

**Cultural and Linguistic Competence Committee (CLCC)
Minutes**

**August 20, 2014
9:30 AM – 12:30 PM**

**Mental Health Services Oversight and Accountability Commission
(MHSOAC)
1325 J Street, Suite 1700 (Darrell Steinberg Conference Room)
Sacramento, CA 95814**

Committee Members:

Staff:

Other Attendees:

Chair, Aslami-Tamplen Gwen Wilson Gwen Slattery JoAnn Johnson Jeannine Farrelly Dorothy Friberg Raja Mitry Monica Nepomuceno Delphine Brody	Jose Oseguera Peter Best	Melen Vue* Diane Stein* Stacie Hiramoto Adrienne DeSantis Briana? Noemi Castro* Steve Fazil Jeraniqua Martin Anquettt Fazil
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*Participation by phone

Committee members absent:

Vice-Chair Mallel, Will Rhett-Mariscal, Delores Williams, Marissa Lee, Emma Oshagan, Kamila Baker and Sharon Jones.

Welcome/Introductions

The Chair welcomed all in attendance.

Community Forum Workgroup Update

Members of the CLCC Community Forum Workgroup (CFW) and staff provided the membership with an update regarding the August 19, 2014 CFW Meeting and the Eastern Sierra Community Forum which was held on August 7, 2014 in Mammoth, California. The following is an overview of the discussion including public comments:

Forum

- The Mammoth forum was attended by 30 stakeholders and four breakout groups; Transition Aged Youth (TAY), Client and Family Members, Peer Providers and Parents.
- MHSOAC staff and one Commissioner attended a site visit to the Wellness Center in Bishop, which is in Inyo County.
- Many of the participants of the forum stated that they felt better informed about MHSOAC core values and services after the forum.
- The length of time waiting to receive services was identified as a major barrier to accessing services. In addition, TAY are being transported to

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- either San Bernardino or Modesto to receive mental health services. These trips take an average of five hours one way.
- Other issues identified by participants were lack of peer support, lack of housing and a high rate of homelessness.
- County staff stated that involving peers in services and decision-making has helped with their engagement and retention in programs.

CFW Meeting

- Staff and Commissioners acknowledged the need to target isolated counties in future forums in order to give the residents of these communities an opportunity to have their voices heard.
- The forum questionnaire is being revised by the Mental Health Services Oversight and Accountability Commission (MHSOAC) Evaluation Staff in an effort to obtain more qualitative data. The original and revised versions of the survey is being administered today to stakeholders of the Asian Community Center in Alameda County.
- A suggestion was made to open the forums with a MHSA success story presented by a person who is receiving or has received MHSA services, or a family member of that person or persons. This presentation may be also provided via video.
- A comment was made that the forum PowerPoint slides should contain fewer words which participants can see.
- A suggestion was made that CFW members should be included in the selection of future locations of the forums.
- A suggestion was made to consider using a high school or college campus as a forum site.
- A comment was made asking if any MHSA policy changes have resulted from the community forums?
- Staff responded that recommendations from information gleaned from the forums are presented to the Commission in an annual forum report. These recommendations are part of informational materials that are considered by Commissioners and MHSOAC Executive Staff when drafting the MHSOAC work plan.

Review and Discuss Cultural and Linguistic Competency Presentation to be Presented to the Commission on September 30, 2014

Gigi Crowder, Ethnic Services Manager, Alameda County provided the membership with an overview of the African American Faith-Based presentation she developed, which outlines how faith plays a role in the recovery and resiliency of many African Americans living with a mental illness. She will provide this presentation to the Commission as part of a series of cultural competency presentations sponsored by the CLCC. The following are highlights of Ms. Crowder's presentation:

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- MHSA has outlined services for unserved and underserved populations, but not for inappropriately served populations. Many African American fall into this category.
- Eighty-eight percent of African Americans identify as Christian, but there are many other religious and faith groups which comprise this ethnic group.
- Many African Americans first turn to their Faith community in times of crisis.
- Ms. Crowder explained the approach she developed in Alameda County and her work with statewide cultural brokers, those with personal lived experience and Faith Leaders to promote Mental Health Friendly Communities (MHFC). MHFC trains Faith Leaders to better understand mental health challenges as well as supporting them as first responders. Just as important, this community defined culturally responsive and fully inclusive toolkit also trains mental health providers to better understand the significant historical connection African American have with their Faith.

Public Comment

- Thank you Ms. Crowder for being flexible and providing a wonderful presentation.
- Question: Will this training address all faith communities and is this a local or statewide effort?
- Ms. Crowder explained that this is a statewide effort and all people that participate must be open, affirming and welcoming to all people.
- Question: Are pastors and faith leaders embracing this training?
- Ms. Crowder responded that some of the faith leaders and pastors completed the Mental Health First Aid and Spirituality 101 classes, but felt these trainings were lacking a faith-based aspect. However, many church budgets did not include mental health workshops, but they are wanted now. Faith leaders expressed interest wanting to be the answer to the problem and not the problem in assisting their membership with their mental health concerns.
- Question: Do you plan to continue to work with these leaders?
- Ms. Crowder stated yes and that she encourages the faith leaders to do a self-examination to help breakdown any mental health stigma they may have.
- Question: Do you plan to use personal stories or examples of recovery and resiliency in your presentation? Last year's presentation was more of a lecture that did not seem to hold the attention of some of the Commissioners.
- Ms. Crowder explained that she plans you use a multi-faceted approach to engage the Commissioners.

