

**COUNTY OF LOS ANGELES - DEPARTMENT OF MENTAL HEALTH  
PROGRAM SUPPORT BUREAU  
QUALITY IMPROVEMENT DIVISION**

**Cultural Competency Committee  
LGBTQ Workgroup**

**Minutes**

10 a.m. – 12:00 p.m.  
695 S. Vermont Ave., 15<sup>th</sup> Floor, Small Conference Room  
Los Angeles, CA 90005

**Date:** August 27, 2014

**Present:** Aprill Baker; Kathy Chantraprabhavej; Lisa Gallegos; Kim Farnham; Marta A. Alquijay; Maribel Romero, Mirtala Parada Ward; Sandra Chang-Ptasinski; Sermed Alkass; Rikn Matsuda

Co-chairs: Kim Farnham, M.A. and Marta Alquijay, Ph.D.

<b>Agenda Items</b>	<b>Comments/Discussion/Recommendations/ Conclusions</b>	<b>Action Item</b>	<b>Person(s) Responsible</b>
<b>Welcome &amp; Introductions</b>	<ul style="list-style-type: none"> <li>• Introduction by preferred gender pronoun (PGP)</li> <li>• Review and approval of minutes</li> <li>• Agenda distribution for current meeting</li> </ul>	Remove Kathy Chantraprabhavej as an attendee from 6-25-14 meeting; first time attending today.	Subcommittee
<b>LGBTQ Survey</b>	<p>Marta added introduction section to the survey and provided a copy for the committee to provide their input.</p> <ul style="list-style-type: none"> <li>• In the previous meeting, the workgroup agreed on finalizing the survey today so it can be distributed next month.</li> <li>• The survey is geared towards service providers (such as clinical, case management, people who have direct contact with clients). Distribution of the survey will be throughout LACDMH directly and contracted agencies. The next step will be for contracted agencies to send out the survey to other agencies.</li> <li>• Survey needs to be translated into Spanish</li> <li>• The committee suggested removing some of the repetitive questions.</li> <li>• Open/closed ended questions were discussed.</li> <li>• Add a question: Does your work environment promote inclusiveness? and how would you rate it from 1-5?</li> </ul>	<ul style="list-style-type: none"> <li>• Dr. Marta Alquijay will receive all questionnaire feedback from the committee via email by September 3 and receive feedback 10<sup>th</sup>.</li> <li>• Liaison will follow up regarding DMH allowing SurveyMonkey to collect data.</li> </ul>	Marta and Kim, Co-chairs

- For questions 7, 13, and 14 we could either provide examples or check off boxes and other. For example question 7 one box would say “how do you self-identify?”. Provide prompts or select boxes. Such as question 6 provides prompts. The prompts on question 6 can be used as training topics for question 14. We could also incorporate demographics/ethnicity options, areas for more training.
- Move question 10 before 13; training topic.
- Question one use 1A for 1; 1B for 2; 1C for 3. Keeping the word “working with” vs treating.
- The committee agreed some of the questions need to be geared towards what areas do service providers need training on. Then we could capture data of what specific trainings service providers need and make the request.

DATA COLLECTION

- The goal of the committee is to utilize SurveyMonkey to collect data. SurveyMonkey is a faster way to categorize and scale collected data. The committee will like to know if DMH will allow SurveyMonkey to be utilized to collect data?
- Mirtala reviewed the survey and informed the group it’s looking like a rubric formula due to having closed and open ended question.
- Add questions: Yes, No, N/A, and explain.
- Can QID do the data pool and aggregation of the data, and they will do the report?
- The survey overlaps other programs such as cultural competency plan that needs to be provided to the state, UREP Capacity Building Projects. The data collected could inform several sectors in LACDMH system to improve it.
- DISCLAIMER: this survey is to build capacity and inform LACDMH system and improve it. Your knowledge and lack of knowledge are equally as valuable.
- TIME to complete survey: no more than 5 minutes to complete. More than 5 minutes we will receive fewer responses.

Add LGBTQ glossary as an attachment with the questionnaire.

- Kim suggested using her agency as a pilot to conduct the questionnaire, the committee agreed. After Kim distributes the questionnaire then the committee branch out to other agencies.
- Data collection continues to be a topic discussion.

Sandra, informed the committee she consulted with Dr. Naga and she will be reviewing the final version of the survey and see how we could move forward.

The committee agreed part of the survey is to see within LACDMH if there is a need of providing training to service providers on how to become competent when working with LGBTQ community.

- Liaison will follow up if QID could collect the data.
- Mirtala, stated she will be reviewing the survey and cross reference with cultural competence guidelines from the state and see how it matches.

