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DEPARTMENT OF MENTAL HEALTH
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JONATHAN E. SHERIN, M.D., Ph.D.
Director

Gregory C. Polk, M.P.A.
Chief Deputy Director

Curley L. Bonds, M.D.
Chief Medical Officer

Lisa H. Wong, Psy.D.
Senior Deputy Director

October 21, 2020

TO: Supervisor Kathryn Barger, Chair
Supervisor Hilda L Solis
Supervisor Mark Ridley-Thomas
Supervisor Sheila Kuehl
Supervisor Janice Hahn

FROM: Jonathan E. Sherin, M.D., Ph.D.
Director

SUBJECT: REPORT RESPONSE TO THE MOTION "PROMOTORA/ES ARE ESSENTIAL TO THE COVID-19 RESPONSE AND THE MISSION OF LOS ANGELES COUNTY, DIRECTIVE 1 (ITEM 68-G, AGENDA OF SEPTEMBER 1, 2020)"

On September 1, 2020, the Board of Supervisors (Board) approved a motion directing the Department of Mental Health (DMH) to retain the Promotores de Salud Mental Program as a stand-alone program, convene relevant stakeholders, inclusive of promotoras/es to propose any changes to the program. The Board requested an update twice a month until December 31, 2020.

The Board also directed DMH to collect data enabling reporting for the uptake, utilization, and research of Promotores de Salud Mental program including disaggregation by geography, service planning area, gender race/ethnicity of program providers and recipient, and report back in 90 days. The Chief Executive Office (CEO) was directed to identify one-time funding from the Federal CARES Act or any other funding source to immediately expand the capacity of Promotoras/es program to provide culturally and linguistically competent outreach and education to communities hardest hit by COVID-19. The response for these directives will be addressed in a forthcoming report.

This initial report provides a response to Directive 1 of the motion.

Directive 1

Direct DMH to retain the Promotores de Salud Mental Program as a stand-alone program, convene relevant stakeholders, including promotora/es to propose any changes to the program, and report to the Board of Supervisors twice a month until December 31, 2020.

DMH recognizes the increased need for Promotores de Salud Mental to be able to respond in a linguistically and culturally competent fashion, to the increased demand for mental health services, education, and access to care. The increased need is most pronounced in Latino and other underserved communities, which have been disproportionately impacted by COVID-19.

DMH acknowledges the need for Promotores de Salud Mental Program to remain as a stand-alone program. The sustainable ability for the program to grow and prosper is guided by the formation and convening of a Promotores de Salud Mental advisory council comprised of a diverse stakeholder group consisting of one Promotor for each of the eight service areas, two supervisors representing the north and south regions respectively, and Speakers Bureau directors. Additional representation in the advisory council consists of three seats for parents and/or consumers and two seats for Community Based Organization (CBO) and Faith-Based Organization (FBO) leadership. The Promotores de Salud Mental Program Advisory Council will convene once per month to review proposed program changes, growth strategies, and improved ability to respond to community needs in ever evolving linguistic and culturally competent manner.

The Promotores de Salud Mental Program is also represented and has increased its outreach platform by becoming an integral contributor to Speakers Bureau. This integration has effectively increased Promotores De Salud Mental's ability to serve within a multidisciplinary team, which is comprised of Speakers Bureau clinicians, Faith-Based Liaisons, and Mental Health Clinical Specialty leads. This integration has also extended the network of schools, CBOs and FBOs being served. As members of the Speakers Bureau, the Promotores de Salud Mental are nested in a natural incubation environment where the model can inform the expansion and co-creation of a similar model to serve the diverse cultural and linguistically diverse communities of Los Angeles County.

