

MHSOAC Cultural Competence Organizational Assessment Proposed Process for Conducting Assessment

Scope of the Assessment:

Conduct an assessment of the Mental Health Services Oversight Accountability Commission (MHSOAC), both the Commission and MHSOAC organizational staff

Composition of Review Team (Who Should Review):

- Facilitator: Lead MHSOAC staff to the CLCC Committee
- One MHSOAC Commissioner
- One management-level MHSOAC staff person that has knowledge of MHSOAC organizational structure, policies and procedures
- One member from EACH of the MHSOAC Committees (committees to designate a representative):
 1. Services Committee
 2. Evaluation Committee
 3. Client and Family Leadership Committee
 4. Cultural and Linguistic Competence Committee
- Three to Five community stakeholders
- One representative from the California Mental Health Directors Association (CMHDA) and/or California Mental Health Services Authority (CalMHSA)

A total of 10-12 people for the review team to assess the Commission and the MHSOAC Staff

Proposed Review Process:

1. CLCC will pilot test the instruments during an upcoming CLCC meeting
2. Survey MHSOAC Commissioners and Staff individually
3. CLCC will solicit reviewers to join the assessment process
4. Reviewers will participate in a webinar/conference call to acclimate reviewers to the scope and purpose of the assessment, as well as to instruct reviewers on the process for completing reviews
5. Independent review by each of the review team members of both the Commission and MHSOAC staff
6. Submit scoring tools and comments to the CLCC (designated workgroup members to coordinate the review process)
7. Convene review team to compare scores, discuss findings, and attempt to reach consensus
8. CLCC workgroup to compile findings and issue a report
9. Report on findings to the CLCC, as well as to Commission and MHSOAC Staff

Tasks to Complete in Preparation for Process:

1. Identify selection criteria for review team members (i.e., race/ethnicity, cultural identity, age/life span, etc.)
2. Develop "application" process and matrix
3. Finalize assessment tool and survey
4. Complete reviewer instructions
5. Develop report template to report findings of assessment process

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