

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

Date: October 14, 2009

Present: Sylvia Guerrero, Rebecca Hall, Julie Ho, Martin Jones (via phone) Naga Kasarabada, Ann Lee (via phone), Rose Lopez, Gabriela Ramirez, Tammi Robles, Albert Thompson

Absent: James Randall, Sharon Watson, Anahid Assatourian, Leticia Ximenez, Nilsa Gallardo, Liz Echeverria, Kimberly Spears, Scott Hanada, Tara Yalian, Kumar Menon, Mona Sparks, Fanny Dieppa, Adrienne Hament, Diane Guillory, Miguel Osorio, Lorna Pham, Roger Kelly, Christina Dedeaux, Keren Goldberg

Agenda Items	Comments/Discussion/Recommendations/Conclusions
Welcome & Introductions	Announcement: Change of next meeting to Wednesday, November 18 th (11 th is a holiday) Introduction and welcome
Review of Minutes	<ul style="list-style-type: none"> • Note: Request to add Absent members to the minutes • Minutes reviewed and approved with corrections noted
Action Items	<ul style="list-style-type: none"> • Employee Training: Minimum Standards Policy – The Policy Review Committee has been dissolved. Policy can be created or updated by any unit in the department with expertise in the area. Compliance office oversees the process so once a policy has been drafted, it goes to them for final review and editing. Subcommittee to look into changing training frequency from once every 3 years to every 2 years. Will compile list of Culturally Competent trainings that would satisfy the 4 hour cultural diversity requirement and promote those trainings/conferences. Subcommittee will work with Training on drafting the policy to reflect these changes. • Training Updates –Luis is working on 3 additional Interpreter Trainings before December. Question on if the items for the training evaluation form and cultural competency has been finished. Training has the subcommittee's recommendations and is in the process of reformatting the evaluation form to include the suggestions and will share with subcommittee when finished. • Discussion of Parameters for Delivery of CC Clinical Services – will skip and include in next months meeting • Complaints to Patients Rights regarding CC - Follow-up with Sylvia – There is a database in Patients Rights where they can capture calls regarding cultural issues and what languages callers speak. Patients Rights is working on changing the Change of Provider form to capture the reasons why someone wants to change provider as it might be culturally motivated – language, ethnicity and gender, etc.

	<ul style="list-style-type: none"> • ACCESS questions about CC – Questions if ACCESS gets a lot of calls for different languages. They do have a Language Line Report that is sent to QI quarterly. Spanish is most requested and Spanish ACCESS handles those calls but if there is an overflow and they can't handle the amount of calls then the Interpreter Line is used. Other languages are requested but just not in the numbers of Spanish. Naga will email the last quarter report to Rebecca • CC Plan: Criterion 1 & 2 Work plan – brainstorming session on who to contact and where to go to fulfill items: Criterion 1 <ul style="list-style-type: none"> a. Action Item II, A: Description of practices/procedures that demonstrate community engagement... <ul style="list-style-type: none"> i Internet / Intranet / CC Unit ii NAMI iii UREP iv O&E v Translation of Consents and Informative brochures into other languages and MHSA brochures in draft form for EE/ME and African/African American vi Kathleen Piche, Public Information Officer vii Policy & Procedures b. Action Item II, B & C: Narrative – need to write up description, look at clergy and schools c. Action Item III – Management person would be Gladys d. Action Item IV – Dedicated budget, inclusive under MHSA but nothing dedicated specifically for Cultural Competency. Will have to play with other budgets from WET, UREP, MHSA programs, etc., to show that money is going to outreach and engagement, translation, trainings & conferences, and also for incentives for culturally and linguistically competent components, for example, the bilingual bonus, Parent Advocates and non-traditional providers. <p>Criterion 2 is based on data and will be obtained from Vandana</p>
CC Trainings	<ul style="list-style-type: none"> • October 16th will be the 15th Annual Asian American MH Training Conference – Facing Reality in the Golden Years
Next Meeting	<ul style="list-style-type: none"> • Wednesday, November 18, 2009 1:30pm to 3:30pm 695 S. Vermont Ave, 15th Floor Glass Conference Room

Sandra Chang Plasmiki, Ph.D.

Respectfully Submitted