



## CULTURAL COMPETENCE RESOURCE TEAM MINUTES

August 7, 2020 | 10:00 AM – 11:30 AM | WebEx

**In Attendance:** Mahvash Alami (SOTI), Ingrid Alvarez-Ron (NAMI), William Amido (QI), Elisa Barnett (TCSD), Martin Dare (BHS-PCE), Elizabeth Daus (JFS), Andrea Duron (AOA), Dexter Egleston (CSH), Piedad Garcia (AOA), Shadi Haddad (SYH), Rick Heller (HSRC), Celeste Hunter (CASRC), Shiva Jaimes (RIHS), Kat Katsanis-Semel (MHASD), Nicole Le Fol (AOA), Rosa Ana Lozada (CYFC), Michelle Ly (UPAC), Liz Miles (QI), Danyte Mockus-Valenzuela (PPU), Ezra Ramirez (QI), Adam Renteria (RIHS), Jennifer Rusit (CDO), Angie Solom (QI), Mercedes Webber (RII), Charity White-Voth (AOA), Sara Zare (TKC), Mohamed (UWEA) .

AGENDA ITEM	SUMMARY	ACTION
<b>I. Welcome and Introductions</b>	<ul style="list-style-type: none"> <li>Meeting called to order at 10:00 AM by Piedad Garcia</li> </ul>	
<b>II. Approval of June 2020 Minutes</b>	<ul style="list-style-type: none"> <li>Minutes for May 2020 were moved and motioned for approval by Kat Katsanis-Semel and Mercedes Webber.</li> </ul>	
<b>III. Review Action Items</b> <ul style="list-style-type: none"> <li>Non-Law Enforcement Discussion (Mobile Crisis Response Team)</li> </ul>	<ul style="list-style-type: none"> <li>There are two components: <ul style="list-style-type: none"> <li>I. Pull out a request for proposal for a mobile crisis response team for the Oceanside Region, which is out on the streets for response. The idea of a mobile crisis response team is that it is a Non-Law Enforcement mobile crisis response team, unlike like PERT, where there is an officer and a clinician paired together to respond to non-911 calls.</li> <li>II. BHS is working on a design for additional teams in the Regions. There is an interest from the Board of Supervisors to expand to the other regions (Central, East, South, North Central and North Inland). The next few months will be dedicated to design teams, some of which will be enhanced. Some may operate 24/7.</li> </ul> </li> <li>About a year ago, Piedad and Phuong Quach visited the LAPD and the Sheriff's teams that are like PERT, as well as their command center for non-law enforcement response.</li> <li>There is a great interest in these teams, especially in the CYF sector, to explore the non-law enforcement teams, campuses, and so on to support students and teachers.</li> </ul>	
<b>IV. Chair's Report</b> (Piedad Garcia and Charity White-Voth)	<b>Covid-19 update</b> <ul style="list-style-type: none"> <li>The major challenges are to continue with the development of the three T's (testing, tracking and treatment).</li> <li>The main goal is prioritizing testing in congregate settings.</li> <li>The guidance is that staff and clients utilize the multiple sources available for testing, whether they are from state, county, health plan, or medical providers.</li> <li>BHS continues to provide services in person, where we are seeing an increase in the outpatient recovery center services, while residential is holding steady with social distancing beds. Capacity was lost due to social distancing.</li> <li>Piedad requested from Marisa Varond, new co-chair for ADSPA, the appointment from somebody from Alcohol and Drugs Services Program Association (ADSPA) to become a member for the CCRT.</li> <li>Reopening of some schools and others continuing to be at home is another challenge that staff are facing, with all the extra curriculum, while continuing to work 8+ hour schedules.</li> </ul>	



