



**LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH
OFFICE OF ADMINISTRATIVE OPERATIONS – QUALITY IMPROVEMENT DIVISION
CULTURAL COMPETENCY UNIT**

CULTURAL COMPETENCE PLAN UPDATE – FY 16-17

Criterion 5

Culturally Competent Training Activities

August 2018

I. LACDMH Cultural Competence Training Plan

The LACDMH Cultural Competence Training Plan aims to increase the workforce's cultural awareness, understanding, sensitivity, responsiveness, multicultural knowledge and cross-cultural competencies, all of which are essential to effectively serve our culturally and linguistically diverse communities. It is based on the Cultural Competence Plan Requirement which affirms that 100% of employees must receive annual cultural competence training, inclusive of clerical/support, financial, clinical/direct service, and administration/management at Directly Operated, Legal Entities/Contracted, and Administrative programs whether directly employed, contracted, subcontracted, or affiliated.

The three-year training plan presents employees with options to fulfill the annual cultural competence training requirement. It also avails staff the opportunity to engage in a personal evaluation of training needs. The goals of providing a customizable cultural competence training plan include:

- Engage the workforce in individualized cross-cultural skill set development
- Discover and nurture their professional areas of interest
- Join the departmental pursuit of quality service standards and consumer satisfaction with services received
- Expand staff's insights regarding the vital role of cultural competency in decreasing disparities and promoting health equity
- Deepen employees' cross-cultural compassion, humility, and empathy in working with consumers and co-workers

Additionally, the training plan includes blended learning opportunities that offer a combination of online and instructor-led trainings. By strategic design, it includes a broad spectrum of trainings that focus on specific elements of culture and cultural groups.

In accordance to DMH Policy No 614.02, in-service Training, LACDMH is committed to provide training activities with the express purpose of preparing staff to perform specific functions, tasks and procedures necessary for the operation of their programs or units. All department employees are eligible for in-service training according to the needs of their specific assignments.

- 3.1 This policy enhances staff capabilities to carry out mandated requirements associated with their positions.
- 3.2 Supervisors are expected to 1) work with employees in identifying training needs and 2) to notify the Office of Administrative Operations Workforce Education and Training (OAO – WET) regarding new training needs. Supervisors may authorize or require an employee's attendance at any approved in-service training conducted within DMH.

Table 1: LACDMH Training Plan, FY 16-17 through FY 18-19

TRAINING OPTIONS	TRACKING MECHANISM	TARGET STAFF
FY 16-17		
<p><u>Innovative training feature</u></p> <ul style="list-style-type: none"> • Cultural Competence 101 online training which can be downloaded from the Quality Improvement Division (QID) intranet page 	<ul style="list-style-type: none"> • Attestations: <ul style="list-style-type: none"> ○ Quality Assurance Quarterly Report • Quality Improvement Division-Cultural Competency Unit (QID-CCU) Annual Cultural Competence Training Attestation 	<ul style="list-style-type: none"> • Available to all staff including: <ul style="list-style-type: none"> ○ Directly Operated ○ Legal Entities/Contracted ○ Administrative ○ Management ○ Clerical/support ○ Staff providing Specialty Mental Health Services (SMHS)
<p><u>Training alternative 1</u></p> <ul style="list-style-type: none"> • Foundational cultural competence trainings <ul style="list-style-type: none"> ○ Diversity Skills for the 21st Century Workforce ○ Integration of Cultural Competency in the Mental Health System of Care [designed for newly hired staff and offered during New Employee Orientation] 	<ul style="list-style-type: none"> • Same as above 	<ul style="list-style-type: none"> • Same as above
<p><u>Training alternative 2</u></p> <ul style="list-style-type: none"> • Cultural Competence related – SMHS offered by the OAO-WET Division. Training bulletins available via the intranet 	<ul style="list-style-type: none"> • Same as above 	<ul style="list-style-type: none"> • Same as above

