of service hour targets	A&I, AOP , CCFY&F, Crisis, IAS , IDD
Investment in services is increased	80% of grant applications result in funding	AOP , CCFY&F, Crisis, IAS
	Maintain or increase CCO contract revenue	BH Director and Business Officer
	Participation in Random Moment Surveys	IDD specific
	Representation in WLM planning/improvement	IDD specific