

# Iowa’s Behavioral Health Service System Statewide Plan 2025-2027

*Strategies and Tactics - Fall 2024 DRAFT*

*The following document is a portion of what will be Iowa’s Behavioral Health Service System Statewide Plan and consists of a draft of the plan’s strategies and tactics. Revisions to the strategies and tactics may occur pending feedback.*

# System Operations and Infrastructure

**STRATEGY 1:  
 UTILIZE TIMELY AND SUFFICIENT, FOUNDATIONAL DATA TO GUIDE  
 BEHAVIORAL HEALTH PLANNING AND DECISION MAKING AT THE  
 STATE AND LOCAL LEVEL.**

Tactics	Responsible Entity
<p><b>Tactic 1.1:</b> Collect, access, analyze, interpret, and use data from a variety of sources that fully describe behavioral health needs statewide, of districts, and of communities and the factors that influence behavioral health.</p>	<p><b>HHS                      BH-ASOs</b></p>
<p><b>Tactic 1.2:</b> Assess and analyze disparities and inequities in the distribution of disease and social determinants of health, that contribute to higher health risks and poorer behavioral health outcomes.</p>	<p><b>HHS                      BH-ASOs</b></p>
<p><b>Tactic 1.3:</b> Identify behavioral health priorities.</p> <ul style="list-style-type: none"> <li>• Conduct and participate in the assessment of state, district, and local community needs.                             <ul style="list-style-type: none"> <li>○ Participate in the State Health Assessment (Healthy Iowans) process.</li> <li>○ Conduct district level assessments.</li> <li>○ Participate in local assessment activities.</li> </ul> </li> </ul>	<p><b>HHS                      BH-ASOs                      Local Providers</b></p>
<p><b>Tactic 1.4:</b> Participate in or support surveillance systems to rapidly detect emerging behavioral health issues and threats.</p>	<p><b>HHS                      BH-ASOs</b></p>
<p><b>Tactic 1.5:</b> Work with state, district and community partners to collect, report, and use behavioral health data that is relevant to districts and communities experiencing health inequities.</p>	<p><b>HHS                      BH-ASOs                      Local Providers</b></p>

**STRATEGY 2:  
 CREATE, SUPPORT, AND IMPLEMENT PLANS TO DIRECT BEHAVIORAL  
 HEALTH EFFORTS.**

Tactics	Responsible Entity
<p><b>Tactic 2.1:</b> Develop plans that guide behavioral health activities.</p> <ul style="list-style-type: none"> <li>• Use assessment data and findings to inform plan development.</li> <li>• Develop behavioral health service system plans that detail:                             <ul style="list-style-type: none"> <li>○ System strategies and tactics.</li> <li>○ HHS tactics and activities to achieve system level strategies and tactics.</li> <li>○ District level tactics and activities to achieve system level strategies and tactics.                                     <ul style="list-style-type: none"> <li>▪ Develop district plans that identify district level activities to meet the unique needs of the district.</li> </ul> </li> </ul> </li> </ul>	<p><b>HHS                      BH-ASOs</b></p>

<ul style="list-style-type: none"> <li>• Participate in the State Health Improvement Plan (Healthy Iowans) process.</li> <li>• Participate in the development of local plans             <ul style="list-style-type: none"> <li>○ Work across partners and with the community to develop local health improvement plans.</li> </ul> </li> </ul>	
<p><b>Tactic 2.2:</b> Collaborate with partners, including multi-sector partners, to systematically implement behavioral health plans and activities.</p>	<p><b>HHS BH-ASOs Local Providers</b></p>

**STRATEGY 3:  
CREATE AND IMPLEMENT POLICIES AND PROTOCOLS THAT IMPACT  
BEHAVIORAL HEALTH.**

Tactics	Responsible Entity
<p><b>Tactic 3.1:</b> Develop policies and protocols that guide the practice of behavioral health.</p> <ul style="list-style-type: none"> <li>• Use data to inform policy development.</li> <li>• Develop administrative rules, policies, protocols, and/or procedures for behavioral health activities and services to detail:             <ul style="list-style-type: none"> <li>○ Continuum specific requirements.</li> <li>○ Data collection, use, reporting and sharing</li> <li>○ BH-ASO oversight.</li> <li>○ Behavioral health service provider oversight.</li> <li>○ Licensure, Certification, and Accreditation.</li> </ul> </li> <li>• Collaborate with partners, including multi-sector partners, to inform law and policy development.             <ul style="list-style-type: none"> <li>○ Educate decision makers about the impacts of proposed policies, standards, and regulations of behavioral health activities and services.</li> <li>○ Inform policies being considered by other governmental and nongovernmental agencies that can improve behavioral health activities and services.</li> </ul> </li> </ul>	<p><b>HHS BH-ASOs</b></p>
<p><b>Tactic 3.2:</b> Implement federal regulations and state laws, administrative rules, polices, protocols, and procedures.</p>	<p><b>HHS BH-ASOs Local Providers</b></p>

**STRATEGY 4:  
USE DATA, COMMUNITY VOICES, AND EVIDENCE-BASED STRATEGIES  
TO CREATE MEANINGFUL SOLUTIONS FOR BEHAVIORAL HEALTH  
INEQUITIES.**

<b>Tactics</b>	<b>Responsible Entity</b>
<b>Tactic 4.1:</b> Strategically address the social and structural determinants of health, that impact behavioral health, through policy, programs, and services.	HHS BH-ASOs Local Providers
<b>Tactic 4.2:</b> Work collaboratively with partners to build support for and foster a shared understanding of the critical importance of equity to achieve behavioral health outcomes.	HHS BH-ASOs Local Providers
<b>Tactic 4.3:</b> Develop and support staff to address equity.	HHS BH-ASOs
<b>Tactic 4.4:</b> Create a shared understanding of what creates health including structural and systemic factors that produce and reproduce inequities.	HHS BH-ASOs Local Providers
<b>Tactic 4.5:</b> Create accountability structures and internal and external equity-related metrics to measure the equity impact of BHSS efforts and performance.	HHS BH-ASOs

**STRATEGY 5:  
MANAGE FINANCIAL, HUMAN, AND TECHNOLOGY RESOURCES  
NECESSARY TO PROVIDE BEHAVIORAL HEALTH ACTIVITIES AND  
SERVICES STATEWIDE.**

<b>Tactics</b>	<b>Responsible Entity</b>
<b>Tactic 5.1:</b> Secure sustainable funding to support the full continuum of behavioral health activities and services.	HHS BH-ASOs Local Providers
<b>Tactic 5.2:</b> Administer state and federal funds to deliver behavioral health activities and services. <ul style="list-style-type: none"> <li>• Develop comprehensive funding opportunities that include both targeted and flexible funds.</li> <li>• Establish and implement budgeting, auditing, and billing procedures in compliance with federal and state standards and policies.</li> </ul>	HHS BH-ASOs
<b>Tactic 5.3:</b> Ensure that appropriate, needed resources are allocated equitably across the Behavioral Health Service System.	HHS BH-ASOs
<b>Tactic 5.4:</b> Utilize robust information technology services that are current and meet privacy and security standards. <ul style="list-style-type: none"> <li>• Closed-loop referral</li> <li>• Central data repository</li> </ul>	HHS BH-ASOs Local Providers

