

Mission Statement

Customer Service Mission

San Diego County Behavioral Health Services (SDCBHS) recognizes that its greatest strength lies in the talent of its providers and expects them to always treat members, families and other consumers with respect, dignity and courtesy. They should be treated *without* regard to race, religion, creed, color, gender, economic status, sexual orientation, age, source of income or any other non-treatment or non-service-related characteristics. Members and their families expect high-quality customer service as well as fast, efficient, caring and professional treatment.

Exceptional customer service includes:

- Treating members with courtesy, respect, professionalism and a positive attitude
- Responding to members in a timely manner whether in person, by phone, in writing or via e-mail
- Awareness of cultural diversity and focusing on understanding member differences
- Providing complete, accurate and reliable information and feedback

County and contracted organizational providers are expected to have a “customer-first” attitude instilled throughout their operations. Systems should be in place so that customers are able to voice issues or complaints anonymously. The recommended way to receive feedback from members is to have user friendly suggestion / comment cards available on site. Input should be listened to and acted upon. Programs can utilize feedback to improve upon current systems. The methods your program or legal entity use may be informal (i.e. via conversations), or more formal (i.e. individual interviews, focus groups, surveys, and suggestion/comment cards or forms).

The following are the basic expectations that SDCBHS has for all County and Contracted programs, via established Customer Service Standards which may include:

- Answering phones and email in a friendly and timely manner
- Informing members when appointments are cancelled
- Having a positive attitude towards members and families.

- Going the extra mile for members (i.e. taking more time to explain a bill to a confused member, initiating a friendly conversation and addressing questions instead of deflecting them to others).
- Having a neat, organized and cheerful workplace. Creating a welcoming waiting room that invites visitors to feel at home and creates an expectation that services will be equally caring and accepting.
- Ensuring that all staff members are aware of the standards and are clear that adhering to Customer Service Standards is an expectation of the organization and your facility.
- Encouraging members to provide feedback that will improve services.
- Ensuring members and their families that that they will not face any retaliation for providing feedback.
- Enhancing your program based on the input you receive from members to demonstrate that you are listening.
- Making Customer Service training available to all staff.
- Recognizing great customer service

Mission of the Health and Human Services Agency (HHSA) and Behavioral Health Services (BHS)

The mission of the Health and Human Services Agency is:

“Through partnerships, and emphasizing prevention, assure a healthier community and access to needed services, while promoting self-reliance and personal responsibility.”

Behavioral Health Services adds to that mission:

“By being committed to making people’s lives healthier, safer and self-sufficient by delivering essential services in San Diego County.”

The broad vision of BHS is to achieve a transformational shift from a model of behavioral health care driven by crises to a model of care driven by continuous care and prevention through the regional distribution and coordination of resources to keep people connected, stable, and healthy.