

MINUTES
Cultural and Linguistic Competence Committee
June 23, 2010

1:00 PM to 5:00 PM

CiMH Sugar Pine Room

2125 19th Street, 2nd Floor

Sacramento, CA 95818

Attendance

CLCC Members

CLCC Staff

Other Attendees

Richard Van Horn, Chair
*Eduardo Vega, Vice-Chair
Stacie Hiramoto
Rachel Guerrero
*Gwen Wilson
Laurel Benhamida
Nancy Carter
Gwen Slattery
Amber Burkan
Doretha Williams-Flournoy
C. Rocco Cheng
Jo Ann Johnson
Will Rhett-Mariscal
Mertice "Gitane" Williams
Absent
Sergio Aguilar-Gaxiola
Kelvin Lee
Leticia Alejandrez

Sherri Gauger
Bev Whitcomb
Filomena Yeroshenk
Jose Oseguera
Sandy Lyon
*Matt Lieberman

Kathleen Derby
Ann Arneill-Py
Autumn Valerio
Wendy Wang*
Corrine Bracher
Marbella Sala
Alex Lashin
Lou Daville
Amy Alvarado
Ed Walker
Daniele Mole
Meredith Chase
Mike Reiter
Saumitra SenGupta
Sandra Sinz

* Participated via telephone

Chair Van Horn called the meeting to order at 1:07 PM.

I. Welcome and Introductions

Chair Van Horn welcomed attendees and asked participants to introduce themselves. There were a number of visitors present. Some visitors attending were representing Mental Health America of Northern California.

II. CLCC Comments/Discussion

The Committee membership had no comments or items for discussion in addition to the agenda items.

III. Review and Approve June 23, 2010 Minutes

CLCC members requested one modification to the minutes.

The following change was requested:

- a) Page 4, VI, Item 4, remove the statement: "The DMH funded \$60 ML to provide training and education to improve quality care for Californians through the Reducing Disparities Project."

IV. CFLC Community Forum Questions

Vice Chair Vega lead the discussion on what the CLCC might want to do with the stakeholder feedback process. He referenced the community forums the CFLC is conducting and noted that feedback from the forums is being secured. Outcome results will be provided to the Commission at the end of the year meeting. The Vice Chair commented that the goal of the forums is to meet in areas to involve stakeholders in the MHSA planning and implementation process. This will be done through a question/survey that will initiate a dialogue within the community.

The following are highlights of the discussion:

- a) Translation services are currently being explored as a provisional consideration to be provided at the community forums
- b) Last year there were community forums conducted in Visalia and Los Angeles that received positive feedback from the community
- c) To ensure community participation and responsive feedback, it was recommended to inform communities ahead of time that they are invited, so they are fully advised that their perspective must be represented, otherwise underrepresentation could be the result
- d) A suggestion was made to integrate the CLCC and CFLC as partners to reach out to ethnic communities to include a broader perspective from communities that may have not previously participated
- e) It was recommended that the frame work of the questions should be considerate of people from unserved and underserved communities and not just stakeholders, in order to be most effective in reducing disparities

V. External Quality Review Organization (EQRO) Presentation

A presentation was provided by Mike Reiter, Executive Director, Saumitra SenGupta, Information Systems Director, and Sandra Sinz, Director of Operations, of APS Health regarding the EQRO data.

The presentation included the following comments that were part of the discussion.

- a) The data reported for the EQRO is required by a Federal mandate to counties for approved Medi-Cal claims from county contracted service providers. The collected data supplied is only from Medi-Cal, specialty mental health services.
- b) The recent data available related to healthcare has revealed disparities associated with penetration rates for Latinos and can be useful information to assist with recovery concepts for counties that actually look at the data
- c) To demonstrate continuous quality improvement, the use of data and how it is reported shows on-going subsequent information, such as who is being served in California and that the current number of those eligible for services has increased
- d) Since the inception of Managed Care, the penetration rate for Hispanics is much lower than Whites in the measure of disparities. The penetration rates provide a picture of how many people received services.
- e) The EQRO website posts data that reveals trends and can be useful when reviewing cultural competency plans to determine areas of disparities and what is being done in counties to address these issues to resolve the disparities

- f) The available data sets provided by the counties must meet compliance standards so counties are required to report how service patterns may change; however, the quality of service provided is not a reportable item
- g) The Committee commented on the need for enforcement from a regulatory authority to ensure counties are ensuring proper provision of service and to eliminate the potential of misuse of funds if counties intend to leverage MHSA dollars to match federal funds
- h) The EQRO reports are available on the DMH website at the EQRO port and data can be exported into files to create customized maps and charts

VI. Discuss Proposed Cultural and Linguistic Competence Training Plan

Rachel Guerrero provided an update of the subgroup's discussion regarding the proposed CLC training plan proposal. The following notations were discussed by the Committee:

- 1. The subgroup recommended the training to be provided to Commissioners to include "Courageous Conversations," and noted the DMH is sponsoring an upcoming training related to this topic that could be used as a model as a first start for the training
- 2. Another recommendation provided by the subgroup was "Building Bridges," which was one of the very first organized assessment tools available to evaluate cultural competence
- 3. Guerrero commented that a comprehensive approach within the continuum of cultural competence is what is needed in the training. She suggested a third idea and provided a hand-out titled, "Cultural Competency: Measurement as a Strategy for Moving Knowledge into Practice in a Mental Health System," as a suggested training tool.
- 4. A recommendation was provided to ask the Commissioners what they would like to know or how the CLCC can help them learn to be culturally competent
- 5. A comment was made that the Commission's role needs to be clearly defined in the area of cultural competence and that the CLCC should determine the appropriate training tool to accompany the definition
- 6. The Chair reminded the Committee there will be an hour available for the training to be conducted in the Fall and a qualified consultant will need to be available to provide it to the Commissioners. He requested the subgroup to meet again and develop a detailed training plan to present to the Committee for approval.

VII. Draft RFP for MHSA Evaluation Phase I

The Chair asked Committee Members to provide input into the draft Scope of Work prepared for the MHSA Evaluation Phase I. The Committee provided the following comments:

- 1. A recommendation was provided that the evaluator should make recommendations for data system improvements and the document needs to be more specific because the counties will not be able to submit data as is
- 2. A comment was made that three years minimum qualifying experience working with the public mental health system should include adapting promising practices for consumer outcomes and family members
- 3. It was noted that expertise around disparities in access and cultural competence in mental health systems should be a required qualification, not a preferred qualification
- 4. A suggestion was made to clarify if this a qualitative or quantitative evaluation analysis, when referring to a meta-analysis

VIII. Technical Assistance Policy Paper Update

Rocco Cheng, Ph.D., presented findings from the subgroup meeting that included members, Gwen Wilson and Stacie Hiramoto regarding the MHSOAC Technical Assistance Policy Paper. These findings were based on the assumption that the document applied only to PEI. Beverly Whitcomb clarified to the committee members that the document was written to apply to all MHSA components, not just PEI.

IX. Suggested topics for next meeting

- a) Cultural Competence Training Plan
- b) Update of the Training and Technical Assistance Policy Paper
- c) Service Committee activities and purpose of their charter

X. General Public Comment

There was no public comment

Meeting Adjournment

Meeting adjourned at 5:00 PM.

Respectfully submitted,
Sandy Lyon