**Result:**

* Transylvania County is a vibrant, engaged community that supports the physical, emotional, and social well-being of all its residents.
  + Total health – comprehensive
  + For everyone
  + Well-being
  + Satisfaction
  + Ability to self-correct
  + Coping tools
  + Understanding the connection between physical and mental health
  + Lack of stigma / it’s okay to seek help
  + Normalize services / we all need help
  + We all have strengths
  + Prevention before crisis
  + Behaviorist approach to primary care
  + Culturally and linguistically appropriate
  + Using the right “language” / literacy

**Experience:**

* People know where to go for help
* People know when to get help
* Well-educated/knowledgeable support people (providers, clergy, schools) and community – of prevention services and crisis services
* Space for everyone
* People aren’t waiting for care
* Connections to providers – mental health is part of the “team”
* Fewer ED visits for BH issues
* Fewer law enforcement calls for BH issues
* Less need for crisis care
* More people being physically active (e.g. walking)
* Listing of services and support groups in newspaper/radio/media
* Neighborhood connections / lay health providers
* Services located where people are
* Options for services (feel empowered)
* Fewer financial/insurance barriers
* Provider referrals to other resources

**Indicators of Top Interest:**

* # ED visits for BH/substance use issues ●●●●●●●●●●
* Suicide rates ●●●●●●●●
* # patients receiving BH services ●●●●●
* # BH providers ●●●●●
* # referrals to services ●●●●
* Access to care/services ●●●●
* Distance to services ●●●
* # calls to crisis hotlines ●●●
* # arrests for substance use ●●
* # arrests for BH issues ●
* # days of school/work missed ●
* # school suspensions ●
* # homeless residents ●
* # locations of services ●
* Services for veterans ●
* Time spent waiting for services ●
* Financial/insurance barriers to services
* # referral no-shows
* # BH prescriptions not filled
* # crisis intervention visits
* # transfers to psychiatric admissions
* # psychiatric readmissions
* # dual diagnoses
* Incarceration rates
* # teenage arrests
* # kids/families receiving early intervention services
* Access to participate in activities
* # choices

●= Communication Power (easy to understand by broad and diverse audience, common sense, compelling)

● = Proxy Power (central importance, plain language understanding, represents other factors that move together)

● = Data Power (quality data on timely basis, credible in our community, comparisons to state/national data)

**Story Behind the Curve: ED visits for BH and substance use issues**

***HURTING***

* Lack of prevention services
* Poor coping skills
* Self-medication
* Poor community support/connections
* Lack of access to / proper use of medications
* Unemployment / underemployment
* Family and social situations
* Enjoyment
* Increased use of prescriptions
* Chronic pain (physical and/or emotional)
* Lack of knowledge/education on available resources
* History of trauma
* “I don’t need it”
* Not finding a good fit with services/providers
* BH issues manifesting as physical symptoms
* Physical symptoms/acute needs masking BH issues (“hidden” BH issues)
* Stigma – don’t want people to know so don’t seek preventative care

***HELPING***

* Pain management clinic/services
* Willingness to talk about BH issues
* Electronic records
* Community interest – physical spaces that support well-being; desire to invest in BH
* BH services/providers
* School partnerships
* Improved unemployment
* Reduced alcohol consumption
* Service provider collaborations

**What Works To Do Better?** (\* free or low-cost options)

* Co-located services
* Increased collaboration/care coordination
* Case managers/navigators
* Services located where people are
* More access points
* Tailored services
* Jail services
* Mental health institutions
* Transportation to services
* Experiential therapy
* Seeing own strengths
* \* Education for providers – what services exist
* \* Intentional screenings at primary care/OB – for all ages
* \* Medical provider referrals
* Community outreach - conversational “screenings”
* \* Town hall (what services available, how to access)
* \* Community awareness of trauma and resiliency
* \* Training on how to be supportive
* \* Peer support
* Parent education

**Partners:**

* Providers
* Transylvania Regional Hospital
* Blue Ridge Health
* Meridian
* Smoky Mountain
* Transylvania Public Health
* Transylvania County DSS
* Transylvania County Transportation
* Transylvania County Parks and Recreation
* Law enforcement and jails
* Employers
* Media
* Non-profits
* United Way
* Schools
* Rise and Shine
* Boys and Girls Club
* The Family Place
* The Children’s Center
* SAFE
* Haven
* Social/civic organizations
* Clergy
* Community members