

**MENTAL HEALTH SERVICES  
OVERSIGHT AND ACCOUNTABILITY COMMISSION (MHSOAC)**

Cultural and Linguistic Competence Committee

February 16, 2011 2010

1500 Capitol Mall

Hearing Room 72.170

Sacramento, CA 95811

10:00 a.m. to 2:00 p.m.

**Committee Members Present:**

Richard Van Horn, Chair  
Monica Nepomuceno  
Rocco Cheng  
Stacie Hiramoto  
Jo Ann Johnson  
Will Rhett-Mariscal  
Mertice "Gitane" Williams  
Gwen Wilson\*  
Gwen Slattery  
Amber Burkan  
Raja Mitry  
Kamila Baker  
Viviana Criado  
Natalie Gregory\*  
Russell Vergara\*

**Staff :**

Bev Whitcomb  
Kevin Hoffman  
Norma Pate  
Jose Oseguera  
Peter Best

**Others Attendees:**

Kimberly Kniforg  
Kathleen Derby  
Derek Zuniga\*  
Stacey Gannon

\* Participated via telephone

CLCC members absent: Delphine Brody

**Welcome/Introductions**

Richard Van Horn, Committee Chair, convened the meeting at 10:00 A. M.

- All meeting participants introduced themselves
- Chair stated the he plans to start Cultural and Linguistic Competence Committee (CLCC) meetings on time and requested that the Committee members do the same

**Tab 1 Review and Approve Minutes of November 10, 2010**

The November 10, 2010 minutes were presented to the committee for approval. Chair asked that only Committee members who were present at the November 10<sup>th</sup> CLCC meeting provide comments/corrections. The following corrections were suggested:

- Reflect that meeting attendees Williams-Flournoy, Grant and Nepomuceno as "Others Present," and not CLCC Members
- Page 4, bullet 8, subset (3) be modified to read, "The CLCC has representatives of people with lived experience."

- Page 4, bullet 8, subset (4) be modified to read, “Noting that the client/family perspective was not visibly included in the CLCC training presentation.”

### **Tab 2 Review MHSOAC Approved Committee Charter**

Chair reviewed each CLCC 2011 Charter item and stated that the activities on the Charter will guide the work of the CLCC and provided dates.

#### **Discussion Summary on CLCC Charter:**

##### **(Includes Public Comment)**

The following are the discussion highlights:

##### **Purpose**

No discussion. No changes suggested.

##### **Objectives**

- Question about how will the objectives be carried out? And is there a linkage between the objectives and the activities?
- Chair stated “yes” and suggested that the CLCC keep objectives in mind as we do our work, the “Charter is our North Star”
- Question about possibly adding a third bullet under objectives or augmenting to the second bullet to convey the need for more inclusive language and a willingness to collaborate on information as needed
- Chair commented that the Charter’s purpose states that inclusion is implied. The purpose says it all and it does not need to be changed
- A portion of an email from a CLCC member was read and many agreed that the CLCC should weigh in on other Committees work
- Chair commented that the CLCC cannot weigh in on other Committee work without being asked to participate. Having a CLCC representative on the other Committees would work as well.
- It was suggested that CLCC members that sit on the other Committees can report back to CLCC regarding upcoming and ongoing activities
- Chair commented that there are activities currently on the Charter that are joint activities and there are already mechanisms in place to provide input

*No changes to the objectives were made resulting from the conversation*

### **Guiding Principles**

Chair stated that the guiding principles are universal throughout all the Mental Health Services Oversight and Accountability Commission (MHSOAC) Committee structure.

*No changes were suggested.*

### **Activities**

Chair suggested that each activity be reviewed in order of occurrences. The MHSOAC staff had revised the charter and included meeting dates to facilitate the completion of the MHSOAC 2011 Calendar

#### **Activity #1**

- A suggestion was made requesting that CLCC members inform MHSOAC staff when an educational event that promotes mental health awareness for members of racial, ethnic and cultural communities occurs in their area. MHSOAC staff will ensure that these events are posted on the MHSOAC website after a process and a criterion has been crafted.
- A suggestion was made that the last sentence in activity #1 is captured by activity #2. Therefore, the last sentence in activity # 1 can be deleted. All agreed.
- Insert April/Ongoing as the completion date