The development and recent release of DMH's Promotoras/es Technology Tool Guide, version 1.0, was completed and released to the community in September 2020. It is step-by-step instructions to help community members with non-existing or limited technology knowledge understanding how to download the MS Teams application via either telephone or computer. The toolkit, available in English and Spanish has been well received by the community and helps reduce the increased digital divide. This will positively impact the community's ability to manage and connect to various resources

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inclusive of departmental stakeholder meetings such as Underserved Cultural Communities (UsCC), the Service Area Leadership Teams (SALTs), Mental Health Commission, and diverse consumer group meetings. By integrating the role of Promotores within DMH, as presenters and access to care facilitators, the Cultural Competency Committee (CCC) connects them to its stakeholder groups, consumers, family members, peers and advocates attending these meetings.

DMH recognizes the leadership of Promotores de Salud Mental in connecting underserved communities and the efforts to reach out to the most vulnerable and underserved populations. For example, Promotores have been invited by the CCC to provide a training on their Microsoft Teams technology tool guide. DMH supports the role of Promotores de Salud Mental as members of our system of care and welcomes them to actively participate in the established stakeholder process. Promotores de Salud Mental Program has established, active memberships in the Latinx UsCC as well as the CCC. Both of these committee-meeting agendas include a segment during which the members discuss the needs of the underserved communities they represent as related to the pandemic and social unrest. Promotores have demonstrated that their direct knowledge and understanding of community cultural and linguistic needs inform community outreach and engagement strategies of these groups.

Next Steps

The newly developed Promotores de Salud Mental Advisory Council is currently undergoing formation and nomination and election process. This United Promotores or Promoters Council (UPC) will inform the expansion not only of the current Latino model but also the expansion of the model to other underserved communities and anchor languages. The development and expansion process will use language and culture certified clinicians through Speakers Bureau, Faith-Based Liaisons, Promotores from the eight Service Areas, and other community representatives to inform training and content development in the articulation and implementation of linguistic and culture specific models using the Promotores de Salud Mental Program as base reference. The first official meeting of the UPC will convene via a Microsoft Teams platform on or before November 2, 2020, and will convene thereafter on a monthly basis.

If you have any questions or require additional information, please contact Dr. Jorge Partida, Chief of Psychology at (213) 738-4967 or Jpartidatoro@dmh.lacounty.gov.

JES:JP:kr

c: Executive Office, Board of Supervisors
Chief Executive Office



DEPARTMENT OF MENTAL HEALTH

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December 4, 2020

TO: Supervisor Kathryn Barger, Chair
Supervisor Hilda L. Solis
Supervisor Mark Ridley-Thomas
Supervisor Sheila Kuehl
Supervisor Janice Hahn

FROM: Jonathan E. Sherin, M.D., Ph.D.
Director

SUBJECT: **REPORT RESPONSE TO THE MOTION "PROMOTORA/ES ARE ESSENTIAL TO THE COVID-19 RESPONSE AND THE MISSION OF LOS ANGELES COUNTY (ITEM 68-G, AGENDA OF SEPTEMBER 1, 2020)"**

On September 1, 2020, the Board of Supervisors (Board) approved a motion directing the Department of Mental Health (DMH) to retain the Promotores de Salud Mental program as a stand-alone program, convene relevant stakeholders, inclusive of promotoras/es to propose any changes to the program. The Board requested an update twice a month until December 31, 2020.

The Board also directed DMH to collect data enabling reporting for the uptake, utilization, and research of Promotores de Salud Mental program including disaggregation by geography, service planning area, gender race/ethnicity of program providers and recipients, and report back in 90 days.

This report provides responses to those directives.

Directive 1

Direct DMH to retain the Promotores de Salud Mental program as a stand-alone program, convene relevant stakeholders, including promotoras/es to propose any changes to the program, and report to the Board of Supervisors twice a month until December 31, 2020.

As stated in the October 21, 2020, report, DMH recognizes the increased need for Promotores de Salud Mental to be a stand-alone program. The program has proven to be successful responding to the heightened demand for mental health services, education, and improved access to care. The increased need has been most pronounced within the Spanish speaking, Latinx, and Black and African Heritage communities where the complexity and extent of need has been significantly impacted by social unrest and the disproportionate impact related to COVID-19. Given the Promotores de Salud Mental program's success, and in response to the Board's directive to extend the model to other historically Underserved Cultural Communities (UsCCs), including the Black and African Heritage, American Indian/Alaska Native, Asian Pacific Islander (API) and Eastern European/Middle Eastern UsCCs, DMH is in the process of expanding the program to create culturally based and competent models to meet the directive.

