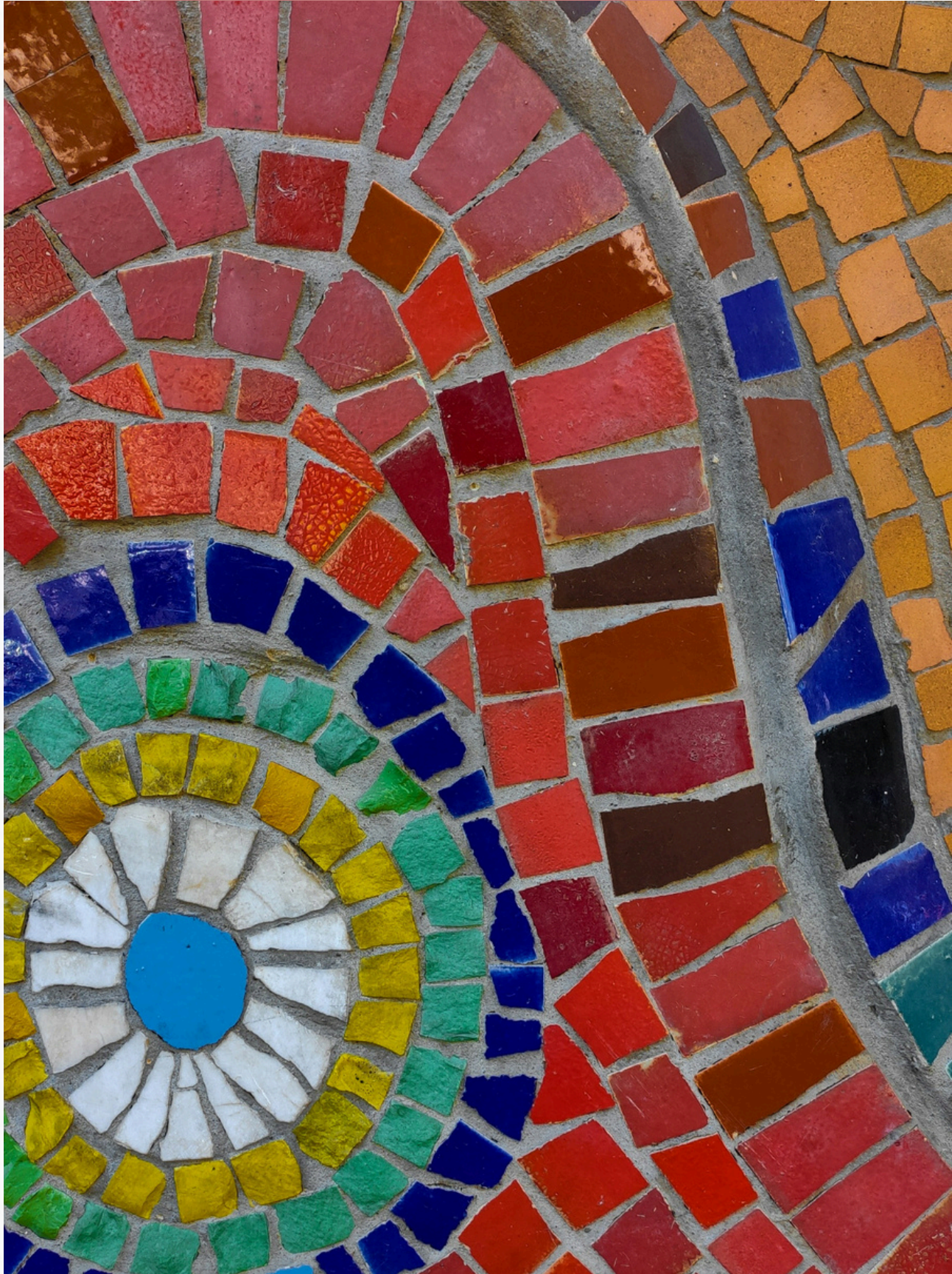




Community Informed Behavioral Health Crisis Services

Latiffe Amado, BS, Lane County Equity Officer
Britni D'Eliso, MA, Behavioral Health Project Manager





