

# Leading A Successful Change Process

Sutter-Yuba MHSA Leadership Committee

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# What we know about MHSA requirements:

## Vision

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- *From the CA DMH Vision Statement:*

[*The purpose of the MHSA is to*] **transform the current mental health system in California and move it from its present state toward a state-of-the-art culturally competent system that promotes recovery/wellness through independence, hope, personal empowerment, and resilience...This will not be “business as usual”.** Eventually **access will be easier, services more effective and out-of-home and institutional care will be reduced.**

# MHSA Involves 6 Plans:

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Plan to Plan

**Community Supports and Services**

Capital Facilities and Technological Needs

Education and Training Programs

Prevention and Early Intervention Programs

Innovation

**We are working on Plan #2 at this time.**

# Three hypotheses (heresies?!) about this process

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- This is **not** about transforming the human services system
- There is **no answer**
- We will **not get this right**

# The first hypothesis

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**fundamentally**

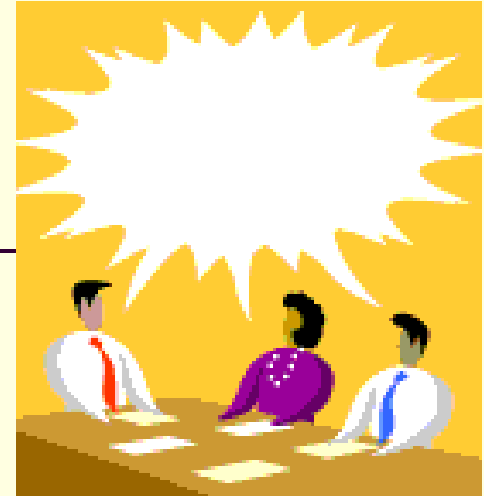
- This is **not** ▲ about transforming the human services system
- This is **fundamentally** about promoting and supporting the recovery and wellness of children, families, and adults who suffer from or are affected by mental illness. That is, **it's about improving outcomes.**

# The second hypothesis

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## One permanent

- There is **no** ▲ answer.
- No one of us, nor one group, has **the** answer. We need the multiple voices and the multiple perspectives of people throughout our community to help us discern how best to improve outcomes over time.



# The third hypothesis

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- We will **not** get this right.
- As we learn more, as we continue to build our capacity for inclusion and welcoming diversity and divergence, as we continue to challenge our own biases and pre-conceptions, we **will** get better over time.

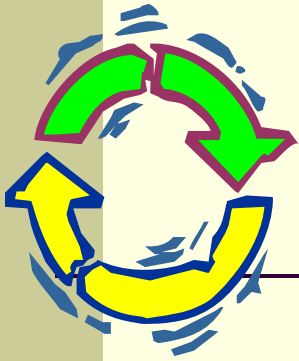
# FOUR DIMENSIONS OF CHANGE

	Interior	Exterior
Individual	<ul style="list-style-type: none"><li>• <b>Thoughts &amp; feelings</b></li><li>• <b>Inner commitments</b></li><li>• <b>Sense of purpose</b></li><li>• <b>Sense of identity</b></li><li>• <b>Imagination</b></li><li>• <b>Motives</b></li></ul>	<ul style="list-style-type: none"><li>• <b>Behaviors</b></li><li>• <b>Skills &amp; competencies</b></li><li>• <b>Public commitments</b></li></ul>
Group	<ul style="list-style-type: none"><li>• <b>Purpose</b></li><li>• <b>Values &amp; norms</b></li><li>• <b>Feelings – e.g., of safety &amp; connection</b></li><li>• <b>Alignment of group &amp; individual intentions</b></li><li>• <b>Organizational culture</b></li></ul>	<ul style="list-style-type: none"><li>■ <b>Budgets</b></li><li>■ <b>Systems</b></li><li>■ <b>Structures</b></li><li>■ <b>Collaborative agreements</b></li><li>■ ...</li></ul>

# Four values that can help

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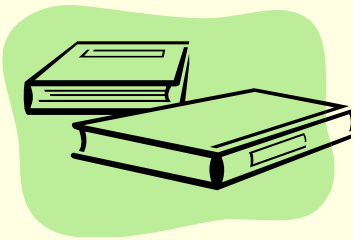
- **Not knowing:** Allowing ourselves not to know, to enter into not knowing.
- **Non-attachment:** Committing ourselves to question assumptions, especially our own, in a spirit of discovery.
- **Non-judgments:** Committing ourselves to deep listening.
- **Discernment:** Committing ourselves to discover what is wanting to happen, rather than trying to force something to happen.



## Fundamental tensions in this process

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- Speed ↔ Depth
- Services/infrastructure ↔ Outcomes
- It's up to us ↔ It's not up to us



## The definitions

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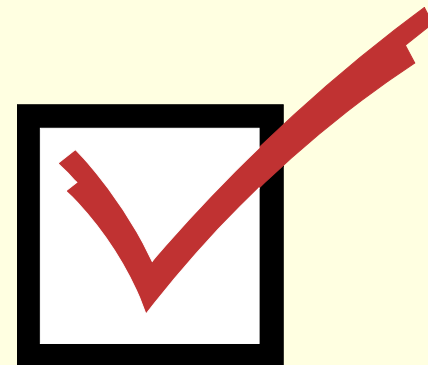
- ❑ **Outcomes** are conditions of well-being for children, youth, adults, families, and/or communities.
- ❑ **Indicators** are measures that help quantify the achievement of an outcome
- ❑ **Strategies** are coherent collections of actions that have a reasoned chance of improving our outcomes.
- ❑ **Performance Measures** are measures of how well our strategies are working.

# The beginning outcomes: State DMH

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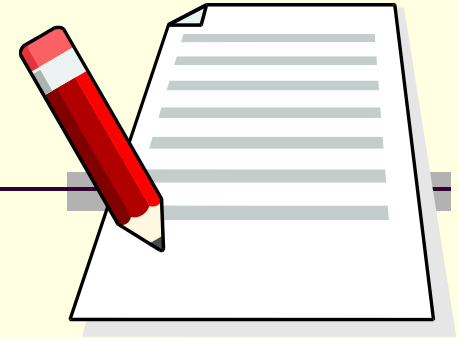
- Meaningful use of time and capabilities
- Safe housing
- A network of supportive relationships
- Access to help in a crisis
- Reduction in incarceration
- Reduction in involuntary services.

*Outcomes*



# Discussion/Reactions:

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- What did I hear?
- What did I like about what I heard?
- What questions or concerns do I have now?