TRAINING OPTIONS	TRACKING MECHANISM	TARGET STAFF
<p><u>Training alternative 3</u></p> <ul style="list-style-type: none"> • Annual cultural competence related conferences 	<ul style="list-style-type: none"> • Same as above 	<ul style="list-style-type: none"> • Same as above
<p><u>Training alternative 4</u></p> <ul style="list-style-type: none"> • Language Interpreters Series <ul style="list-style-type: none"> ○ Introduction to interpretation in mental health settings ○ Advanced mental health interpreter's training ○ Use of interpreter services in mental health settings 	<ul style="list-style-type: none"> • Same as above 	<ul style="list-style-type: none"> • Language interpreter trainings are available to bilingual certified staff • Use of interpreter services training is available to all English monolingual staff
FY 17-18		
<p><u>Innovative training feature 1</u></p> <ul style="list-style-type: none"> • Implicit Bias/Cultural Competence Summit (IB/CC) in January 2018 	<ul style="list-style-type: none"> • QID-CCU Unit Annual Cultural Competence Training Attestation 	<ul style="list-style-type: none"> • Available to executive staff, managers and program leads
<p><u>Innovative training feature 2</u></p> <ul style="list-style-type: none"> • IB/CC (Los Angeles County Board of Supervisors mandated training) 	<ul style="list-style-type: none"> • LACDMH – Human Resources Bureau (HRB) and Learning Net 	<ul style="list-style-type: none"> • Available to all staff including: <ul style="list-style-type: none"> ○ Directly Operated ○ Legal Entities/Contracted ○ Administrative ○ Management ○ Clerical/support ○ Staff providing SMHS
<p><u>Innovative training feature 3</u></p> <ul style="list-style-type: none"> • Gender Bias Training Series (See Section F. below) 	<ul style="list-style-type: none"> • LACDMH Learning Net 	<ul style="list-style-type: none"> • Same as above

TRAINING OPTIONS	TRACKING MECHANISM	TARGET STAFF
<p><u>Training alternative 1</u></p> <ul style="list-style-type: none"> • Foundational Cultural Competence Training (as specified above for FY 16-17) 	<ul style="list-style-type: none"> • LACDMH app for Network Adequacy • QID-CCU Unit Annual Cultural Competence Training Attestation 	<ul style="list-style-type: none"> • Available to all staff including: IB/CC on-line trainings and other training alternatives: <ul style="list-style-type: none"> ○ Directly Operated ○ Legal Entities/Contracted ○ Administrative ○ Management ○ Clerical/support ○ Staff providing SMHS ○ Practitioners providing direct services
<p><u>Training alternative 2</u></p> <ul style="list-style-type: none"> • Cultural competence related SMHS offered by the OAO-WET Division. Training bulletins available via the intranet 	<ul style="list-style-type: none"> • LACDMH app for Network Adequacy • Quality Assurance Quarterly Report • QID-CCU Unit Annual Cultural Competence Training Attestation 	<ul style="list-style-type: none"> • Same as above
<p><u>Training alternative 3</u></p> <ul style="list-style-type: none"> • Language interpreters series <ul style="list-style-type: none"> ○ Introduction to interpretation in mental health settings ○ Advanced mental health interpreter's training ○ Use of interpreter services in mental health settings 	<ul style="list-style-type: none"> • Same as above 	<ul style="list-style-type: none"> • Language interpreter trainings available to bilingual certified staff • Use of interpreter services training is available to all English monolingual staff

TRAINING OPTIONS	TRACKING MECHANISM	TARGET STAFF
FY 18-19		
<u>Innovative training feature 1</u> <ul style="list-style-type: none"> Los Angeles County Equity Summit 	<ul style="list-style-type: none"> LACDMH app for Network Adequacy 	<ul style="list-style-type: none"> Available to executive staff, managers and program leads
<u>Innovative training feature 2</u> <ul style="list-style-type: none"> Integrated Multicultural Conference 	<ul style="list-style-type: none"> LACDMH Learning Net LACDMH app for Network Adequacy 	<ul style="list-style-type: none"> Available to all staff including: <ul style="list-style-type: none"> Directly Operated Legal Entities/Contracted Administrative Management Clerical/support Staff providing SMHS Practitioners providing direct services
<u>Training alternative 1</u> <ul style="list-style-type: none"> Foundational Cultural Competence Training (as specified above for FY 16-17) 	<ul style="list-style-type: none"> LACDMH app for Network Adequacy 	<ul style="list-style-type: none"> Same as above
<u>Training alternative 2</u> <ul style="list-style-type: none"> Cultural Competence related – SMHS offered by the OAO-WET Division. Training bulletins available via the intranet 	<ul style="list-style-type: none"> LACDMH app for Network Adequacy 	<ul style="list-style-type: none"> Same as above
<u>Training alternative 3</u> <ul style="list-style-type: none"> Annual cultural competence related conferences 	<ul style="list-style-type: none"> LACDMH app for Network Adequacy 	<ul style="list-style-type: none"> Same as above

Training Plan Specifications

LACDMH can choose a training option described as an “Innovative training feature” or other training alternatives.