Meet Latiffe
**County Equity Officer,
Lane County**





Meet Britni
**Behavioral Health Project
Manager, Lane County**



Agenda

Behavioral Health Crisis Program

A blank slate for a community informed program

1

Grounding the Process in Equity

Creating a foundation for equitable community engagement

2

Community-Wide Survey

Prioritizing the collection of implementable feedback

3

Equitable Survey Analysis

Intersection of equity, statistical significance and data literacy

4

Shared Learnings

Successes and opportunities to inform future efforts

5

Q & A

6



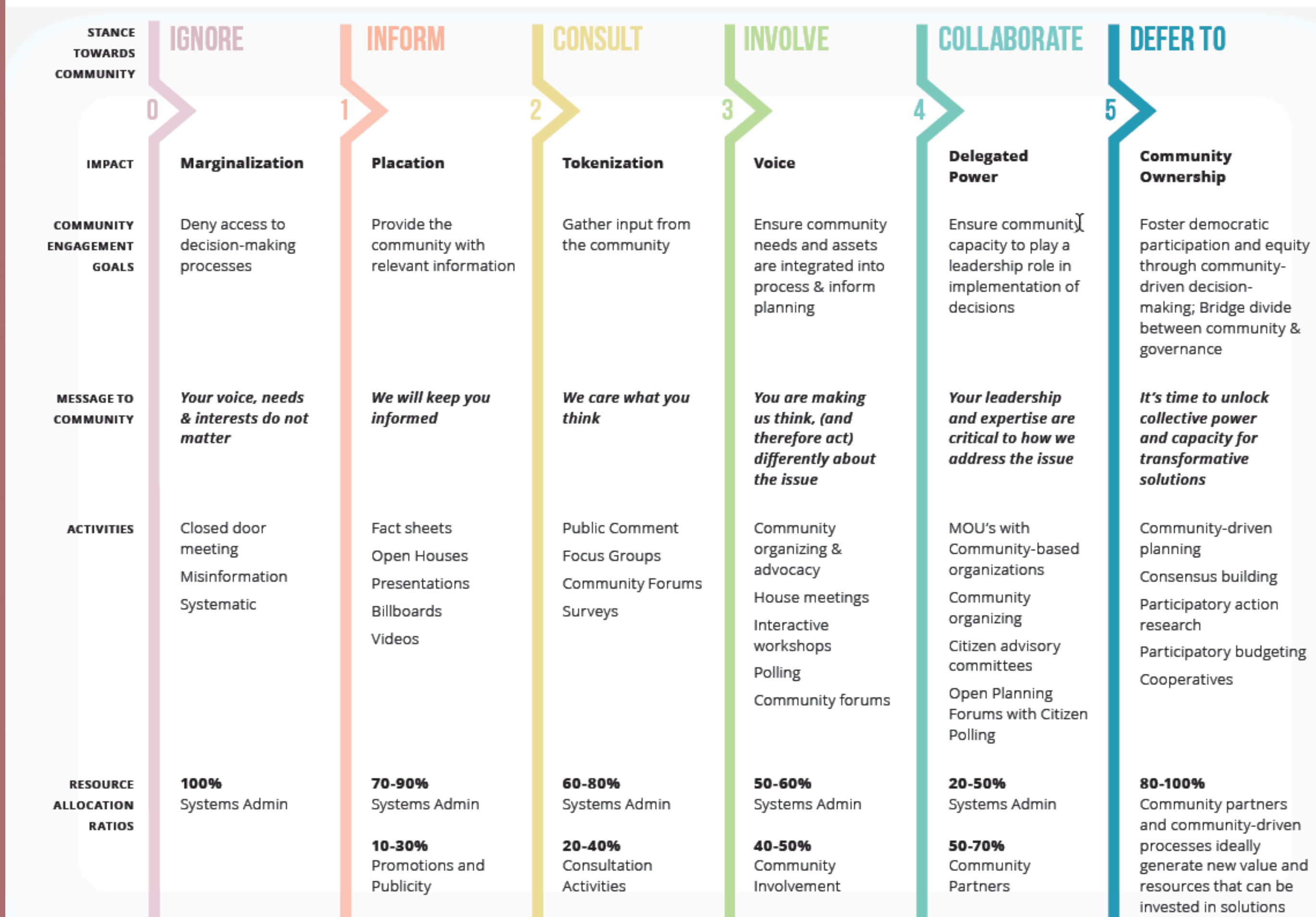
01. Behavioral Health Crisis Program

A blank slate for a community informed program



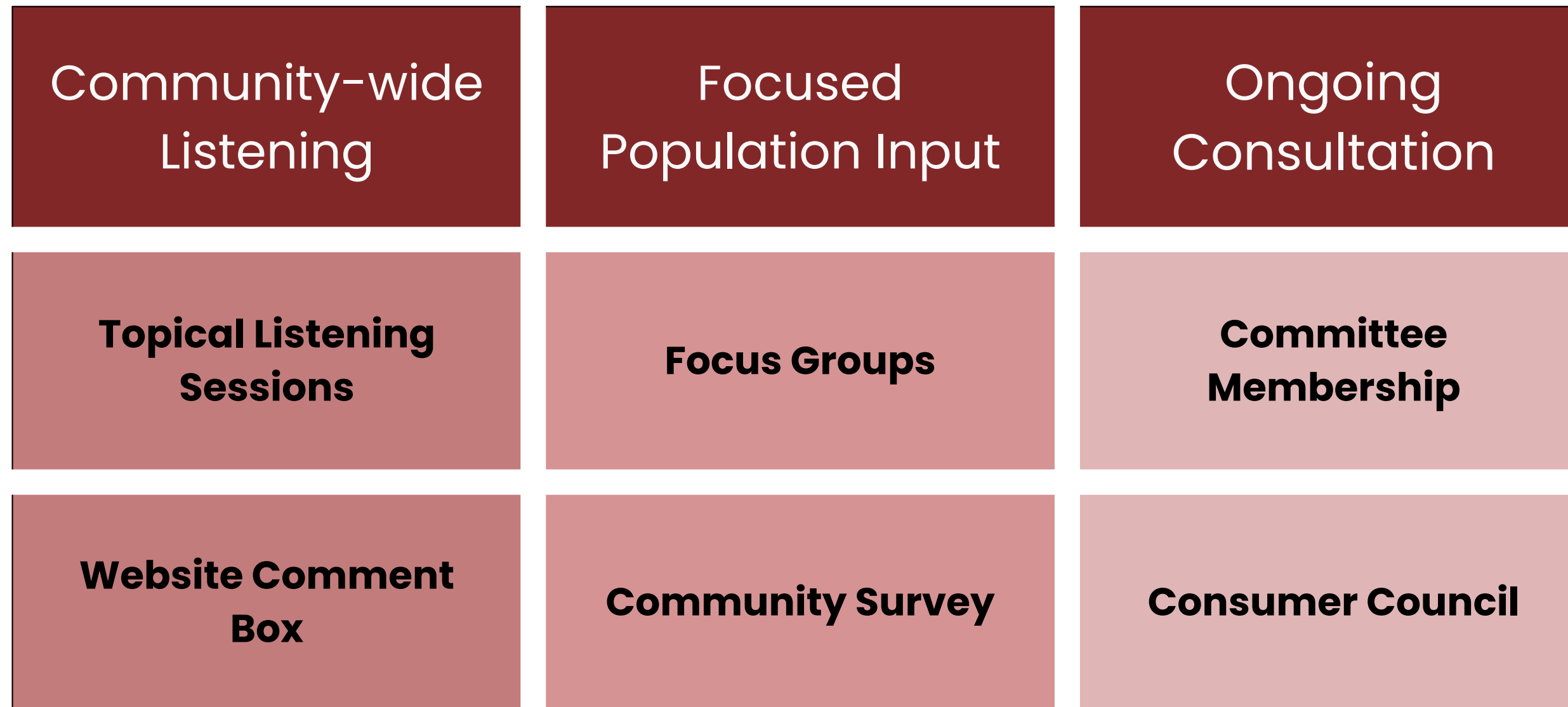
**Lane Stabilization
Center**

- 24/7 behavioral health crisis center in development
- New level of care in Oregon
- Learning opportunity for meaningful community engagement
- Chance for the healthcare system to get it right





