



## CULTURAL COMPETENCE RESOURCE TEAM MINUTES

September 4, 2020 | 10:00 AM – 11:30 AM | WebEx

**In Attendance:** Mahvash Alami (SOTI), Ingrid Alvarez-Ron (NAMI), Brian Bauers (TWBSD), Elisa Barnett (TCSD), Stephen Carroll (SD-LGBT CC), Martha Crowe (IPH), Martin Dare (BHS-PCE), Elizabeth Daut (JFS), Andrea Duron (AOA), Alisha Eftekhari (AOA), Dexter Egleston (CSH), Piedad Garcia (AOA), Celeste Hunter (CASRC), Shiva Jaimes (RIHS), Rosa Ana Lozada (CYFC), Michelle Ly (UPAC), Nathaly Martinez, Liz Miles (QI), Danyte Mockus-Valenzuela (PPU), Edith Mohler (CYF), Erick Mora, Shane P., Ezra Ramirez (QI), Adam Renteria (RIHS), Jennifer Rusit (CDO), Angie Solom (QI), Steven Wells (CWS), Charity White-Voth (AOA), Sara Zare (TKC)

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 August 2020 Minutes</b>	<ul style="list-style-type: none"> <li>Minutes for August 2020 were moved and motioned for approval by Elisa Barnett and Celeste Hunter.</li> </ul>	
<b>III. Review Action Items</b> <ul style="list-style-type: none"> <li>QI Report regarding penetration retention and numbers of visits on specific ethnicities</li> </ul>	<ul style="list-style-type: none"> <li>Report distributed electronically to CCRT members.</li> </ul>	
<b>IV. Chair’s Report</b> (Piedad Garcia and Charity White-Voth)	<p><b>Covid-19 update</b></p> <ul style="list-style-type: none"> <li>Continuation with Covid-19 – Next Steps: <ul style="list-style-type: none"> <li>Reopening of schools</li> <li>Covid-19 Vaccine <ul style="list-style-type: none"> <li>✓ There may be some vaccines available before November 3<sup>rd</sup> – still need to be confirmed</li> <li>✓ What comes with the vaccine, is not only the production, distribution, and implementation plan that county and states have been asked to prepare for.</li> <li>✓ Even if there is a reliable portion of the vaccine, there will be an amount of the population that will decline it and exposure will continue.</li> </ul> </li> </ul> </li> <li>BHS continues to actively engage clients and clinics continue to be open for services in all levels in our system of care.</li> <li>BHS continues to do TeleHealth and Telework.</li> <li>BHS has a desire for the contractors and the County operations to increase in-person services for people who need this level of care.</li> <li>BHS is aware that at least 30% of clients are not comfortable with TeleHealth or telephone access and are ensuring that contractors address the increase of in-person services.</li> </ul> <p><b>BHS Update</b></p> <ul style="list-style-type: none"> <li>BHS is in pursuit of CARE Acts funding and continue to develop those potential possibilities, which include, the purchase of IT equipment for contractors and clients in both contracted and County operations.</li> <li>The Continuum of Care continues to work closely with the executive team. Dr. Garcia and AOA continue to proceed</li> </ul>	



	<p>with enhancing crisis stabilization units in particular regions, such as, North Inland and North Coastal.</p> <ul style="list-style-type: none"> <li>• The Mobile Crisis Response Team RFP is awaiting response, which is part of the Continuum of Care.</li> <li>• Some of the major projects, like the Hubs and facility acquisition, were put on hold due to the pandemic.</li> <li>• During the BHAB meeting, the Board letter was pulled from the Board of Supervisors review, which would have given authority to extend contracts beyond their current end date.</li> </ul> <p><b>Hotels/Convention Center</b></p> <ul style="list-style-type: none"> <li>• BHS contracted services are currently offered at the public health lodging site.</li> <li>• Currently seeing an increase in cases, 50-60 of individuals.</li> <li>• Some cases were also seen at Father’s Joes.</li> <li>• BHS continues to provide services to individuals at the hotel while they are in isolation.</li> <li>• There are currently approximately 1,200 people at the Convention Center.</li> <li>• Several of the bridge shelters are reconfiguring their space to have people return to the bridge shelters, while maintaining physical distancing.</li> <li>• The date to move out of the Convention Center has moved several times.</li> </ul>	
<p><b>V. LGBT Recommendations</b> (Steven Wells and Stephen Carroll)</p>	<ul style="list-style-type: none"> <li>• Stephen Carroll is the Director of BHS with San Diego LGBTQ Community Center.</li> <li>• Steven Wells is the Program Manager with Child Welfare Services.</li> </ul> <p><b>Process as Sub-Committees</b></p> <ul style="list-style-type: none"> <li>• The process began during a TAY Council Annual Strategic Planning meeting, and within that meeting they identified their priority focus for the upcoming year, FY 19-20, which was LGBTQ TAY.</li> <li>• As a council, they seated their LGBTQ sub-committee, reestablished a time frame, and restructured focus.</li> <li>• The focus was to build upon existing efforts to reduce disproportionality and health disparities amongst LGBTQ TAY.</li> <li>• Timeline was met and they created recommendations that aligned with the County’s 10-Year Roadmap.</li> <li>• LGBTQ individuals face multiple barriers related to their mental health and wellness and are prone to higher rated of mental health and behavioral health challenges.</li> </ul> <p><b>4 Strategic Recommendations</b></p> <ol style="list-style-type: none"> <li>1. Improve data collection of LGBTQ clients, specifically by revising the San Diego County Mental Health Services Demographic form.</li> <li>2. Increase and diversify training and development opportunities offered within the system of care, through RIHS, as a specific to the distinctiveness of each sector of the LGBTQ Community.</li> </ol>	