#### **Activity #2**

- Chair asked that the MHSOAC staff be notified of any documents that may need sensitive translation
- MHSOAC staff will ensure that these events are posted on the MHSOAC website after a crafting a process and criteria for posting.
- Insert April/Ongoing as the completion date

#### **Activity #3**

- Per an email from a CLCC member, a request was made that the Annual Cultural and Linguistic Competence Training should occur in September in order to have more Commissioners in attendance. Some Committee members agreed.
- Chair commented that November per his updated Charter is appropriate as there is no evidence that more Commissioners are in attendance in any particular month. The training can occur before November, if possible, but November will be indicated on the Charter as the month the presentation will occur.
- A suggestion was made that a sub-committee be established to develop the how, when and where the Cultural Competency Training should occur
- Question: where will the Cultural Competency Training content be stored and will it be accessible to every one as MHSOAC staff and Commissioners change?
- Chair replied that the Cultural Competency Training content can be saved to the MHSOAC website for future viewing

- Suggestion: The Cultural Competency Training should occur at least annually
- Question: will there be an evaluation completed after last year's training? Also, since the Commission wants some variation, will a needs or interest assessment be administered to the Commissioners?
- Chair response: An interest finder or a needs assessment is a good idea. The Commission should have its full compliment of Commissioners within the next month. The workgroup that will be formed to plan the Cultural Competency Training can address this issue and develop a survey tool for all the Commissioners.

#### Activity #4

- An email from a CLCC member requested that DMH provide race/ethnicity - and culture-specific data showing utilization of each "level of care" -- including involuntary inpatient holds, short-and-long-term hospitalizations, restraint and seclusion incidents, forced medication court orders and conservatorships -- to more accurately set the baseline and determine next steps to reduce disparities for communities of color, Lesbian, Gay, Bi-Sexual, Transsexual/Transsexual and Questioning (LGBTQ) and disabled communities in all four age groups.
- Additionally, a statement was voiced that African Americans typically receive involuntary and forced treatment
- A CLCC member, who works for Sacramento County, clarified that the county collects some of the information detailed in the email, but that data does not get transmitted to the state. The utilization data is not in the database that the state maintains. The data that is available is transmitted to the Client and Service Information (CSI) database and does not include what is being requested per the CLCC member email.
- Chair stated that maybe the CLCC should spend some time at a future meeting discussing what data is needed. Health Care Reform might have some changes in the wind. Let's plan to devote the June CLCC meeting to this issue. MHSOAC staff will contact Department of Mental Health (DMH) to request the updated and prior baseline utilization prior to the June CLCC meeting

#### Activity #5

- Autumn Valario and Rachael Guerrero (retired), DMH Office of Multi-Cultural Services had previously been working on getting information regarding the collaborative efforts focused on reducing disparities that are being pursued by various agencies. Last year, Autumn and Rachael completed a matrix which displayed a point in time look at what the various Committees were doing in regards to reducing disparities.
- MHSOAC staff was asked to find the charts that Autumn distributed last year and get an updated chart from Autumn. The Chair requested that a discussion of this matter be a principal piece of the September CLCC meeting.

#### Activity #6

- The Chair stated that it is the responsibility of the Services Committee to convene this workgroup and the CLCC will select individuals from within its membership to participate in the group
- A CLCC member asked what will happen to the Statewide Reducing Disparities Report? Will the guidelines be informed by this report? It was stated that the Reducing Disparities Project Population Report is due on March 2012. The Strategic Plan will be released later. There is no need to work on the guidelines in 2011.

#### Activity #7

- The Chair stated that it is the responsibility of the Services Committee to convene this workgroup and the CLCC will select individuals from within its membership to participate in the group. The MHSOAC has the primary responsibility for Prevention and Early Intervention (PEI) guideline development. The guidelines remain in the planning stage.

#### Activity #8

- The Chair explained that the Community Forum Workgroup consists of eight people: four from the CLCC and CFLC. Each Committee will provide an alternate. One of their tasks will be to refine and improve the process for conducting community forums
- Question: What was the process for the selection of the workgroup members?
- Chair replied that he reviewed the CLCC membership list and selected names in an attempt to achieve ethnic, cultural, age and geographical balance

#### **Tab 3 Develop/Discuss Committee Ground Rules**

CLCC members reviewed the following documents:

1. The three required Ground Rules for all MHSOAC Committee's
2. MHSOAC Developing Committee Ground Rules Document
3. Sample Committee Ground Rules

A discussion ensued using the three documents listed above and the MHSOAC staff were charged with taking the various suggestions and creating a draft list of ground rules to be reviewed by CLCC. The following were the suggested ground rules:

1. Maintain the self-confidence and self-esteem of others. All ideas generated by Committee members will be treated openly and with respect.
2. Encourage diverse points of view and be patient when listening to others speak and do not interrupt.
3. Listen attentively.
4. Promote open and honest communication. There are no hidden agendas.
5. Different opinions are welcome. Disagreement is an opportunity to learn more about an issue and ultimately make a wiser group decision.