A. Innovative training features

Starting in 2016, the Department adopted the practice of implementing a new training feature as an option for staff to complete the annual cultural competence training requirement. For example:

- “Cultural Competency (CC) 101 Training”

The QID-CCU developed a basic cultural competency training in response to the External Quality Review Organization (EQRO) recommendation that system-wide training in cultural humility and cultural sensitivity be provided. The training, titled “Cultural Competency 101,” was originally designed as a train-the-trainer tool for the Service Area Quality Improvement Committee (SA QIC) members. This on-line learning also serves as one of the foundational cultural competence trainings.

Part 1: Basic definitions, regulations related to cultural competency, LACDMH strategies to reduce mental health disparities, and LACDMH demographical and client utilization data [Duration: 37 minutes]

http://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=6638

Part 2: Cultural humility, client culture, stigma, elements of cultural competency in service delivery, and resources [Duration: 30 minutes]

http://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=6640

Part 3: Cultural competency scenarios and group discussion [Duration: 18.5 minutes]

http://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=6639

- “Implicit Bias/Cultural Competence Training”

This online training introduces the basic concepts of cultural competence and implicit bias while providing general examples of how these two processes interplay in daily life.

B. Foundational Cultural Competence Trainings

The following are examples of foundational cultural competence trainings made available to the workforce:

- “Diversity Skills for the 21st Century Workforce”

This four-hour class is geared toward assisting all employees to broaden and deepen their understanding, experience and critical thinking skills with regard to cultural and personal differences, and effective interpersonal communication in the workplace. The course content is highly interactive and emphasizes introspection about one’s own identity and how that identity facilitates and/or hinders workplace interactions. Through group discussions and facilitated activities participants will start to cultivate various tools to help them positively utilize the similarities and differences of diverse groups and individuals in the workplace. Included in the course is also a brief review of the County Policy of Equity (CPOE) and related

policies and laws that aim to ensure an environment in which every individual's contributions are valued and their rights protected.

- “Integration of Cultural Competency in the Mental Health System of Care”
This training is provided by the QID-CCU to all LACDMH new employees during the New Employee Orientation. This training provides information on the CLAS definition of culture, the County of Los Angeles demographics, federal state and county regulations governing cultural competency, the Cultural Competence Plan Requirements, mental health disparities and departmental strategies to reduce disparities.
- “Cultural Competency (CC) 101” Training (described above)

C. Specialty Mental Health Services

The cultural competence-related trainings offered by the OAO-WET Division incorporate a multiplicity of cultural elements as listed below:

- Ethnicity
- Age
- Gender
- Sexual orientation
- Forensic population
- Homeless population
- Hearing impaired population
- Spirituality
- Client culture
- Veterans

Some of the trainings are offered in a second language such as Spanish, Farsi, Chinese and Khmer. Cultural competency is also a specific topic for clinical supervision trainings. Culture-specific conferences also provide an opportunity for the workforce and consumers to benefit from topics relevant to mental health disparities and culturally-appropriate services for underserved/unserved communities, such as Latinos and Asian Pacific Islanders. Please see section II below for specific details.

D. Language Interpreters Series

The following language interpretation trainings are available for bilingual-certified staff:

- Introduction to Interpreting in Mental Health Settings
Learning objectives:
 - Describe the fundamental principles of interpreting in mental health settings
 - Review of Federal and State laws and regulations for Limited English Proficiency
 - Examine examples of compliance with the interpreter standards of practice of ethics

- Practice the roles of a language interpreter with an emphasis on the cultural clarifier role
- Interpret the impact of culture and mental health terms
- Identify the fundamental components of recovery
- Identify consumers' rights related to language assistance services
- Advanced Mental Health Interpreter Training
 - Learning objectives:
 - Describe the standards of practice for interpreters
 - Demonstrate and practice the role of a message converter and the elements in message passing
 - Practice the four models of interpreting commonly used in mental health settings
 - Perform memory development techniques
 - Demonstrate the cultural impact on language and communication
 - Practice/role play cultural sensitivity and cultural responsiveness
 - Build a glossary based on the interpreter's level of proficiency in both languages
- Use of Interpreter Services in Mental Health Settings
 - Learning objectives:
 - Describe the fundamental principles of working with interpreters in mental health settings
 - Review the Federal and State laws and regulations for Limited English Proficiency
 - Learn techniques and practice skills for managing the clinical triad between interpreter, consumer, and provider
 - Demonstrate an understanding of the interpreter's role with emphases on the cultural clarifier role
 - Include the impact of culture in diagnostic formulation and guide the interpreters in how to interpret it accurately

The language interpretation training series is available to all LACDMH workforce, inclusive of administrative/management/clinical and support/clerical staff. The Department recognizes that even though administrative/management staff do not routinely perform language interpretation services, their positions may involve significant public contact which requires use of their bilingual skills. Additionally, the trainings are strategically planned and include a series of threshold language specific Mental Health Terminology trainings along with trainings targeted at personnel who utilize interpreters (i.e. Psychiatrists).

