



FISCAL YEAR (FY) 2024-25 COUNTY OF SAN DIEGO BEHAVIORAL HEALTH SERVICES (BHS) & COMMUNITY ENGAGEMENT EFFORTS



In FY 2024-25, the UC San Diego Health Partnership, in collaboration with BHS, developed a stakeholder outreach and engagement plan to facilitate a county-wide community engagement effort designed to inform the Mental Health Services Act (MHSA) Annual Update to the current County's MHSA Three-Year Plan for 2023-2026.

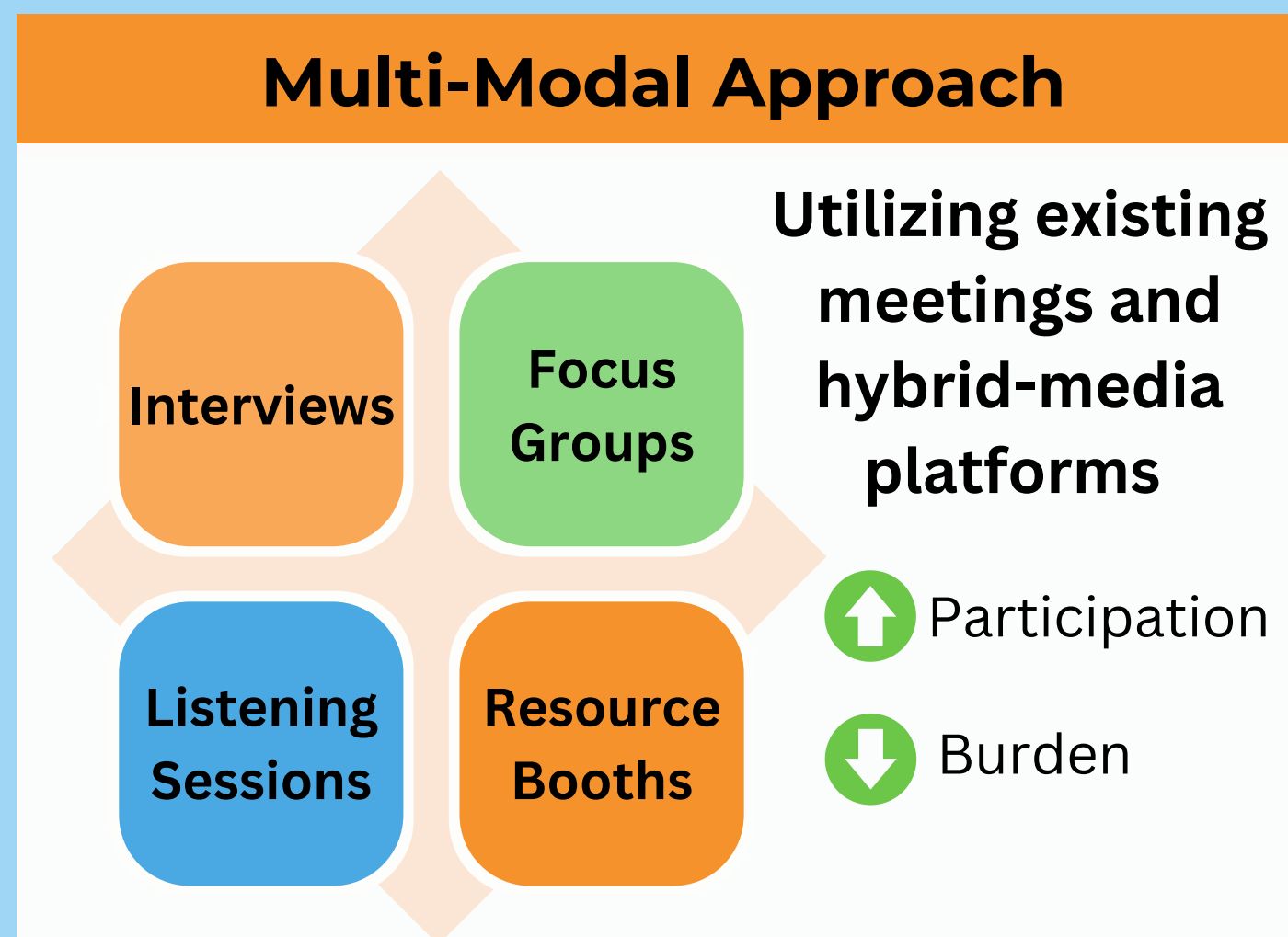
FY 2024-25 OUTREACH AND ENGAGEMENT EFFORTS