<p><b>Tactic 5.5:</b> Deploy evidence-based workforce development practices to build, enhance, and maintain a skilled and compassionate behavioral health workforce statewide.</p>	<p><b>HHS BH-ASOs</b></p>
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**STRATEGY 6:  
MONITOR AND EVALUATE THE EFFECTIVENESS OF THE BEHAVIORAL  
HEALTH SERVICE SYSTEM.**

Tactics	Responsible Entity
<p><b>Tactic 6.1:</b> Ensure HHS, BH-ASO, and provider compliance with federal regulations and state code, rules, policies, and procedures.</p> <ul style="list-style-type: none"> <li>• Conduct monitoring activities                             <ul style="list-style-type: none"> <li>○ Ensure proficient use of evidence-based practices and strategies.                                     <ul style="list-style-type: none"> <li>▪ Use specific fidelity monitoring processes and tools.</li> </ul> </li> <li>○ Assure the full continuum of Behavioral Health services are provided statewide.</li> <li>○ Hold providers accountable for quality services</li> </ul> </li> <li>• Report monitoring findings.</li> <li>• Use findings to make improvements to policies and procedures, streamline processes, and reduce administrative burden.</li> </ul>	<p><b>HHS BH-ASOs</b></p>
<p><b>Tactic 6.2:</b> Conduct performance management and continuous quality improvement activities.</p> <ul style="list-style-type: none"> <li>• Identify and monitor measures to ensure the performance of behavioral health services</li> <li>• Provide multiple pathways for feedback from individuals accessing the behavioral health system                             <ul style="list-style-type: none"> <li>○ Utilize feedback via routine quality improvement activities.</li> <li>○ Offer client satisfaction surveys.</li> <li>○ Develop a standardized process for the collection of feedback directly from those that utilize services.</li> </ul> </li> <li>• Identify and implement improvement activities.</li> </ul>	<p><b>HHS BH-ASOs Local Providers</b></p>
<p><b>Tactic 6.3:</b> Conduct system-level evaluation activities.</p> <ul style="list-style-type: none"> <li>• Identify performance measures to monitor the performance of the BHSS.</li> <li>• Monitor performance measures.</li> <li>• Report and share monitoring findings.</li> <li>• Use findings to make improvements to the BHSS.</li> </ul>	<p><b>HHS BH-ASOs</b></p>

# Behavioral Health Continuum

## *Prevention and Education*

### STRATEGY 1:

### ADVANCE AND SUPPORT AN INTEGRATED SYSTEM-WIDE APPROACH TO BEHAVIORAL HEALTH PROMOTION AND PREVENTION.

Tactics	Responsible Entity
<p><b>Tactic 1.1:</b> Identify areas of emphasis to prevent behavioral health problems and promote positive mental health and emotional wellbeing across the lifespan including the identifications of opportunities in universal, selective and indicated prevention.</p>	<p><b>HHS BH-ASOs</b></p>
<p><b>Tactic 1.2:</b> Develop and implement strategic initiatives and proactive activities and interventions to prevent behavioral health problems and promote behavioral health and wellness.</p> <ul style="list-style-type: none"> <li>• Identify/develop activities and interventions that focus on:               <ul style="list-style-type: none"> <li>○ Information dissemination (to increase knowledge and change attitudes).</li> <li>○ Group-level education (to teach participants about skills that promote behavioral health and wellness)                   <ul style="list-style-type: none"> <li>▪ Develop guidance for the use of evidence-based and evidence informed practices and interventions and emerging practices that address risk factors and protective factors.</li> </ul> </li> <li>○ Community-based engagement                   <ul style="list-style-type: none"> <li>▪ Develop guidance for the use of evidence-based and evidence informed practices and interventions and emerging practices for community engagement including peer lead and youth lead engagement opportunities.</li> </ul> </li> <li>○ Environmental policies                   <ul style="list-style-type: none"> <li>▪ Develop guidance for the use of evidence-based and evidence informed practices and interventions and emerging practices that address risk factors and protective factors.</li> <li>▪ Develop and disseminate example environmental policies to reduce risk factors and increase protective factors.</li> </ul> </li> <li>○ Broad social drivers of behavioral health problems                   <ul style="list-style-type: none"> <li>▪ Develop and disseminate example social policies to reduce risk factors and increase protective factors.</li> </ul> </li> </ul> </li> <li>• Ensure equitable implementation of activities and interventions statewide.</li> <li>• Provide technical assistance to ASOs and promotion and prevention providers.</li> </ul>	<p><b>HHS BH-ASOs Local Providers</b></p>

<p><b>Tactic 1.3:</b> Identify, expand, and strengthen collaborative opportunities with behavioral health partners.</p> <ul style="list-style-type: none"> <li>• Strengthen and build partnerships with associations, schools, community organizations, faith-based groups, and other stakeholders to enhance behavioral health prevention and promotion efforts and support results-based solutions.             <ul style="list-style-type: none"> <li>○ Lead or participate in coalitions and workgroups to strengthen and promote prevention and promotion activities.</li> <li>○ Develop and nurture public/private partnerships to identify innovative solutions and expand access to behavioral health prevention interventions.</li> <li>○ Organize and/or actively participate in community engagement opportunities that increase positive attachments to family, school, neighborhood and community.</li> </ul> </li> </ul>	<p><b>HHS BH-ASOs Local Providers</b></p>
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**STRATEGY 2:  
DEVELOP AND IMPLEMENT A SYSTEM-WIDE COMMUNICATION PLAN TO MAKE BEHAVIORAL HEALTH VISIBLE, PREVENT BEHAVIORAL HEALTH CONDITIONS, PROMOTE BEHAVIORAL HEALTH SERVICES, AND REDUCE STIGMA.**

Tactics	Responsible Entity
<p><b>Tactic 2.1:</b> Promote public awareness of behavioral health through the development and deployment of communication strategies, education campaigns, and publicly available resources that are:</p> <ul style="list-style-type: none"> <li>• Based on science/evidence-based health communication strategies.</li> <li>• Tailored to a variety of audiences’ specific needs.             <ul style="list-style-type: none"> <li>○ Include resources designed for all stages of the behavioral health continuum.</li> <li>○ Include targeted outreach for At-Risk Individuals, At-Risk Populations, and early identifiers (e.g. education system, juvenile justice, child welfare).</li> <li>○ Based on national promotion and education campaigns, as available.</li> </ul> </li> <li>• Contain input from or are created by people with lived experience.</li> <li>• Incorporate Culturally and Linguistically Appropriate Services (CLAS) standards.</li> <li>• Widely available and accessible.</li> <li>• Prevention focused, to include at a minimum:             <ul style="list-style-type: none"> <li>○ Messages about preventing behavioral health conditions.</li> <li>○ Messages that promote positive mental health, norms, and emotional wellbeing.</li> </ul> </li> </ul>	<p><b>HHS BH-ASOs Local Providers</b></p>