Furthermore, LACDMH conducts bilingual proficiency examinations and certifications for its bilingual employees. In accordance to LACDMH Policy No. 602.01, Bilingual Bonus, a certified bilingual employee possesses "a valid Language Proficiency Certificate issued as a result of the County's Bilingual Proficiency Examination, which tests for proficiency to speak, read, and/or write the language.

- 4.1.1 Candidates tested for bilingual proficiency as part of the examination process, if successful, are issued a Language Proficiency Certificate.
- 4.1.2 Successful candidate names are placed on the eligible lists. LACDMH may select candidates from the eligible lists when the foreign language skills are needed, including translation of materials and/or interpretation services by diverse LACDMH Programs/Units.
- 4.1.3 Candidates who are selected from the eligible lists are employed on the condition that they use their bilingual skills while holding the position and may participate in translation of materials or interpretation services upon solicitation by various LACDMH Programs/Units.”

(See Attachment 1: Interpreter Trainings, FY 15-16)

E. Training Alternatives for Managers and Supervisors

In addition to the Cultural Competence-related trainings for staff providing Specialty Mental Health Services, learning opportunities are available specifically to managers and supervisors through the OAO-WET. Examples include:

- Preparing The Next Generation for The ‘Other Real World’: A Culturally-Celebratory, Competency-Based Approach to Clinical Supervision
- Cultural Humility and Competency in Clinical Supervision: Contemporary Clinical Theory and Practice
- Creating Occupational Resiliency for Supervisors: Implementing Self-care Strategies to Prevent Secondary Traumatization While Working in the Behavioral Health Field
- Transgender Awareness for Managers and Supervisors
- Mental Health Strategies for Children and Youth with Co-occurring Intellectual Disabilities and/or Autism (MH4CID/ASD) - Clinical Supervisor
- Supporting Clinicians Working with Commercial Sexual Exploitation of Children and Youth (CSECY)
- Creating Occupational Resiliency for Supervisors: Implementing Self-care Strategies to Prevent Secondary Traumatization while Working in the Behavioral Health Field
- Advanced Clinical Supervision: Group Supervision

F. Gender Bias Training Series

Developed by the County of Los Angeles Department of Human Resources (DHR) in partnership with the Women’s and Girls Initiative

- Understanding and Tackling Gender Bias in the Workplace
- Diversity Makes Simple Series for Line Staff and Supervisors
- Employee Essentials

G. Tracking and Reporting Mechanisms

Directly Operated, Legal Entities/Contracted Providers, and Administrative Programs are regularly reminded that 100% of their employees must receive annual cultural

competence training. The following guidelines are provided for the tracking and reporting of this requirement:

- Completion of the cultural competence training shall be monitored and tracked at all staff levels (e.g. clerical/support, administrative/management, clinical, subcontractors, and independent contractors)
- Program managers/directors shall monitor, track, document (e.g. training bulletins/flyers, sign-in sheets specifying name and function of staff, and/or individual certificates of completion, etc.)
- Program managers/directors make available upon request by the Federal, State and/or County the annual cultural competence training provided to staff, including clerical/support, administrative/management, clinical, subcontractors, and independent contractors
- Program Directors/Managers of Directly Operated Programs may attest to the completion of annual cultural competence training by 100% of their staff in the Fourth Quarterly Monitoring Report for every Calendar Year (CY)
- Program Directors/Managers of Legal Entity/Contracted Providers may attest to the completion of annual cultural competence training by 100% of their staff in the Annual Quality Assurance Monitoring Report for every CY
- Before the implementation of the Network Adequacy app, the QID-CCU Annual Cultural Competence Training Attestation form was required from Program Managers/Directors as evidence of annual completion of cultural competence training at the program level. The completed and signed attestation form was submitted to the Cultural Competency Unit's mailbox at psbcc@dmh.lacounty.gov. When Program Managers/Directors reported less than 100% of staff completion of annual cultural competence training, a revised form was required to be resubmitted once the goal of 100% completion was reached. The CCU entered the attestation forms received into a database which allowed for reports to be generated by SA, provider number, and percentage of training completed by staff. The goal of these reports is to inform the SA QIC chairs about the CC training completion by their providers and to increase accountability and follow-up on this requirement.
(See Attachment 2: QID-CCU Annual Cultural Competence Training Attestation form and Comprehensive Attestation Report)
- Network Adequacy Compliance Tool

