

Behavioral Health Administration presents

Building 21st Century Care

A visual road map to the future of trauma-informed behavioral health services.

Part of the DSHS 2023-2025 Strategic Plan eBook Series



Our Unifying Mission is to Transform Lives



This wheel represents our six strategic priorities, each a critical pillar to transforming lives.

You will see these themes emerge across our plans for transforming our services.



Our DSHS Values are:

Diversity and Inclusion
Honesty and Integrity
Pursuit of Excellence
Open Communication
Commitment to Service



At the Department of Social and Health Services, we work tirelessly to help nearly 2 million people in Washington state navigate deeply complex systems in order to access essential human services. The strategic goals outlined here are bold, forward-thinking and aimed at dismantling barriers that stand between our clients and the tools we all need to build a strong foundation. I am excited to be with you on this journey toward equity, access and well-being for all Washingtonians.

Jilma Meneses, Secretary, Department of Social and Health Services



Our staff in the Behavioral Health Administration are dedicated to improving the lives of the people in our care. We are here to provide hope to patients and their families, and we are focusing all of our efforts to make life better for everyone we serve.

*Kevin Bovenkamp, Assistant Secretary,
Behavioral Health Administration*



We Are DSHS

A spotlight on the staff of the Behavioral Health Administration

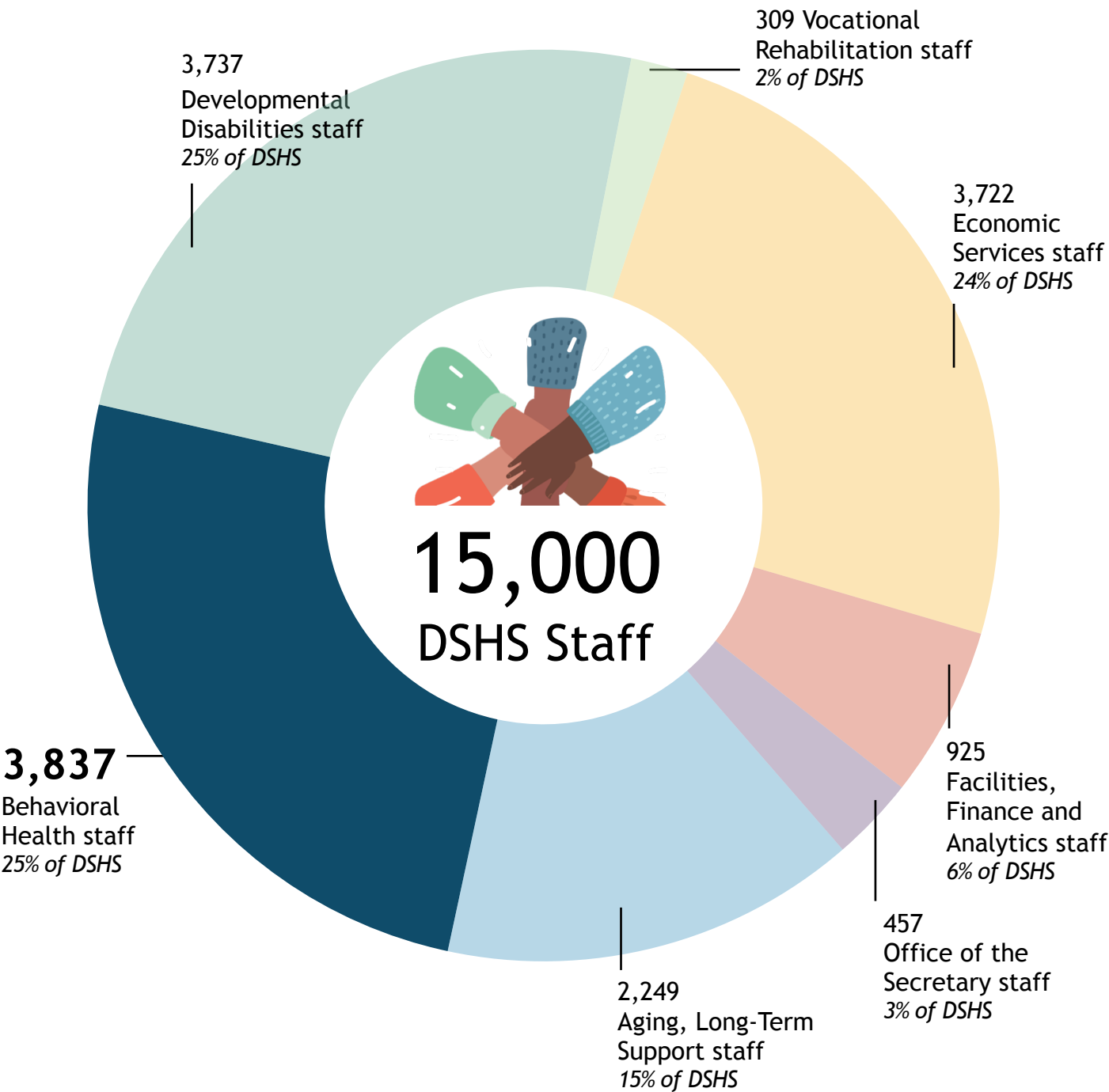
Nearly 4,000 dedicated BHA staff deliver round-the-clock care and services for people receiving behavioral health care.