	<p>The committee discussed the validity of the survey due to service providers being honest in their response. Mirtala suggested incorporating a disclaimer in the survey “this is a random sample and there is no need to self-identify”. SurveyMonkey tends to provide more honest answers due to privacy of the reporting person filling out the survey.</p> <p><b><u>Pending items from previous meeting on 6/25/14</u></b></p> <ul style="list-style-type: none"> <li>• Distribution of the survey: Wellness Centers to gather information on LGBTQ services provided</li> <li>• Expansion on LGBTQ acronym to incorporate (QI2S): Q/Queer; I/Intersexual and 2S/Two Spirited. Also “gender non-conforming” was also discussed.</li> </ul>		
<p><b>LGBTQ Glossary</b></p>	<p>Kim distributed to the committee a glossary of terms to be incorporated to the questionnaire.</p> <ul style="list-style-type: none"> <li>• Feedback from the committee was requested</li> <li>• All inputs to be provided to LGBTQ UREP liaison.</li> <li>• The glossary needs space to grow as time names change</li> <li>•</li> </ul> <p>Marta provided an explained on Two Spirited. Marta shared there are some Native American communities that recognize Two Spirited and others that don't. The federal government does recognize the term Two Spirited. For the Native American communities who acknowledge Two Spirited the person is either bi-sexual, homosexual or transgender. It is considered a Two Spirited person has higher healing powers. Spirit is where everything happens.</p> <p><b><u>Pending items from 6/25/14 meeting</u></b></p> <ul style="list-style-type: none"> <li>• Glossary terms to be submitted to eNews for publication in the Cultural Competency Column</li> </ul>	<p>Kim and Marta will collected feedback from committee via email.</p>	<p>Kim, Co-chair</p>
<p><b>Resource Guide</b></p>	<ul style="list-style-type: none"> <li>• A resourced guide already exists but many people have trouble having access to the information.</li> <li>• Sermed Alkass: Informed the committee Service Area 3 developed their own resource guide. He is waiting to receive an electronic copy of the resource guide. He will also like to collect Service Area 1 through 8 resource guides and merge them into one link. The agencies who provide information will be add as contributors to the link. Eugenia informed the committee in the last meeting (6-25-14), a comprehensive guide already exist. The committee would like to work on creating a electronic link through DMH website that will encompass pre-existing guide to LGBTQ community resources. PENDING getting the information. LGBTQ would like to add to comprehensive guide, community resources. Online, we could update it. 8 service area</li> <li>• Create a link in Los Angeles County-DMH website for comprehensive LGBTQ resources.</li> </ul>		<p>Workgroup Members</p>

	<ul style="list-style-type: none"> <li>The community resources to be broken down by service area to simplify the search for the community.</li> </ul>		
<b>LGBTQ UREP Announcement</b>	<p>Mirtala explained to the committee, Under Represented Ethnic Populations (UREP) is under Mental Health Act. As part of Mental Health Act, LACDMH has to build capacity building projects to increase client access to mental health services, increase retention for the underserved populations. LACDMH developed 5 UREP groups; 1) African/African American (AAA) 2) Asian Pacific Islander 3) Latinos 4) Middle Eastern/Eastern European 5) American Indian/Alaska Native. Each group is awarded \$100,000 a year. UREP is a mini stake holder group that comes together. It includes experts in the community who educate DMH through building capacity building projects. It can vary from outreaching, Public Health Announcements (PSA), develop brochures to educate the community of Mental Health Services. As part of the education it can include; what is mental illness, symptoms of depression and symptoms of suicide.</p> <ul style="list-style-type: none"> <li>An example of UREP Capacity Building Projects (CBP) that has been approved is AAA. The AAA worked on a resource book called Lifelinks. They targeted Service Area 6; high concentration of Somalia, Nigeria, and African Americans. AAA worked with a consultant for the project and is on their third print. Lifelinks captures comprehensive services for AAA.</li> </ul> <p>Mirtala announced LGBTQ workgroup has been approved as UREP Subcommittee and has \$50,000 to utilize for a capacity building project/s.</p> <ul style="list-style-type: none"> <li>An outline of the process was provided to the committee. The brainstorm for a capacity building project occurs between July-September. Once the committee agrees on a CBP a Statement of Work (SOW) is developed and submitted for approval by October. The process of approval takes a couple of months.</li> <li>The goal for LGBTQ UREP is to develop a CBP.</li> </ul>	Maribel will send out an email with UREP examples and collect proposals	Mirtala Parada Ward, UREP Mental Health Program Head
<b>LGBTQ UREP Subcommittee</b>	The committee discussed diversifying the group by having the presence of transgender, generational LGBTQ, and consumers.		
<b>Future LGBTQ UREP Meeting</b>	The committee agreed to meet once a month on 4 <sup>th</sup> Wednesday, for one hour rather than 2 hours.		Workgroup Members
<b>Next meeting</b>	October 29, 2014 from 10 a.m. to 12 p.m. 695 S. Vermont, 15 <sup>th</sup> Floor, Small Conference Room		

Respectfully Submitted,