



## CULTURAL COMPETENCE RESOURCE TEAM MINUTES

June 5, 2020 | 10:00 am–11:30 am | WebEx

**In Attendance:** Mahvash Alami (SOT), Ingrid Alvarez-Ron (NAMI), Elisa Barnett (TCSD), Luisa Dones (AOA), Yen Du (UPAC), Danielle Eguiza (AOA), Piedad Garcia (AOA), Gebaynesh Gashaw-Gant (HM), Shadi Haddad, Rick Heller (HSRC), Celeste Hunter (CASRC), Shiva Jaimes (RIHS), Kat Katsanis-Semel (MHASD), Nicole Le Fol (AOA), Rosa Ana Lozada (CFYC), Michelle Ly (UPAC), Liz Miles (QI), Danyte Mockus-Valenzuela (PPU), Edith Mohler (CYF), Kimberly Pettiford (PEI), Ezra Ramirez (QI), Nancy Rodriguez (FRCS), Jennifer Rusit (CDO), Angie Solom (QI), Mercedes Webber (RII), 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 a.m. by Piedad Garcia.</li> </ul>	
<b>II. Approval of May 2020 Minutes</b>	<ul style="list-style-type: none"> <li>Minutes for May 2020 were moved and motioned for approval with noted changes to Children’s updates by Kat Katsanis-Semel and Michelle Ly.</li> </ul>	<p><b>Action Item:</b> Nicole Le Fol will rely message to Charity White-Voth regarding discussion on leadership/closing the gap and status on flyer regarding CCRT being ethnically specific, mentioned by Michelle Ly.</p>
<b>III. Review Action Items</b>	<ul style="list-style-type: none"> <li>No Action items to review</li> </ul>	
<b>IV. Chair’s Report</b> (Piedad Garcia)	<p><b>COVID-19 Updates</b></p> <ul style="list-style-type: none"> <li>Second pandemic – Recent demonstrations and protests have impacted our community (clients, staff, families, etc.).</li> <li>Piedad has been discussing recent protest during the BHS Collaborative meetings, Council meetings, County and Clinic Operations meetings, and AOA’s Admin Team meetings with the purpose of giving permission to others to listen, speak, feel safe, and create a safe space to discuss the protests and the impact on our community.</li> <li>We have received from different National, State and local organizations communication on the impact and the advocacy they are doing on Black Lives Matter and the social injustices in systems that propagate systemic racism and discrimination. Some of these organizations include: I Fundamental Health Association, The Latino Leaders Network, The National Counsel, The National Conflict Resolution Center, Richard Saldivar, (activist), and Housing California for Black Lives Matter. All in their own way striving for change.</li> <li>In 1992, San Diego took a team of staff to the South-Central LA area, upon their request, to provide crisis intervention to these communities.</li> <li>The difference now with the protests is that it is a National movement and National interest. Just like COVID-19, “We are in this together,” the nation is speaking their voices and exercising their First Amendment rights against police injustice.</li> </ul>	