	<ul style="list-style-type: none"> <li>• Another Covid-19 challenge is the vaccine, whether it happens in November, December, or January. It will be an issue with those opposed or distrustful of the effectiveness of the vaccine, which opens the possibility for others to be infected.</li> <li>• BHS is beginning to emphasize the need for in-person services where clinically appropriate, while considering the workforce challenges we currently have.</li> </ul> <p><b>Second Crisis</b></p> <ul style="list-style-type: none"> <li>• Our community continues to be affected by a second crisis which continues to occur around systemic racism, protests, and vandalism.</li> <li>• From the Agency perspective, Helen Myers has reactivated the Diversity and Inclusion Initiative for the Agency and for all county employees. The structure is a workgroup at the Agency level along with management that leads the effort in BHS and other departments.</li> <li>• In the AOA team, Ann Vilmenay has been assigned and appointed as the lead.</li> <li>• This initiative was started under Alfredo Aguirre and has been revitalized due to current events.</li> </ul> <p><b>CLAS Standards</b></p> <ul style="list-style-type: none"> <li>• CLAS Standards – QI does not do formal tracking and quality improvement on their CLAS Standards. It is a requirement in every statement of work for providers that they adhere to CLAS Standards, which are reviewed by the COR during site visits.</li> <li>• RIHS did a wonderful CLAS Standards training, which is available to all staff via their website.</li> <li>• The CLCPA is a tool used to track CLAS standards at the organizational and legal entity level.</li> <li>• Because CLAS standards are embedded in the CLCPA, it is easy to match which standards are being met and which need improvement.</li> </ul>	
<p><b>V. MHSA Updates</b> (Danyte Mockus-Valenzuela)</p>	<ul style="list-style-type: none"> <li>• MHSA finalized drafting and routing their continued community engagement planning report and it is expected to be released end of August.</li> <li>• Moving forward this year, with Covid-19 and physical distancing, the focus groups and forms will be done in a virtual format.</li> <li>• MHSA was able to extend the current community engagement contract for this fiscal year.</li> <li>• Regarding community engagement, after receiving feedback from the Behavioral Health Advisory Board, this unit has now established a workgroup with BHAB members to assist with planning for community engagement.</li> </ul>	
<p><b>VI. QI Updates</b> (Liz Miles)</p>	<ul style="list-style-type: none"> <li>• Cultural Competency Plan was submitted on June 30, 2020 and now available in the technical resource library.</li> <li>• Another requirement that QI has from the state is their quality improvement workplan, which includes system wide goals that must be done every year and focus on both the mental health system and substance use system.</li> </ul>	<p><b>Action Item:</b> QI Report regarding penetration, retention, and numbers of visits on specific ethnicities.</p>



	<ul style="list-style-type: none"> <li>• The state requires goals are met, which ensure that the services are client centered, safe, effective, efficient, accessible, equitable, and timely.</li> <li>• Would like to discuss Reducing Disparities Report and importance of language (using the right language).</li> <li>• Piedad would like QI to gather data for the last 2-3 years on penetration, retention, and numbers of visits that the African American community and other ethnicities comprise, as well as to what is the need in the community.</li> </ul>	
<p><b>VII. Committee Updates</b></p> <p><b>Education &amp; Training</b> (Charity White-Voth)</p> <p><b>Children’s Update</b> (Edith Mohler)</p> <p><b>RIHS Cultural Competency Academy (CCA)</b> (Shiva James)</p>	<p><b>Education &amp; Training update</b></p> <ul style="list-style-type: none"> <li>• The Cultural Competence workgroup will now be meeting the second Friday of each month and reminder has been sent out.</li> <li>• The workgroup meets to discuss the needs of the cultural competence academy.</li> <li>• The welcome packet for new members is now complete.</li> <li>• There are new items regarding Black Lives Matter on the TRL.</li> </ul> <p><b>Children’s update</b></p> <ul style="list-style-type: none"> <li>• The CYF Council will dedicate the August 10<sup>th</sup> and September 14<sup>th</sup> meetings for Strategic Planning. CYF Council sub-committees will present accomplishments for Fiscal Year 19-20 and goals for Fiscal Year 20-21.</li> <li>• CYF administrative staff is dedicating one hour of monthly sessions for Cultural Competency training. The first training was held on July 27, 2020: Cultural Competency Virtual Potluck-July 2020 Summer Fun in the Sun. The training will be provided by the CYF Diversity and Inclusion representative. The training covered the following items: <ul style="list-style-type: none"> <li>○ Introduction of the County of San Diego Diversity and Inclusion program</li> <li>○ Information on Diversity holidays/celebrations throughout the year,</li> <li>○ Recent local and national protests</li> <li>○ Black Lives Matter Movement</li> </ul> </li> </ul> <p><b>RIHS Cultural Competency Academy (CCA)</b></p> <ul style="list-style-type: none"> <li>• The CCA Education and Learning workgroup met Ad Hoc to help determine which topic will be used for their E-Learning.</li> <li>• This year’s recommendation was determined to be on anti-racism and social equity.</li> <li>• Last year there were two in person CCA Cultural boosters that were supposed to happen on the Asian American and Pacific Islander culture, as well as African American culture. Unfortunately, they were postponed due to the pandemic, but now are in the works to happen virtually this fiscal year.</li> <li>• The introduction to the Asian American and Pacific Islander population E-Learning, as well as the introduction to the LGBTQ population E-Learning were completed and are now live and available on LMS for all users.</li> <li>• Looking into a leadership academy training for executives related to anti-racism and social equity.</li> </ul>	