Promotores de Salud Mental will remain as a stand-alone program and will expand to serve the UsCCs by developing and implementing a United Mental Health Promoters program that is culturally and linguistically competent and able to address the needs of historically underserved communities.

The recent focus to retain and expand Promotores de Salud Mental as a stand-alone program includes assuring that adequate staffing and expansion occur in a timely manner, particularly as related to the CARES funding which expires at the end of December. More than 20 new Promotora/es have been hired as of this update with aggressive interviews happening for the expansion of the Promotores de Salud Mental program for the Latinx community and beyond to priority and historically UsCCs. An additional 30 individuals were interviewed the week of November 16-20, 2020, to include expansion to the Black and African Heritage and Asian Pacific Islander communities. Promotora/es and their leadership are also participating as critical content experts and advisory experts in the formation and expansion of a Promotora/es based model that is culturally and linguistically relevant to other priority underserved communities. This expansion and development effort is being led by the University of California Los Angeles (UCLA) Bilingual and Spanish Interdisciplinary Clinical Training Program (BASIC-T) Affiliation agreement. The expansion increases the scope of work for BASIC-T and their role in defining and implementing, not only the Promotores de Salud Mental program for the Latinx Community, but also the culture specific expansion models.

The Promotores de Salud Mental program guides the formation of culture specific models by using core competencies of the Promotora/es model as the reference for development. Along with BASIC-T representatives, Promotora/es will guide critical content development and integrate input from underserved communities to assure developed models are culturally and linguistically relevant.

The expansion of the Promotores de Salud Mental program has resulted in greater opportunity to define core competencies and critical components of the Promotora/es model. This clear articulation facilitates increased opportunities to adopt a train-the-trainer approach whereby senior Promotora/es can increase their ability to train and supervise others and thus expand upon opportunities for career growth within DMH. Additionally, Promotora/es can become critical subject matter experts supporting the development and expansion to United Mental Health Promoter models.

This expansion also increases opportunities to create meaningful career pathways and opportunities for professional growth and career advancement. Lastly, the expansion also provides the opportunity to improve data gathering and reporting efforts by refining the collection of data by the provider and service recipient to include race/ethnicity, language, and zip code information as directed by the Board.

The development of DMH's Promotora/es Technology Tool Guide, version 1.0, was released to the community in September 2020. Since then, it has been presented at the Cultural Competency Committee (CCC) and has been significantly useful in increasing technology literacy, facilitating and expanding the Promotora/es' ability to deliver workshops and trainings particularly in COVID-19 challenging times. The toolkit will also be translated to the anchor languages comprising the expanded United Mental Health Promoters models and will become an important tool in the training and deployment of newly hired Promoters.

The availability of the technology toolkit will continue to significantly increase the ability of Promotora/es to deliver workshops, trainings and educational services by using video platforms to increase both the Promotora/es and United Mental Health Promoters' ability to reach underserved communities where the technology divide continues to be a barrier to access care and services.

The Promotores de Salud Mental program and United Mental Health Promoters Advisory Council is comprised of Co-Chairs of the UsCCs, CCC, and the Promotores De Salud Mental program supervisors. They have met twice since the writing of this report.

Directive 2

Direct DMH to collect data enabling reporting for the uptake, utilization, and reach of the Promotores de Salud Mental program, including disaggregation by geography, service planning area, gender, and race/ethnicity of program providers and recipient and report back to the Board in 90 days.

DMH has expanded its database to more fully comply with the Board request to include metrics addressing disaggregation by geography, including zip code and planning area, gender, race/ethnicity of both providers and recipients. Currently, since the vast majority of both providers and recipients are female, efforts will be employed by the Promotoras/es and newly expanded United Mental Health Promoter programs to increase capacity to engage and provide services to men in these underserved communities.