	<ul style="list-style-type: none"> <li>• Regarding the outliers, looters, and individuals that instigate violence, justice will be served.</li> <li>• Behavioral Health Services continued to provide at the Convention Center and across the County. However, contracted staff had to be pulled back or programs closed due to safety concerns due to freeway closures or demonstrations being too close by.</li> <li>• Behavioral Health is taking precautionary measures but continue to provide Telehealth and support our clients.</li> <li>• It is our responsibility to provide a safe space for our staff, programs, and clients and address and validate their feelings about the protests, violence, and the unrest.</li> </ul> <p><b>BHS Updates</b></p> <ul style="list-style-type: none"> <li>• Returning to in-person work at Balboa and Camino is still in discussion, following CDC guidance. There is not an established timeline.</li> <li>• BHS is also developing a guidance tool for our Behavioral Health Program Coordinators and CORs, in how to best assist the programs in increasing access and utilization of services.</li> <li>• Piedad is working with Telecare regarding a State program that CDCR (Department of Corrections) plans to close for clients on parole coming out of prison with serious mental illness. Closure of the program is slated for 12.31.2020.</li> <li>• Within the next 2 years, the revenue will be short, especially if COVID-19 has a Phase 2 and continues to impact the workforce.</li> </ul>	
<p><b>V. MHSA Updates</b> (Danyte Mockus-Valenzuela)</p>	<ul style="list-style-type: none"> <li>• Received the Community Engagement Report, so a lot of feedback on prevention activities, as well as treatment needs, was received pre-Covid.</li> <li>• MHSA is looking across BHS as to the long-term impact of Covid and how it changes community conditions.</li> <li>• Fiscal considerations and forecast, MHSA will also be impacted.</li> </ul>	
<p><b>VI. QI Updates</b> (Liz Miles)</p>	<ul style="list-style-type: none"> <li>• Regarding the programs that have dealt with State mandated satisfaction surveys, which is mandated twice a year, for mental health programs pushed back the date and will be released June 22<sup>nd</sup> and are allowing to do an electronic format.</li> <li>• QI started again the monitoring of programs, which was put on hold due to Covid.</li> <li>• The Cultural Competence Plan was sent to everyone and appreciate all the feedback.</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>EOC Updates</b></p> <ul style="list-style-type: none"> <li>Charity White-Voth was working on the BHS Operational Response to COVID-19 and shortly then switched to the Karen Shelter Branch of the Emergency Operation Center.</li> <li>The Karen Shelter Branch work with temporary lodging sites in the county for people who are COVID-19 positive.</li> <li>Oversee Hotel Circle and work closely with providers at the Convention Center, where they have approximately 1,200 individuals.</li> <li>Also have a relationship with a couple of other hotels that house either first responders or at-risk individuals, who may be no longer COVID positive.</li> <li>Charity’s role focuses, along with Fran from CYF, is looking at the Behavioral Health aspect.</li> <li>Reporting to the hotel, positive COVID cases have decreased.</li> <li>While the County percentage overall of positive cases is about 3%, which are reported routinely, some of the family health centers, which a number of their facilities/clinics are located in underserved communities, their positive rates are in the double digits. This reinforces the idea of underserved communities and communities of color are at a higher risk.</li> <li>Their focus is to continue testing, tracing, and providing treatment and how to ensure that individuals are not afraid of getting tested, including people that undocumented, by creating a safe place for everyone.</li> </ul> <p><b>Education &amp; Training</b></p> <ul style="list-style-type: none"> <li>Due to Charity and Ann being at EOC, it has been difficult to continue having the committee, but expect to resume in August.</li> <li>Nicole has received all the feedback and has put together the welcome packet, which will be finalized once she receives the policies.</li> </ul> <p><b>Children’s Update</b></p> <ul style="list-style-type: none"> <li>Children’s System of Care Counsel meeting is resuming via WebEx on June 8<sup>th</sup>.</li> <li>Annual Counsel Orientation will happen in July.</li> <li>The Traditional Children’s Mental Health Celebration had to be canceled due to Covid-19, but then decided to do the event virtually. It was a successful event and Edith can forward a link if desired.</li> <li>May Mental Health month was not the same, but many programs still tried to acknowledge the event and did their own activities.</li> </ul>	
<p><b>VIII. CCRT Future Discussion</b></p>	<ul style="list-style-type: none"> <li>Mercedes would like to discuss how we can act on the Black Lives Matter issues.</li> <li>Elisa would like to mention/discuss an alternative option in terms of having a non-police PERT response to emergency situations.</li> </ul>	<p><b>Action Item:</b> Add non-emergency PERT Emergency Discussion to the August agenda.</p>



LIVE WELL  
SAN DIEGO



<b>IX. Announcements</b>	<ul style="list-style-type: none"> <li>• Katherine informed that the 8-hour Mental Health State trainings have successfully transitioned not only in-person, but online via Zoom.</li> </ul>	
--------------------------	--	--

**NEXT MEETING: *JULY MEETING GOING DARK***

*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