

Summary

Merced County Behavioral Health and Recovery Services Cultural Competency Meeting

September 19, 2019

10:00am

Behavioral Health & Recovery Services Facility

301 East 13th Street, Merced

Present:

Sharon Jones, Sandra Sandoval, Jessica Wheeler, Jen Ramos, Janet Zamudio, Fernando Granados, Zachary Coston, Anna Santos, Griselda Vasquez, Marilyn Mochel, Maria Orozco, Adam Lane, Belle, Vallador, Vong Chang, Alma Chaves, Latisha Topetillo, Rhonda J. Prater, Ker Thao

Presentation and Discussion:

All Members

I. Check-in/Conocimiento

The group completed self-introductions, stating names and agencies.

II. Approval of Minutes

The approval of minutes for September 19, 2019, was motioned/seconded (Marilyn Mochel/Jessica Wheeler) and carried.

III. MHSA Audit Review

Sharon stated that the audit went well overall and in terms of cultural competence. As part of the audit, additional documentation was sent to the auditors regarding bilingual staff, interpreters, and the cultural competency annual update. Sharon shared that cultural competence and clinical competence go hand in hand and cannot be separated.

IV. Cultural Competence Plan Update

MHSA is currently working on the cultural competence plan update. The goal is to have the draft ready either by October or November of 2019 for the cultural competence committee to discuss and provide feedback. The draft will be sent to the committee prior to the Cultural Competence meetings either in October or November for review. Sharon will possibly provide a PowerPoint highlighting the core areas of the update. Every county is required to have a cultural competence plan as part of the county's performance agreement of the state that explains how cultural competence will be implemented. Christopher Jensen asked if the plan utilizes class standard outcomes or a monitoring tool of any kind. Sharon stated that the entire regulations that were sent out by the state come from the federal standards. There are about 14 criteria extracted from the Culturally and Linguistically Appropriate Services (CLAS) Standards that need to be covered such as the commitment to cultural competence, assessment needs, and adaptation of services. Christopher noted that a couple of agencies have discussed implementing class standards and explained the reason for his question. Sharon noted that the 2010 guidelines apply to MHSA and explained that the class standard tool and framework that she operates from match the cultural competence plan criteria. Sharon will bring the guideline document to share with the committee. Christopher Jensen noted it would be helpful to have that as a template for internal staff and outside agencies. Sharon shared that she will be having a meeting to discuss the ethnic services framework and possibly move into public health having a cultural competence plan.

V. Capacity Assessment

Sharon stated that within the audit, the state wanted MHSA to have ongoing knowledge about ongoing system improvement. The state has network adequacy guidelines to count people in the network and ensure they are in compliance and gaging capacity. A quarterly report needs to be sent to show the network is adequate to serve the number of medical beneficiaries that need to be served. Another way to look at capacity is to look at zip codes and areas not receiving services. Sharon stated that the goal is to develop a capacity assessment. Sharon asked the committee of any capacity tools to implement and utilize. Marilyn shared about Dignity health's and ACRD's recent health impact assessment. Through that process, they learned that there are not enough providers for mild to moderate behavioral

health. Marilyn mentioned the behavioral health advisory committee talked about penalties that counties are receiving due to not having enough providers. Marilyn asked how behavioral health is doing at this point. Sharon responded that they are doing well overall and by the state informed that 20 children's providers are needed.

VI. Discussion on Training (Rationale and need for trainings)

Sharon asked the committee to share their thoughts and rationale of why cultural competency trainings are needed. Members of the committee discussed LGBTQ+ terms, pronoun use, cultural shifts, cultural safety, immigration rights, public charges, barriers for undocumented individuals, intersectionality, the Punjabi community and other cultures, inclusivity, cultural wisdom, languages, racism, casual homophobia, rankism, and needs of individuals. Christopher Jensen mentioned that there may be unintentional consequences to individual biases that are hindering the health on certain communities and provided an example. An attendee, with the Central Valley Regional Center for the disabled population, shared that many Hispanic families do not reach out for services as they initially do not feel comfortable accepting services. Jen Ramos noted that LGBTQ+ Alliance provides trainings on gender identity, sexual identity, and pronouns. Fernando Granados requested pronoun training for his staff and will make arrangements with Jen. The committee suggested having pronoun training during a Cultural Competence meeting and Sharon agreed. Zachary Coston suggested pronoun training for teachers to provide more comfortability; Jen will reach out to Merced County Office of Education. Sharon asked Jen to send out her contact information to the committee. Members of the committee shared their experiences working with the Punjabi community and noted that training is needed to better understand and serve that particular community; Sharon will make sure to have presenters set up.

VII. Community Events

Sharon reminded the committee about the Suicide Prevention & Awareness Event hosted by MHSA on September 19, 2019 from 3pm to 7pm. Christopher Jensen announced that September is recovery month and the SUD division at BHRS will be hosting a "Celebrate Recovery BBQ" on Friday, September 20, 2019 beginning at 11:30am; this will be mainly for clients but is open to anyone in the community who would like to celebrate their recovery. Christopher also announced the Red Ribbon Celebration event on Saturday, October 26, 2019 from 1pm to 4pm at the Applegate Park and the Red Ribbon school spirit decorating contest. Additionally, Christopher shared that they will be partnering with Walk Merced on Saturday, October 19, 2019 to decorate trees and light posts with red ribbons that will go from Bear Creek to Main street. Flyers will be sent out regarding the Red Ribbon events. Rhonda J. Prater announced the Merced Homeless Connect event on Friday, October 11, 2019 from 9:30am to 1pm at the Central Presbyterian Church.

VIII. Discussion on Ways to Reduce Disparities

Agenda Item Tabled.

IX. Program Reports and Updates

Agenda Item Tabled.

X. Possibilities and Success Stories

Rhonda J. Prater shared her personal success story with the committee.

XI. Next Steps

All members were asked to provide a list of ways to address and reduce disparities, as well as a report on cultural competence in the area they are focused on to discuss at the next scheduled meeting.

XII. Adjourned

Meeting adjourned at 10:57am.