6. Agree to disagree.
  7. Brainstorm and reach decisions by consensus.
  8. Freedom to express concerns - no wrong questions.
  9. Welcome statement at meeting commencement.
  10. Have a good time and learn from each other.
- After the CLCC submits any suggested changes, a final list will be created, enlarged and posted at the April CLCC meeting. The Ground Rules will remain fluid and can be changed if needed. The Ground Rules will also be read at the beginning of each meeting.
  - Question: How is the agenda was developed and can the last ten minutes of each CLCC meeting be devoted to future agenda items?
  - Previously, the agenda was developed with input received from the CLCC members within ten days after the Committee meeting. Suggestions were forwarded to the Chair and the MHSOAC staff develops the agenda from this input.

*The motion to adopt the proposed Ground Rules was made by Nepomuceno, seconded by Johnson. Motion approved.*

#### **Tab 4 Discuss Process for Identifying Essential MHSOAC Documents for Translation and Posting on MHSOAC Website**

The following are the discussion highlights:

- Question: What are the five threshold languages?
- MHSOAC staff stated they were Spanish, Vietnamese, Armenian, Mandarin and Tagalong.
- Question: What is the budget for translating documents?
- MHSOAC staff stated that the MHSOAC is using a 90k grant administered by DMH's Office of Multicultural Services. The Legislative Reports, Commissioner Biographies and Four Fact Sheets are currently being translated.
- Multiple comments and questions were made regarding developing a process and criteria to identify essential MHSOAC documents for translation and posting on the MHSOAC website. Additional questions focused on what is an essential document? Can parts of a document be translated? The document should promote change, improvement or discussion from the public. Documents from local organization should be considered.
- A comment was made stating that non MHSOAC documents and articles should also be considered for posting and/or translation on the MHSOAC website

After the discussion was completed, the MHSOAC staff was tasked with compiling the suggestions into a process and criteria format. The following is the draft format:

Process

- CLCC membership will submit documents/articles with a justification to MHSOAC staff, indicating why the document/article is essential for posting and/or translation.
- MHSOAC staff will review, prioritize and agendize any documents/articles that fit the selection criteria
- At the next CLCC meeting, the membership will vote on proposed documents/articles to be posted and/or translated
- Documents/articles will be prioritized and posting and/or translation will depend on budget factors

Selection Criteria

- Documents/articles that invite public input and/or participation
- Documents/articles that impact stakeholders and unserved/underserved communities
- Documents/articles that promote change, improvement or discussion from the community and/or public
- Documents/articles which are not voluminous in nature -- submit only pertinent information (i.e., executive summaries)
- MHSOAC documents for stakeholder input
- Documents/articles that impact members of racial, ethnic and cultural communities across the state, which promote reductions in disparities and improve stakeholder outcomes

Public Comment:

- Concern: How will it be decided what parts of documents are translated? Would it be possible that important parts may be excluded?
- Concern: Will Community Based Organizations (CBO) be contacted and some of their documents be considered for posting and/or translation?

The MHSOAC staff will email the draft process and criteria to CLCC members for input and the revised list will be discussed at next CLCC meeting.