<ul style="list-style-type: none"> <li>• Early Intervention focused, to include at a minimum:             <ul style="list-style-type: none"> <li>○ Messages about the signs and symptoms of behavioral health conditions and disorders.</li> <li>○ Messages to increase awareness of early intervention services supports to mitigate the need for crisis services.</li> <li>○ Messages about where lowans should go to access early intervention resources (Your Life Iowa).</li> <li>○ Messages to reduce stigma around behavioral health disorders.</li> </ul> </li> <li>• Treatment focused, to include at a minimum:             <ul style="list-style-type: none"> <li>○ Consistent messages to access for care.</li> <li>○ Messages that make seeking behavioral health care normal, just like any other health care.</li> <li>○ Messages that assist people in understanding what behavioral health treatment is.</li> </ul> </li> <li>• Recovery focused, to include at a minimum:             <ul style="list-style-type: none"> <li>○ Messages that help reduce stigma.</li> <li>○ Messages that promote recovery as the expectation instead of the exception.</li> <li>○ Messages about the recovery system including messages for professionals who are not associated with the recovery system.                 <ul style="list-style-type: none"> <li>▪ Develop messages about how to share information about the system and how professionals can connect with recovery support service providers.                     <ul style="list-style-type: none"> <li>• Consider rural, urban, micro recovery connections in message development.</li> </ul> </li> </ul> </li> </ul> </li> <li>• Crisis focused, to include at a minimum:             <ul style="list-style-type: none"> <li>○ Messages that encourage help-seeking behaviors.</li> <li>○ Messages about crisis resources.</li> <li>○ Messages that raise awareness about crisis services.</li> <li>○ Messages about pathways for accessing crisis services.</li> </ul> </li> </ul>	
<p><b>Tactic 2.2:</b> Leverage Your Life Iowa (YLI) to communicate behavioral health strategies and resources to lowans.</p> <ul style="list-style-type: none"> <li>• Create a centralized repository of resources with an emphasis on prevention and early intervention strategies.             <ul style="list-style-type: none"> <li>○ Determine early intervention resource gaps, particularly for youth.                 <ul style="list-style-type: none"> <li>▪ Conduct an inventory of current resources.</li> </ul> </li> <li>○ Develop user ready resources, as needed.</li> </ul> </li> <li>• Build and maintain accuracy in the treatment facility locator.</li> <li>• Explore capabilities for improving treatment access.</li> </ul>	<p><b>HHS BH-ASOs Local Partners</b></p>
<p><b>Tactic 2.3:</b> Develop and deliver educational presentations to increase knowledge and change attitudes about behavioral health.</p>	<p><b>HHS BH-ASOs Local Providers</b></p>

<p><b>Tactic 2.4:</b> Develop resources to assist BH-ASOs and local providers with prevention and education activities. Resources include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• Media toolkits.</li> <li>• Communication planning and messaging guides.</li> </ul>	<p><b>HHS</b> <b>BH-ASOs</b> <b>Local Providers</b></p>
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**STRATEGY 3:**

**ESTABLISH THE FOUNDATION FOR AN INTEGRATED, STATEWIDE BEHAVIORAL HEALTH PROMOTION AND COMPREHENSIVE SYSTEM OF PREVENTION FOR MENTAL HEALTH, SUICIDE, AND ADDICTIVE DISORDERS.**

Tactics	Responsible Entity
<p><b>Tactic 3.1:</b> Develop definitions and expectations for the behavioral health promotion and prevention system.</p>	<p><b>HHS</b></p>
<p><b>Tactic 3.2:</b> Create consistency in promotion and prevention planning and the implementation of prevention system activities.</p> <ul style="list-style-type: none"> <li>• Develop and implement a comprehensive behavioral health strategic prevention framework.                             <ul style="list-style-type: none"> <li>○ Inventory and assess current prevention approaches.                                     <ul style="list-style-type: none"> <li>▪ Identify the prevention models that are currently being used.</li> <li>▪ Identify strategies and evidence-based/best practices that are currently being used.</li> <li>▪ Identify current alignment with the State Health Improvement Plan (Healthy Iowans).</li> </ul> </li> <li>○ Identify research and evidence-based and evidence informed practices to:                                     <ul style="list-style-type: none"> <li>▪ Inform statewide and district planning.</li> <li>▪ Drive decision making.</li> <li>▪ Develop strategic initiatives and proactive activities and interventions.</li> </ul> </li> <li>○ Adopt a health promotion model for the Behavioral Health Service System.</li> <li>○ Support implementation of the strategic prevention framework.                                     <ul style="list-style-type: none"> <li>▪ Develop guidance for BH-ASOs and local providers.</li> <li>▪ Train BH-ASOs and local providers.</li> <li>▪ Support BH-ASOs and local providers through direct technical assistance.</li> </ul> </li> </ul> </li> <li>• Evaluate the strategic prevention framework’s effectiveness.                             <ul style="list-style-type: none"> <li>○ Collect regular feedback from HHS staff, BH-ASOs, local providers and other stakeholders.</li> </ul> </li> </ul>	<p><b>HHS</b> <b>BH-ASOs</b></p>
<p><b>Tactic 3.3:</b> Ensure HHS, BH-ASOs, and local providers work collectively to:</p> <ul style="list-style-type: none"> <li>• Develop and follow consistent implementation guidance.                             <ul style="list-style-type: none"> <li>○ Provide technical assistance as needed.</li> </ul> </li> </ul>	<p><b>HHS</b> <b>BH-ASOs</b> <b>Local Providers</b></p>

<ul style="list-style-type: none"> <li>• Assess promotion and prevention efforts.</li> <li>• Identify emerging promotion and prevention needs to develop and implement results-based solutions.</li> </ul>	
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**STRATEGY 4:  
SUPPORT AND ENHANCE PROFESSIONAL DEVELOPMENT FOR THE  
BEHAVIORAL HEALTH PREVENTION WORKFORCE.**

