

**LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH
PROGRAM SUPPORT BUREAU – QUALITY IMPROVEMENT DIVISION
CULTURAL COMPETENCY UNIT**

2016 Cultural Competency Unit Annual Report

The Cultural Competency Unit (CCU) is one of three Units of the Program Support Bureau - Quality Improvement Division (PSB-QID). This organizational structure allows for cultural competency to be integrated into PSB-QID roles and responsibilities to systematically improve services and accountability to our consumers, their family members, and the communities we serve. This structure also places the CCU in a position to collaborate with several LACDMH Programs such as the Underserved Cultural Communities (UsCC) Unit, the Patients' Rights Office (PRO), the Workforce, Education and Training (WET) Division, MHSa Implementation and Outcomes Division and the Service Area Quality Improvement Committees (SA QICs). The supervisor for the CCU is also the LACDMH Ethnic Services Manager. This strategy facilitates the administrative oversight of the Cultural Competency Committee (CCC) activities and for the Unit to anchor the Cultural Competence Plan Requirements (CCPR) and the California Reducing Disparities Project (CRDP) Reports as our departmental framework to integrate cultural competency in service planning and delivery. The CCU promotes awareness and utilization of this framework to reduce disparities; combat stigma; promote hope, wellness, recovery and resiliency; and serve our communities with quality care.

Most salient activities of the CCU in CY 2016:

1) Cultural Competency Trainings and Presentations

A. New Employee Orientation (NEO)

The CCU participates in the NEO and provides cultural competency presentations to introduce new employees to the functions of the CCU, the County of Los Angeles Demographics and threshold languages, the national standards for Culturally and Linguistically Appropriate Services (CLAS), the CCPR, and the Department's strategies to reduce mental health disparities.

B. "Cultural Competency 101" Training

In response to the 2016 EQRO Review recommendation for system wide training in cultural humility; the ESM developed a two (2)-hour foundational training titled "Cultural Competency 101". Designed as a train-the-trainer tool for the SA QIC members, the content of this training included:

- Introduction and Definitions
- Federal, State and County Regulations pertinent to cultural competency
- The CLAS Standards
- LACDMH Strategies to Reduce Mental Health Disparities
- Cultural humility
- The Client Culture and stigma
- Elements of Cultural Competency in Service delivery
- County of Los Angeles and LACDMH demographics

- How Cultural Competency Applies to Service Delivery
- Resources

The training was made available to the membership of the eight SA QICs and five training sessions were conducted by the ESM in September 2016. Approximately 230 Providers were trained, inclusive of Management/Administration, direct service providers, and clerical/support staff. The ESM was praised beyond expectation for the development and delivery of the “Cultural Competency 101” training. Additionally, training evaluation feedback included requests for “Cultural Competency 101” to become available to all Providers. Currently, the PSB-QID is working on making the training available digitally.

Furthermore, the pretests and posttests utilized for the “Cultural Competency 101” training allowed the CCU to gather feedback from the participants on how to advance cultural competency in our system of care. The following themes were recurrent in the feedback collected:

- Continue providing on-going cultural competence training
- Promote opportunities for staff cross-cultural dialogue and self-reflection/experiential exercises
- Partner with consumers and obtain their input on the effectiveness of existing programs
- Translate all departmental forms into the threshold languages
- Assess and evaluate the effectiveness of programs, interventions, and whether client needs are being properly met
- Assess and evaluate changes in cultural groups and barriers to service accessibility
- Gather feedback from staff
- Provide a safe workplace environment conducive to the exploration of cultural issues
- Secure professional American Sign Language interpreters
- Continue providing language translation and interpretation services
- Follow a strength-based model
- Promote kindness
- Remove waterproof glass and security guards from lobbies on need to do it got back on perfecting

The Cultural Competency 101 training was recorded and the hyperlinks were made available to the Service Area Quality Improvement Committees (SA QICs) for dissemination to all Directly Operated and Contract Providers. The total time duration of the online version of the training is approximately 1.5 hours. It was strategically divided into three parts, in the event Providers preferred to show the training video in shorter segments, as follows:

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://file.lacounty.gov/SDSInter/dmh/1010011_CulturalCompetenceVideov4part1.wmv.wmv