**Tab 5 CLCC Participation in CFLC Community Forums- Announce CLCC/CFLC Workgroup Members**

The following are the discussion highlights:

- The CFLC/CLCC Forum Workgroup Roster and Schedule was reviewed
- Concerns were raised regarding whether the CLCC workgroup members input would be valued
- CLCC members are welcome to attend the workgroup meetings

- The MHSOAC staff informed the CLCC that only the workgroup members are required to attend the forum workgroup meetings. However, the meetings are open to the public and everyone is welcome to attend.
- Multiple comments were made regarding what was the process for selecting the dates of the forums? Concerns were also raised regarding the lack of attendance at some of the past forums.
- Observations were also made that the prior community forums were not well planned. There was not enough advanced notice to hold the next community forum on March 23, 2011.
- Additional comments were made regarding how the CLCC could co-develop outreach and engagement opportunities. Cultural Competence is not just getting people of color to attend the forums.
- There is a need to develop a process to track outcomes
- The workgroup should hold a planning meeting in the community that they propose to hold the forum in
- A comment was made suggesting that what the community wants are outcomes and the forums are an opportunity to build a relationship and trust with the community. Ask the community what are the top three area of interest to them.
- Concerns were raised that sometimes the Ethic Services Manager are not contacted in conjunction with the MHSA Coordinator.
- The CLCC members who attend the forum workgroup should voice the concerns that have been raised at the CLCC at the meeting and report back to the Committee membership at the next meeting
- The CLCC membership suggests that the forum workgroup consider the following issues in planning the upcoming forums:
  - Lessons learned
  - Feasibility of date
  - Contacting the Ethic Services Manage/MHSA Coordinator
  - Define purpose and methodology (questionnaire)
  - Review the Social Justice document entitled “Essential Ingredients for a Successful Stakeholder Process”

**Tab 6 Discuss Process for Identifying Educational Events that Promote Mental Health Awareness and Education**

The following are the discussion highlights including public comment:

- Concerns were raised regarding not having an opportunity to review and comment on the CFLC Transformation Paper. The CLCC is requesting the first read of the Transformation Paper first be delayed by 60 days to allow sufficient time for stakeholder review and input.
- NAMI CA feels that it is essential that all Committees collaborate of the document
- A comment was made suggesting that a process be developed for the CLCC to review other Committees documents
- A comment was made suggesting that the CLCC should be the conduit for identifying educational events that are sponsored by CBO's and local entities
- Multiple comments were made regarding developing a process to publicly recognize exceptional practices at the state and local level. An award could be given to programs which hold educational events that are deemed being exceptional by the CLCC. These awards could be granted by age group.
- A comment was made suggesting that the MHSOAC website could have a link to each county, then if someone clicks on that county, a list of educational events that promote mental health awareness and education be displayed
- Various Events were mentioned for possible posting , including:
  - African American Mental Health Day
  - Asian Pacific Islander Day on May 10, 2011
  - Latino Behavioral Health Day, September in Los Angeles
  - May is National Mental Health Awareness Month

After the discussion was completed, MHSOAC staff was tasked with compiling the suggestions into a process criteria format. The following is the draft format:

Process

- CLCC membership will submit upcoming educational events with a date, time and justification to MHSOAC staff, indicating why the educational event is essential for posting and/or translation.
- MHSOAC staff will review, prioritize and agendaize any educational events les that fit the selection criteria
- At the next CLCC meeting, the membership will vote on proposed educational events to be posted and/or translated
- Educational events will be prioritized and posting and/or translation will depend on budget factors

Selection Criteria

- Educational events that invite public input and/or participation
- Educational events that impact stakeholders and unserved/underserved communities

- Educational events that promote change, integration, improvement or discussion from the community and/or public
- MHSOAC educational events which requires stakeholder input and participation
- Educational events that impact members of racial, ethnic and cultural communities across the state, which promote reductions in stigma, disparities and improve stakeholder outcomes

Public Comment:

None

**Future Agenda Items**

- Workgroup members report on the Community Forum Workgroup session held on February 16, 2011
- Review draft process and criteria for posting essential MHSOAC documents for translation on the MHSOAC Website

**General Public Comment**

- A comment was made suggesting that the Transformation Paper excludes children and older adults
- The CLCC unanimously requested that the MHSOAC staff draft an email from the membership to Chair Van Horn, requesting that he advocate on their behalf to delay the first read of the CFLC Transformation Paper for sixty days to allow time for review and comment.
- Multiple comments were made suggesting the CLCC and CFLC meeting dates be modified so both committees do not meet at the same time and date (stakeholders feel disjointed on account of not being able to attend both meetings). The hope is that the CLCC meeting will be held the day before or the day after the Commission meeting to allow the CLCC members who live out-of-town the opportunity to attend the Commission meeting.
- The CLCC unanimously requested that the MHSOAC staff draft an email from the membership to Chair Van Horn, requesting that he consider changing the CLCC meeting dates.

**The meeting was adjourned at 2:05 PM.**