Tactics	Responsible Entity
<p><b>Tactic 4.1:</b> Ensure HHS, BH-ASOs, and prevention providers have the necessary knowledge and skills to administer and deliver effective behavioral health prevention and education activities and interventions.</p> <ul style="list-style-type: none"> <li>• Identify training needs.                             <ul style="list-style-type: none"> <li>○ Assess workforce knowledge and skills related to behavioral health promotion and prevention.                                     <ul style="list-style-type: none"> <li>▪ Conduct a Prevention Workforce Survey.</li> </ul> </li> </ul> </li> <li>• Develop a workforce development plan to increase behavioral health knowledge and skills.</li> <li>• Identify and address technical assistance needs for BH-ASOs and prevention providers.</li> <li>• Promote behavioral health profession apprenticeship programs.</li> </ul>	<p><b>HHS BH-ASOs</b></p>
<p><b>Tactic 4.2:</b> Support professionalization of the prevention field.</p> <ul style="list-style-type: none"> <li>• Research credentialing for prevention professionals; develop recommendations.</li> <li>• Develop and implement a plan for credentialing prevention professionals.</li> </ul>	<p><b>HHS BH-ASOs</b></p>
<p><b>Tactic 4.3:</b> Work with the HHS Prevention and Early Intervention Team to develop HHS employee-focused, prevention science-based training.</p>	<p><b>HHS</b></p>

## Early Intervention

### STRATEGY 1:

**ADVANCE AND SUPPORT AN INTEGRATED, STATEWIDE BEHAVIORAL HEALTH EARLY INTERVENTION SYSTEM TO ASSIST INDIVIDUALS, FAMILIES AND COMMUNITIES IN ACCESSING BEHAVIORAL HEALTH INTERVENTIONS AND SERVICES.**

Tactics	Responsible Entity
<p><b>Tactic 1.1:</b> Establish a network of early intervention partners to identify, provide, and coordinate early intervention activities at the community level.</p> <ul style="list-style-type: none"> <li>• Identify current early intervention partners.</li> <li>• Identify gaps in districts.</li> <li>• Recruit new early intervention partners.</li> <li>• Establish a network of system navigators.</li> </ul>	<p><b>HHS BH-ASOs</b></p>
<p><b>Tactic 1.2:</b> Assess, identify, and consistently define early intervention, identification, and screening.</p> <ul style="list-style-type: none"> <li>• Identify system partners to collaborate in the development of strategies to promote community-based outreach and education.</li> <li>• Develop strategies to promote universal screening for behavioral health problems.</li> <li>• Provide training and technical assistance.</li> <li>• Actively participate in community engagement opportunities that promote early identification and screening.</li> </ul>	<p><b>HHS BH-ASOs Local Partners</b></p>
<p><b>Tactics 1.3:</b> Identify, provide, and coordinate early intervention activities.</p> <ul style="list-style-type: none"> <li>• Coordinate services across sectors to improve service delivery.</li> <li>• Identify and collectively address emerging behavioral health early intervention needs.                             <ul style="list-style-type: none"> <li>○ Conduct syndromic surveillance</li> </ul> </li> </ul>	<p><b>HHS BH-ASOs Local Partners</b></p>
<p><b>Tactic 1.4:</b> Identify and address health and social outcomes related to behavioral health.</p> <ul style="list-style-type: none"> <li>• Identify indicators (ACEs, etc.).</li> <li>• Develop actionable steps to address social determinants of health and improve behavioral health equity.</li> <li>• Disseminate training and provide technical assistance to system partners and providers regarding actionable steps to effect outcomes.</li> </ul>	<p><b>HHS BH-ASOs Local Partners</b></p>
<p><b>Tactic 1.5:</b> Identify, expand, and strengthen collaborative opportunities with behavioral health partners.</p> <ul style="list-style-type: none"> <li>• Build partnerships with associations, schools, community organizations, faith-based groups, and other stakeholders to enhance behavioral health early intervention efforts and support results-based solutions.</li> </ul>	<p><b>HHS BH-ASOs Local Partners</b></p>

<ul style="list-style-type: none"> <li>○ Lead or participate in coalitions and workgroups to strengthen and promote early intervention activities.</li> <li>○ Develop and nurture public/private partnerships to identify innovative solutions and expand access to behavioral health early intervention services.</li> </ul>	
<p><b>Tactic 1.6:</b> Build community readiness.</p> <ul style="list-style-type: none"> <li>● Identify community readiness levels for early intervention activities in each district.</li> <li>● Support communities at all levels of readiness.             <ul style="list-style-type: none"> <li>○ Develop resources and technical assistance tools.</li> <li>○ Share resources.</li> <li>○ Provide technical assistance.</li> </ul> </li> </ul>	<p><b>HHS BH-ASOs Local Partners</b></p>

**STRATEGY 2:  
EXPAND THE BEHAVIORAL HEALTH EARLY INTERVENTION REFERRAL SYSTEM.**

Tactics	Responsible Entity
<p><b>Tactic 2.1:</b> Develop referral situations and pathways.</p> <ul style="list-style-type: none"> <li>● Identify problems and referrals to services             <ul style="list-style-type: none"> <li>○ Determine when the needs of clients require additional education or intensive services and strategies.                 <ul style="list-style-type: none"> <li>▪ Determine client eligibility for referrals to individualized services.</li> </ul> </li> </ul> </li> </ul>	<p><b>HHS BH-ASOs</b></p>
<p><b>Tactic 2.2:</b> Work collaboratively with the Thrive Iowa initiative to ensure lowans receive the assistance they need.</p> <ul style="list-style-type: none"> <li>● Identify connections between Thrive and early intervention services.</li> <li>● Provide Thrive/Science of Hope training.</li> <li>● Connect Thrive with behavioral health system navigators, and crisis and early intervention providers to ensure follow up and efficacy of next steps beyond just a referral.</li> </ul>	<p><b>HHS BH-ASOs Local Partners</b></p>
<p><b>Tactic 2.3:</b> Leverage existing statewide partners to identify and assist individuals, children, and families at risk including:</p> <ul style="list-style-type: none"> <li>● Iowa Department of Education</li> <li>● HHS Child Protective Services</li> <li>● Iowa Judicial Districts</li> <li>● Aging and Disability Resource Centers</li> <li>● Iowa Finance Authority (Coordinated Entry)</li> <li>● Law Enforcement</li> </ul>	<p><b>HHS BH-ASOs</b></p>
<p><b>Tactic 2.4:</b> Develop and deploy closed-loop referral systems.</p> <ul style="list-style-type: none"> <li>● Assure coordinated referrals from non-traditional pathways including:             <ul style="list-style-type: none"> <li>○ Healthcare                 <ul style="list-style-type: none"> <li>▪ Hospitals</li> <li>▪ Emergency Departments</li> </ul> </li> </ul> </li> </ul>	<p><b>HHS BH-ASOs Local Partners</b></p>

<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>▪ Urgent Care</li> <li>▪ Primary Care Providers</li> </ul> </li> <li>○ Law Enforcement</li> <li>○ Schools</li> <li>○ Crisis Providers</li> <li>○ Workplaces</li> <li>○ Jails</li> <li>• Assure common pathways to diagnosis and referral.</li> </ul>	
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**STRATEGY 3:  
ESTABLISH THE FOUNDATION FOR AN INTEGRATED, STATEWIDE  
APPROACH TO BEHAVIORAL HEALTH EARLY INTERVENTION  
ACTIVITIES.**

