



Mental Health Services  
Oversight & Accountability Commission

# Strategic Plan Implementation

April 25, 2024

# Strategic Plan Implementation

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The Commission has directed staff to develop a process for tracking and reporting progress against its strategic goals and objectives.



# Supporting the Commission's Goals

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The purpose of today's presentation is to provide the Commission and the public with draft metrics, including aspirational metrics, in support of the Commission's goals.



# Goal 1: Champion Vision into Action

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The Commission will analyze data and engage all partners to advance the evolution of policies necessary to provide an early, effective, and universally available system of behavioral health supports and services.

## Elevate

- **Objective 1.1:** Elevate the perspectives of diverse Communities.

## Assess and advocate

- **Objective 1.2:** Assess and advocate for system improvements.

## Connect

- **Objective 1.3:** Connect federally and globally to learn and apply.

# Objective 1.1: Elevate the Perspectives of Diverse Communities

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## Commission Community Engagement

- Number of engagement events.
- Number and description of populations and partners engaged.
- Geographic distribution of engagement events and activities.
- Goals of engagement (e.g., tied to initiative and/or strategic plan).

## Sponsored Community Engagement

- Number of engagement events.
- Number and description of populations and partners engaged.
- Geographic distribution of engagement events and activities.
- Goals of engagement (e.g., tied to initiative and/or strategic plan).

## Aspirational

- Measure public trust in behavioral health programs among diverse communities.

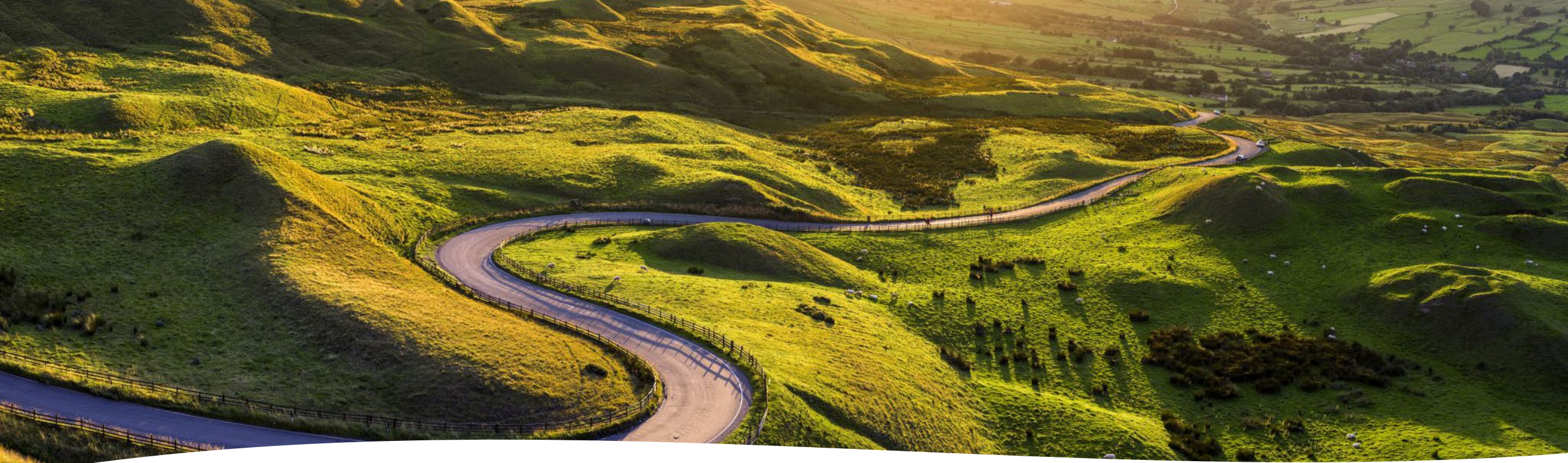
## **Objective 1.2:** Assess and Advocate for System Improvements

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### **Progress on development and implementation of Commission policy projects**

- Fiscal Transparency
- Criminal Justice Diversion
- School Mental Health
- Suicide Prevention
- Prevention and Early Intervention
- Workplace Mental Health
- Impacts of Firearm Violence





## **Objective 1.3:** Connect Federally and Globally to Learn and Apply

### **Reach, representation, and impact:**

- Number of published articles, white papers, and policy briefs
- Number of external presentations and engagement
- Media coverage
- Legislation informed and/or supported by the Commission

## Goal 2: Catalyze Best Practice Networks

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The Commission will engage public and private partners, including universities and institutes, to catalyze the creation of best practice networks of excellence.

<b>Support</b>	<b>Objective 2.1:</b> Support organizational capacity building.
<b>Fortify</b>	<b>Objective 2.2:</b> Fortify professional development programs and resilient workforce strategies.
<b>Develop</b>	<b>Objective 2.3:</b> Develop adequate and reliable funding models.
<b>Support</b>	<b>Objective 2.4:</b> Support system-level analysis to ensure the tailored care and universal access required to reduce disparities.




## Objective 2.1: Support Organizational Capacity Building

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Commission-supported capacity building initiatives and progress report for best practice networks.