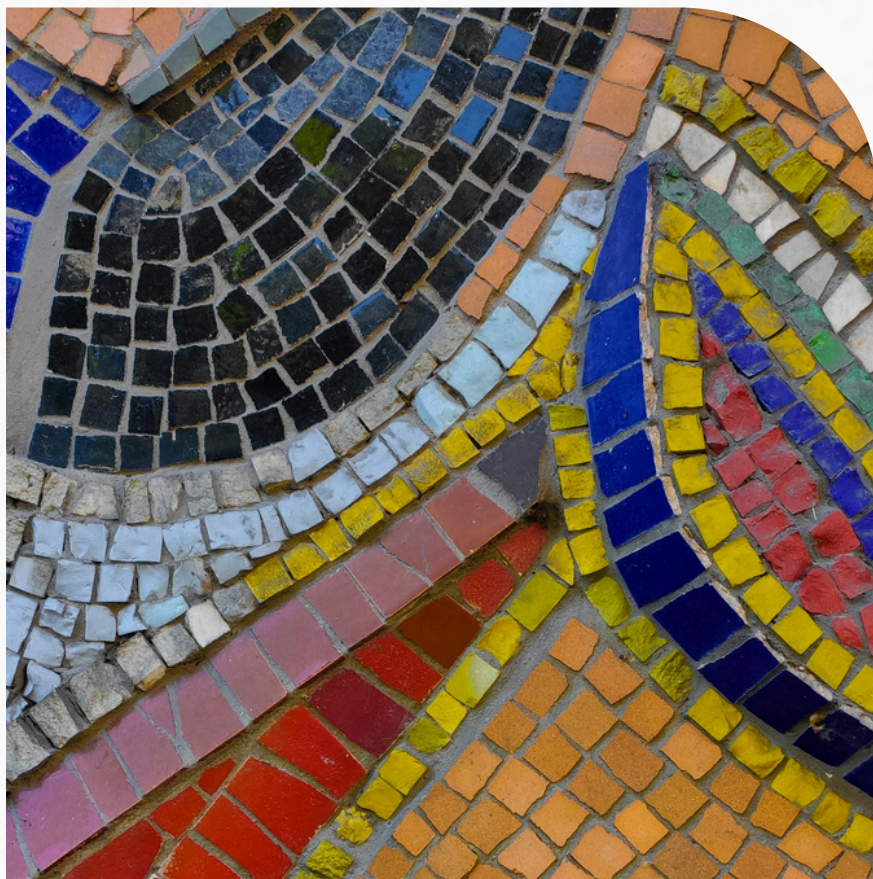
Strategic Framework for Lived-Experience Engagement





02. Grounding the Process in Equity

Creating a foundation for equitable community engagement



Focus on transparency and trust– What scope of the design can be truly guided by community? How do we ensure a transparent and complete data cycle?

Focus on avoiding community extraction– What are we adding to community in this process?