Tactics	Responsible Entity
<p><b>Tactic 3.1:</b> Explore and develop system connections to strengthen the behavioral health service system.</p> <ul style="list-style-type: none"> <li>• Develop definitions and expectations for the behavioral health early intervention system.                             <ul style="list-style-type: none"> <li>○ Develop clear guidance for BH-ASOs, local providers, and system partners for early intervention services and supports.</li> <li>○ Develop consistent expectations for system navigators.</li> </ul> </li> </ul>	<p><b>HHS</b></p>
<p><b>Tactic 3.2:</b> Review and establish consistent service access standards that:</p> <ul style="list-style-type: none"> <li>• Set expectations for travel times</li> <li>• Establishes consistent guidance on access and service delivery</li> <li>• Improves understanding of appropriate placement criteria</li> <li>• Helps decrease wait times</li> <li>• Assures priority population requirements are met (federal regs)</li> </ul>	<p><b>HHS</b></p>
<p><b>Tactic 3.2:</b> Create consistency in early intervention planning and service delivery.</p> <ul style="list-style-type: none"> <li>• Utilize early intervention research as well as evidence-based and evidence informed practices and policies to drive decision making and planning.</li> <li>• Develop a comprehensive behavioral health strategic early intervention framework for behavioral health.                             <ul style="list-style-type: none"> <li>○ Inventory and assess current early intervention activities and practices.                                     <ul style="list-style-type: none"> <li>▪ Identify strategies and evidence-based/best practices that are currently being used.</li> <li>▪ Identify alignment with the State Health Improvement Plan (Healthy Iowans).</li> </ul> </li> </ul> </li> <li>• Support implementation of the early intervention framework.                             <ul style="list-style-type: none"> <li>○ Develop guidance for system partners.</li> </ul> </li> </ul>	<p><b>HHS BH-ASOs</b></p>

<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>▪ Provide technical assistance and support to BH-ASOs and local providers.</li> </ul> </li> <li>○ Develop training to support statewide early intervention partners.</li> <li>○ Conduct targeted training for BH-ASOs and local providers.</li> <li>● Evaluate the early intervention framework’s effectiveness.             <ul style="list-style-type: none"> <li>○ Collect regular feedback from HHS staff, BH-ASOs, local providers, and other stakeholders.</li> </ul> </li> </ul>	
<p><b>Tactic 3.3:</b> Identify, expand, and strengthen pathways for early intervention services and supports.</p> <ul style="list-style-type: none"> <li>● Inventory/map current services and supports.</li> <li>● Connect pathways to utilization and outcome data.             <ul style="list-style-type: none"> <li>○ Track and inventory what data are available to help improve decision making.</li> </ul> </li> <li>● Establish access pathways that expand accessibility.             <ul style="list-style-type: none"> <li>○ Engage with hospitals, ED, Urgent Care, Law Enforcement, Schools (DE), Primary Care Providers, Crisis Providers, Workplaces, Jails, and Juvenile Justice</li> <li>○ Promote and offer Mental Health First Aid training, teen Mental Health First Aid and other community-focused education.</li> <li>○ Create and build sustainability for SBIRT (Brief Treatment)</li> <li>○ Identify and incentivize co-location of ASOs/local providers with other local service organizations (bi-directional)</li> </ul> </li> <li>● Develop resources to increase early intervention partner connections.</li> <li>● Explore mechanisms to incentivize and/or pay for early intervention services.</li> </ul>	<p><b>HHS</b> <b>BH-ASOs</b> <b>Local Partners</b></p>
<p><b>Tactic 3.4:</b> Ensure HHS, BH-ASOs, and local partners work collectively to:</p> <ul style="list-style-type: none"> <li>● Develop and follow consistent implementation guidance.             <ul style="list-style-type: none"> <li>○ Provide technical assistance as needed.</li> </ul> </li> <li>● Assess early intervention efforts.</li> <li>● Identify emerging early intervention trends to develop and implement results-based solutions.</li> </ul>	<p><b>HHS</b> <b>BH-ASOs</b> <b>Local Partners</b></p>

**STRATEGY 4:  
SUPPORT AND ENHANCE PROFESSIONAL DEVELOPMENT FOR EARLY  
INTERVENTION PARTNERS.**

Tactics	Responsible Entity
<p><b>Tactic 4.1:</b> Ensure HHS, BH-ASOs, and early intervention partners have the necessary knowledge and skills to deliver effective behavioral health early intervention activities and services.</p> <ul style="list-style-type: none"> <li>• Assess current state of knowledge and skillsets related to behavioral health early intervention.                             <ul style="list-style-type: none"> <li>○ Conduct an Early Intervention Partner Survey.</li> </ul> </li> <li>• Identify the knowledge and skill needs of early intervention partners.</li> <li>• Develop a workforce development plan to increase behavioral health knowledge and skills.                             <ul style="list-style-type: none"> <li>○ Develop trainings for:                                     <ul style="list-style-type: none"> <li>▪ Onboarding new partners</li> <li>▪ Topic specific early intervention priorities</li> </ul> </li> <li>○ Educate partners about when and how to identify early signs and develop and share concrete tools and supports to discuss behavioral health wellness and behavioral health concerns.                                     <ul style="list-style-type: none"> <li>▪ Develop and disseminate evidence-based and evidence-informed tools to identify and assist persons at risk.</li> </ul> </li> <li>○ Educate partners about referral pathways.</li> <li>○ Train providers on how to connect patients to the ASO system by changing knowledge, attitudes, and behaviors.</li> <li>○ Develop consistent training for system navigators.</li> </ul> </li> <li>• Provide technical assistance to early intervention partners.</li> </ul>	<p><b>HHS BH-ASOs</b></p>