Promotores Program Activity Data: October 2020

Activity	Total
Presentations	550
Presentation Participants	4,218
Linkages and Referrals	274
COVID-19 Testing Referrals	38
Spanish Support Group Referrals	15

Additional data is referenced in the attached document titled, "November 2020, Promotores Program Activity Report" and includes:

- Presentations by Language
- Participants by Language
- Presentations by Cultural Group
- Participants by Cultural Group
- Participants by Presentation Topic (Please note that, beyond the COVID and Stress presentation all presentations have added specific COVID content to include: social distancing, testing information and locations, identifying and understanding COVID-19 symptoms and provision of DMH Helpline)

Next Steps

The Promotores de Salud Mental program, clinical and administrative team will continue to hire successful candidates for the Latinx and all other identified underserved communities.

Training and hiring is being conducted in a parallel process and newly hired Promotora/es and United Mental Health Promoters will be trained and deployed as soon as possible. Upon completion of the COVID-19 trainings, the newly hired Promotoras/es will be assigned to one of the eight service areas. A standard hiring packet was created and is being translated into the anchor languages of the expansion models. The culture and language specific expansion models, hiring, training and deployment of newly hired

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Promotora/es and United Mental Health Promoters will be developed and implemented before the December 30, 2020, deadline related to CARES funding.

The Psychiatric Social Workers assigned to support the Promotores de Salud Mental program will have an extended role in providing training and will also employ a train-the-trainer approach to training other Promotoras/es with seniority, experience and proven performance success.

The Promotores de Salud Mental program and United Mental Health Promoters Advisory Council group will expand to include the hired supervisors of each of the expansion groups and will continue to meet on a regular basis to advise and provide community input and feedback towards the sustained function and service of the program.

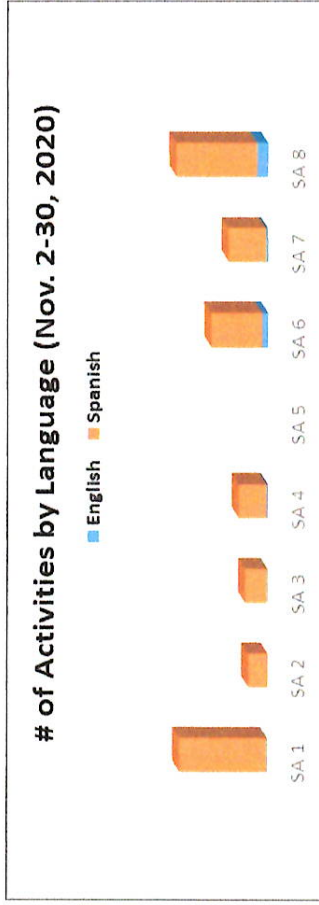
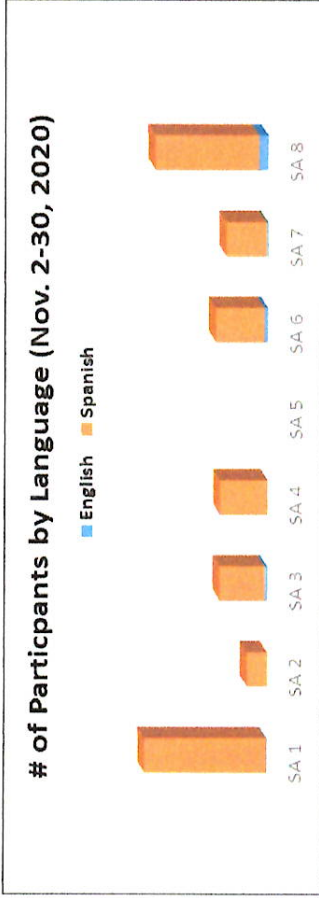
If you have any questions or require additional information, please contact me or Dr. Jorge Partida, Chief of Psychology, at (213) 738-4967 or Jpartidadeltoro@dmh.lacounty.gov.