	<ul style="list-style-type: none"> <li>3. Enhancing provider environments and welcoming to LGBTQ individuals.</li> <li>4. Augment existing contract language – create affirming and competent services for LGBTQ clients, provide ongoing training to address cultural responsiveness.</li> </ul>	
<b>VI. Article “Why the term “BIPOC” is so complicated, explained by linguists”</b>	<ul style="list-style-type: none"> <li>• BIPOC stands for Black Indigenous and People of Color</li> <li>• Dr. Garcia wants to discuss racial injustice that we have been facing in the last months.</li> <li>• HHSA, BHS and all other divisions are reviving the Diversity and Inclusion Executive Council at the agency level.</li> <li>• The State of California runs their data as African American instead of Black.</li> </ul>	
<b>VII. Disparities Strat Plan Report FY 16-20</b> (Piedad Garcia)	<ul style="list-style-type: none"> <li>• The Disparities Strategic Plan report collects data through FY 16-20.</li> <li>• The BHS Leadership Team will be revising.</li> <li>• Dr. Garcia requested feedback on how the team prefers to provide input.</li> </ul>	
<b>VIII. MHSA Updates</b> (Danyte Mockus-Valenzuela)	<ul style="list-style-type: none"> <li>• Currently working with the Behavioral Health Advisory Board, as well as with the BHS team, on how to enhance engagement to the populations they have not been able to reach.</li> <li>• Continue to look at Covid-19 impacts on Behavioral Health needs and issues on racial justice.</li> <li>• The MHSA 3-Year plan is posted.</li> </ul>	<b>Action Item:</b> Add 20 mins for Danyte and Martha Crowe to discuss MHSA Next Steps as it relates to the community engagement campaign
<b>IX. QI Updates</b> (Liz Miles)	<ul style="list-style-type: none"> <li>• No updates</li> </ul>	
<b>X. Committee Updates</b>  <b>Education &amp; Training</b> (Charity White-Voth)  <b>Children’s Update</b> (Edith Mohler)  <b>RIHS Cultural Competency Academy (CCA)</b> (Shiva James)	<b>Education &amp; Training</b> <ul style="list-style-type: none"> <li>• Time not permitted</li> </ul> <b>Children’s Update</b> <ul style="list-style-type: none"> <li>• CYF was highlighted in the September 2020 Behavioral Health Services Director’s Report to the Behavioral Health Advisory Board.</li> <li>• The Children, Youth and Families System of Care Council began to meet via WebEx on June 8, 2020 to ensure adherence with the Public Health Stay Home Order, focusing on the following areas: <ul style="list-style-type: none"> <li>○ COVID-19 Panel on June 8, 2020</li> <li>○ Annual CYF Council Orientation on July 13, 2020</li> <li>○ Strategic Planning Part I on August 10, 20</li> <li>○ Strategic Planning Part II on September 14, 2020</li> </ul> </li> <li>• Advancing the Behavioral Health Continuum of Care through Regional Collaboration and Innovation: <ul style="list-style-type: none"> <li>○ The Rady’s leadership continues to meet with the County to identify priorities of the Rady Children’s Hospital Hub Program.</li> <li>○ The Student PERT-Youth and Young Adult Crisis Response-Program is on hold due to Covid-19 and school closures.</li> </ul> </li> </ul>	



	<ul style="list-style-type: none"> <li>○ The Introduction to TERM Treat Assessment training was developed and is now available through RIHS.</li> <li>○ The School Safety Program is on hold due to Covid-19, state of the economy, and school closures.</li> <li>● Continuum of Care Reform (CCR) and Pathways to Well Being (PWB) <ul style="list-style-type: none"> <li>○ As of July 2020, 12 group homes have been licensed as Short-Term Residential Therapeutic Programs (STRTP) in the San Diego region.</li> <li>○ CYF amended the current Foster Family Agency Stabilization and Treatment (FFAST) contract through San Diego Center for Children to include Therapeutic Foster Care services effective April 1, 2020.</li> <li>○ The CFT Meeting Facilitation Program was developed in collaboration by Child Welfare Services, BHS, and Probation to meet the need for a neutral/skilled facilitator for Child and Family Team meetings (CFT). In Fiscal Year 2019-20 the program through Fred Finch facilitated 4054 meetings.</li> </ul> </li> </ul> <p><b>RIHS Cultural Competency Academy (CCA) Update</b></p> <ul style="list-style-type: none"> <li>● The CCA Executive Series is in the planning stages</li> <li>● Currently working with the CCRT Education and Learning work group to gather needs assessment data for CCA's eLearning, focusing on Antiracism and Health Equity in the BHS SOC.</li> <li>● RIHS Leadership continues to partner with BHS Leadership to solidify the overall system needs/outcomes of this learning opportunity.</li> <li>● The eLearning suggestion, received by the CCRT Education and Learning workgroup, that was also presented to CCRT, is on "Health-equity/Antiracism." CCA is currently working on title.</li> </ul>	
<b>XI. CCRT Future Discussion</b>	<ul style="list-style-type: none"> <li>● No updates</li> </ul>	
<b>XII. Announcements</b>	<ul style="list-style-type: none"> <li>● TAY Council is in need of CCRT Representation – contact Alisha Eftekhari at Alisha.Eftekhari@sdcounty.ca.gov</li> </ul>	

**NEXT MEETING: October 2, 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.
- 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 MHSa 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**