## Treatment

**STRATEGY 1:  
ADVANCE AND SUPPORT A COMPREHENSIVE, STATEWIDE  
BEHAVIORAL HEALTH TREATMENT SYSTEM.**

Tactics	Responsible Entity
<p><b>Tactic 1.1:</b> Use current and clinically accepted evidence-based and evidence informed practices and approaches to meet the identified needs of the community.</p> <ul style="list-style-type: none"> <li>• Identify and operationalize relevant practices to meet client needs.</li> <li>• Implement support services based on community needs assessment data.</li> <li>• Identify linkages to services in addition to treatment (before during and after) through use of system navigation, care coordination, and connection to recovery services and supports.</li> </ul>	<p><b>HHS BH-ASOs Local Providers</b></p>
<p><b>Tactic 1.2:</b> Employ human centered design for services through Iowa HHS.</p>	<p><b>HHS BH-ASOs Local Providers</b></p>
<p><b>Tactic 1.3:</b> Develop and implement recommendations and strategies for youth treatment.</p> <ul style="list-style-type: none"> <li>• Identify treatment gaps for youth and transition-aged youth.</li> <li>• Identify and develop awareness for youth and transition-aged youth specific treatment.</li> <li>• Develop policy recommendations to address identified youth care continuum gaps.</li> <li>• Engage families and partners in validation of recommendations and strategies.</li> </ul>	<p><b>HHS BH-ASOs Local Providers</b></p>
<p><b>Tactic 1.4:</b> Identify and address gaps in the behavioral health care continuum.</p> <ul style="list-style-type: none"> <li>• Identify treatment gaps for specific populations. <ul style="list-style-type: none"> <li>○ Step down</li> <li>○ Day treatment</li> <li>○ IOP</li> <li>○ AH to inpatient versus residential</li> <li>○ Intensive in-home services for children and youth</li> </ul> </li> <li>• Identify and develop awareness for population specific treatment <ul style="list-style-type: none"> <li>○ Define and reinforce the need to serve special populations (outreach and health education)</li> <li>○ Inventory and assess and subspecialty care lanes</li> </ul> </li> <li>• Develop policy recommendations to address identified care continuum gaps.</li> </ul>	<p><b>HHS BH-ASOs Local Providers</b></p>
<p><b>Tactic 1.5:</b> Identify, expand, and strengthen collaborative opportunities with behavioral health partners.</p>	<p><b>HHS BH-ASOs Local Providers</b></p>

<ul style="list-style-type: none"> <li>• Build partnerships with associations, schools, community organizations, faith-based groups, and other stakeholders to enhance behavioral health treatment efforts, increase access to care, and support results-based solutions.             <ul style="list-style-type: none"> <li>○ Lead or participate in coalitions and workgroups to enhance service delivery.</li> <li>○ Develop and nurture public/private partnerships to identify innovative solutions and expand access to behavioral health treatment services.</li> </ul> </li> </ul>	
<p><b>Tactic 1.6:</b> Promote behavioral health parity</p>	<p><b>HHS BH-ASOs</b></p>

**STRATEGY 2:  
INCREASE ACCESS TO BEHAVIORAL HEALTH TREATMENT SERVICES.**

Tactics	Responsible Entity
<p><b>Tactic 2.1:</b> Address costs of treatment and reimbursement.</p> <ul style="list-style-type: none"> <li>• Inventory reimbursement mechanisms.</li> <li>• Identify reimbursement challenges.</li> <li>• Maximize Medicaid and CHIP (financial, last payor, etc.).</li> <li>• Establish common coding and consistent allowable cost for treatment.</li> </ul>	<p><b>HHS</b></p>
<p><b>Tactic 2.2:</b> Expand and support the behavioral health treatment provider network.</p> <ul style="list-style-type: none"> <li>• Simplify licensure/accreditation through regulatory reform.</li> <li>• Build a robust peer support workforce.             <ul style="list-style-type: none"> <li>○ Expand the use of peers across the spectrum of treatment services.</li> </ul> </li> <li>• Build active connection points across the network of behavioral health safety net providers.</li> <li>• Develop technical assistance and continuing education opportunities.</li> <li>• Promote the practice of behavioral health services as a valuable and fulfilling career path.</li> <li>• Leverage various workforce-related funding streams.</li> </ul>	<p><b>HHS BH-ASOs Local Providers</b></p>
<p><b>Tactic 2.3:</b> Leverage innovative treatment options to expand access to care (e.g., Telehealth, mobile services, enabling technology).</p> <ul style="list-style-type: none"> <li>• Develop and disseminate informational resources for individuals, families, providers and communities about low barrier, low-cost technology options.</li> <li>• Inventory existing options that support improved access to technology in public spaces (e.g., libraries, public buildings) for potential use as a private telehealth access point.</li> <li>• Navigate barriers to access at the community level through expanded use of enabling technology and mobile services.</li> </ul>	<p><b>BH-ASOs Local Providers</b></p>
<p><b>Tactic 2.4:</b> Reduce stigma.</p>	<p><b>HHS</b></p>

<ul style="list-style-type: none"> <li>• Make seeking behavioral health care normal, just like any other health care.</li> <li>• Assist people in understanding what behavioral health treatment is.</li> </ul>	<p><b>BH-ASOs</b> <b>Local Providers</b></p>
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**STRATEGY 3:  
ESTABLISH THE FOUNDATION FOR AN INTEGRATED, STATEWIDE BEHAVIORAL HEALTH TREATMENT SYSTEM FOR MENTAL HEALTH, AND ADDICTIVE DISORDERS INCLUDING ALCOHOL USE, SUBSTANCE USE, TOBACCO USE, AND PROBLEM GAMBLING.**

Tactics	Responsible Entity
<p><b>Tactic 3.1:</b> Develop definitions and expectations for the behavioral health treatment system.</p> <ul style="list-style-type: none"> <li>• Define and reinforce the need to serve special populations (outreach and health education).</li> <li>• Define system-level roles and responsibilities to enhance collaboration across the treatment system in Iowa.                             <ul style="list-style-type: none"> <li>○ Develop roles to coordinate access across sectors and address behavioral health treatment needs.</li> </ul> </li> </ul>	<p><b>HHS</b></p>
<p><b>Tactic 3.2:</b> Research tactics such as incentive funding, strengthening of regulatory requirements or tiered reimbursement models to encourage providers to enhance service delivery.</p>	<p><b>HHS</b></p>
<p><b>Tactic 3.3:</b> Ensure HHS, BH-ASOs, and local providers work collectively to:</p> <ul style="list-style-type: none"> <li>• Ensure consistency in treatment protocols and procedures across topic areas.                             <ul style="list-style-type: none"> <li>○ Develop and follow consistent implementation guidance.                                     <ul style="list-style-type: none"> <li>▪ Ensure fidelity of treatment protocols and procedures.</li> <li>▪ Provide technical assistance as needed.</li> </ul> </li> </ul> </li> <li>• Build consistent pathways to care.</li> <li>• Identify emerging treatment trends to develop and implement results-based solutions.</li> </ul>	<p><b>HHS</b> <b>BH-ASOs</b></p>

**STRATEGY 4:  
SUPPORT AND ENHANCE PROFESSIONAL DEVELOPMENT FOR TREATMENT PROVIDERS.**

Tactics	Responsible Entity
<p><b>Tactic 4.1:</b> Ensure providers have the necessary skills to deliver effective behavioral health treatment services.</p> <ul style="list-style-type: none"> <li>• Provide education on treatment resources to include first contacts for crisis and primary health providers and psychiatrists</li> </ul>	<p><b>HHS</b> <b>BH-ASOs</b></p>

<ul style="list-style-type: none"><li>○ Create a warm hand off guide that both providers referring and those receiving referrals operate by to ensure smooth system navigation for people.</li></ul>	
<b>Tactic 4.2:</b> Identify, address and invest in training and technical assistance to support enhancing the knowledge and skills of Iowa’s behavioral health treatment workforce.	<b>HHS BH-ASOs</b>

