



## OOH Annual Plans (2020-2021)

**ORGANIZATION OF HOPE**  
THE POWER OF HOPE **COMMUNITY SERVICES**  
*for THE PEOPLE by THE PEOPLE*

It is my pleasure to present the 2020-2021 OOH Behavioral Health Plan. The contributions from our behavioral health community have been essential in the completion of this Plan, and we are grateful for the ongoing collaborations that will continue as we implement these strategies.

You will find that the goals in this Plan continue to follow our behavior health vision to “promote recovery, resiliency, health and wellness for individuals who have or are at risk for emotional, substance related, addictive and/or psychiatric disorders to improve their ability to function effectively in their communities.” OOH continue to emphasize a system that remains focused on person-centered and family-focused services and supports toward improving community wellness across the lifespan.

In doing so, we will continue to identify gaps and barriers to treatment through efforts to enhance our data collection and analysis capabilities. We are also moving forward in our COVID-19 response activities, prevention and intervention efforts as well as improving access and the quality of care within the OOH’ serviing community.

Additionally, we will focus on strategies that diminish health disparities and inequities, further cultural and linguistic competencies, and expand our provider network which also supports telehealth applications. Improving the overall quality of behavioral health services and supports is a priority and will include expansion of crisis services, and evidence-based and promising practices.

Remaining clinically and fiscally responsive is a top priority for OOH as these goals clearly demonstrate. Through our ongoing collaborations with the System of Care Workgroup, Behavioral Health System, BRIDGES, National Coalition for the Homeless, HUD Continuum of Care, and other committees, our local and state partners, and behavioral health stakeholders, the OOH will stay on course to improving efficiencies and outcomes.

I thank you for your ongoing support and partnership and look forward to implementing these strategies together.

Sincerely,

Patrecia Williams



The 2020-2021 goals are based on the Behavioral Health Administration's (BHA) vision and mission statements and on Maryland's the Substance Abuse and Mental Health Services Administration's (SAMHSA) current priority areas.

### **(1) SUPPORTIVE OF HUMAN RIGHTS**

Promote a quality system of care that is supportive of individual rights and preferences. Persons with behavioral health disorders have the same rights and obligations as other citizens of the state. Individuals have the right to choice, to retain the fullest possible control over their own lives, and to have opportunities to be involved in their communities.

### **(2) CULTURAL COMPETENCE AND ELIMINATION OF DISPARITIES**

Promote effective and appropriate delivery of behavioral health services that respects and is responsiveness to the health beliefs, practices, and cultural and linguistic needs of diverse populations. Support activities intended to increase knowledge of culturally responsive approaches to behavioral health treatment, recovery, and the elimination of health disparities system-wide.

### **(3) RESPONSIVE SYSTEM**

The behavioral health system of care must be responsive to the people it serves, coherently organized, and accessible to those individuals needing behavioral health care. Information must be readily available for individuals to enter and proceed through the system in a more appropriate and timely manner. The hospitals are one part of the community-based behavioral health system of care. The behavioral health system of care must collaborate with other public and private human health service systems in order to allow for continuity of care and facilitate support with all activities of life.

### **(4) EMPOWERMENT**

Individuals, families, and advocates will be involved in decision-making processes throughout the continuum of care (CoC), and collectively in the planning and operational aspects of the behavioral health system. An array of services and programs must be available to allow for individual choice in obtaining and using necessary services.

### **(5) COMMUNITY EDUCATION**

Wellness is promoted and enhanced through early identification and prevention activities for risk groups of all ages. Public education and efforts that support families and communities must be incorporated into our service system. Increased acceptance and support for behavioral health services come from increased awareness and understanding of behavioral health disorders and treatment options.

### **(6) FAMILY AND COMMUNITY SUPPORT**

We must provide families with the assistance they need in order to maintain or enhance the support they give to their family members. We will strive to provide services to persons within their communities with the availability of natural/family peer support.

### **(7) LEAST RESTRICTIVE SETTING**



An array of services will be available throughout the state to meet a variety of individual needs. These services should be provided in the least restrictive, most normative, and most appropriate setting.

### **(8) WORKING COLLABORATIVELY**

While recognizing that co-occurring conditions are common, collaborations with other agencies at the state and local level will be fostered so support to individuals with behavioral health disorders is inclusive in all activities of life. This will promote a consistently appropriate level of behavioral health services.

### **(9) EFFECTIVE MANAGEMENT AND ACCOUNTABILITY**

Accountability is essential to consistently provide an adequate level of behavioral health services. Essential management functions include monitoring and self-evaluation, rapid response to identified gaps in the system, adaptation to changing needs, and improved technology. A high priority is placed on measuring client perception of care and satisfaction with the services they receive. Outcome measures will be a key component for evaluating program effectiveness.

### **(10) LOCAL GOVERNANCE**

Local management of resources will improve continuity of care, provide needed services in a timelier manner, improve the congruence of services and resources with needs, and increase economic efficiency due to the closer proximity of the service delivery level.

### **(11) STAFF RESOURCES**

The presence of a competent and committed staff is essential for the provision of an acceptable level of behavioral health services. Staff must be provided with adequate support systems and incentives to enable them to focus their efforts on the individuals who receive care from them. Opportunities must be provided for skill enhancement training or retraining as changes in the service system take place