JES:GCP:JP:kr

Attachment

c: Executive Office, Board of Supervisors
Chief Executive Office

PROMOTORES PROGRAM ACTIVITY DATA REPORT (Nov. 2-30, 2020)

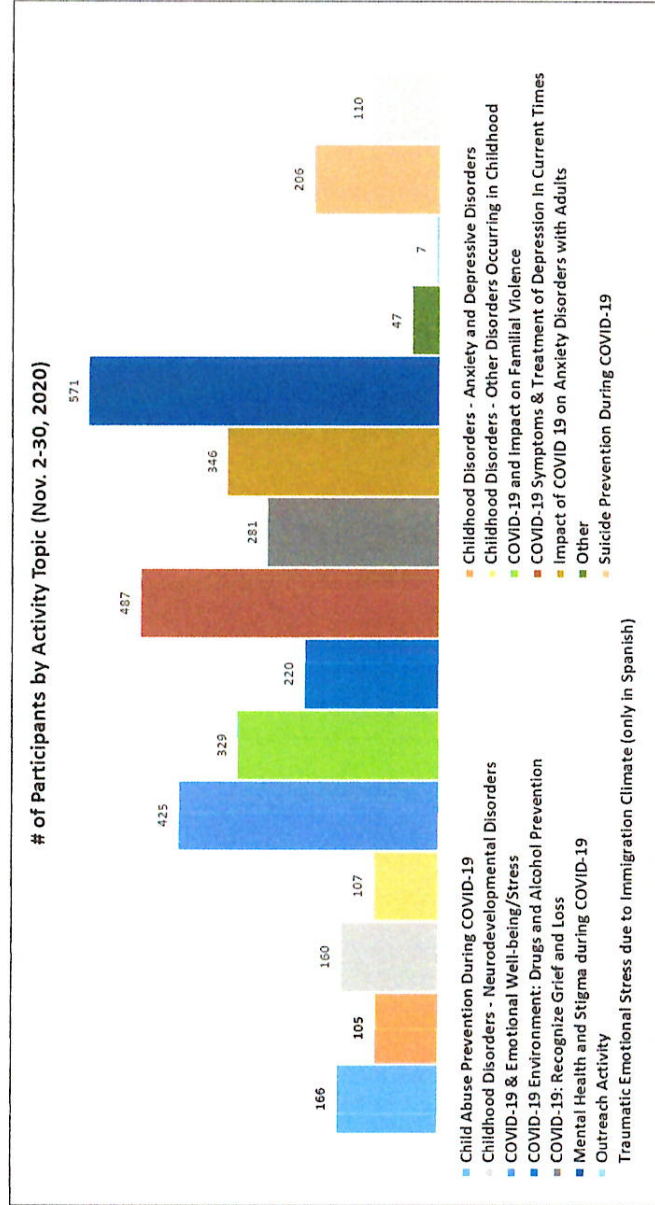


of Participants by Language (Nov. 2-30, 2020)

Language	SA 1	SA 2	SA 3	SA 4	SA 5	SA 6	SA 7	SA 8	Grand Total
English	6	20	4	29	78	150	3417	3567	983
Spanish	977	161	361	376	390	831	3417	3567	983
Grand Total	983	161	381	380	419	909	3567	3567	983

of Activities by Language (Nov. 2-30, 2020)

Language	SA 1	SA 2	SA 3	SA 4	SA 5	SA 6	SA 7	SA 8	Grand Total
English	1	1	2	8	15	30	3	15	30
Spanish	114	25	28	36	105	422	48	105	422
Grand Total	115	25	29	38	120	452	51	120	452



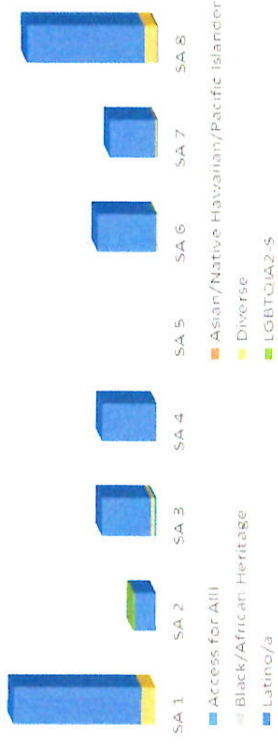
NOTE: Although promotores were active in Service Area 5 (SA 5) in November, data was not available at the time this report was produced.

