

Community Health Improvement Plan – 2022-2024

SECTION I.

COUNTY/DISTRICT HEALTH DEPARTMENT: Durham County Department of Public Health

CHA/CHNA YEAR: 2020

PRIORITY: Mental Health

HNC 2030 ALIGNMENT INDICATOR(S): Health Indicator 19: Suicide rate

SCORECARD URL (optional):

SECTION II	
Step 1: What quality of life conditions do you want for the children, adults, and families in your community?	All people in Durham County collaborating to create accessible, affordable, and affirming integrated quality services and support.
Step 2: What does it look like when you achieve this result?	<p>People receiving the services they need instead of going to the Emergency Department.</p> <p>People feel that the mental health resources are accessible.</p> <p>Physical environments that are supportive of healthy mental health care.</p>
Step 3: How can you measure these quality of life conditions?	<p>People receiving the services they need instead of going to the Emergency Department.</p> <ul style="list-style-type: none"> • The number of calls to service providers. • Look at the number of people being re-directed from Emergency Department. • Look at EMS calls and see how many of these are mental health related. Pull from public safety? • # of Calls to Alliance Mobile Crisis (800) 510-9132 <p>People feel that the mental health resources are accessible</p> <ul style="list-style-type: none"> • (# or percentage? Of people who have)Access to culturally affirming, trauma informed providers

<ul style="list-style-type: none"> • Increase the number of bilingual or LGBTQ providers (intervention) • (# or percentage? Of people who have) Accessible services that are affirming of people’s identity(ies) <p>Physical environments that are supportive of healthy mental health care</p> <ul style="list-style-type: none"> • Determine a measurement- Assess the physical spaces for characteristics of supportive, healthy mental health care environments (intervention) <ul style="list-style-type: none"> ○ Lighting ○ Colors ○ Volume and tone of people’s voices <p># of referrals made and accepted between community health care agencies # of referrals made and accepted between community health care agencies #4 hospital readmissions for mental health causes #5: % clients self-reporting satisfaction with service experience</p>						
Step 4: How are you doing on the most important measures of this (these) condition(s) in our community?				Suicide rate (per 100,000 population) vi 8.5 (2014-2018)		
Step 5: Who are the partners that have a role to play in doing better?				See step 7		
Step 6: What works to do better, including no cost and low-cost ideas?				See step 7		
Step 7: What do you propose to do? In the section that follows, list and describe each strategy/intervention/action you plan to take.						
#	Strategy/Intervention/Action Name & Brief Description [this block expands]	Responsible Partners [this block expands]	Performance Measures: How much will you do? [this block expands]	Performance Measures How well will you do it? [this block expands]	Performance Measures Is anybody better off? [this block expands]	Level(s) of Intervention: • Individual • Organization • Agency • Institution • Policy
1	Assess gaps in mental health resources for service providers in Durham. Once gaps are identified, promote trauma-response	DPS Foundation School-based mental health providers, home school groups	One assessment with providers throughout Durham (# will be determined)			Institution Policy

	resources to providers in those areas.	The Emotional PPE Project. https://emotionalppe.org				
2	Encourage and implement non-traditional forms of mental health interventions Train community members on Community Resiliency Model (CRM) and train CHWs to train the communities they serve.	Early Childhood Action Plan Community Health Workers CRM trainers	# of CRM trainings facilitated by the Mental Health Committee	% of CHW employing organizations with CHWs trained in CRM	People living in Durham use CRM methods to manage stress	Individuals Organizations
3	Assess workplaces for practices implemented to improve mental health resources/healthy environments for employees (breaks, mental health days, time outdoors, EAP)	PAS at Duke- offering services more frequently on site. Chamber of Commerce	Develop one assessment	Assess organizations in multiple sectors and recommend wellness culture	Employees' overall wellness improves	Organizations
4	Share non-emergency mental health resource numbers with community	Mental health providers	Share # of non-emergency mental health resources using multiple methods	Reach people via print, social media, links	People in Durham utilize resources for non-emergent mental health needs	Individual
5	Improve physical environments of clinical spaces to make them more supportive of mental health care	Clinical offices	Assess # clinical offices Work to provide recommendations if needed	% of clinical offices consulted with out of those contacted	People feel safe in the physical environments of clinical settings	Organization Policy

6	Review Durham-specific strategic plans and assess for alignment with Partnership Mental Health initiatives	Early Childhood mental health plan	Assess city-wide and county wide plans	Determine percentage of alignment	Collaborate with existing plans to support gain support with current efforts	Systems
7	Provide open space for mental health support “Mental Health Conversation Circle”	North Carolina Central University, University of North Carolina at Chapel Hill, Durham ACEs and Resilience Taskforce	TBD	TBD	TBD	
8	988 Implementation & Crisis Response	TBD	TBD	TBD	TBD	