Staff include:

- Mental health technicians
 - Nurses
 - Security
 - Custodians
 - Food service
 - Forensic evaluators
 - Psychologists
 - Residential rehabilitation counselors
 - Psychiatric child care counselors
- And many more!

Serving residents and patients all over the state, including at:

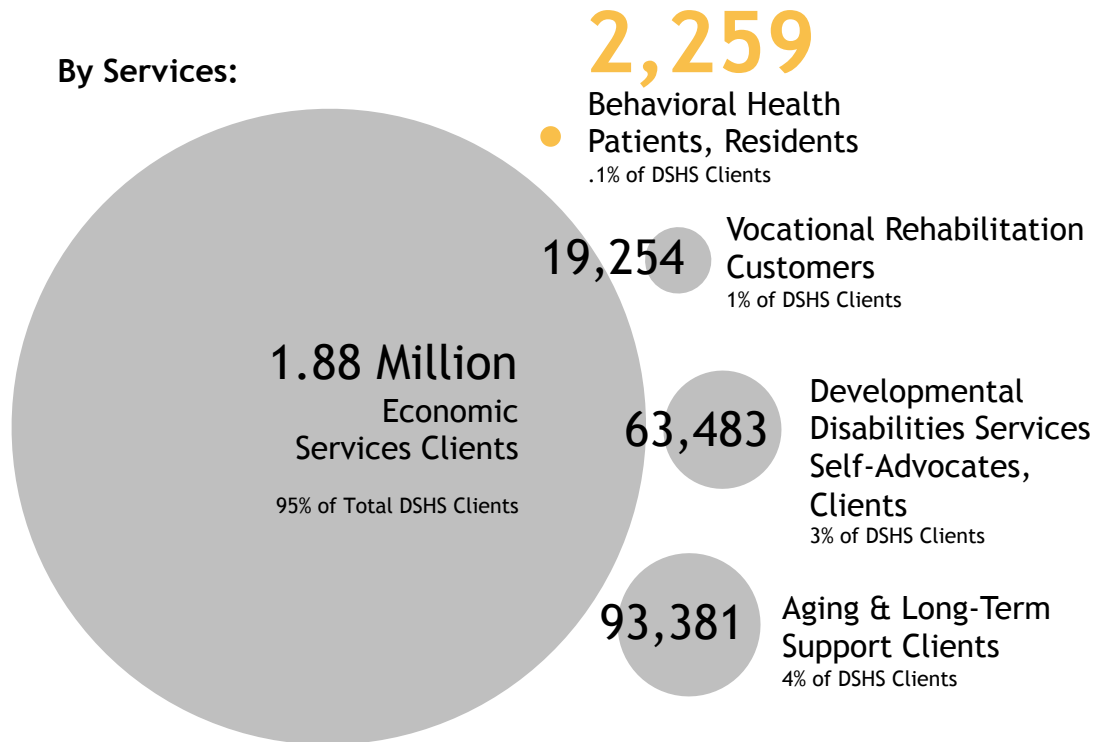
- Child Study & Treatment Center
- Western State Hospital
- Eastern State Hospital
- Special Commitment Center
- Community and residential treatment facilities
- County jails