<b>VIII. CCRT Future Discussion</b>	<ul style="list-style-type: none"> <li>Healthcare Disparities to be added as an ongoing discussion.</li> </ul>	
<b>IX. Announcements</b>	<ul style="list-style-type: none"> <li>The Knowledge Center is offered a Trauma Informed webinar on individuals experiencing homelessness on July 17<sup>th</sup>.</li> <li>On August 25<sup>th</sup>, TKC will offer a webinar on disparities among African American communities. Additional trainings will be provided in September.</li> </ul>	

**NEXT MEETING: September 4, 2020 10:00 AM - 11:30 AM | WebEx**

**Presentations**

**FY 2019-2020 Goals**

**Best Practice:**

- Highlight effective programs serving culturally diverse communities for providers to integrate appropriate services.
- Develop a Recognition Award criteria and process to recognize organizations who are providing exemplary Cultural Competence activities.
  - ✓ To be presented at the Behavioral Health Recognition Dinner (BHRD).
- \*\*Identify gaps in representation with CCRT and develop targeted outreach for those agencies/community groups for participation.
  - ✓ Invite additional Ethnic Community-Based Organizations (ECBO) who align with CCRT as well as system of care partner representatives from Probation, Education, DA, etc. to move toward system-wide improvement.
- \*\*Dedicate time and space within CCRT (or as a separate workgroup) to review and analyze data related to underserved populations including linguistic findings, interpreter services, utilization rates, jail in-reach outcomes, etc.
  - ✓ Address the Justice-Involved population, specifically the overrepresentation of African Americans and Latinos, and develop recommendations for services.
- Develop recommendations for the MHSA Fiscal Year 2019-20 Annual Update.
- Provide quarterly, uniform CCRT Updates to various meetings and Councils to provide consistent messaging.
  - ✓ Develop a standardized tool to provide consistent CCRT highlights at the various Councils at the beginning of the fiscal year.
- Provide COR training to County staff on CLAS standards – and how to monitor effectively for CC.
- \*\*Provide dedicated support to contractors and community agencies who request technical assistance and guidance around cultural competence efforts within their agency, workforce, client served, etc.
  - ✓ Review organizational CC Plans by Legal Entity.

**Program:**

- Advance culturally responsive community-based organizations to evidence-based standards.



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- Increase CCRT Substance Use Disorder provider and consumer membership.
- Invite programs/providers to present on their respective Cultural Competence (CC) Plans, including approaches, implementation, challenges, and goals at CCRT meetings.
- \*\*Develop a process for dissemination of resources that are readily available not only to BHS contractors but to the general community and BHS staff.

**Policy:**

- Submit culturally responsive recommendations for the MHPA Fiscal Year 2019-20 Annual Update.
- Identify and implement strategies to strengthen system-wide advance of cultural competence standards consistent with the State Plan and CLAS standards.
  - ✓ CCRT members will use a standardized tool to review provider organizational CC Plans by Legal Entity and provide recommendations for continuous improvement.
- \*\*Address workforce development focused on recruiting and hiring a diverse workforce within BHS and with County contractors.

\*\* = Recommendations from Strategic Planning/Focus Group