

August 27, 2012.

The Mental Health Services Oversight and Accountability Commission's (MHSOAC) Cultural and Linguistic Competence Committee (CLCC) has reviewed the "Mental Health Services Act Evaluation: Initial Statewide Priority Indicator Report, Contract Deliverable 2E, Phase II", and are providing the following comments and recommendations:

Display the rate of employment of people in FSP in paid versus volunteer positions

Page 92, Priority Indicator 6.1

- Breakdown by type of program - more than just Full Service Partnerships (FSP), need more program categories.
- Define the "all consumers" category.

Page 98, Table 6.3 Penetration Rate by Race/Ethnicity

- Identify an indicator that is not only tracking increases in access to, but compares to a baseline that displays how well counties are moving towards closing the gap in access to care.
- Identify a different way to measure penetration rates apart from the Holtzer Model. Maybe use California Health Information Survey (CHIS) data for indicator of unmet needs instead.

Page 34, Priority Indicator 6.1

- Need to understand what the "unknown/other" column includes and means.
- Why is there a large difference in FSP clients and other mental health consumers marking unknown? FSP 2009-10: 41.6% and Other MH Consumers 7.1%.
- Breakdown the demographic information into more pieces than FSP and Mental Health Consumers.
- Add age groups to this chart.
- Collect/display LGBTQ data throughout the report and compile this data at the state level.
- LGBTQ data should be disaggregated to display lesbian, gay, bi-sexual categories, and at least two of the trans-gendered or variant people categories.

Page 62, Priority Indicator 8.2 Cultural Appropriateness of Services

- Cultural Competence Plans (CCP) should be used as a data sources. The CCP's provide a more realistic picture of what has and is occurring at the county level.
- Maybe then using CCP plan or future versions of it can have indicators like:
 - Percent of clients needing language assistance services that received it

- Staff Demographic statistics per county compared to population demographics
- Percent of public information made available in county threshold languages
- The idea is to change the indicators from being based on what they plan and instead look at what is available what they have done or are doing.

Use specific data sources that do not include planning documents throughout the report.

Page 58,

- "As compared to males, female consumers indicated greater satisfaction with services across most age groups and both fiscal years examined" - Services to males call for greater attention to unique age-appropriate and cultural needs that are relevant to that gender population. These needs should be considered as equally effective and delivery-responsive, as with services for the female gender from same age and cultural groups.

Page 62,

- Disparities broadened beyond race and ethnicity need to call out age, cultural heritage and identification, special needs (e.g., relationship status - unattached single, in a committed relationship, widowed, etc. -, sexual and gender orientation, faith/beliefs, veteran background, physical limitations, single parents, etc.). A wider lens would address age and multi-dimensional needs for individuals to access services and, more importantly, utilize prevention/early intervention.
- To close the gaps, there needs to be a general understanding of cultural belief systems/traditions and historical trauma experienced by different groups in order to break the barriers of stigma and honor/engage all communities, especially under-represented populations.

Thank you for your consideration of our comments and recommendations.

MHSOAC Cultural and Linguistic Competence Committee.