of Participants by Activity Topic (Nov. 2-30, 2020)

Activity Topics	# of Participants
Child Abuse Prevention During COVID-19	166
Childhood Disorders - Anxiety and Depressive Disorders	105
Childhood Disorders - Neurodevelopmental Disorders	160
Childhood Disorders - Other Disorders Occurring in Childhood	107
COVID-19 & Emotional Well-being/Stress	425
COVID-19 and Impact on Familial Violence	329
COVID-19 Environment: Drugs and Alcohol Prevention	220
COVID-19 Symptoms & Treatment of Depression in Current Times	487
COVID-19: Recognize Grief and Loss	281
Impact of COVID 19 on Anxiety Disorders with Adults	346
Mental Health and Stigma during COVID-19	571
Other	47
Outreach Activity	7
Suicide Prevention During COVID-19	206
Traumatic Emotional Stress due to Immigration Climate (only in Spanish)	110
Grand Total	3567

PROMOTORES PROGRAM ACTIVITY DATA REPORT (Nov. 2-30, 2020)

of Participants by Cultural Group (Nov. 2-30, 2020)



of Activities by Cultural Group (Nov. 2-30, 2020)



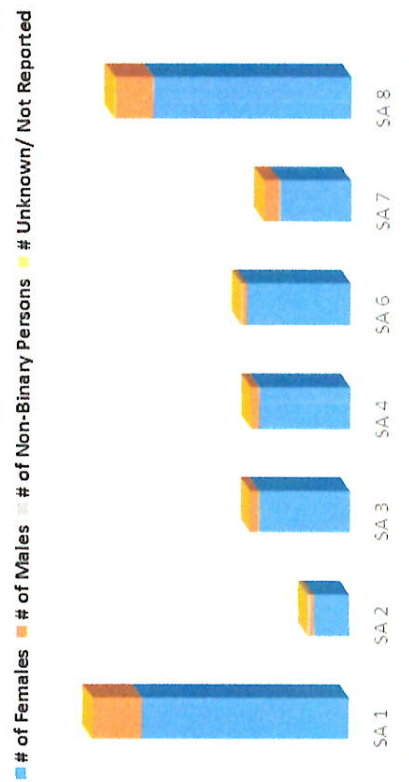
of Activities by Language (Nov. 2-30, 2020)

Culture	SA 1	SA 2	SA 3	SA 4	SA 5	SA 6	SA 7	SA 8	Grand Total
Access for All	2	1	1	1	1	1	2	2	8
Asian/Native Hawaiian/Pacific Islander	1	1	1	1	1	1	1	1	3
Black/African Heritage	1	1	1	1	1	1	1	1	1
Diverse	1	1	1	1	1	1	1	1	1
Latino/a	1	1	1	1	1	1	1	1	1
LGBTQIA2-S	2	2	2	2	2	2	2	2	2
Grand Total	2	1	1	1	1	1	2	2	8

of Participants by Culture (Nov. 2-30, 2020)

Culture	SA 1	SA 2	SA 3	SA 4	SA 5	SA 6	SA 7	SA 8	Grand Total
Access for All	18	2	4	7	7	7	7	7	38
Asian/Native Hawaiian/Pacific Islander	20	2	6	6	6	6	6	6	210
Black/African Heritage	343	376	409	409	321	814	814	3298	3298
Diverse	98	150	11	11	11	11	11	11	11
Latino/a	885	161	381	380	419	909	909	3567	3567
LGBTQIA2-S	983	161	381	380	419	909	909	3567	3567
Grand Total	983	161	381	380	419	909	909	3567	3567

of Participants by Gender (Nov. 2-30, 2020)



NOTE: Although promotores were active in Service Area 5 (SA 5) in November, data was not available at the time this report was produced..



