

**QUALITY IMPROVEMENT COUNCIL  
CULTURAL COMPETENCY COMMITTEE MEETING**

**Date:** May 12, 2010

**Present:** Anahid Assatourian, Sandra Chang-Ptasinski, Sylvia Guerrero, Rebecca Hall, Julie Ho, Martin Jones (via phone), Ann Lee, Tammi Robles, Krista Scholton, Mary Silvestrini, Kimberly Spears, Albert Thompson

**Absent:** Christina Dedeaux, Fanny Dieppa, Liz Echeverria, Nilsa Gallardo, Keren Goldberg, Diane Guillory, Adrienne Hament, Scott Hanada, Roger Kelly, Kumar Menon, Miguel Osorio, Mona Sparks, Maria N. Tan, Sharon Watson, Dennis Wood

Agenda Items	Comments/Discussion/Recommendations/Conclusions
<b>Welcome &amp; Introductions</b>	Introduction and welcome back to Rebecca
<b>Review of Minutes</b>	<ul style="list-style-type: none"> <li>• Minutes reviewed and approved with signature.</li> </ul>
<b>Action Items</b>	<ul style="list-style-type: none"> <li>• CC Plan: Requirements for the Cultural Competence Committee. Rebecca and Sandra attended the QIC Meeting and one of the update was that according to the Cultural Competency Plan there needs to be a Cultural Competency Committee as opposed to a subcommittee. Motion was moved and approved to elevate to Committee status.</li> </ul> <p>Goal of today's CC meeting is to go over Criterion 4 and looking at state requirements for membership and goals/functions of committee.</p> <ol style="list-style-type: none"> <li>I. Per State's requirement, the CC Subcommittee has been elevated to Cultural Competency Committee (CCC). This requirement was presented at the May QIC meeting.             <ol style="list-style-type: none"> <li>A. Brief description of CCC – organizational structure is done and meeting frequency is set. Rebecca will create a draft for the functions and role of committee for next meeting so group can review.</li> <li>B. Policies, procedures and practices need to be in place to ensure that members are reflective of the community. No policies or procedures are in place. Rebecca will again create a draft and send out for review. Look at inviting someone from Older Adults and for clients invite someone from the County Client Coalition. For the ethnic representations invite people from the UREP groups. Providers can be</li> </ol> </li> </ol>