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- Question: Do you utilize the Emotional Connecting, emPowering and Revitalizing (CPR) curriculum?
- Ms. Crowder stated yes, but have found that this type of training may be more suited for family members. However, she is not ruling out any options.
- Question: What is the goal of the presentation? Will there be any policy recommendations?
- Ms. Crowder responded the African American Faith-Based program is a collaborative effort to address disparities in the African American Community. This presentation will identify the disparities that exist and provide strategies to address them. The hope is that the Commissioners include this information as part of their knowledge base in their discussions regarding policy and services for the MHSA. The Committee and attendees thanked Ms. Crowder for her presentation.
- A committee member asked if staff or the Chair could identify any policy or outcomes that have resulted from the cultural competence presentations.
- Staff stated that the Commissioners, after hearing the Cultural and Linguistic Appropriate Service Standards (CLAS) presentation in 2012, placed a charter activity on the CLCC Charter to start the process to develop an Organizational Cultural Competence Assessment based on the CLAS Standards. The Transgender Presentation earlier this year served as an impetus for the Commissioners start discussions on increasing employment of underserved communities.
- A committee member suggested that the presentations should inform and also identify possible solutions to the issue identified in the presentation.
- A comment was made that ensuring that there is a career ladder and that promotional opportunities exist for mental health clients should be a priority.

Update from CLCC Cultural Competency Organizational Assessment Tool Workgroup

The following is an overview of the discussion including public comments:

The Chair and staff stated that in April 2014 the membership formed a workgroup to complete CLCC Charter Activity Number 8:

“Continue to conduct an initial organizational self-assessment of MHSA according to Culturally and Linguistically Appropriate Services (CLAS) standards and act on the recommendations.

- a. Present the findings to the Commission.”

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This workgroup has held four meetings to date and has done a great job reviewing and starting the modifications to the selected Organizational Cultural Competency tools. This has been a painstaking process. The workgroup reviewed the Siegel Organizational Cultural Competence Assessment Tool and provided the membership with a draft of the possible changes and the process that may be used to review the modified Siegel tool. In addition, the workgroup developed a Cultural Competence Individual Self-Assessment Tool based on the Georgetown Cultural Competence Assessment. After the June 18, 2014 CLCC meeting, some MHSOAC staff members voiced concerns regarding being mandated to complete an individual assessment of their cultural competence, which is not part of their duty statement. MHSOAC Management discussed their concerns and believes that mandating staff to complete this individual assessment may violate employee union and/or state civil employment laws, as only supervisors can evaluate employee work.

Therefore, it has been decided by MHSOAC Management that the CLCC may continue to work on the modifications of the Siegel tool and will revisit the composition and process of the review team for this tool. Staff will recommend to management that this charter activity be placed on the 2015 CLCC Charter. However, work on the individual cultural competence assessment by the CLCC will not be moving forward.

- A comment was made asking for clarification of the CLCC cultural competence presentations for the rest of the year.
- Staff stated that due to the Commission's busy schedule for the rest of 2014, which includes: approving various county Innovation plans, reviewing and approving the draft Prevention and Early Intervention and Innovation regulations and Commissioner Elections, the African American Faith-Based Presentation on September 30, 2014 will be the last presentation of the year. The presentation topics for 2015 will be discussed and selected by the members of the 2015 CLCC.
- A comment was made asking if the California Reducing Disparities Project (CRDP) Population Groups will be able to make a presentation to the Commission this year.
- Staff reiterated that for the reasons previously outlined and because the membership has already selected the three presentations topics for 2014, the inclusion of the CRDP Population Group report will not be able to occur this year.
- The Chair requested that a discussion of possible presentation topics for 2015 be placed on the October 22, 2014 CLCC meeting agenda.
- A member of the public felt that the California MHSOAC Multicultural Coalition (CMMC) should be included in the CRDP presentations, or have a separate presentation to the Commission. This combination will help the Commission understand the goals of the CRDP projects, the work that

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- went into them gathering the information displayed in the reports and the role that the CMMC plays in the CRDP process.
- A comment was made that the presentation should influence policy.

Identify Possible Future Agenda Items

The membership and attendees provided the following suggested future agenda items:

- CLCC Cultural Competency Organizational Assessment Tool Workgroup.
- Community Forum Workgroup Update.
- Presentation from MHSOAC Chief Counsel regarding the process for submitting policy recommendations to the Commission via a policy paper.
- CLCC Charter Activity Review.
- Discuss Outcome of the Cultural Competence Presentations to the Commission.
- Overview of the Faith-based presentation.
- Discuss Trauma-Informed Care.

Adoption of the June 18, 2014 Meeting Minutes

- The June 18, 2014 meeting minutes were presented to the committee for approval and were approved by consensus with minor changes. The revised meeting minutes will be posted on the MHSOAC website.

General Public Comment

- A request was made that if a vote is taken by the membership, it be reflected in the minutes as "Vote and/or Action Taken."
- A comment was made that the CLCC should review any reports from the MHSOAC Evaluation Committee that deal with reducing disparities before they are finalized.
- Other MHSOAC Committees should be provided with the opportunity to make comments on the MHSOAC Evaluation reports.

Adjournment

Meeting adjourned at 12:19 PM.

Submitted by Peter Best, BSW

Staff Mental Health Specialist