Committed to **authentic community engagement**, focusing on **equity**, and promoting **community empowerment** of unserved, underserved, and hard-to-reach populations

Attended over **35** community and county-led meetings and hosted **5** resource booths

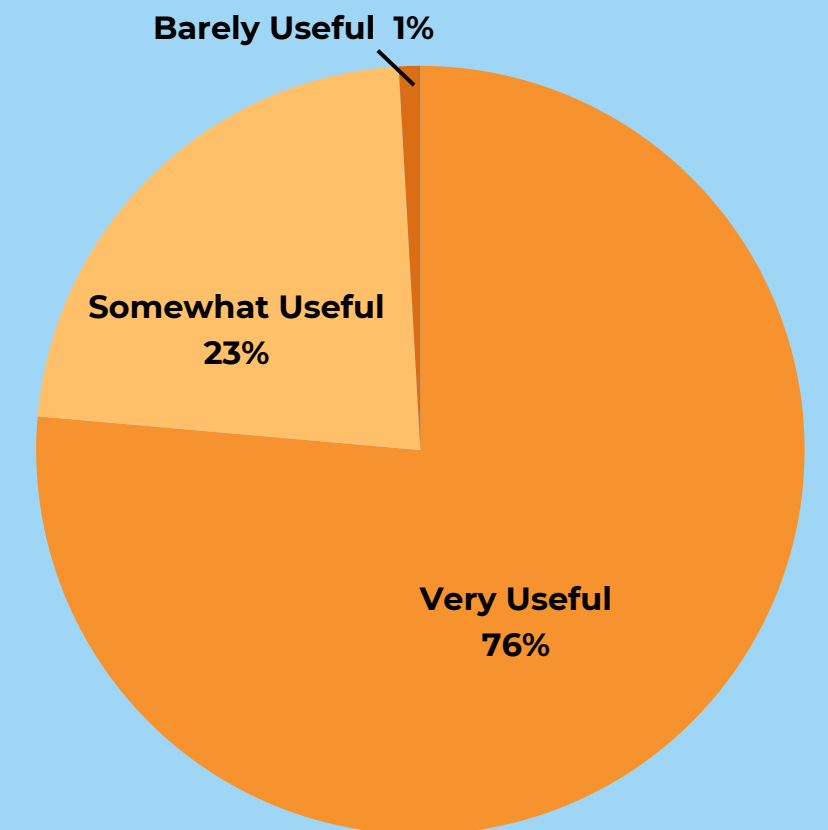
Conducted **10** interviews, **8** focus groups, and **9** listening sessions, engaging over **200** people