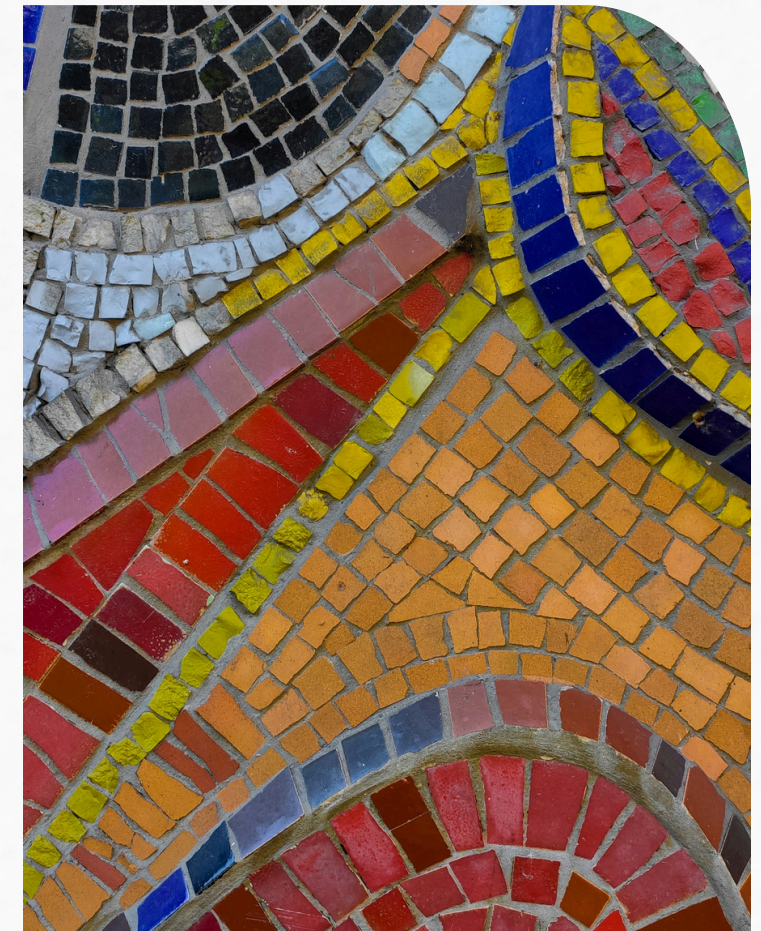
Focus on centering lived experience– how do we prioritize the voices of those with lived experience with the behavioral health system? How do we intersect this data with race?

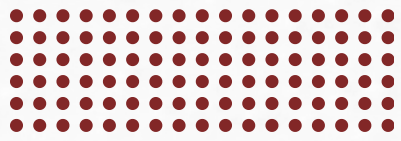


03. Community-Wide Survey

Prioritizing the collection of implementable feedback

- Survey questions informed by community listening sessions
- Epidemiologists aided in crafting intentional survey questions
- Community Partners approved accessibility of survey questions





Intentional Survey Design

We identified a need for input from the following groups. Please check all that apply to you. (Please fill in the "other" category if you identify with a group that is not listed)

- I am a liaison or advocate on behalf of individuals with lived experience
- I have supported a loved one in navigating behavioral health systems and services
- I have personal experience accessing services in the behavioral health system**
- I have personally experienced houselessness**
- I have personal experience within the legal system**
- I Identify as a member of a systemically marginalized* community based on my race or ethnicity**
- I Identify as a member of a systemically marginalized* community based on my gender identity and/or sexual orientation**
- Other: _____

lived experience

people with one or more lived experience(s) in BH system, houselessness or legal involvement

