



## CULTURAL COMPETENCE RESOURCE TEAM MINUTES

February 7, 2020 | 10:00 am–11:30 am | Academy for Professional Excellence: 6367 Alvarado Ct., San Diego, CA  
92120 – Training Room 105

AGENDA ITEM	SUMMARY	ACTION
<b>I. Welcome and Introductions</b>	<ul style="list-style-type: none"> <li>Meeting called to order by Charity White-Voth at 10:07 AM</li> </ul>	
<b>II. Approval of January 2020 Minutes</b>	<ul style="list-style-type: none"> <li>Minutes for January 2020 moved and motioned for approval as written by Celeste Hunter and Shadi Haddad</li> </ul>	
<b>III. Review Action Items</b>	<ul style="list-style-type: none"> <li>Penetration Rate of Medi-Cal Mental Health Beneficiaries served in San Diego region               <ul style="list-style-type: none"> <li>65,738 total unique clients served</li> <li>46,971 unique Medi-Cal clients served</li> <li>5.3% medical penetration rate</li> <li>889,207 Medi-Cal clients</li> </ul> </li> <li>Language and Interpreter Services by Age Category               <ul style="list-style-type: none"> <li>The majority are Spanish speakers and 26 through 59 years old</li> </ul> </li> </ul>	<p><b>Action Item:</b> Liz Miles to add dot points to break down information on penetration rate of Medi-Cal Mental Health Beneficiaries</p>
<b>IV. Chair’s Report</b> (Piedad Garcia and Charity White-Voth)	<p><b>Continuum of Care</b></p> <ul style="list-style-type: none"> <li>Piedad Garcia provided update on North Inland Services Esperanza Crisis Residential Treatment Program               <ul style="list-style-type: none"> <li>The vision is a network of homeless services including short term and transitional housing.</li> <li>One of the concepts that has been looked at is a “store front” in the campus providing primary care services, outreach and engagement component, supportive employment, mental health services and substance use services.</li> </ul> </li> </ul> <p><b>Medication Assistance Treatment</b></p> <ul style="list-style-type: none"> <li>The Crisis Stabilization Unit will be on County property located in the North Coastal Health and Human Services Agency’s Family Resource Center               <ul style="list-style-type: none"> <li>It will take approximately 9-12 months to rehab and establish 12 recliners.</li> </ul> </li> </ul> <p><b>Mobil Crisis Response Team</b></p> <ul style="list-style-type: none"> <li>A meeting is being held on February 7, 2020 to finalize the design of the non-law enforcement MCRT</li> <li>North Coastal and North Inland law enforcement agencies will be conducting a pilot program in conjunction with MCRT to address “5150” calls</li> </ul> <p><b>Crisis Stabilization Unit</b></p> <ul style="list-style-type: none"> <li>In reference to the Third Avenue Complex, UCSD will be the hub that will have a hospital and care coordination component</li> </ul>	<p><b>Action Item:</b> Danyte Mockus-Valenzuela to give an update at March meeting on campaign for Prevention and Early Intervention of Substance Use</p>



	<ul style="list-style-type: none"> <li>• There is anticipation to establish east and south crisis stabilization units</li> <li>• Behavioral Health Services Ops plan is still being decided on due to MHSA revenue predicted to decrease in the next two years</li> </ul> <p><b>Behavioral Health Advisory Board</b></p> <ul style="list-style-type: none"> <li>• On February 6<sup>th</sup>, 2020 Dr. Esposito gave a presentation regarding stigma around Medical Assisted Treatment <ul style="list-style-type: none"> <li>○ There is a board letter regarding community engagement and education.</li> </ul> </li> <li>• Children, Youth and Family and Adult and Older Adult teams are on standby for repatriation of flights coming from China and other areas due to the Corona Virus <ul style="list-style-type: none"> <li>○ Funding has been established for two licensed mental health clinicians with bilingual capabilities.</li> </ul> </li> </ul>	
<p><b>V. Mental Health Services Act Updates</b> (Danyte Mockus-Valenzuela and Kimberly Pettiford)</p>	<p><b>Updates provided by Martin Dare</b></p> <ul style="list-style-type: none"> <li>• Community Engagement Forums are near completion</li> <li>• 7 forums took place in each region of the county</li> <li>• North Coastal registration was approximately 257 with attendance approximately 230</li> <li>• North Coastal had high attendance of high school students</li> <li>• 30% of attendees identified as family/consumer</li> <li>• Focus groups included Voices for Children, LGBT, Friday Night Live</li> <li>• Continue working on putting together a childcare provider group</li> <li>• Report of feedback will be drafted in the next month</li> </ul>	
<p><b>VI. Quality Improvement Updates</b> (Liz Miles)</p>	<ul style="list-style-type: none"> <li>• External Quality Review Organization had the largest turnout to date with over 350 participants</li> <li>• Substance Use Disorder External Quality Review Organization coming in May 2020, more details to come</li> <li>• Cultural Competency Plan is coming up soon, more details to come</li> <li>• Quality Improvement will be sending out a survey looking at what's working, what's not, what are the needs/gaps within the next week</li> <li>• Cultural Competency Plan is due to the State by June 30, 2020</li> <li>• Quality Improvement will identify themes and bring back for discussion in April 2020</li> <li>• Final draft expected to be done by end of May</li> <li>• SMARTIE Goals: <ul style="list-style-type: none"> <li>○ For goals to be effective in an organization's performance they need to be strategic, measurable, ambitious, realistic, time-bound, inclusive and equitable.</li> </ul> </li> </ul>	
<p><b>VII. Committee Updates</b> <b>Education &amp; Training</b> (Charity White-Voth)</p>	<p><b>Education &amp; Training</b></p> <ul style="list-style-type: none"> <li>• Orientation packet for CCRT is being finalized</li> <li>• The SMARTIE model will be used to address CCRT goals</li> </ul>	



