

**QUALITY IMPROVEMENT COUNCIL
CULTURAL COMPETENCY SUB COMMITTEE MEETING**

Date: January 13, 2010

Present: Sandra Chang-Ptasinski, Ann Lee (via phone), Rose Lopez, Tammi Robles, Albert Thompson, Leticia Ximenez

Absent: Anahid Assatourian, Martin Jones, Christina Dedeaux, Fanny Dieppa, Liz Echeverria, Nilsa Gallardo, Sylvia Guerrero, Keren Goldberg, Diane Guillory, Rebecca Hall, Adrienne Hament, Scott Hanada, Julie Ho, Naga Kasarabada, Roger Kelly, Kumar Menon, Miguel Osorio, Lorna Pham, James Randall, Mona Sparks, Kimberly Spears, Maria N. Tan, Sharon Watson, Dennis Wood

Agenda Items	Comments/Discussion/Recommendations/Conclusions
Welcome & Introductions	
Review of Minutes	<ul style="list-style-type: none"> Minutes reviewed and approved
Action Items	<ul style="list-style-type: none"> Translation of material in threshold languages – Discussion on which forms should be translated. Included what has been translated into the threshold languages and which need or should be translated. It was suggested that anything the client signs should be translated with the exception of the treatment plan. Items to add to the translation list include Advanced Directives, Med Consents, Outcome Measures, and brochures for FCCS and Wellness Centers. Emphasis should be on consents and releases. Review of State System Review responses (audit) – The question along with the skeletal answer was shared to gather feedback to expand answers. <p>Question 3 - Tracking Mechanisms</p> <p>Monitor/operate a wide variety of cultural specific providers/services reflective of populations in Los Angeles County and each service area. The Los Angeles County Department of Mental Health (DMH) provides the Multi Linguistic Service Provider Directory, a listing of names/hours/locations/age groups/languages capabilities of LAC-DMH service providers.</p> <p>Credentialing application asks providers to indicate areas of competency in any foreign language(s) or sign language deemed sufficiently proficient to provide linguistically competent mental health service without assistance of an interpreter.</p>

General Directory of Network Providers lists names/locations/phone numbers/cultural capabilities and services. Covers all 8 DMH service areas and services are categorized from psychiatric inpatient hospitals to targeted case management and other specialty mental health services developed to meet specific linguistic needs of each service area.

Inclusion of projects being worked on by the UREP (Under Represented Ethnic Populations) groups for the Innovations Plan since they target the 5 identified UREP communities (Latino, Eastern European/Middle Eastern, African/African-American, American Indian, and Asian Pacific Islander)

Group suggests including conferences like the Latino, AAA, Asian Hope and Recovery; WRAP in Spanish and Chinese; the Spirituality & Mental Health Conference and specialty programs like FSP for Older Adults and 0-5. Service Area 4 is part of a federal grant called Project ABC with DCFS and DMH and a few providers. Materials designed include posters and social marketing materials for professionals in Spanish and English; and a coloring book in Chinese (being translated into Korean). Project ABC is service area based but information and work is county- and nationwide and materials are available to anyone in the country.

Question 9a and b will be visited with the subcommittees that target these groups

Question 8 – Evidence of outreach to the underserved populations

Working with Implementation Unit as they oversee MHSA operations. Include copies of Stakeholders sign-in sheets and minutes; information on all work done by UREP groups (meetings and the projects; and incorporate work done by Outreach and Engagement and special projects done through them such as working with faith-based organizations

Question 12 – Affirmation that MHP is following CC Plan requirements for free language assistance services

Poster which unfortunately is difficult to read even at close distances; the Beneficiaries Handbook; and Policies in terms of language interpretation. Acknowledge that because of budget, these have not been promoted except for Stakeholders and Delegates meetings. Provide information on the Translator/Interpreter training and point out that LAC-DMH has the equipment available for use; even though there is no budget for hiring interpreters, a staff member can speak the language in need.

Question 14a – CC and HR evaluate cultural and linguistic competencies of staff. Question 14b - CC and Training describe process to assess training needs.

Employee training policy which calls for foundation course in cultural diversity as provided/recommended by LAC DMH. Clinical staff may substitute advanced courses in lieu of this requirement. Training Division provides some culture specific trainings, conferences, and the interpreter training program. Discussion on how to upgrade interpreter trainings to make more specific to MHS. Also listed the bilingual bonus policy and procedure as a way to assess linguistic competencies of staff. Prospective bonus recipients are tested and if they meet requirements, are issued certificate.

Question arose about how assessment of cultural competency could be an ongoing function. Recap of previous discussion of how to add to performance evaluations that employee is current with their cultural competency trainings.

In preparation to answering questions, Training Division will speak with District Chiefs to get sense of how they are individually assessing needs for trainings in their service areas and plan to incorporate that feedback into the answer to this question.

- Representation of CC Subcommittee in planning and attendance of DMH conferences – Currently there is planning for the African American conference. Sandra Chang left email and phone message asking to please notify when first meeting will occur to see if any CC Subcommittee members would like to be involved. Albert informed group that the Advocacy Conference is also in the planning stages. Ann Lee told us to “Save the Date” for the Asian American conference is October 15. Ann does not know if the planning has begun.

History: Talked about why the CC Subcommittee needs representation at the conferences so there could be representation of different cultures/ethnicities and advocacy for cultural competency. Pointed out the need for conferences to be attended by different ethnic groups. Example given that currently ethnic conferences are mostly attended by members of that ethnic group. Need to encourage attendance of other cultures so everyone can benefit from these excellent learning opportunities. A lot of times these cultural conferences are more of a ‘Celebration’ of a given culture and many staff and consumers believe that a given ethnic conference is only for that group.

Organize as a Subcommittee in terms of covering the planning of trainings and conferences. This can be done by area of interest and availability of schedule. A suggestion was made to invite the conference planners to the Subcommittee meetings so

	<p>we can talk about cultural competency issues and get ideas of how planning is going and ask them to consider these topics to show effort that the CC Subcommittee is involved.</p> <p>Suggestions to invite conference planners during initial planning then after a few months invite back so show there is an ongoing concern and involvement.</p>
CC Trainings	<ul style="list-style-type: none"> • Promoting Hope, Recovery and Resiliency in the African American Community – February 9, 2010 • 2010 Refugee Summit – Save the Date of June 24 and 25th • African American Conference – Rescheduled for June 2010 (Location TBD) • Department of Mental Health 50th Anniversary and MHSA 5th Anniversary – UCLA May 20, 2010 • California Conference on Mental Health & Spirituality Conference – June 10, 2010
Additional Items	<ul style="list-style-type: none"> • Preparing for MediCal Audit, February 8, 2010 • EQRO Audit week of April 12, 2010 • Look at ways to increase attendance. At the beginning of 2009 it was asked of the District Chiefs to send 2 representatives from each service area so maybe send out reminder. Also send out a reminder a week in advance in addition to the 2 or 3 day before reminder. Suggestion: send out a schedule of the meetings for the year so people can plan in advance; invite SAAC members, O&E, Consumers, and providers.
Next Meeting	<ul style="list-style-type: none"> • Wednesday, February 10, 2010, 1:30pm to 3:30 pm 695 S. Vermont Ave, 15th Floor Glass Conference Room

Respectfully Submitted,

Sandra Chang Florinski, Ph.D.