Information regarding the LACDMH training plan has made available via the following means:

- Memo regarding cultural competence training requirement (March 2018)
- Departmental Quality Improvement Council meetings
- Service Area-based Quality Improvement Committees
- Departmental Cultural Competency Unit webpage
- Frequently Asked Questions handout
- New Employee Orientation PowerPoint
(See Attachment 3: Examples of materials used to inform programs of the annual cultural competence training requirement)

Additionally, for new Contractors, Section 8.15.3 of the LACDMH Legal Entity Contract instructs prospective Contractors to provide services that are consistent with the Department's Cultural Competence Plan and all applicable Federal, State, and local regulations, manuals, guidelines, and directives. Specifically,

- Contractors shall ensure that 100% of staff, including clerical/support, administrative/management, clinical, subcontractors, and independent contractors receive annual cultural competence training
- Contractors shall monitor, track, document and make available upon request, by Federal, State or County government entities, the annual cultural competence training completed by their staff
- Contractors shall complete and submit an attestation of annual cultural competence training completed by 100% of staff to the Ethnic Services Manager (psbcc@dmh.lacounty.gov) by March 23rd of every Calendar Year
(See Attachment 4: LACDMH Legal Entity contract)

II. Annual Cultural Competence Trainings

Over 300 trainings during each Fiscal Year (FY), with topics covering a wide spectrum of culturally relevant issues: age groups, ethnic underserved/unserved populations, lived experience concerns, language interpreter trainings, and culture-specific conferences, sponsored or supported by LACDMH which also expand the Department's partnerships in the community. While SMHS trainings target clinical skill acquisition, licensed administrative and management staff also attend these trainings to benefit from clinical service delivery updates and their application to clinical supervision. Additionally, at the beginning of each FY, the OAO-WET Division contacts the administrators for the Cultural Competency Committee (CCC) and Underserved Cultural Communities (UsCC) subcommittees to solicit stakeholder input into new cultural competence-related trainings that could be implemented.

The OAO-WET Division enforces guidelines for the inclusion of cultural responsiveness in all trainings. These guidelines specify the following:

- Trainers are expected to incorporate cultural references to trainings being delivered and monitored by training coordinators
- Training bulletin notices include learning objectives referencing cultural issues/concerns relevant to the topic. On January 7, 2017, a checkbox was added to the bulletins to inform the participants when the training content meets the cultural competence training requirements
- Training evaluations collected from participants are reviewed to ensure the training met the cultural inclusion objectives. When the evaluations indicate that the cultural inclusion objectives were not followed or important cultural issues were not covered, training coordinators follow up by reviewing the evaluation results with the trainer to ensure similar issues are considered in future training offerings **(See Attachment 5: Inclusion of Cultural Responsiveness in Trainings)**.

Since January 2017, the OAO-WET Division has been tracking training attendance by staff function with the updated training evaluation form **(See Attachment 6: LACDMH Training Evaluation Form)**.

Trainings offered by the OAO-WET Division in accordance to areas of cultural competency content specified in the Cultural Competence Plan Requirement. The areas of classification include:

- Cultural formulation
- Multicultural knowledge
- Cultural sensitivity
- Cultural awareness
- Client culture/Family inclusion
- Social/cultural diversity
- Service integration and outcomes
- Co-occurring disorders
- Mental health interpreter training
- Training in the use of interpreters
- Non-clinical training
- Clinical training
- Justice-involved population
- Age-based population
- Homelessness

(See Attachment 7: WET Training Tables by Cultural Competence Category).

Table 2: Examples of cultural competence-related specialty mental health trainings offered by the OAO-WET Division, FY 16-17

Title of Trainings
Adult
Adult Mental Health First Aid (MHFA)
Asian Pacific Islander (API)
Applied Suicide Intervention Skills Training (ASIST) - Korean
Children
Clinical Approaches to Working with Commercial Sexual Exploitation of Children and Youth (CSECY)
Intimate Partner Violence and Its Impact on Children from Birth to Adolescence
Mental Health Strategies for Children and Youth with Co-occurring Intellectual Disabilities and/or Autism (MH4CID/ASD) - Clinical Supervisor
Mental Health Strategies for Children and Youth with Co-occurring Intellectual Disabilities and/or Autism Spectrum Disorder (MH4CID/ASD) - Clinicians
Socioemotional Development and Milestones in Young Children
Supporting Clinicians Working with Commercial Sexual Exploitation of Children and Youth (CSECY)