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December 30, 2020

TO: Supervisor Hilda L. Solis, Chair
Supervisor Holly J. Mitchell
Supervisor Sheila Kuehl
Supervisor Janice Hahn
Supervisor Kathryn Barger

FROM: Jonathan E. Sherin, M.D., Ph.D.
Director

SUBJECT: **REPORT RESPONSE TO THE MOTION “PROMOTORA/ES ARE ESSENTIAL TO THE COVID-19 RESPONSE AND THE MISSION OF LOS ANGELES COUNTY (ITEM 68-G, AGENDA OF SEPTEMBER 1, 2020)”**

On September 1, 2020, the Board of Supervisors (Board) approved a motion directing the Department of Mental Health (DMH) to retain the Promotores de Salud Mental program as a stand-alone program, convene relevant stakeholders, inclusive of promotoras/es to propose any changes to the program. The Board requested an update twice a month until December 31, 2020. This represents the last update report of stated directive.

Directive 1

Direct DMH to retain the Promotores de Salud Mental program as a stand-alone program, convene relevant stakeholders, including promotora/es to propose any changes to the program, and report to the Board of Supervisors twice a month until December 31, 2020.

DMH continues to be committed to retain the Promotores de Salud Mental as a stand-alone program and has made significant changes to assure standardization of curriculum and expansion of the model to other populations. This includes the

recruitment and expansion efforts to create derivative versions of the program to represent and care for historically underserved communities.

The Promotores de Salud Mental program began as a pilot program in Service Area 7 and has recently completed its first year as a countywide implemented initiative serving all eight service areas. There have been ongoing efforts to expand the program to other prioritized Underserved Cultural Communities (UsCCs), to scale the countywide program to operate at full capacity, which would include hiring the 20 budgeted, allocated Promotores assigned to each service area. This recruitment and retention effort varies by geography and date of implementation, with more recent and remote service areas having greater challenges with recruitment and retention.

The expansion efforts are designed to increase capacity beyond the 20 slots per service area capacity and include the directive to develop culture and language specific models for historically underserved communities. The expansion efforts in the Latinx community include converting Promotores currently hired as vendors to temporary County employee status paid on an hourly basis. The expansion of the Promotores de Salud Mental based model, referred to as the United Mental Health Promoters, includes allocation of 150 temporary positions to be distributed among the prioritized and historically UsCCs identified by the Board, which include Black and African Heritage, American Indian/Alaska Native, and Asian Pacific Islander (API). All other representatives from remaining UsCCs have also been strongly encouraged to apply and recommend candidates. These UsCCs include Eastern European/Middle Eastern, with an immediate focus on the Armenian community, LGBTQIA2-S, and Access for All.

Implementation and sustainability of the Promotores de Salud Mental and United Mental Health Promoters as a stand-alone program is supported by the development and implementation of the Promoters Advisory Council whose membership is comprised of leadership from the Promotores de Salud and United Mental Health Promoters staff, co-chairs and representatives of the UsCCs, Cultural Competency Committee, Speakers Bureau, Service Area Promoter leadership, and two community members at large. The Advisory Council has convened monthly since October 2020. Due to the holidays, the December meeting was cancelled, and the Council will reconvene in January 2021. Moving forward it will have added participation from the UsCCs as these are on board.

An additional manner in which the Promotores and United Mental Health Promoters program stands alone is in the standardization and adaptation of the curriculum. Present workshop offerings have been updated to reflect COVID-19 critical preventive guidelines, interventions, resources, referrals, and recommendations.