Listening sessions were led in partnership with **spotlight partners**



Participant Satisfaction

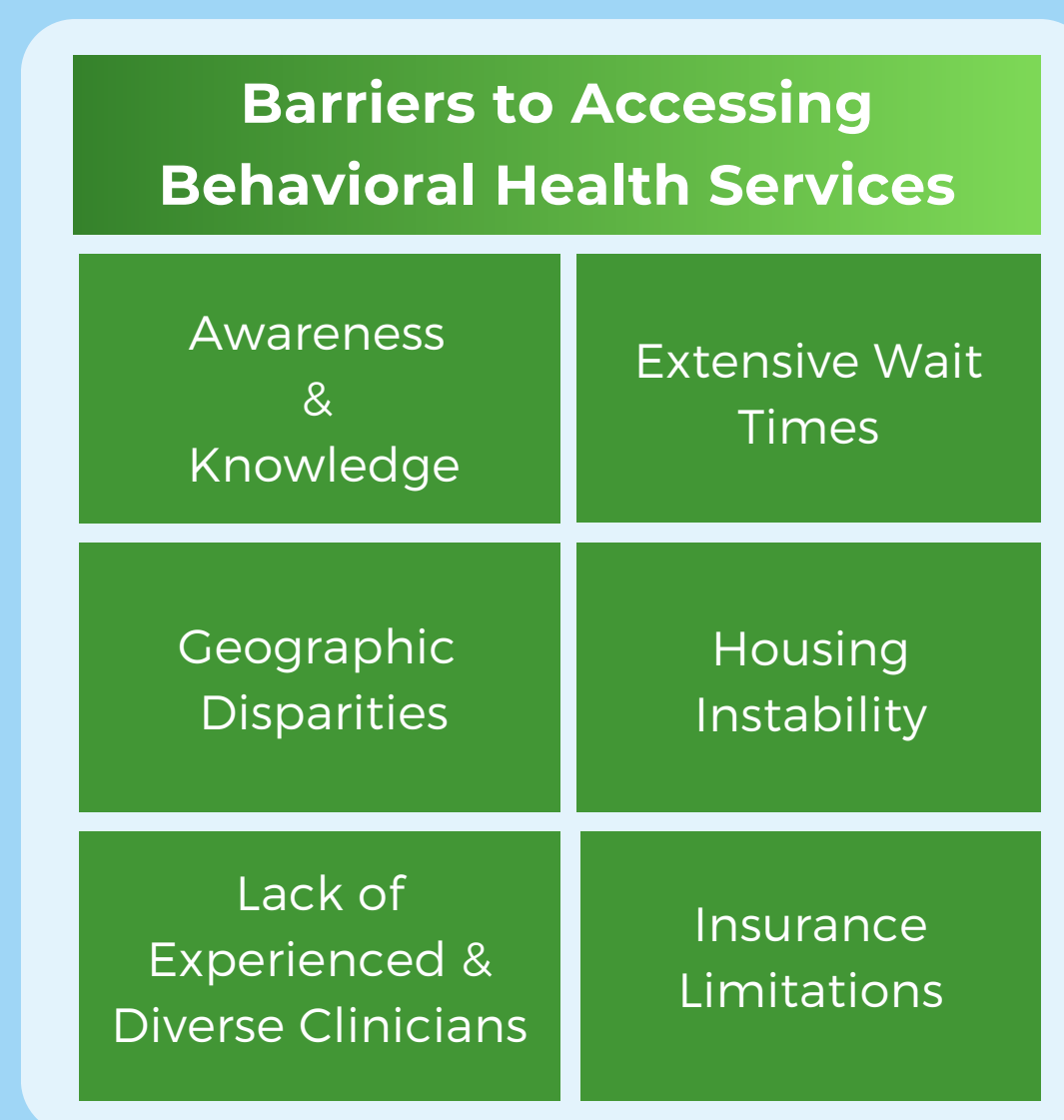
The Usefulness of the Information Covered in Engagement Activity



FY 2024-2025 COMMUNITY ENGAGEMENT FINDINGS

COMMUNITY EXPERIENCED BARRIERS TO CARE

- Access to mental health services is a significant challenge in San Diego County
- Barriers to care include long wait times, geographic disparities, housing instability, insurance limitations, provider shortages, and lack of awareness
- Challenges are more pronounced for historically minoritized groups, individuals with disabilities, and those with multiple or intersectional identities



“The reimbursement rate for Medi-Cal is so low that providers choose not to accept Medi-Cal because it's either the reimbursement rates too low or it's too hard to get reimbursed.”



PARTICIPANT PERSPECTIVES ON SYSTEM-LEVEL CHALLENGES

- Systemic barriers hinder access to care for community members
- Challenges reported: managing dual diagnoses and co-occurring disorders, stigma, mistrust, and cultural competence concerns
- Inadequate funding for community-based organizations and staffing shortages

“There aren't a lot of services that are tailored to meet [their] needs, both from a cultural linguistic perspective and from a service delivery perspective that really incorporates all of the cultural faiths...”

System-Level Challenges

Cultural Competence

Cultural Representation in Services

Stigma & Mistrust

Dual Diagnosis & Co-Occurring Disorders

Funding for Community-Based Organizations

Mandated Treatment of Mental Health & Homelessness

Staffing Challenges

PROMISING DIRECTIONS IN BHS PROGRAMMING

Building on Promising Directions

Inclusive & Affirming Care in Non-Therapeutic Settings

Peer Support Initiatives

Mobile Crisis Response Teams (MCRT)

- Innovative approaches are improving behavioral health services to better meet diverse community needs
- MCRT, peer support, and inclusive community care are leading the way in improving systems of care
- These programs fill gaps in mental health and substance use services highlighting individuals and their support networks

“I think what is important to maintain or to emphasize is the actual peer role...”

RECOMMENDATIONS



CALL TO ACTION

Transparency and Communication:

Our community engagement efforts prioritize clear communication and ongoing feedback between government organizations and community members to ensure transparency and accountability

Let's connect on Instagram:

Join our Instagram community if you want to connect with us and learn about our upcoming events



@ucsd.hp

To get involved in the community engagement process with UCSD Health Partnership please contact: MHSVoices@health.ucsd.edu

To get into touch with BHS, the Communications and Engagement Team, please email: Engage.BHS@sdcounty.ca.gov