Part 2: Cultural humility, client culture, stigma, elements of cultural competency in service delivery, and resources [Duration: 31 minutes]

http://file.lacounty.gov/SDSInter/dmh/1009914_CulturalCompetenceVideov3part2.wmv

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

http://file.lacounty.gov/SDSInter/dmh/1009805_CulturalCompetenceVideov3part3.wmv

The SA QICs were informed that this training meets the Cultural Competence Plan Requirement for 100% of staff to receive annual cultural competence training, inclusive of clerical/support, direct service providers, and management/ administration. Additionally, it was brought up to their attention that all Program Directors/Program Managers will be required to attest that 100% of their staff completed an annual cultural competence training in the Quality Assurance monitoring report for the last quarter of CY 2017.

2) Health Agency Workgroup: Access to Culturally Competent and Linguistically Appropriate Programs and Services

Cultural competency is one of the Board of Supervisor's Health Agency strategic priorities. From its inception, the ESM was invited to participate in this Workgroup for the implementation of cultural competency across the Departments of Health Services, Mental Health and Public Health. The overarching priority of the Workgroup is to "Ensure access to culturally competent and linguistically appropriate programs and services as a means of improving service quality, enhancing customer experience, and helping to reduce health disparities." Examples of the Workgroup's accomplishments for CY 2016 include:

- The standardization of three survey questions that assess the consumers' experience with cultural and linguistic services received at outpatient clinics
- Review of demographic information pertinent to race, ethnicity, language, sexual orientation, and homeless status for standardization in the Health Agency
- Identification of community-based programs to be implemented and strategies to cross train existing staff

3) Cultural Competence Plan Requirements (CCPR)

The Ethnic Services Manager (ESM) developed the LACDMH 2016 Cultural Competence Plan Update. Information was gathered from various Departmental Programs/Units and organized as evidence of the Department meeting the CCPR in the following areas:

- A commitment to cultural competence
- Updated assessment of service needs
- Strategies and efforts for reducing racial, ethnic, cultural and linguistic mental health disparities
- Client/family member/community committee: Integration of the committee within the County mental health system

- Culturally competent training activities
- County's commitment to growing a multicultural workforce: hiring and retaining culturally and linguistically competent staff
- Language capacity
- Adaptation of services

4) LACDMH Cultural Competence Training Plan

The ESM, in collaboration with the PSB-QID and PSB-WET Division managers, developed the LACDMH Cultural Competence Training Plan in accordance with the CCPR. The Plan highlights following information:

- LACDMH's commitment to provide quality cultural competence trainings to build a multicultural awareness, knowledge, sensitivity, skills and values of its workforce
- Specialized trainings provided by the PSB-WET Division which address a multiplicity of cultural competency elements such as ethnicity, age, gender, sexual orientation, forensic population, homeless population, hearing-impaired population, spirituality, and client care
- Guidelines for inclusion of cultural responsiveness in all trainings
- LACDMH foundational cultural competence trainings
- Sample cultural competence related specialty mental health trainings
- Language interpreters training and monitoring
- Monitoring of staff skills/post skills learned in trainings

Over 300 trainings are offered during each Fiscal Year (FY), covering a wide spectrum of culturally relevant issues including lived experience concerns, language interpreter trainings and culture-specific conferences. The majority of these training opportunities are equally available to Directly Operated and Contracted Providers.

5) Participation in the 2016 Medi-Cal Systems Review

The CCU played an active role in the preparation and presentation of evidentiary documentation for the Access Section of the 2016 Medi-Cal Systems Review, which involved demonstrating that LACDMH has:

- A mechanism to ensure that interpreter services are offered to limited English proficiency individuals
- Policies and procedures that comply with the prohibition of utilizing family members and minor children as language interpreters
- Community information and education plans for specialty mental health services
- Cultural Competence Plan annual updates
- A Departmental Cultural Competence Committee that participates in the planning provides reports to quality assurance/quality improvement programs, and documents its activities in an annual report as required by the CCPR

6) External Quality Review Organization (EQRO) Review

The CCU actively participated in the annual EQRO Review. The Unit coordinated the collection of reports from fourteen (14) Programs regarding their current strategies to reduce mental health disparities, consumer utilization data, staff trainings and

workforce development. The CCU also provided technical assistance to the Programs for the completion of these reports. The collective information gathered was utilized for the 2016 LACDMH CC Plan Update and EQRO evidentiary documentation. Additionally, the ESM provided an in depth presentation on the CCU's activities in the disparities session of the EQRO Review.

