



# STRATEGIC PLAN 2024 → 2029

Providing high-level guidance on what and where the department will focus attention and resources, considering current assets and needs, as well as the policy and economic environment in San Luis Obispo County.

## STRATEGIC GOALS & CATEGORIES:

**Equitable Access** • **External Partnerships** • **Public Engagement & Communication** • **Workforce & Capacity**

### PREVENTION & WELLNESS

Enhance community outreach to diversify the participation and voice of residents who access services.

Expand access to school-based services by building and maintaining relationships with all school districts.

Leverage public interest to expand informational campaigns.

Improve workforce retention and increase staff time spent providing services and programs in diverse communities.

### COMMUNITY SERVICES

Close gaps in access to BH community services among key underserved populations and communities.

Identify opportunities for joint projects, collaboration, and information sharing with other public agencies actively involved in community outreach and community engagement efforts in SLO County.

Ensure that there is a county-wide understanding and lexicon for accessing community based BH resources, services, and supports.

Augment the BH workforce with incentives and non-clinical personnel well positioned to provide culturally responsive and sustainable services in local communities.

### INTENSIVE OUTPATIENT SERVICES

Expand access to facilities that have been restructured to integrate BH services and enhance coordination of whole-person care.

Leverage CalAIM to strengthen collaborations focused on coordination of outpatient supportive services, especially stepdown models.

Increase public education on the prevalence of co-occurring disorders and the availability of services and resources that address both MH and SUD needs.

Develop more peer support and team-based approaches to augment clinical staff while also developing career pipeline programs with higher education partners.

### CRISIS SERVICES

Build community understanding of crisis management to ensure equitable access to culturally appropriate and responsive services throughout the system of care.

Enhance interagency collaboration focused on ensuring efficient, equitable access to crisis and intensive residential services.

Clarify and standardize expectations of how best to navigate the crisis and acute services system.

Bolster crisis staffing and capacity with peer and partnership staffing models.

### INTENSIVE RESIDENTIAL SERVICES

Expand access to residential facilities offering in-patient treatment including designated facilities for both women and children.

Identify and collaborate with partners to increase adult and youth access to longer-term BH facilities, including sober living and board-and-care homes.

Develop a communication plan with hospitals, FQHCs, and community partners on best practices for meeting the needs of patients with co-occurring disorders.

Increase opportunities for joint professional learning between MH and SUD staff focused on supporting individuals with co-occurring disorders.

**Vision:** On the road to wellness, every path leads toward unwavering compassion and an opportunity to thrive.

**Mission:** To provide compassionate behavioral health services that empower individuals to embrace their unique journeys toward wellness and promote a community that fosters healing and recovery.

**Values:** Integrity • Collaboration • Professionalism • Accountability • Responsiveness • Compassion