A Look at Washingtonians Engaging in Social and Health Services

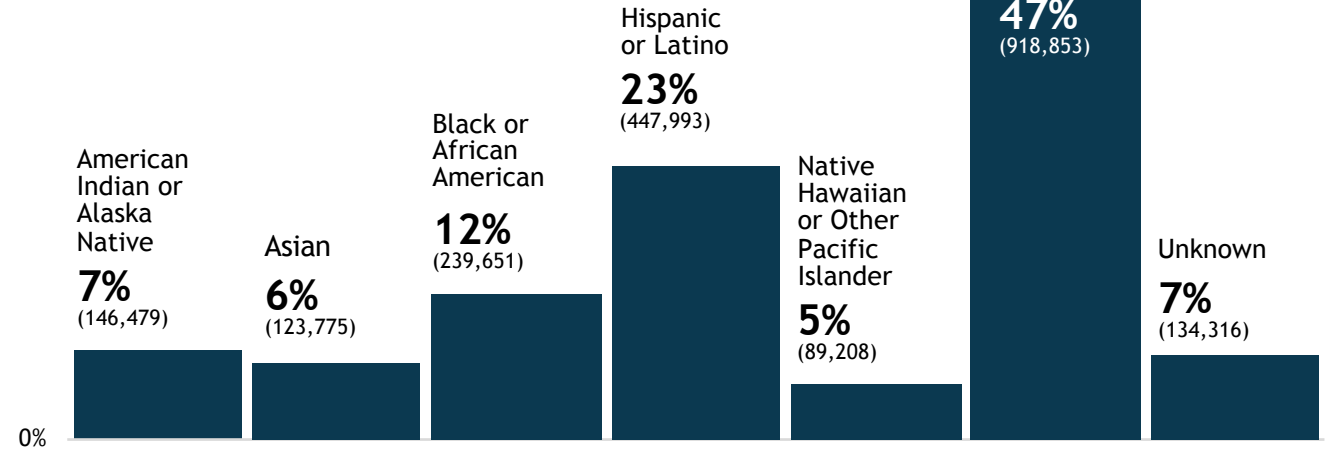
In 2020, **1.97 million** people engaged with DSHS services to support their well-being, independence and ability to fully participate in their communities.

By Services:



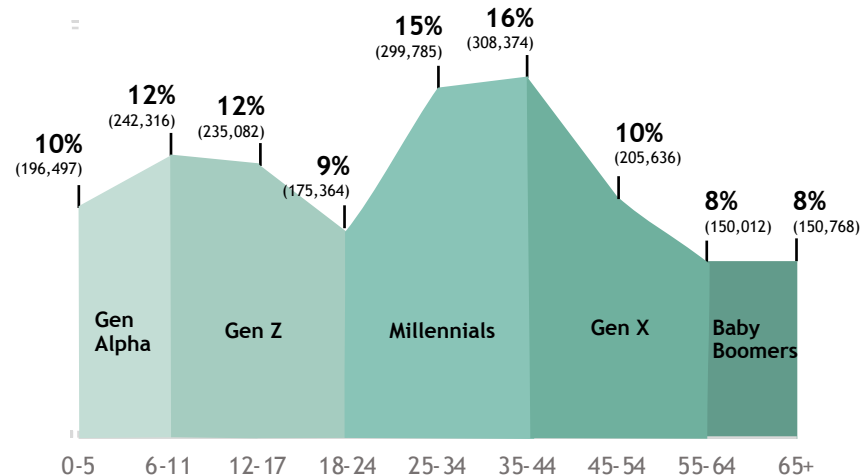
Note: Many clients receive more than one DSHS service.
Total sum exceeds total number of DSHS clients.