7) Countywide Community Mental Health Promoters Program

The CCU continues to be involved in the implementation of the Countywide Mental Health Promoters Program. Cultural and linguistic adaptations will increase mental health accessibility, mental health education, and knowledge of mental health resources to four additional ethnic groups in the specific languages selected by the UsCC subcommittees: For American Indian/Alaska Native - English, African/African American - Somali, Asian Pacific Islanders - Tagalog, and Eastern European/Middle Easterner - Armenian.

In September 2016, the CCU completed a careful review of the 73-page long Request for Services (RFS) "Training for and Services Provided by Community Mental Health Promoters". Detailed recommendations were provided to SA 7 Administration. For example:

- Train Mental Health Promoters to address the LACDMH mental health disparities by SA in terms of ethnicity, age group and gender
- Develop a backup plan for attrition within the original group of 12 mental health promoters
- Ensure that the project coordinator/supervisor is clinically trained to assist the Mental Health Promoters with crisis intervention (e.g. community members who are suicidal)

8) CCC Administrative Oversight

The CCU continues to provide on-going technical assistance and administrative oversight conducive to the attainment of the Committee's goals and objectives. The ESM monitors all activities pertaining to the CCC and provides updates on the CCU's projects as well as cultural competency initiatives at the State and County levels during CCC meetings. The ESM also participates in the CCC Leadership meetings, with the CCC Co-Chairs and the Acting Chief Deputy Director to plan meeting agendas, objectives and activities. The ESM develops the CCC annual report including tracking of committee demographics such as ethnic, gender, cultural expertise, language expertise of the membership. The report also summarizes in-depth the goals and objectives of the committee and its activities of the committee according to the Cultural Competence Plan Requirements: reviews and recommendations to County programs and services, goals of cultural competence plans, human resources report, County organizational assessment, training plans.

9) Provision of Technical Assistance for Various LACDMH Programs

- PSB-WET Division

The ESM participated in meetings regarding the implementation of a mechanism to track staff participation in cultural competence trainings offered

by the PSB-WET Division. The tracking by staff function (administration/management, direct service, and clerical/support) will satisfy the CCPR related to the provision of cultural competence training to 100% of the workforce.

- Underserved Cultural Communities (UsCC) subcommittee involvement
The ESM continues to participate and collaborate with the UsCC Latino and LGBTQ subcommittees, and other subcommittees upon request.
- MHSa Implementation and Outcomes Division
The ESM participated in the Prevention and Early Intervention (PEI) Regulations Stakeholder Workgroup with representatives from the State. One of the main areas of focus was the culturally appropriate collection of sexual orientation and gender identity data.
- Three-Year MHSa Program and Expenditure Plan
The ESM participated in the Countywide PEI Workgroup for the Three-Year MHSa Program and Expenditure Plan to ensure inclusion of cultural competency in PEI program planning and development. A series of six weekly meetings were attended during which, the ESM advocated for emerging ethnic populations to be included in the PEI Plan. The Workgroup responded positively to the ESM's recommendations and is currently gathering information on the County of Los Angeles demographics, risk factors, and protective factors pertinent to the growing refugee population.

10) Data Collection, Analysis and Reporting of Preferred Language Requests

The CCU continues the collection and analysis of all the preferred language requests reported by LACDMH providers via their Initial Request & Referral Logs for Culture Specific Mental Health Services. The Unit produces monthly and annual summaries of the total requests for preferred threshold and non-threshold languages by Service Area. These reports are utilized to track the language requests from LEP consumers at the time they access mental health services.

11) Implementation of the PSB-CC Mailbox for Technical Assistance

In December 2016, the CCU implemented a mailbox to address questions regarding the annual cultural competence training requirements, other Cultural Competence Plan Requirements, and questions related to cultural competence in general. The mailbox address is PSBCC@dmh.lacounty.gov and this will be operational in January 2017.