DATA-DRIVEN JUSTICE

KEY STAKEHOLDERS: BEHAVIORAL HEALTH AND SOCIAL SERVICES PROVIDERS

Data Driven Justice (DDJ) is a project of the National Association of Counties that supports local jurisdictions in using data to better align resources to respond to people in crisis, particularly those who are frequent utilizers of justice, health and human services systems. This brief is one in a series outlining different roles and duties in establishing and maintaining DDJ in communities as outlined in the Data Driven Justice Playbook.

This brief is for **BEHAVIORAL HEALTH AND SOCIAL SERVICES PROVIDERS**, such as clinicians and social workers who deliver mental health or substance abuse treatment and wraparound services (e.g., housing and employment) to people in communities and jails. These positions are key to DDJ efforts because they establish community linkages for frequent utilizers by ensuring that individuals in need are directly and quickly connected to treatment and services. Below are some ways that providers can support your community's Data-Driven Justice efforts.

BUILDING STAKEHOLDER CONSENSUS

- Attend and actively participate in regularly scheduled stakeholder meetings.
- Contribute to the development of a shared vision for improving outcomes for frequent utilizers.

UNDERSTAND THE PEOPLE YOU HOPE TO SERVE

- Review available behavioral health and social services data (including county and state data) to compile a list of people who you would consider to be frequent utilizers and their patterns of service usage.
- Share key characteristics of the frequent utilizers you identify to develop a common definition of frequent utilizers across systems with appropriate privacy measures.
- Collaborate with partners to create definitions of race across systems to better track and report on racial disparities.*

> " Whenever it is possible to engage the people who we are hoping to benefit, it is vital that we do, and that we continue to include them at every stage. If you can have the people you are hoping to serve as stakeholders and let them have a say, that is invaluable to the work and its impact. They don't just have great ideas, but ideas that can translate to real impact."

Community Portrait of Juleigh Nowinski-Konchak, MD, program director, Cook County (IL) Health

ESTABLISH A FRAMEWORK FOR DATA GOVERNANCE

- Actively participate in meetings with stakeholders to establish data-sharing agreements that protect clients' privacy and allow for collaboration across sectors.

- Work with cross-sector partners to create a standard release of information form to help with sharing individual client information and ensure that release form is administered by partner organizations and service providers.

- Develop internal practices to effectively navigate data privacy, security and compliance-related barriers.

CONDUCT A RESOURCE SCAN AND IDENTIFY GAPS IN SERVICES AND TREATMENT

- Participate in your community's systems mapping exercise (e.g., Sequential Intercept Mapping) to help identify availability and gaps in services, resources and processes.

BUILD CONTINUAL DATA USE AND INFORMATION SHARING INTO CROSS-SYSTEM ORGANIZATIONAL OPERATIONS AND POLICY DISCUSSIONS

- Continually review and share data to identify and track frequent utilizers of systems.

- Engage with mayors, city councils and county commissions, as well as criminal justice leaders, to explore policy reform and funding for data integration and treatment and services for frequent utilizers.

- Participate in opportunities to educate the public and leaders on current behavioral health issues and support effective policies and ordinances.

- Engage researchers to operationalize crisis interventions and measure their success in terms of implementation and outcomes.

- Establish collaborative relationships with other cross-sector working groups and engage in local criminal justice task forces and/or subcommittees focused on behavioral health and social service issues.

- Look for opportunities, such as conferences and panel presentations, where your community's work can be featured and highlighted.

* For best practices in racial and ethnicity data in health collection and analysis see PolicyLink's report, Counting a Diverse Nation, Disaggregating Data on Race and Ethnicity to Advance a Culture of Health.