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**CHIP Title:** Monterey Integrated Systems Transformation Initiative

### **Project Description:**

People in Monterey County with complex physical health, behavioral health, and social needs often experience fragmented and ineffective care, leading to poor outcomes and high service use and cost.

In response to improving health outcomes for our Monterey County residents, Monterey County Behavioral Health launched the *Monterey Integrated System Transformation Initiative*. This countywide initiative is designed to help all services become aligned with our most important values for the people who need our help the most.

The vision was to design a system where people and families with co-occurring conditions and other complex needs have readily available access to services where they are welcomed for care, inspired with hope, and engaged in integrated service partnerships that can help them with all their challenges to make progress toward having happy, meaningful, and productive lives.

To achieve this vision, our mission is to work as partners to step by step implement a system where every program and every person providing help is supported and inspired to provide helpful integrated services for people with co-occurring conditions and other complex needs, and where all services are designed to be responsive and empowering in the face of the traumas, inequities, and disparities that have been experienced by so many people seeking help.

As we continue to navigate the complexities of a pandemic and shift towards new statewide policies, procedures, and benefits with CalAIM, this initiative is an opportunity for us to all work together to connect with the values that brought us into the work of service.

### **Key Findings and Lessons Learned:**

- Important to Say It Out Loud!: Develop a charter and a formal commitment to change is powerful
- Creation of County Level Project Management Team and Partner Steering Committee
- Identify, train, and coach change agents across partnerships to drive internal “bottom-up” change.
- Use of a standardized program based self-assessment tool to develop a baseline measurement of quality.
- Developing Action Plans based on results of assessment to improve quality of care.

### **Next Steps:**

- Development of a Mission Vision and Values statement for Monterey County Behavioral Health
- Expanding Partnership: recruit partners in the physical and social health networks
- Welcoming and access activities: of welcoming and access for individuals and families with complex needs
- Integrated Strength Based Assessment: developing integrated, hopeful, strength-based Cal Aim assessment processes for all individuals and families.

- **Workforce Competency:** include adoption of the goal of welcoming recovery and resiliency oriented co-occurring competency for all staff, regardless of whether or not they are licensed or certified, as part of the agency's long-range workforce development plan.