Race/Ethnicity



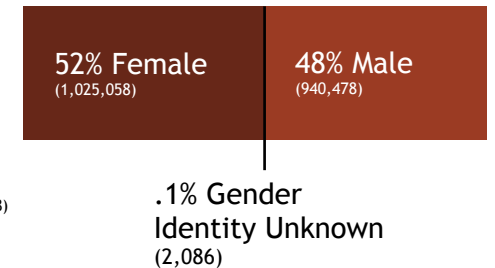
Note: Race/ethnicity groups are not mutually exclusive, with the exception of White, Non-Hispanic and Unknown. Therefore, the sum of counts across all groups will exceed the total population of clients served. We also do not currently have a way to visualize intersectional demographics, for example, reflecting transgender women of color.

Age



Note: Generation ranges are approximate and follow age ranges based on the Pew Research Center.

Gender Identity



Note: We recognize that people who identify as gender nonbinary, transgender and gender queer are not visibly reflected in this data set.

We are advancing equity and access

Our future is becoming an anti-racist agency without barriers to employment, services and access for our colleagues, customers and clients.

With central efforts in the DSHS Office of Equity, Diversity, Access and Inclusion, EDAI administrators, communities of practice, staff and executive leaders are working to make that vision a reality.



AT BHA, we are creating a culture that weaves equity, diversity, access and inclusion into the fabric of leadership, processes and employee development.

We will:

- Update our cultural competency policies
- Implement consistent hiring practices to attract a more diverse candidate pool and convene diverse interview panels
- Use data to measure diversity in hiring
- Hire and assign professionals in equity, diversity, access and inclusion for each BHA program

BHA stands as an anti-racist administration. To see the anti-racism declaration from leadership, [click here](#).



Modern Facilities, Modern Care

We are on a mission to transform lives through evidence-based treatment models in state-of-the-art facilities and community-based programs.

Building modern facilities for 21st century care

With historic legislative funding for new and modern DSHS 24/7 facilities, the Office of Capitol Programs is leading design and construction efforts for modern spaces to provide 21st century care to clients.

Pre-design, design and construction projects include:

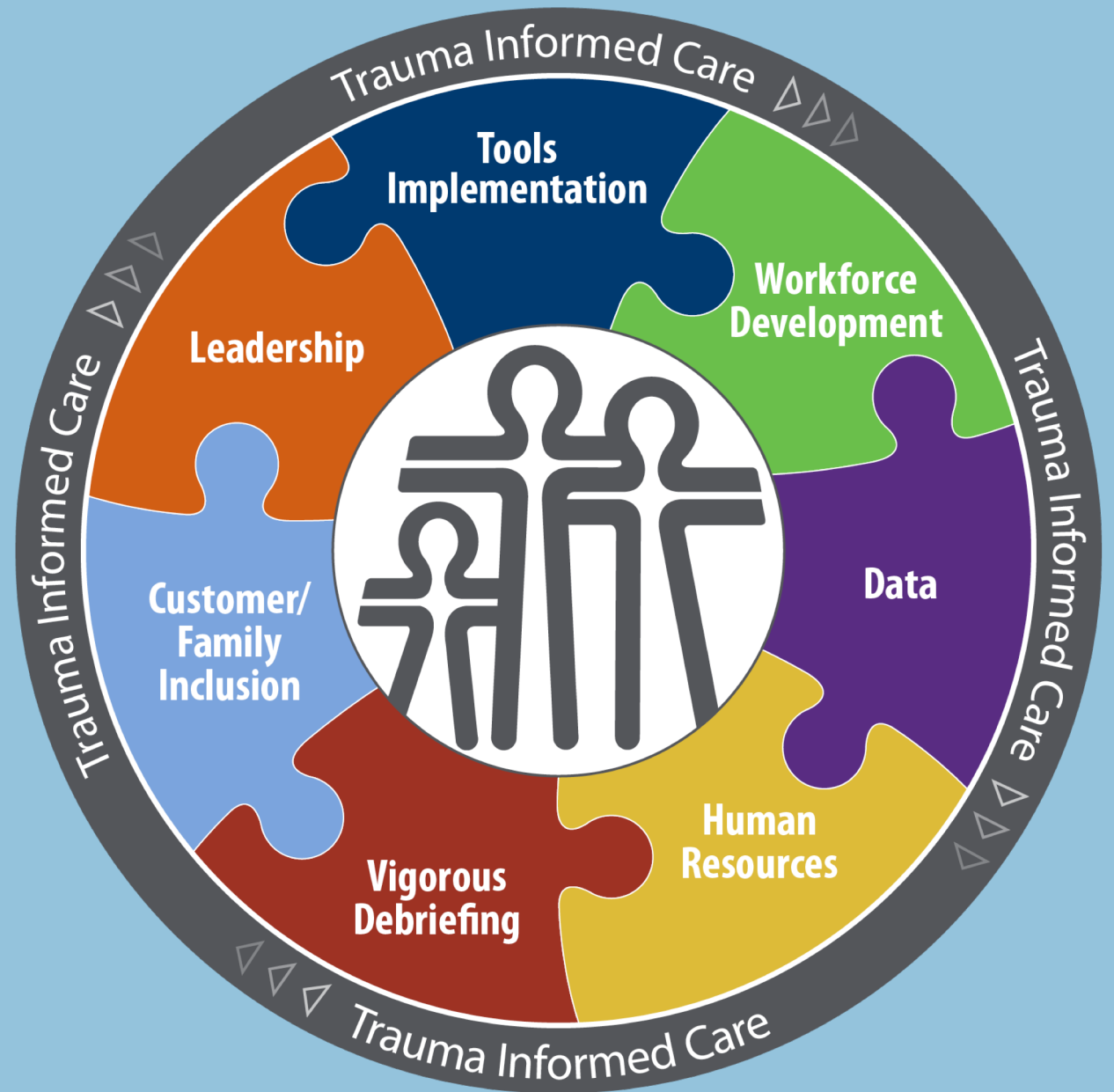
- A new nursing facility at Fircrest School in Shoreline for people with developmental and intellectual disabilities.
- Two new residential treatment facilities in Clark and Thurston counties, providing mental health care close to home for more Washingtonians.
- A new forensic state hospital in Lakewood - to open in 2027, providing evaluation and treatment for individuals navigating the criminal justice system.
- A new secure community transition facility in Snohomish county, serving individuals in successful recovery and participation in sex offender treatment.



Focusing on Trauma-Informed Care

Clients will experience increased safety and receive trauma-informed care:

- Pilot trauma-informed practices
- Incorporate trauma-informed care and practices in staff training
- Ensure a culture of safety for staff and patients
- Reduce the rate of assaults at all BHA facilities






A Goal to Deliver Patient-Centered Care

Prepare patients for successful transition back into their communities

Increase the ratio of substance use disorder professionals to patients

Ensure patients are more seen, felt and heard through increased cultural proficiency in our services and care



The two best things about my job are that I get to provide support to the state hospitals and facilities, and that I'm allowed the privilege of advocating for changes to the behavioral health system that impact our patients and residents.

-Jenise Gogan, *BHA Director of Community Transitions*



Technology that Meets Our Needs

- Plan to launch electronic health records at new facilities
- Use data to demonstrate the success of evidence-based treatment
- Upgrade IT pharmacy system
- Standardize IT processes across BHA facilities
- Upgrade aging hardware



Resilience in the Event of an Emergency



Have highly trained incident command personnel throughout BHA who can activate in the event of an emergency and assist any facility statewide

Develop consistent and clear planning and communication to all levels of staff before, during and after an emergency to ensure safety

Proactively assess and identify hazards at facilities to mitigate interruption of daily operations



I am proud to be entrusted with the serious responsibility of assessing legal competence, and to belong to a group of forensic evaluators who themselves bring and apply well-developed professional competency to fulfilling judge's evaluation orders.

-Dr. Daniel Rial, *Eastern State Hospital forensic evaluator*





Transforming lives

Our journey continues...

Learn more:

Read the full [BHA 2023-2025 Strategic Plan here](#).

See all [DSHS Strategic eBooks here](#).

