

## How may I get involved?

Involvement in the Behavioral Wellness systems change process consists of two steps:

**Learn:** Numerous background materials are available at [countyofsb.org/behavioral-wellness](http://countyofsb.org/behavioral-wellness). Click on the “systems change” link under “Community.” A good place to start is to read the report on Behavioral Wellness outpatient programs and services prepared by the TriWest Group. In addition to the full report, a summary of the report and shorter summaries by some of the topics covered in the report are also available on the web site.

If you do not own a computer and are unable to use a computer at a public library or Learning Recovery Community (RLC), ask a friend, Peer Recovery Specialist or Family advocate for help in printing materials for you to read.

**Participate:** Decide what level of involvement is best for you. To keep up to date on systems change developments, you may want to attend meetings of the Mental Health Commission, the Consumer and Family Member Advisory Committee, the Latino Advisory Committee and the Santa Barbara County Board of Supervisors. Also, check the systems change web page under “Community” on a regular basis.

If you wish to participate in systems change activities, consult the calendar of events at [countyofsb.org/behavioral-wellness](http://countyofsb.org/behavioral-wellness). Click on the “systems change” link under “Community,” and then click on the calendar link. Check with the contact person provided after each event for more information. If you do not own a computer and are unable to use a computer at a public library or RLC, ask a friend, Peer Recovery Specialist or family advocate to check the online calendar of systems change events and notify you about meeting details and contacts.

Introduction to

# Systems Change



SANTA BARBARA COUNTY  
DEPARTMENT OF

**Behavioral Wellness**

A System of Care and Recovery

## What is Systems Change?

"Systems Change" refers to the transformation process involving the Santa Barbara County Department of Behavioral Wellness and its partners. The goal is to organize the mental health and substance use disorder systems across Santa Barbara County around the needs and hopes of the individuals and families with behavioral health issues and other complex needs who seek help.

The system change process involves collaboration among all the partners in the system -- Behavioral Wellness programs, community-based organizations (CBOs), other county and city departments, consumers, families, front line staff, change agents, team leaders, managers and system administrators. The objective is to make progress at all levels of the system to advance the vision stated above.

The road map for the systems change process is the report on Behavioral Wellness outpatient programs and services prepared by

the TriWest Group. To access this report online, visit [countyofsb.org/behavioral-wellness](http://countyofsb.org/behavioral-wellness) and click on the "systems change" link under "Community."

Systems change includes improvements in each individual program, in internal workgroups and in comprehensive cross-system action teams, all working together and coordinated by the Steering Committee to advance the overall vision.

To realize the vision of systems change, every part of the system must become more welcoming, person- and family-centered, recovery-oriented, trauma-informed, culturally competent, and co-occurring capable, and the best use of every available resource must be made.

## What activities are involved?

Systems change is an evolving process, and is proceeding on several tracks:



**The Steering Committee** for Systems Change determines guiding principles and charters/oversees the work of **Action Teams** focusing on specialized areas, such as children's services, peer issues, cultural competence, crisis services and forensics. An Action Team is a quality improvement group that includes representatives with varying perspectives, focuses on a particular issue and recommends plans for change.

**Change agents** are individuals who represent consumers, families, county and contracted administrative and clinical programs and partner agencies. They work as a team to help each other and partner with leadership to help the whole system change.

**Continuous Quality Improvement (CQI) Workgroups** work to improve programs, services, policies and procedures at specific service sites and regions of the county.