Title of Trainings
The Commercial Sexual Exploitation of Children (CSEC) 101
The Commercial Sexual Exploitation of Children and Youth
Where Privilege Meets Oppression: Utilizing a Cultural Lens with the Child Welfare Population
Youth Mental Health First Aid (MHFA)
Conferences
African American Conference
Asian American Mental Health Conference
Integrated Care Conference
Mental Health and Spirituality Conference
Pacific Clinics Latino Conference
PEI Symposium – Conference
Transition Age Youth (TAY) Conference
Culture and Suicide
Recognizing and Responding to Suicide Risk (RRSR) Essential Skills for Clinicians
Suicide Prevention Summit
Deaf and Hard of Hearing Population
How Deaf Mental Health is Unique
Eastern European/Middle Eastern (EE/ME)
Increased Challenges in Working with the Middle Eastern Communities and the Effects of the Executive Orders
Family Inclusion
Engaging Juvenile Justice Youth and their Families
Gender and Sexuality
Approaches to Addressing Male Sexual Trauma
Engaging and Retaining Young Men who have Sex with Men (YMSM) in Culturally Responsive Services
Helping Women Recover and Beyond Trauma (HWR/BT)
General Cultural Competency
Advanced Clinical Supervision: Improving Outcomes for Diverse Clients
Culturally Sensitive Practice: Integration of Shared Core Practice Concepts
Diversity for the 21 st Century – Los Angeles County Commissioners
Preparing the Next Generation for the ‘Other Real World’: A Culturally-Celebratory, Culturally-Based Approach to Clinical Supervision
Justice System
An Overview of Correctional Mental Health Care and Malingering Assessments in a Correctional Setting
Assessing Trauma in Juvenile Justice Adolescents

Title of Trainings
Field Safety Considerations and the Forensic Population
FSP 101: Serving Justice Involved Consumers
Fundamentals in Effective Work with LGBTQ+ Youth in the Juvenile Justice System
Introduction to Adapted DBT for Specialized Treatment Units in Juvenile Justice Mental Health
Sex Offender Assessment, Treatment and Management
Latino
Increasing Spanish Mental Health Clinical Terminology
Wellness Recovery Action Plan (Spanish)
Lesbian, Gay, Bisexual, Transgender, Questioning, Intersex, Two Spirit (LGBTQI2-S)
Core Practice Concepts in Working with LGBTQ Youth
LGBTQ Awareness Training
LGBTQI2-S Youth and Their Vulnerability to Commercial Sexual Exploitation
Providing Culturally Responsive Services to LGBT Individuals and Intergenerational Issues Faced Among the LGBT Community
Providing Mental Health in the Transgender Community
Transgender Awareness for Managers and Supervisors
Mental Health Interpreter Training
Introduction to Interpreting in Mental Health Settings
Advanced Interpreter's Training: The Fine Art of Interpreting
Multi-Age Group
Best Practice Interventions with Complex Trauma Victims in Foster Care
Psychotic Disorders and Schizophrenia in Children, Adolescents and Young Adults: Assessment and Treatment
Older Adults
Aging and Long Term Care
Aging and Long-Term Care: Hope, Recovery and Wellness Over 60
Community Re-entry: Understanding, Engaging and Treating Older Adults Involved in the Criminal Justice System
Gero-Psychiatric Breakfast
Older Adult Consultation Team – Medical Doctor Seminar (OACT-MD Seminar)
Spirituality
Faith and Spirituality Integrated SBIRT Training
The Mental Health and Spirituality Roundtable: An Immersive Training Opportunity
Substance Abuse/Co-Occurring Disorders
Co-Morbidity of Personality Disorders, Homelessness, and Substance Abuse
Co-Morbidity of Personality Disorders, Homelessness, and Substance Abuse (Advanced Level)

Title of Trainings
Intersection of Substance Use and Commercial Sexual Exploitation (CSE)
TAY
Mindfulness-Based Practices for Mental Health Professionals Working with Transition Age Youth
Substance Abuse Intervention Training: Transition Age Youth
Substance Abuse Recognition and Prevention Training: Transition Age Youth
Underserved Cultural Communities
Using Culture as a Primary Intervention in Justice Involved Mental Health Services

* Total number of unique trainings = 65

In addition to WET Division learning opportunities, cultural competence-related trainings may be recommended and coordinated by program managers based on the collective training needs of their staff.

