Behavioral Health Strategic Plan
Town Hall Meeting
Pendleton, OR
June 16, 2014

Discussion Summary

1) What are the most significant challenges and needs in your community related to the prevention and treatment of mental health disorders, substance use disorders and problem gambling? Are there particular populations facing specific challenges in your community?

- Limited options and availability of treatment
- Family members need support and education
- Stigma
- Difficulty recruiting and retaining staff
- Other state systems in conflict
- Care is not culturally responsive
- Lack of dual diagnosis resources
- Transportation barriers
- Housing barriers
- System is not outcome based
- Need better relationships with other systems (law enforcement, education, etc.)
- Access should be added to the triple aim (better access)
- Solutions are not individualized or creative
- Extreme lack of resources for crisis and placements for people leaving the hospital
- Service coordination (reduce silos)
- Need more online and telephone resources
- Limited resources for dementia and TBI
- Need more mental health first aid
• Rules and regulations are unrealistic and restrictive (especially related to workforce and who can provide services)
• Shortage of mental health staff in emergency rooms

Specific Populations Facing Challenges:

• Hispanic
• Native American
• Asian
• TBI
• LGBTQ
• Veterans
• People living in poverty
• Elderly
• 18-25
• 0-5

2) When you think about behavioral health services in your community, what are the success stories that others can learn from? Are there successes specific to particular populations?

• Law enforcement training (CIT)
• Mental health court
• Jail diversion services
• Peer delivered services
• Smoke free facilities
• Crisis resolution center
• Collaboration among systems and agencies
• Drop in shelters
• School-based health centers
• New residential facilities in Umatilla and Wallowa counties
• Increased collaboration and resource sharing among small communities
3) How can the Oregon Health Authority better support communities in their efforts to provide the right care at the right time? What do you see as the most appropriate role for the state in the Behavioral Health system?

- Create a system that stimulates and rewards communication
- Build accountability into contracts, etc.
- Develop least restrictive treatment options
- Utilize technology statewide
- Understand the unique needs of each community and respond
- Use a more thoughtful and inclusive process when making changes
- Make accommodations for rural communities who cannot recruit as many staff
- Make training available regularly
- Facilitate use of tele-care and online resources
- Increase visits from state level staff
- Create partnerships and provide technical assistance
- Have people available regionally, not just in Salem
- Collect data on how programs are performing and use it as an incentive
- Report on data regularly
- Train CCOs to be problem solvers and not create barriers
- Promote family involvement
- Enforce and train on the trauma policy

4) As you consider a vision and priorities for the state’s behavioral health system, what are the values and principles that should govern how the
system is structured? What guiding criteria should we use to determine priorities and services?

- Cultural diversity
- Treat families as a whole
- Collaboration and coordination
- Least restrictive environment
- Least possible administrative burden
- Self-directed care
- Family-driven care
- Stigma reduction
- Recovery
- Easy access
- Integration of addictions and mental health
- Integration of AMH and physical health
- Trauma-informed
- Respect
- Dignity
- Preservation of individual rights
- Outcome-based
- Decisions backed by data