



Human Services
Research Institute

Improving Systems. Changing Lives.



WE ARE EXPERTS IN BEHAVIORAL HEALTH SYSTEM IMPROVEMENT AND SYSTEMS CHANGE

With an eye toward systems change and implementation, the Behavioral Health team at the Human Services Research Institute develops actionable recommendations for system improvements for states, counties, and local jurisdictions based on a systematic approach that unites scientific methods with community power.

OUR APPROACH RELIES ON QUANTITATIVE DATA, MIXED METHODS RESEARCH, AND COMMUNITY ENGAGEMENT

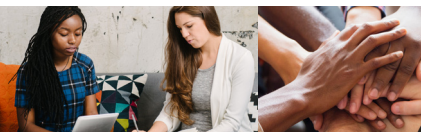
Our comprehensive approach to needs assessment is unique. With a deep understanding of how behavioral health systems work, we bring together scientific, mixed-methods research with the wisdom of community members—gathered through multiple modes of community engagement—to develop tools and recommendations to support strategic planning. We work with our partners to magnify the strength of their communities and provide support through all aspects of the process.

OUR AIMS ARE GOVERNED BY OUR VALUES AND OUR COMMITMENT TO RACIAL EQUITY AND SOCIAL JUSTICE

We believe all people have the right to live healthy, fulfilling lives as empowered, respected members of society. Toward that end, we are committed to embodying justice principles in our work. That means we intentionally amplify the voices of those with lived experience of using behavioral health system services, and we seek out the perspectives of people and groups that have been under-resourced and under-represented in past system change efforts.

OUR AIMS IN BEHAVIORAL HEALTH NEEDS ASSESSMENT:

1. **DETERMINE** community mental health and substance use-related needs and social and structural determinants of health and explore how these issues differ among population groups.
2. **IDENTIFY** the extent of resources available to promote well-being, including culturally responsive services available to under-resourced groups.
3. **QUANTIFY** the gaps between community needs and available resources.
4. **EXPLORE** the internal and external factors influencing the effectiveness of the system in equitably matching resources with community needs.
5. **DEVELOP** recommendations for services, policies, or practices to address gaps in the system and guide strategic planning.



A CASE STUDY

Walla Walla County Behavioral Health System Analysis | 2021–2022

HSRI provided Walla Walla County, WA, with a comprehensive assessment of its behavioral health system. The scope of the assessment included all behavioral health services that promote wellness and provide prevention, treatment, and recovery support for mental health and substance use disorders across the lifespan in all populations who use the county behavioral health system. Our scope also included intersections between the behavioral health system and other health and social service systems, including health, education, justice, aging, disability, and housing. Our recommendations resulted in the county taking key actions to strengthen its system and positioned county leaders to set a course for strategic planning and long-term system improvement.



“I have used your summary time and time again to shape and inform projects. I know the final recommendations by heart at this point and they continue to serve as a North Star.”

— BECKY BETTS DNP RN CRRN,
CHIEF EXECUTIVE OFFICER,
GREATER HEALTH NOW, WALLA
WALLA, WA