<p><b>Children’s Update</b> (Edith Mohler)</p>	<p><b>Children’s Update</b></p> <ul style="list-style-type: none"> <li>• NAMI Training on February 12<sup>th</sup>, 2020</li> <li>• NAMI Annual Youth Mental Health Wellbeing celebration on May 8<sup>th</sup>, 2020</li> <li>• Managing Change in an Aging World Conference Early Bird Registration ends February 28<sup>th</sup>, 2020</li> </ul>	
<p><b>VIII. Cultural Competence Resource Team Future Discussion</b></p>		
<p><b>IX. Announcements</b></p>	<ul style="list-style-type: none"> <li>• Cultural Competence Summit in progress, set to occur in the Tri-City area, more to come</li> <li>• Meeting adjourned at 11:31 AM</li> </ul>	

**NEXT MEETING: March 6, 2020 10:00 AM - 11:30 AM | Academy for Professional Excellence:  
6367 Alvarado Court, San Diego - Training Room 105**

*Presentations*



### FY 2019-2020 Goals

#### **Best Practice:**

- Highlight effective programs serving culturally diverse communities for providers to integrate appropriate services.
- Develop a Recognition Award criteria and process to recognize organizations who are providing exemplary Cultural Competence activities.
  - To be presented at the Behavioral Health Recognition Dinner (BHRD).
- \*\* Identify gaps in representation with CCRT and develop targeted outreach for those agencies/community groups for participation.
  - Invite additional Ethnic Community Based Organizations (ECBO) who align with CCRT as well as system of care partner representatives from Probation, Education, DA, etc. to move toward system wide improvement.
- \*\* Dedicate time and space within CCRT (or as a separate workgroup) to review and analyze data related to underserved populations including linguistic findings, interpreter services, utilization rates, jail in-reach outcomes, etc.
  - Address the Justice Involved population, specifically the overrepresentation of African Americans and Latinos and develop recommendations for services.
- Develop recommendations for the MHSa Fiscal Year 2019-20 Annual Update.
- Provide quarterly, uniform CCRT Updates to various meetings and Councils to provide consistent messaging.
  - Develop a standardized tool to provide consistent CCRT highlights at the various Councils at the beginning of the fiscal year.
- Provide COR training to County staff on CLAS standards – and how to monitor effectively for CC.
- \*\* Provide dedicated support to contractors and community agencies who request technical assistance and guidance around cultural competence efforts within their agency, workforce, client served, etc.
  - Review organizational CC Plans by Legal Entity.

#### **Program:**

- Advance culturally responsive community-based organizations to evidence-based standards.
- Increase CCRT Substance Use Disorder provider and consumer membership.
- Invite programs/providers to present on their respective Cultural Competence (CC) Plans, including approaches, implementation, challenges and goals at CCRT meetings.
- \*\* Develop a process for dissemination of resources that are readily available not only to BHS contractors, but to the general community and BHS staff.

#### **Policy:**

- Submit culturally responsive recommendations for the MHSa Fiscal Year 2019-20 Annual Update.
- Identify and implement strategies to strengthen system wide advance of cultural competence standards consistent with the State Plan and CLAS standards.
  - CCRT members will use a standardized tool to review provider organizational CC Plans by Legal Entity and provide recommendations for continuous improvement.
- \*\* Address workforce development focused on recruiting and hiring a diverse workforce within BHS and with County contractors.

•\*\* Recommendations from Strategic Planning/Focus Group