Table 3: Examples of trainings offered at the program level for FY 16-17

Program Name	Title of Trainings
CalWORKs	<ul style="list-style-type: none"> • Motivational Interviewing Training: this evidenced-based practice helps consumers create positive change in their motivation to work
Children System of Care (C-FSP) and (C-FCCS)	<ul style="list-style-type: none"> • Integrating Nonviolent Education and Child-Raising into Clinical Practice: training sessions focus on integrating nonviolent education and child-raising into clinical practice by addressing service gaps with at-risk Latino populations • Integrating Skills and Application to support the Shared Core Practice Model: this advanced training provides the skillsets for facilitating Child and Family Team meetings that promote cultural humility and trauma informed practice • Reflecting Together - Building and Nurturing Reflective Communities: this training focuses on how organizational culture can influence or impede reflective practices in systems of care • Integrating the Shared Core Practice Model in Reflective Supervision: trainings were designed to support Intensive Field Clinical Services (IFCCS) staff working with underserved and culturally diverse children and families who have experienced multiple life traumas • Infancy, Childhood And Relationship Enrichment (ICARE) Initial Assessment Fundamentals: this training focuses on making services accessible to children ages 0-5 who are enrolled in C-FCCS and C-FSP

Program Name	Title of Trainings
DMH/DHS Collaboration Program	<ul style="list-style-type: none"> • Increased Challenges in Working with Middle Eastern Communities in Light of the Executive Order: this training addresses the legal implications of the executive order and clinical and case management approaches for Middle Eastern communities experiencing mental health symptoms and concerns • Maternal Mental Health and Its Impact on the Safety and Risk of Children: this training provides health education related to mental health issues, consequences, and treatments specific to women who are pregnant or recently have given birth • Commercial Sexual Exploitation of Children 101: this training integrates mental health and physical health education and promotes understanding of issues, consequences, and treatments specific to the commercial sexual exploitation of children • 16th Annual Conference on Mental Health and Spirituality: training sessions demonstrate the integration of spirituality and the treatment of mental illness • 2017 African American Mental Health Conference: trainings demonstrate the integration of African American culture, access to mental health services, and the impact of mental illness in African American communities • Lesbian and Bisexual Women’s Health Conference: this training promotes understanding of issues related to gay and bisexual women in mental health service delivery • Cultural Competency 101: this training provides basic information regarding cultural competence, cultural humility, disparities and characteristics of culturally sensitive service delivery • 2016 Latino Mental Health and Physical Health Conference - Gaps, Barriers, and Solutions for Reducing Mental Health Disparities for Latinos: this training provides strategies for addressing mental health disparities in the Latino community • Pacific Clinics Latino Mental Health and Health Conference: provides various presentations related to mental health treatment for the Latino population • American Indian/Alaska Native Clinical Mental Health: this training provides cultural considerations and therapeutic strategies to effectively serve this population • How Deaf Mental Health is Unique: this training promotes understanding of issues faced by and the unique needs of deaf and hard of hearing communities

Program Name	Title of Trainings
	<ul style="list-style-type: none"> • Immigration Conference: provides an introduction to the issues faced by immigrant populations and how these impact their mental health • Engaging and Retaining Young Men who Have Sex with Men in Culturally Responsive Services: this training explores stress and risk factors experienced by this population, and their relatedness to the physical and mental health of young men who have sex with men
Integrated Mobile Health Team (IMHT) – Full Service Partnership (FSP)	<ul style="list-style-type: none"> • LGTBQ Sensitivity: this training focuses on treatment approaches that are welcoming to transgender communities • “Safe Zone” Addressing the Needs of Lesbian, Gay, Bisexual, Transgender and Questioning People: this training provides tools staff can use to create a “Safe Zone” for the delivery of culturally appropriate services • DMH Cultural Competency 101: this training provides basic information regarding cultural competence, cultural humility, disparities and characteristics of culturally sensitive service delivery • Cultural Competency – View of Self: this training explores cultural competency related to one’s own beliefs, values, and interpersonal connections
Katie A.	<ul style="list-style-type: none"> • Culturally Sensitive Practice: Integration of Core Practice Concepts
Older Adult System of Care (FSP) and (FCCS)	<ul style="list-style-type: none"> • 6th Annual Suicide Prevention Summit – Men and Suicide: these trainings focus on suicide, risk factors, and the impact of culture on men struggling with suicidal behaviors • Medical Doctor Seminar (OACT-MD Seminar) – Cultural Considerations and Implications for Mental Health Professionals: this training addresses cultural beliefs and traditions that can impact how mental disorders present in individuals from different cultural groups • Conducting Grief and Loss Support Groups: this course focuses on issues related to grief in Older Adults and the implementation of grief and loss support groups • 16th Annual Gero-Psychiatric Breakfast: the training provides an overview of non-traditional approaches in primary care and mental health settings • Advanced Grief and Loss: the course addresses complicated grief and loss and the cultural factors that impact them • Post Trauma – Moving Forward: this training explores the cultural and spiritual impact of trauma as it relates to stress, and coping practices in mental health service delivery