systemically

marginalized group

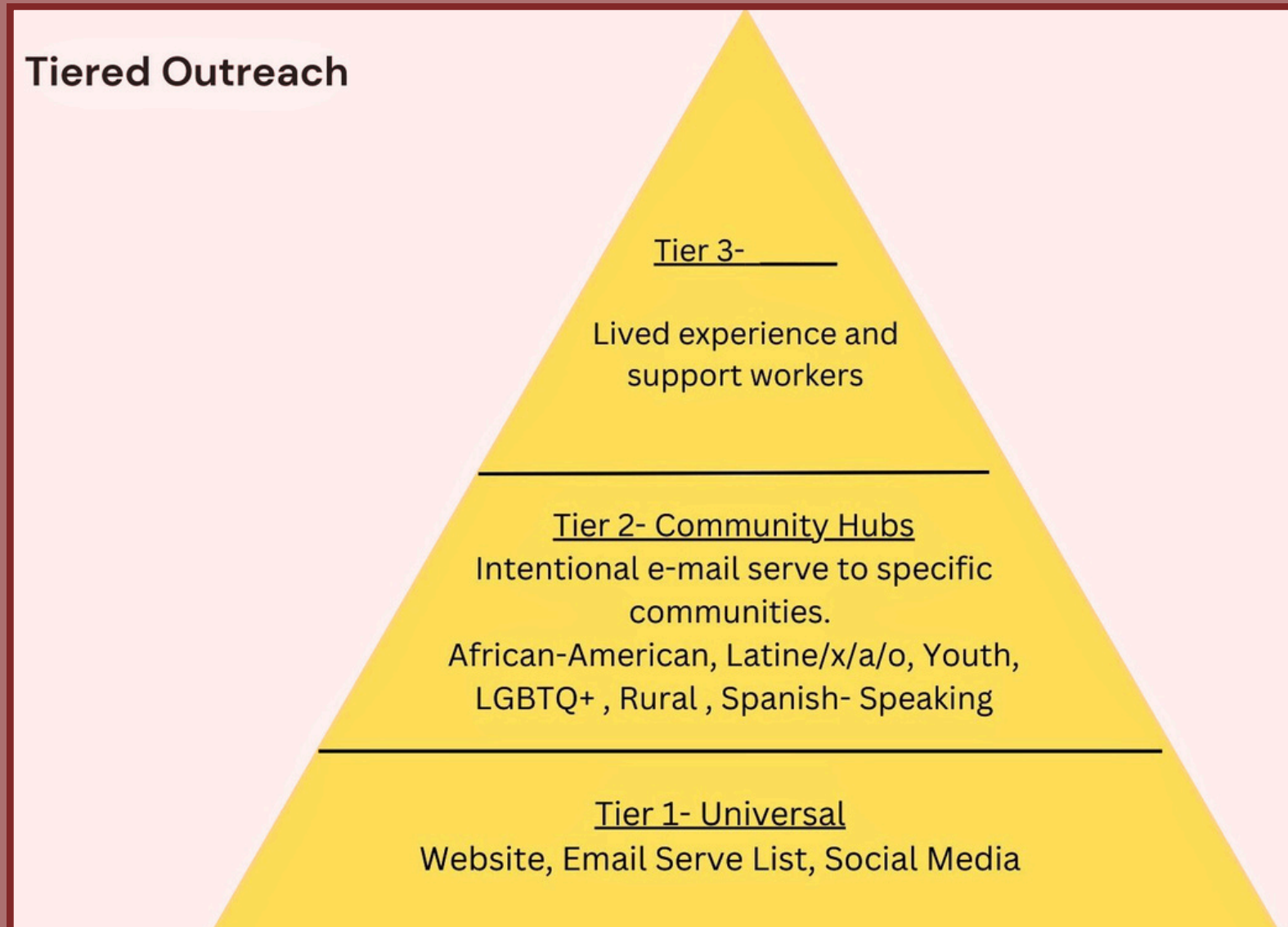
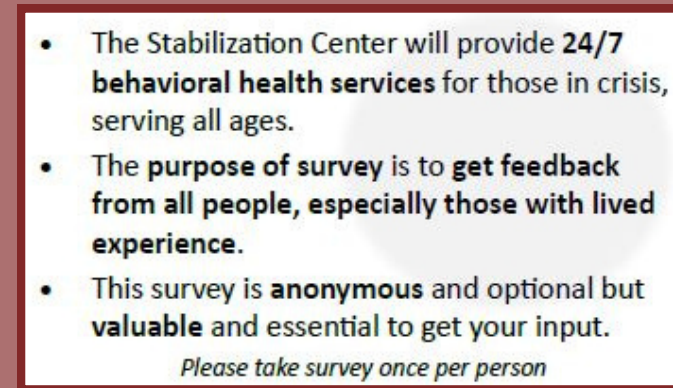
people who identify as a member of a systemically marginalized group based on race or ethnicity AND/OR gender identity AND/OR sexual orientation

Survey Distribution

Targeted Universalism – setting universal goals and using tailored strategies for different groups to achieve those goals

Outcomes – 547 total responses

- 70% people with lived experience navigating the behavioral system, homelessness or legal involvement
- 1% identify as a member of a systemically marginalized* community based on race or ethnicity
- 16% identify as a member of a systemically marginalized* community based on gender identity and/or sexual orientation