- **Aspirational:** Curated repository of best practice research, evidence, toolkits, and related materials.



## **Objective 2.2:** Fortify professional development programs and resilient workforce strategies

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- Participation in the Transformational Change Partnership
  - Engagements with workforce funders
  - Investments in California's behavioral health workforce
  - Aspirational: Workforce adequacy and diverse representation



## Objective 2.3: Develop Adequate and Reliable Funding Models

- Funding secured for best practice networks.
- Analyses linking outcomes to finance.

## Objective 2.4:

Support system-level analysis to ensure the tailored care and universal access required to reduce disparities

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- Commission-led policy research.
- Commission-supported policy research.
- Growth in external analysis supporting tailored care and universal access to reduce disparities.



# Goal 3: Inspire Innovation and Learning

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- The Commission will develop strategies and partnerships to catalyze innovation and accelerate the development and dissemination of new models and practices that further improve behavioral health and wellbeing.

## Curate

- **Objective 3.1:** Curate an analytical-based narrative on the potential for innovation to improve behavioral health outcomes.

## Establish

- **Objective 3.2:** Establish an innovation fund to link and leverage public and private investments.

## Accelerate

- **Objective 3.3:** Accelerate learning and adaptation in public policies and programs.

# Objective 3.1: Curate an Analytical-Based Narrative on the Potential for Innovation to Improve Behavioral Health Outcomes



## **Objective 3.2:** Establish an innovation fund to link and leverage public and private investments

- Establishment of innovation fund.
- Funding secured.
- Investments made and return on investments.





**Objective 3.3:** Accelerate learning and adaptation in public policies and programs

- Engagements on public sector innovation.
- Best practices that result from innovation.
- Public interest and awareness in innovation (media monitoring).



## Goal 4: Relentlessly Drive Expectations

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- The Commission will work with all Californians to increase understanding, empathy, trust, and empowerment as a way to bolster public ownership, expectations, and accountability for improvement of the public behavioral health system

### Launch


- **Objective 4.1:** Launch a public awareness strategy to reduce stigma, promote access to care, and communicate the potential for recovery.

### Develop

- **Objective 4.2:** Develop a behavioral health index.

### Promote

- **Objective 4.3:** Promote understanding of the progress that is being made and the advocacy that will result in further improvements.



**Objective 4.1:** Launch a public awareness strategy to reduce stigma, promote access to care, and communicate the potential for recovery

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- Progress report on launching a public awareness strategy. (Metrics to be developed)

• **Aspirational:** Statewide survey on stigma, public trust, understanding, and support for behavioral health.

## Objective 4.2: Develop a behavioral health index

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- Progress report on development of behavioral health index. (Metrics to be developed)

- **Aspirational:** California adopts a behavioral health index that is globally recognized for excellence.



**Objective 4.3:** Promote understanding of the progress that is being made and the advocacy that will result in further improvements

**Messaging Strategies**



**Podcast**



**Social media**



**Website**



**Data visualizations**



**Transformational Change Report**

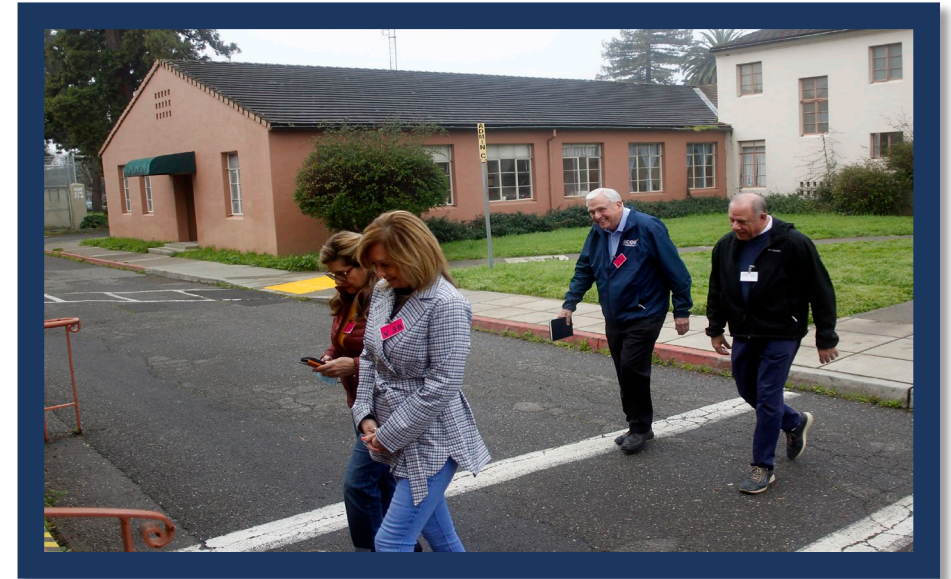


# Operational Goal: Fortify Commission capabilities and processes

- **Operational Objective 1:** Establish the Commission as employer of choice that attracts and retains a high performing workforce that reflects California's diverse communities.
- **Operational Objective 2:** Meet and exceed state and national standards for IT performance.
- **Operational Objective 3:** Adopt and implement best practices in fiscal transparency and procurement.
- **Operational Objective 4:** Evolve Communication strategies.
- **Operational Objective 5:** Support Commissioner engagement.