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## Recovery

**STRATEGY 1:  
ADVANCE AND SUPPORT A COMPREHENSIVE STATEWIDE SYSTEM OF  
RECOVERY RELATED TO THE BEHAVIORAL HEALTH NEEDS OF  
INDIVIDUALS, FAMILIES AND COMMUNITIES.**

Tactics	Responsible Entity
<p><b>Tactic 1.1:</b> Expand and support the behavioral health recovery workforce.</p> <ul style="list-style-type: none"> <li>• Develop and deploy workforce recruitment and retention strategies such as training, technical assistance and building professional pathways (e.g., certifications to support peers, community health workers, system navigators and others).</li> <li>• Develop and nurture career pathways within the recovery workforce.</li> </ul>	<p><b>HHS BH-ASOs</b></p>
<p><b>Tactic 1.2:</b> Improve statewide awareness and visibility of recovery support services.</p> <ul style="list-style-type: none"> <li>• Map current recovery support services and funding mechanisms.</li> <li>• Create a connections map or resource locator that functions as a tool for connecting individuals to all available services/resources.</li> <li>• Leverage Your Life Iowa as a trusted resource to share information about recovery services and supports and connect individuals to recovery supports or to system navigation at the local level.</li> </ul>	<p><b>HHS BH-ASOs</b></p>
<p><b>Tactic 1.3:</b> Create equitable access to recovery services and supports.</p> <ul style="list-style-type: none"> <li>• Identify applicable populations and link to additional HHS services and supports, as needed.</li> <li>• Ensure recovery support services are accessible.</li> <li>• Assess current access to recovery services, research recovery service models and make recommendations for local access standards.</li> <li>• Install recommended access standard requirements through targeted approaches to funding for BH-ASOs and local providers that ensure consistent access.</li> <li>• Incubate new providers of recovery services and supports by assessing training and technical assistance needs and deploying technical assistance and training targeted at addressing knowledge gaps to improve recruitment and retention.</li> </ul>	<p><b>HHS BH-ASOs Local Providers</b></p>
<p><b>Tactic 1.4:</b> Make recovery visible through the promotion of support services and recovery resources (see Prevention and Education strategy #2)</p>	<p><b>HHS BH-ASOs Local Providers</b></p>
<p><b>Tactic 1.5:</b> Deploy environmental strategies related to supporting recovery in Iowa’s communities</p> <ul style="list-style-type: none"> <li>• Develop and disseminate environmental strategies                             <ul style="list-style-type: none"> <li>○ Identify ways to support a recovery-oriented workforce</li> </ul> </li> <li>• Assist providers in implementing environmental strategies</li> </ul>	<p><b>HHS BH-ASOs Local Providers</b></p>
<p><b>Tactic 1.6:</b> Determine how to create sustainable funding for recovery</p> <ul style="list-style-type: none"> <li>• Leverage funding opportunities to reimburse expanded peer support activities</li> <li>• Inventory what is reimbursable by insurance providers                             <ul style="list-style-type: none"> <li>○ Determine barriers</li> </ul> </li> </ul>	<p><b>HHS BH-ASOs</b></p>

<ul style="list-style-type: none"> <li>○ Determine changes needed</li> <li>● Identify and secure funding to promote recovery</li> </ul>	
<p><b>Tactic 1.7:</b> Identify, expand, and strengthen collaborative opportunities for a unified behavioral health recovery ecosystem promoting safety, resiliency, and health.</p> <ul style="list-style-type: none"> <li>● Build local collaborations to enhance the recovery network.</li> <li>● Build partnerships with associations, schools, community organizations, faith-based groups, and other stakeholders to enhance behavioral health recovery efforts and support results-based solutions.             <ul style="list-style-type: none"> <li>○ Lead or participate in coalitions/workgroups to strengthen and promote recovery.</li> <li>○ Develop and nurture public/private partnerships to identify innovative solutions and expand access to behavioral health recovery services and supports.                 <ul style="list-style-type: none"> <li>▪ Identify stable, flexible funding</li> </ul> </li> </ul> </li> </ul>	<p><b>HHS BH-ASOs Local Providers</b></p>

**STRATEGY 2:  
ESTABLISH THE FOUNDATION FOR AN INTEGRATED, STATEWIDE  
BEHAVIORAL HEALTH RECOVERY SYSTEM.**

Tactics	Responsible Entity
<p><b>Tactic 2.1:</b> Adopt SAMHSAs Working Definition of Recovery to guide HHS efforts in expanding pathways to recovery.</p>	<p><b>HHS</b></p>
<p><b>Tactic 2.2:</b> Develop and implement HHS’ Recovery in Action Plan based on SAMHSAs Working Definition of Recovery.</p> <ul style="list-style-type: none"> <li>● Define recovery support services and domains.</li> <li>● Conduct an inventory of current efforts.             <ul style="list-style-type: none"> <li>○ Include HHS funded SUD and MH recovery services and their funding streams.</li> <li>○ Include SUD and MH recovery services funded outside of HHS.</li> </ul> </li> <li>● Establish regular HHS staff meetings about addictive disorder and MH activities related to recovery efforts.</li> <li>● Identify policies and procedures to guide system staff on implementation of behavioral health recovery work.</li> <li>● Build internal capacity to provide the level of technical assistance and training needed to BH-ASOs.</li> </ul>	<p><b>HHS</b></p>
<p><b>Tactic 2.3:</b> Ensure HHS, BH-ASOs, and local providers work collectively to:</p> <ul style="list-style-type: none"> <li>● Develop and follow consistent implementation guidance.             <ul style="list-style-type: none"> <li>○ Provide technical assistance as needed.</li> </ul> </li> <li>● Assess recovery efforts.</li> <li>● Identify emerging recovery needs to develop and implement results-based solutions.</li> </ul>	<p><b>HHS BH-ASOs Local Providers</b></p>

**STRATEGY 3:  
 SUPPORT AND ENHANCE PROFESSIONAL DEVELOPMENT FOR  
 RECOVERY PROVIDERS.**

Tactics	Responsible Entity
<p><b>Tactic 3.1:</b> Ensure HHS, BH-ASOs and local partners have the necessary skills to deliver effective behavioral health recovery services based on SAMHSA’s Working Definition of Recovery.</p>	<p><b>HHS                      BH-ASOs</b></p>
<p><b>Tactic 3.2:</b> Identify and address training and technical assistance needs to support retention of a skilled behavioral health recovery workforce.</p> <ul style="list-style-type: none"> <li>• Reevaluate recovery education for providers (consider using a multi-perspective approach to determine training/education)                             <ul style="list-style-type: none"> <li>○ Certification</li> </ul> </li> </ul>	<p><b>HHS                      BH-ASOs</b></p>