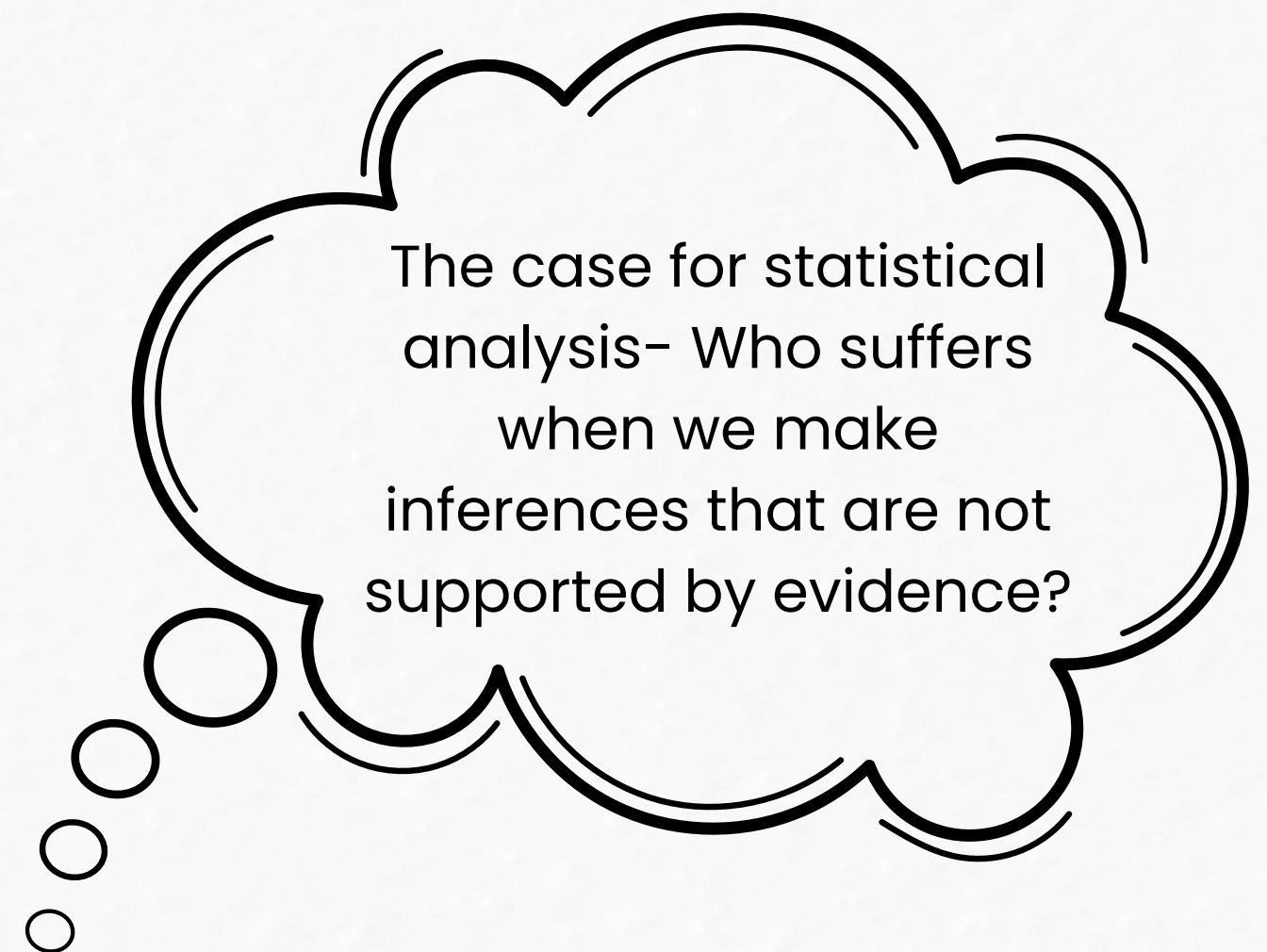


04. Equitable Survey Analysis

Intersection of equity, statistical significance and data literacy

Data was analyzed in four rounds:

- All responses
- Lived experience
- Marginalized identity
- Lived experience and marginalized identity





The Data Analysis Lens

- Are there statistically significant differences between all respondents, people with lived experience, people that self-identified being part of a marginalized community?
- When do we need to look at the additional comment section to gather more information?
- When have our assumptions been challenged by the evidence?
- Do we feel confident in our recommendation, or do we need to seek additional information?