## **Operational Objective 1:** Establish the Commission as employer of choice that attracts and retains a high performing workforce that reflects California's diverse Communities

- Employee satisfaction and engagement (survey).
- Employee retention
- Size of candidate pool
- Percentage staff participating in formal professional development activities.
- Percentage staff formally contributing to the behavioral health field or their professional field.
- Demographic representation and diversity of staff, including self-reported peer status.



## Operational Objective 2: Meet and exceed state and national standards for IT performance

- System uptime
- Cybersecurity incidents
- Additional metrics to be determined based on state/national IT standards.



### Operational Objective 3: Adopt and implement best practices in fiscal transparency and procurement

- Budget to Commission.
- Monitor expenditures.
- Metrics to be determined based on national standards for fiscal transparency, procurement practices, and related opportunities.





# Operational Objective 4: Evolve Communication strategies

## Messaging Strategies



Podcast



Social media



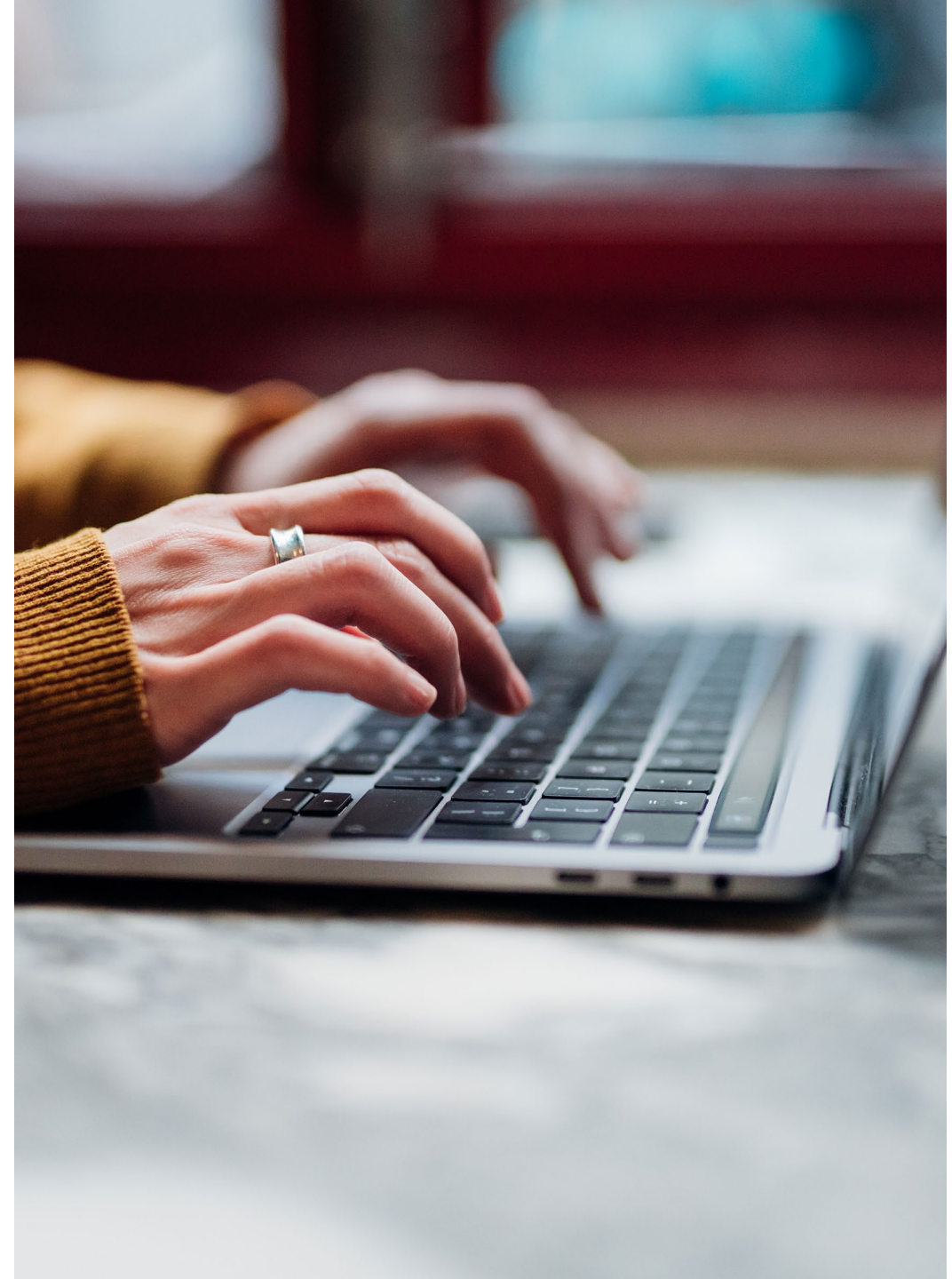
Website



Data visualizations



Transformational Change  
Report



## **Operational Objective 5:** Support Commissioner engagement

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**Commissioner satisfaction**  
*(metrics to be determined)*





**Thank you**

