

# Cultural Competence Resource Team



## MINUTES

Friday, March 3, 2017 10:00-11:30 AM

Health Service Complex-Coronado Room – 3851 Rosecrans St. San Diego

**In Attendance:** Awichu Akwanya (UWEA), Laura Andrews (MHA), Elisa Barnett (BHETA), Dasha Dahdouh (BHS), Martin Dare (BHS), Dixie Galapon (FHC), Gebaynesh Gashaw-Gant (Guest), Rick Heller (HSRC), Kat Katsanis-Semel (MHA), Linda Ketterer (NAMI), Nicole McAleer (TKC), Liz Miles (BHS), Edith Mohler (BHS), Nancy Rodriguez (CM), Maria Samayoa (BHS), Krystle Umanzor (BHS), Ann Vilmenay (BHS), Mercedes Webber (RI), Jessica Young (PE)

ITEM	SUMMARY	ACTION
I. <b>Welcome/ Introductions</b>	<ul style="list-style-type: none"> <li>Ann called the meeting to order at 10:04 AM.</li> </ul>	
II. <b>Approval of February 2017 Minutes</b>	<ul style="list-style-type: none"> <li>Approval of February 3, 2017 minutes was moved and second as written. (Mercedes Webber &amp; Laura Andrews)</li> </ul>	
III. <b>Chair’s Report</b> (Ann Vilmenay on behalf of Piedad Garcia)	Ann informed the team of the following: <ul style="list-style-type: none"> <li>POFA Central Update – MHS, Inc. was awarded the contract on January 1, 2017, for Central Region. The MHS Inc. program is called ACTION Central and is now receiving clients. This RFP was in collaboration with the San Diego Housing Commission; hybrid of SMI and AOD services.</li> <li>POFA East Update – The RFP for East Region was awarded to MHS, Inc. This will be a joint collaboration with the County of San Diego’s Housing Community and Development for housing subsidies paired with treatment slots and is anticipated to be effective April 1, 2017. It’s also a hybrid of SMI and AOD services.</li> <li>POFA Central/North Central Update – The proposal deadline for RFP #7793 was March 2<sup>nd</sup>. The start date will be July 1<sup>st</sup> and is intended for SMI clients. This is also a collaboration with the San Diego Housing Commission.</li> <li>1115 Waiver – County of San Diego continues to review the fiscal implication of opting-in, decision is pending.</li> <li>New Staff – The BHS Adult and Older Adult Unit has hired several new staff including new Behavioral Health Program Coordinators. Due to the new staffing, there will be some COR changes in the near future.</li> </ul>	
IV. <b>QI Updates</b> (Liz Miles)	<ul style="list-style-type: none"> <li>The CC-PAS is distributed annually in April, however this year due to the recommendation submitted to replace the CC-PAS with CLCPA, it may be delayed.</li> </ul>	
V. <b>3- Year Strategic CCP – Criteria 6-7</b> (Liz Miles)	<p><b><u>Criterion 6: County’s Commitment To Growing A Multicultural Workforce: Hiring And Retaining Culturally And Linguistically Competent Staff:</u></b></p> <p>I. Recruitment, hiring, and retention of a multicultural workforce from, or experienced with, the identified unserved and underserved populations.</p> <p>a. In the next three years, how can the County continue to grow a multicultural workforce?</p> <p><i>Recruit at resource fairs in different communities</i></p> <p><i>Application process is a challenge; utilize ERGs who are familiar with the process to outreach to new graduates</i></p> <p><i>Have programs designed to allow working in conjunction with education</i></p>	