Data Literacy as a Community Offering



What was provided in return, to the survey participants and broader community?

- Transparency- overview of process (how and why we created the visualizations with the 4 lenses)
- Data Literacy- understanding statistical significance and why it is important
- Data Analysis- demonstrating statistical significance analysis through translating results to recommendations

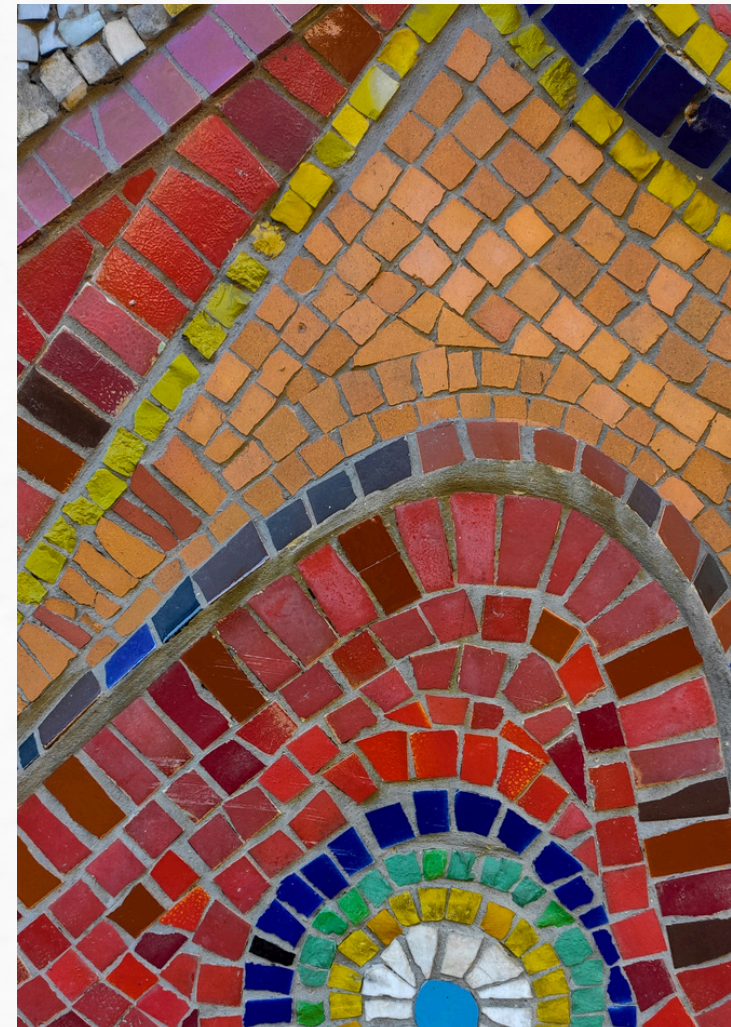


05. Shared Learnings

Successes and opportunities to inform future efforts

Successes

- **Targeted Outreach:** A focused outreach plan was developed to engage individuals with lived experience and other key stakeholders.
- **Community-Based Consultations:** The survey was designed and distributed with input from a community steering committee, ensuring it met the needs of those with direct experience.
- **Data-Driven Decisions:** The steering committee analyzed the survey data to make decisions grounded in the feedback received, ensuring the center's design was responsive to community needs.



Opportunities

- **Sustainable Process:** How to create a better community engagement process that is more realistically replicable across all of Lane County.
- **Reaching Spanish-Speaking Community:** How to strengthen partnerships with Spanish-Speaking communities in order to get their voices included.
- **Measure Impact of Value Added:** Did our efforts add value to the community? How do we know?



Questions?



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