



## **INNOVATION PLAN APPROVAL SUMMARY**

### **Solano County**

**Name of INN project: Mental Health Interdisciplinary Collaboration and Cultural Transformation Model**

**Total Requested for INN project: \$6 million**

**Duration of INN project: Five years**

**Staff Recommends: APPROVAL**

#### **Review History**

County Submitted Innovation (INN) Plan: May 13, 2015

Mental Health Services Oversight and Accountability Commission (MHSOAC or Commission)  
Vote regarding INN Project Approval: May 28, 2015

#### **INN project Summary**

Solano County is seeking the MHSOAC's approval for their INN project: Mental Health Interdisciplinary Collaboration and Cultural Transformation Model.

The project's ultimate goal is to improve utilization of high-quality, culturally and linguistically appropriate mental health services by seriously mentally ill adults and severely emotionally disturbed children/adolescents in three underserved populations: the Filipino, Latino and lesbian, gay, bisexual, transgender, and questioning (LGBTQ) communities.

The primary purpose of this project is to improve inter-agency and community collaboration by engaging consumers, community and organizational leaders, advocates, and County and contract staff in education, training, problem-solving, organizational development, design, implementation, and quality improvement of County mental health services. The primary vehicle will be Culturally and Linguistically Appropriate Services Standards (CLAS), a set of nationally accepted standards for cultural proficiency in health care published in 2000 by the Federal Office of Minority Health.

Using a phased approach, the County will build teams of key stakeholders to ensure that Solano's mental health system meets or exceeds CLAS standards, with a specific focus on the three underserved populations. This INN project is a uniquely participatory, inclusive approach that builds on the power of community collaboration and affiliation to effect systems change, using well-tested quality assurance and evaluation approaches in a new collaborative context.

The County's hypothesis for the Mental Health Interdisciplinary Collaboration and Cultural Transformation Model is that as a result of the unique community team building, training, and problem-solving approach, the quality and quantity of available care, access, engagement, retention, workforce composition, and many other areas of service delivery will improve for individuals in the three communities who are challenged by mental illness. The County also anticipates that the CLAS training and quality improvement efforts will have positive benefits for other cultural communities.

The INN project will roll out in two phases: 1) creating, testing, and implementing a CLAS-training blueprint using community-informed knowledge and strategies to identify gaps in treatment and services for the most underserved communities in Solano County, and 2) using community-based quality improvement workgroups to assist Solano County to implement the identified strategies. This INN project goes well beyond traditional cultural competence training and is expected to accomplish much more than these prior efforts with an overall benefit for the community of clients and family members.

## **Evaluation**

Solano County's project partner, the University of California, Davis Center for Reducing Health Disparities (CRHD), will evaluate the impact of the INN project to assess whether and how this model improves system performance across the multiple dimensions detailed in the CLAS standards in relation to the County's three most underserved populations.

The evaluation will include assessment of:

1. Effectiveness of enhanced inter-agency and community collaboration through the cross-sectional team approach;
2. Success in implementing CLAS standards across the Solano County behavioral health system;
3. Increased availability of and access to culturally and linguistically appropriate services for Filipino American, Latino, and LGBTQ underserved communities;
4. Increased cultural responsiveness of the Behavioral Health Service Delivery System, including specific evaluations of governance, leadership, workforce at all levels, and delivery systems;
5. Improved cultural matching between consumer and provider; and,
6. Improved patient experience of and satisfaction with mental health services.

Some of the expected measurement tools that the County plans to use in the evaluation include the Triple Aims Measures, population health measures, patient experience data, electronic health records, focus groups, key informant interviews, pre- and post-surveys, system data such as penetration rates and costs, and community surveys.

## **Dissemination**

The County will develop a "CLAS Implementation Strategies" sourcebook to be disseminated to all CLAS Transformation Teams within Solano County and to other counties throughout the state.