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	<p><i>Present to undergraduate programs to spark interest</i></p> <p><i>Retention: Live Well San Diego campaign that focuses on behavioral health (self-care)</i></p> <p><i>Funding for stipends is crucial for encouraging multicultural students to pursue degrees</i></p> <p><i>Partner with Diversity and Inclusion team</i></p> <p><b><u>Criterion 7: Language Capacity</u></b></p> <p>I. Increase bilingual workforce capacity</p> <p>a. In the next three years, what additional resources and strategies can the County undertake to grow bilingual staff capacity?</p> <p><i>Monetary compensation for bilingual staff; oversight on funding that is provided to programs</i></p> <p><i>Tool to assess language capacity</i></p> <p><i>Appropriate training opportunities for staff – for more lay staff to act as interpreters</i></p> <p>II. Provide services to persons who have Limited English Proficiency (LEP) by using interpreter services.</p> <p>a. What changes (if any) would you recommend to the policies, procedures, and practices in place for meeting clients’ language needs?</p> <p><i>For contracted programs, have Per Diem for interpreter services a county-operated programs/county facilities?</i></p> <p>III. Provide bilingual staff and/or interpreters for the threshold languages at all points of contact.</p> <p>a. What changes (if any) would you recommend to the policies, procedures, and practices in place for interpreter services offered?</p> <p><i>How to collect data</i></p> <p>IV. Provide services to all LEP clients not meeting the threshold language criteria who encounter the mental health systems at all points of contact.</p> <p>a. What changes (if any) would you recommend to the policies, procedures, and practices the County uses that include the capability to refer and link clients who do not meet the threshold language criteria to culturally and linguistically appropriate services?</p> <p><i>N/A (SDCBHS serves all)</i></p> <p>V. Required translated documents, forms, signage, and client informing materials.</p> <p>a. What changes (if any) would you recommend to the policies, procedures, and practices in place for culturally and linguistically appropriate written information for threshold languages?</p> <p><i>Provide “Client Plan Signature Form” in other languages other than English</i></p> <p><i>Establishing translation for common terms and concepts for threshold languages that is culturally appropriate</i></p>	
<p><b>VI. MHSA Plan Update</b> (Martin Dare)</p>	<ul style="list-style-type: none"> <li>• MHSA Innovations Project Proposals for Cycle 3 and 4 public comment review closed on March 2, 2017.</li> <li>• On March 23, 2017, BHS will be presenting the Innovations Program to the MHSOAC for their review and approval.</li> </ul>	

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<p><b>VII. Committee Updates</b></p> <ul style="list-style-type: none"> <li>• <b>Education &amp; Training</b> (Ann Vilmenay)</li> <li>• <b>Children’s Update</b> (Edith Mohler)</li> </ul>	<p><b>Education &amp; Training:</b></p> <ul style="list-style-type: none"> <li>• Georgetown University accepted the final revised version of the CLCPA survey tool that was put together by the workgroup.</li> <li>• A CAO survey approval memo was drafted to accompany the tool. They both will be routed to the County of San Diego Executives for approval to replace the existing survey tool for us in our system.</li> <li>• Workgroup met on February 23<sup>rd</sup> to discuss recent updates and provide further feedback to the Promoting Cultural Diversity and Cultural Competency Self-Assessment Checklist.</li> </ul> <p><b>Children’s:</b></p> <ul style="list-style-type: none"> <li>• The 2<sup>nd</sup> Annual Critical Issues in Child &amp; Adolescent Mental Health Conference will be held on March 11, 2017.</li> <li>• The 2017 CYF Training Academy Conference “Honoring the Journey: Partnering with Refugee Families” will be on June 1, 2017.</li> </ul>	
<p><b>VIII. Announcements</b></p>	<ul style="list-style-type: none"> <li>• Edith Mohler on behalf of Joe Reimann informed the group that DHS Civil Right &amp; Civil Liberties will be hosting a conference call at that day at 12:00 PM regarding the Incident Community Coordination Team that is being activated due to violent incidents across the U.S.</li> <li>• Laura Andrews provided information for the Healthy Minds Luncheon hosted by Mental Health America for June 9, 2017.</li> <li>• Dixie Galapon informed the group that the Family Health Centers of San Diego will be having an event called” Spirit of the Barrio” that will focus on Refugees &amp; Asylum Seekers on March 17, 2017.</li> </ul>	

**NEXT MEETING IS SCHEDULED FOR**  
**APRIL 7, 2017**  
**10:00 AM-11:30 AM**  
**PUBLIC HEALTH SERVICES**  
**3851 ROSECRANS ST, SAN DIEGO, CA 92110**