Program Name	Title of Trainings
	<ul style="list-style-type: none"> • Medical Doctor Seminar (OACT-MD Seminar) - From Maladies of the Heart to Demonic Possession, the Language of Persian Culture in Mental Health: this training addresses the challenges and considerations in the diagnosis and treatment of Iranian-American Older Adults
Older Adult (OA) Service Extenders	<ul style="list-style-type: none"> • Group Facilitation Skills for Peers – Reflective Listening: this training focuses on group facilitation skills, identification of thoughts and feelings, and management of difficult situations for culturally diverse populations • Service Extender Academy: culturally diverse presenters train new Service Extenders on Older Adult Programs and trainings
Telemental Health and Consultation	<ul style="list-style-type: none"> • Gender Variant Behavior, Transsexualism, and Gender Dysphoria: this training was provided during a quarterly Psychiatrist Meeting and it had continuing medical education credits attached to it
Transition Age Youth (TAY) Division	<ul style="list-style-type: none"> • Youth Mental Health First Aid: this training focuses on Mental Health First Aid with Youth • Clinical Approaches to Working with CSECY: this training outlines key screening strategies used in assessing the possible sexual exploitation of children and youth • Psychotic Disorders in Children, Adolescents and Young Adults: this training explores the history, etiology, and other contributing factors to child and early onset of psychotic disorders • Supporting Clinicians Working with CSECY: this training provides recognition of unique complexities of treating victims of CSECY and the supervisory relationship within the context of CSECY service delivery • LGBTQI2-S Youth and Their Vulnerability to Commercial Sexual Exploitation: this training explores the abuse and identification of physical and emotional stressors experienced by the LGBTQI2-S youth • Commercial Exploitation of Children 101: this training provides culturally and linguistically competent intervention and treatment to commercially and sexually exploited youth • 2017 African American Mental Health Conference: the trainings address how to provide mental health services for the African American population experiencing emotional, behavioral, and/or co-occurring substance use challenges • TAY Mental Health Conference 2017: training sessions focus on the effective delivery of mental health services and supports to TAY experiencing emotional, behavioral, and/or co-occurring substance use challenges

Program Name	Title of Trainings
Veterans and Loved Ones Recovery (VALOR)	<ul style="list-style-type: none"> • SB 82 Military Culture Training: this training focuses on the unique culture and values of military service • SB 82 Outreach Training: this training addresses the unique needs of homeless veterans

III. Monitoring of staff's skills/post skills learned in trainings

The OAO-WET Division collects 20 to 25 specifically targeted training outcomes throughout the year. Certain trainings are identified through staff and management collaboration, focusing on different factors that may necessitate the assessment of the training effectiveness such as:

- Training cost
- New training
- Subject content
- Higher profile program
- Clinical impact
- Knowledge/skill transfer

(See Attachment 8: Examples of one-month follow-up survey results on trainings).

The outcomes are utilized by OAO-WET Division for refinement of ongoing trainings, justification for renewing training contracts, and planning for future trainings and training needs.

Criterion 5 Appendix

Attachment 1: Interpreter Trainings, FY15-16



Interpreter Training
FY 2015-2016.docx

Attachment 2: QID-CCU Annual Cultural Competence Training Attestation form and Comprehensive Attestation Report



CC training
attestation 9-12-18.pdf



Comprehensive
attestation report - '1

Attachment 3: Examples of materials used to inform programs of the annual cultural competence training requirement



CC Plan 2017 PPT
final 11.17.17.pdf



Annual Cultural
Competence Training.

Attachment 4: LACDMH Legal Entity Contract



LACDMH Legal Entity
Contractual Agreement

Attachment 5: Inclusion of Cultural Responsiveness in Trainings



Inclusion of Cultural
Responsiveness Train

Attachment 6: LACDMH Training Evaluation Form



DMH_Training_Evaluation_Form_2017.pdf

Attachment 7: WET Training Tables by cultural competence category, FY15-16



WET Training Tables
by CC area FY 15-16.

Attachment 8: Examples of one-month follow-up survey results on trainings



1-27-16 Group
Therapy in Asian Am



5-11-17 Deaf
Mental Health - 1 M



3-2-16 Burn-out
Prevention for Line 9