	<p>invited thru QIC. Question about how high up in DMH management should we go? Plan has been presented to high administrators in key areas so they might be a contact for future representation or send a representative. Other programs/units that have responsibility for submitting information/data for plan need to be included: HR, QI/QA, Patient's Rights (have current representation), PEI, WET, MHSA/Implementation, Empowerment &amp; Advocacy, and Training. Because of the amount of representation needed, the size of the committee could increase significantly. Strategic planning for membership will be practices to ensure CCC effectiveness</p> <p>II. Requirement from State stating that the CCC, with responsibility for cultural competency, is integrated within the County Mental Health System:</p> <p>A. CCC is to be involved in the following activities</p> <ol style="list-style-type: none"> <li>1 Reviews all services/programs - Have had discussions and minor influence in some policies but need to involve committee into a larger role in DMH. Because the CC Plan is due by July 28<sup>th</sup>, some of the policies and procedures will not be in place. Therefore the CCC will need to show progression towards fulfillment of plan requirements and lay the groundwork for where we want to be once the plan is fully operational.</li> <li>2 Provides reports to QA/QI – Rebecca and Sandra are members of QIC and provide CC updates at meetings.</li> <li>3 Participates in overall planning and implementation - Discussion focused on how tracking of staff's cultural competency would be assessed. Previous CCC idea to include employee cultural competency in the annual performance evaluation was further discussed and dismissed.</li> <li>4 Reporting requirements include directly transmitting recommendations to executive level/Mental Health Director – Gladys would be able to satisfy this requirement as Sandra reports to Gladys, Gladys reports to Dennis Murata, Dr. Southard and EMT and Gladys is the Ethnic Services Manager.</li> <li>5 Participates in and reviews County MHSA planning – CCC is housed in Planning therefore there is Gladys</li> <li>6 Participates in and reviews Stakeholder process – LA County Stakeholders has been disbanded and will be absorbed into the System Leadership Team (SLT).</li> <li>7 Participates in reviews County MHSA plans for all MHSA components – If the CCC can get members from the different MHSA plans (WET, PEI, CSS, Innovation) they would be able to fulfill one or 2 of the member requirements.</li> <li>8 Participates in and reviews client developed programs – There are the Wellness</li> </ol>
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	<p>Centers, the Self-Help Libraries and the Self-Help Groups. For the Innovation Plan, there is a Peer Run component so the need to have a member from Empowerment &amp; Advocacy is greatly needed.</p> <p>9 Participated in revised CCPR (2010) development – this would be the CCC.</p> <p>B. Evidence that the CCC participated in the above process – Minutes and agendas from the CCC meetings.</p> <p>C. Annual report of the CCC activities</p> <ol style="list-style-type: none"> <li>1 Detailed discussion of the goals and objectives – Plan on using the goals that were developed for QIC and rename as the Cultural Competency Committee Goals</li> <li>2 Reviews and recommendations to county programs and services.</li> <li>3 Goals of CC Plan –</li> <li>4 Human resources report– need more information. State DMH will be contacted for clarification.</li> <li>5 Organizational Assessment – completed</li> <li>6 Training plans – Need State DMH clarification on this item. Held discussion on what constitutes a culturally competent training. Just because something is titled “Latino” or “African/African American” does not mean it is culturally competent, there needs to be a mechanism to judge or inform the instructors of trainings what encompasses cultural competency. Will invite Elaine Powell who is Supervisor of the Training Division and offer to include in future discussion.</li> </ol> <p>Question: Now that we are the Cultural Competency <u>Committee</u>, will there be a chair and co-chair? Yes, before as a subcommittee there were 2 co-chairs. The committee can develop a mechanism for election/rotation of chairs. For now, since the CCC is getting revamped, Rebecca Hall and Sandra C. Ptasinski, will remain co-chairs for the CCC.</p> <ul style="list-style-type: none"> <li>• Organizational Assessment: Neutral Questions        Dr. Southard asked the consultant to factor out those questions/answered by many staff members as ‘don’t know’. Dr. Wolfe used a 70% cut-off on data which is the common industry standard.        The questions staff marked not knowing/unsure are:       <ol style="list-style-type: none"> <li>a. whether or not the delivery of culturally competent services is done through consultation using demographic information/client satisfaction survey</li> <li>b. if there is ethno-cultural and sensitive support for culturally diverse staff including career path</li> </ol> </li> </ul>
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	<p>c. available funding for cultural competence trainings  d. whether or not there is inclusion of cultural competency in the PE's  e. lack of knowledge of bilingual bonus and Under Represented Ethnic Populations</p> <ol style="list-style-type: none"> <li>1. These questions could be addressed in New Employee Orientation and Incubation Academy. Want to increase the CC knowledge so in the future we move forward as a more culturally competent organization.</li> <li>2. Additional ways to disseminate cultural competency information could be via E-news. Having a regular entry as a "CC: Did You Know?" Another way could be to use the SAAC's and Providers' meetings which are attended by directly operated and contracted providers. <ul style="list-style-type: none"> <li>• CC Training for DMH staff – Follow-up – will invite Elaine Powell and find out how trainings are selected and how they are assessed for cultural competency</li> <li>• DMH Informational Notice No: 10-07 – Threshold Languages – 2010 report on threshold languages has been released by the State. There are 13 threshold languages in Los Angeles County.</li> <li>• Identify &amp; Select forms to be translated into threshold languages – Will table this discussion for next month.</li> </ul> </li> </ol>
<b>CC Trainings</b>	<b>Listed on Agenda</b>
<b>Next Meeting</b>	<ul style="list-style-type: none"> <li>• Wednesday, June 9, 2010, 1:30pm to 3:30 pm  695 S. Vermont Ave, 15<sup>th</sup> Floor Glass Conference Room</li> </ul>

Respectfully Submitted,