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## Crisis

**STRATEGY 1:  
ADVANCE AND SUPPORT A COMPREHENSIVE, STATEWIDE  
BEHAVIORAL HEALTH CRISIS SYSTEM.**

Tactics	Responsible Entity
<p><b>Tactic 1.1:</b> Expand and support the behavioral health crisis network.</p> <ul style="list-style-type: none"> <li>• Build multi-disciplinary teams based on best practices.                             <ul style="list-style-type: none"> <li>○ Identify appropriate situations for law enforcement involvement</li> </ul> </li> <li>• Build a robust crisis peer workforce.                             <ul style="list-style-type: none"> <li>○ Develop capacity for Peer-Operated Respite programs.</li> </ul> </li> <li>• Build a robust disaster response behavioral health workforce.</li> </ul>	<p><b>HHS BH-ASOs Crisis Service Providers</b></p>
<p><b>Tactic 1.2:</b> Identify and maintain a statewide crisis center (e.g., 988) that follows and incorporates best practices.</p> <ul style="list-style-type: none"> <li>• Establish capacity to answer every contact (call, text, chat).</li> <li>• Implement consistent call assessment and triage with appropriate clinical oversight.                             <ul style="list-style-type: none"> <li>○ Centralized dispatch to mobile response, law enforcement, 911, etc.</li> </ul> </li> <li>• Promote crisis resources</li> <li>• Educate Iowans about crisis services in their communities.</li> </ul>	<p><b>HHS Crisis Center Staff Crisis Service Providers</b></p>
<p><b>Tactic 1.3:</b> Connect Iowans to the services and supports they seek.</p> <ul style="list-style-type: none"> <li>• Utilize the closed-loop referral system</li> <li>• Promote crisis resources.</li> <li>• Educate Iowans about crisis services in their communities.</li> <li>• Identify and address crisis needs of diverse populations.</li> </ul>	<p><b>HHS BH-ASOs Crisis Service Providers</b></p>
<p><b>Tactic 1.4:</b> Implement crisis services across the lifespan with an emphasis on youth and family crisis.</p> <ul style="list-style-type: none"> <li>• Centralize dispatch for mobile response.</li> <li>• Coordinate services related to behavioral health crisis care across sectors including law enforcement, hospital systems child welfare, education, justice systems, and community-based organizations.</li> <li>• Assure comprehensive post crisis follow up and coordination including connecting individuals to ongoing behavioral health services.</li> </ul>	<p><b>HHS BH-ASOs Crisis Service Providers</b></p>
<p><b>Tactic 1.5:</b> Identify, expand, and strengthen collaborative opportunities with behavioral health partners.</p> <ul style="list-style-type: none"> <li>• Strengthen partnerships and collaboration between mobile crisis teams, law enforcement co-responders, and emergency responders and behavioral health system partners.</li> <li>• Strengthen and support connection to ongoing medical and behavioral health care.                             <ul style="list-style-type: none"> <li>○ Establish crisis planning and follow-up care expectations.</li> </ul> </li> <li>• Nurture and grow crisis response partnerships with Law Enforcement, Dispatch, and Emergency Medical Services (EMS).</li> </ul>	<p><b>HHS BH-ASOs Crisis Service Providers</b></p>

**STRATEGY 2:  
INCREASE ACCESS TO BEHAVIORAL HEALTH CRISIS SERVICES.**

Tactics	Responsible Entity
<p><b>Tactic 1.1:</b> Standardize bed tracking and referral to crisis receiving and stabilization services.</p> <ul style="list-style-type: none"> <li>• Make bed tracking information visible.</li> </ul>	<p><b>HHS</b></p>
<p><b>Tactic 1.2:</b> Ensure equitable access to crisis receiving and stabilization services statewide.</p> <ul style="list-style-type: none"> <li>• Establish capacity to accept all referrals and to serve additional behavioral health conditions.                             <ul style="list-style-type: none"> <li>○ Do not require medical clearance prior to admission.</li> </ul> </li> </ul>	<p><b>HHS BH-ASOs Crisis Service Providers</b></p>
<p><b>Tactic 1.3:</b> Establish walk-in and first responder drop-off options including development and implementation of no rejection policies.</p>	<p><b>HHS BH-ASOs Crisis Service Providers</b></p>

**STRATEGY 3:  
ESTABLISH THE FOUNDATION FOR AN INTEGRATED, STATEWIDE  
BEHAVIORAL HEALTH CRISIS SYSTEM.**

Tactics	Responsible Entity
<p><b>Tactic 3.1:</b> Develop definitions and expectations for the behavioral health crisis system.</p> <ul style="list-style-type: none"> <li>• Develop acceptable standards for Iowa’s crisis care delivery.</li> </ul>	<p><b>HHS BH-ASOs</b></p>
<p><b>Tactic 3.2:</b> Ensure HHS, BH-ASOs, and local providers work collectively to:</p> <ul style="list-style-type: none"> <li>• Implement recommendations to improve Iowa’s Crisis System.                             <ul style="list-style-type: none"> <li>○ Collaborate with system partners to implement strategies designed to ensure lowans have someone to talk to when in crisis.</li> <li>○ Collaborate with system partners to implement strategies designed to ensure people are in place to respond when lowans need emergency care or assistance.</li> <li>○ Collaborate with system partners to implement strategies designed to ensure lowans have a place to go when in crisis.</li> </ul> </li> <li>• Assess crisis response efforts.</li> <li>• Identify emerging crisis needs to develop and implement results-based solutions.</li> </ul>	<p><b>HHS BH-ASOs Crisis Service Providers</b></p>

**STRATEGY 4:  
 SUPPORT AND ENHANCE PROFESSIONAL DEVELOPMENT FOR CRISIS  
 PROVIDERS.**

Tactics	Responsible Entity
<p><b>Tactic 4.1:</b> Assess district level workforce and crisis training needs to support recruitment and retention:</p> <ul style="list-style-type: none"> <li>• Identify and address deficiencies and barriers</li> <li>• Provide training and technical assistance</li> </ul>	<p><b>HHS                      BH-ASOs</b></p>
<p><b>Tactic 4.2:</b> Ensure providers have the necessary skills to deliver effective, integrated behavioral health crisis services:</p> <ul style="list-style-type: none"> <li>• Develop and implement a standardized training curriculum for crisis services workers.                             <ul style="list-style-type: none"> <li>○ Bolster training on SUD, co-occurring, special populations including youth and families, problem gambling, tobacco and nicotine use, suicide prevention, harm reduction, recovery needs, Trauma-Informed Care, and EBPs (?).</li> </ul> </li> </ul>	<p><b>HHS                      BH-ASOs</b></p>
<p><b>Tactic 4.3:</b> Assure statewide behavioral health and crisis training for first responders and frontline health workers (CIT, crisis de-escalation, MH First Aid, Trauma-responsive &amp; Strengths-based service planning and provision)</p>	<p><b>HHS                      BH-ASOs</b></p>

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