Current COVID-19 related workshops offered:

- COVID-19 Emotional Wellbeing and Stress
- COVID-19 and Impact on the Brain
- COVID-19 and Impact on Homeschooling, Returning to School
- Mental Health and Stigma during COVID-19
- COVID-19 Related Symptoms and Treatment of Depression
- Impact of COVID-19 on Anxiety Disorders with Adults
- COVID-19; Recognize Grief and Loss
- Drug and Alcohol Use; Impact and Prevention During COVID-19
- Family Violence and Prevention During COVID-19
- Child Abuse and Prevention During COVID-19
- COVID-19 and Impact on Childhood Disorders-Neurodevelopmental Disorders
- Traumatic Emotional Stress, Immigration, and COVID-19 Stressors

The University of California, Los Angeles' (UCLA) Bilingual and Spanish Interdisciplinary Clinical Training Program (BASIC-T) and the Center of Excellence (CoE) are essential partners facilitating input from our UsCCs, thus assuring implemented expansion models are created with input and content contributed by the representatives of the UsCCs. This participatory collaborative process is a core principle of popular education, assuring that the curriculum developed is culturally/linguistically relevant and meets the needs of each represented community. BASIC-T and the CoE facilitate the co-development process to identify the curriculum. They assure the content is relevant, culture specific, and reflective of best practices and scientific rigor.

In these most challenging times, the Promotores de Salud Mental program has demonstrated resilience and great capacity to adapt to the increased demands, employing technology and switching from in-person to virtual presentations. Their resilience and success in adaptation is exemplified when we consider that the Promotores were able to complete seven presentations in April when they were unable to deliver face-to-face services. Adapting to virtual presentation platforms, Promotores delivered 533 workshops in November, and we forecast the number of presentations delivered will continue to increase.

Promotores de Salud Program Activity Data: November 2020

Activity	Total
Presentations	590
Presentation Participants	4,495
Linkages and Referrals	314
COVID-19 Testing Referrals	60
Spanish Support Group Referrals	11

Great success has also been experienced in the work and collaboration facilitated by BASIC-T and CoE. Curriculum development meetings have taken place with the Latinx and each priority UsCCs. The results of these facilitated meetings have created the language and culture specific models that will be implemented by the hired Promotores de Salud Mental and United Mental Health Promoters representing each of the UsCCs as well as availability of the Promoter model in eight anchor languages beyond the original Spanish.

Included Languages:

- API: Chinese (Mandarin and Cantonese) Korean, and Vietnamese (API UsCC representatives have requested Cambodian to be added); and
- Eastern/Middle Eastern: Armenian, Russian, Persian, and Farsi.

Challenges

Delays in hiring and position conversions

Despite best efforts, there have been some challenges in the timely hiring and conversion of existing Promotores from vendor status to County employees. The hiring delays experienced are largely associated with human errors encountered by applicants in completing the online application process and complications with immigration status.

Building and sustaining collaborative and trusting relationships

The lingering tensions created by social unrest and the disproportionate impact of COVID-19 on the Black and African Heritage and Latinx communities continues to surface concerns about equity, and commitment to represent and serve the underserved communities. There are also unquestionable successes. Leadership from the Black and African Heritage and Latinx communities has created support and mentorship opportunities for applicants by tracking potential candidates and providing assistance with interviews, resume building, application completion, and coordination of candidate names with program leadership. These efforts are greatly appreciated and have resulted in a higher number of candidates from these groups. We have also found that there are few applications from the American Indian/Alaska Native and API communities. The significantly lower number of applicants from the American Indian/Alaska Native and API communities reflects a need to strengthen trust and relationships between DMH and these UsCCs. An emergency meeting with leadership from the American Indian/Alaska Native and API communities was held last week to address barriers to recruitment and collaboration. Increased recruitment efforts have included outreach to community and faith-based organizations, college and university student associations, and social media campaigns.

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Below is outline of the number of interested applicants and status of application process grouped by priority UsCC.

Status of Interested Promoters/Number of Applications Submitted

UsCCs	Total
American Indian/Alaska Native	1
API	27
Black and African Heritage	53
Eastern European/Middle Eastern	7
Latinx	28

If you have any questions or require additional information, please contact me or Dr. Jorge Partida, Chief of Psychology, at (213) 605-0467 or Jpartidadeltoro@dmh.lacounty.gov.

JES:GCP:JP:kr

c: Executive Office, Board of Supervisors
Chief Executive Office