

**LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH
OFFICE OF ADMINISTRATIVE OPERATIONS - QUALITY IMPROVEMENT DIVISION
ASIAN PACIFIC ISLANDER UsCC SUBCOMMITTEE**

MEETING MINUTES – Thursday, June 28, 2018
Location: APCTC 520 S. LaFayette Park Place, Suite 300, 3rd floor, LA 90057

ATTENDEES: Juan Alfaro, Rocco Cheng, Sandra Clayton, Lishi Leo Huang, Pam Inaba, Aurenda Jones, Mariko Kahn, Maju Kulkarni, Maria Elena Linares, Rosita Lopez, Carlos Lucero, Llanette Morgan, Sawako Nitao, Patricia Oh, Payal Sawhney, Alta Garcia Torres, Shelly Wang, Blanca Watson, Ann Marie Yamada, Guadalupe Yepiz
LACDMH: Mirtala Parada Ward, Nina Tayyib, Alex Elliott, Christine Tanimura

DISCUSSION

- **Welcome and Introductions**
- **4/5/18 Meeting Minutes review and approval**
- **Code of Conduct review**

MHSA Innovation Project Discussion (Alex Elliott and Christine Tanimura, MHSA Program Development and Outcomes Division, LACDMH)

Alex presented on MHSA Innovation, which is funding designated for LACDMH to develop and implement novel and creative mental health programs in order to improve access and outcomes for consumers in LA County. An Innovation Pipeline Workgroup was convened and has met for several months. Alex provided an update on some project proposals that have been discussed and some that are already being implemented.

Alex discussed the Innovation (INN) 3 Project called “7 Cups of Tea”, which is mobile phone app that was being tailored for LA County. This project is part of the “Technology Suite” that LACDMH is launching in mid-July 2018. The goal on INN 3 is to use technology to help improve access to mental health information and resources. This app is currently available on App store and has approximately 400,000 users already. The feature that is ready for use right now is a Peer Chat feature, where a person is able to chat via text with a Peer via the app 24 hours a day/7 days a week. The Peers have gone through training to effectively help those who reach out using the app, including active listening training. The app has the capacity for 136 languages at this time. The list of languages was requested and Alex will follow up to confirm. The app can also be accessed via web browser. As of now, the app is designed for users ages 13 and older. The standard consents are in place, similar for other phone apps, and LACDMH is in still in the process of discussing informed consent with specialized Consultants.

API UsCC subcommittee members were encouraged to download and use the app and provide feedback as to how it can be improved and better tailored for LA County residents, in the particular the API community. Below is some of the feedback provided at the meeting:

1. In the API community, many people use apps to communicate. They tend to use the touch-to-talk option instead of typing, especially for those who are not able to write their native language. It was suggested that this option be included.
2. Many apps do not recognize people's accents and there was a recommendation to help improve the app's ability to interpret accents accurately, if possible.
3. It was recommended to have a word limit for messages for user and Peer, for efficiency.
4. It was recommended that LACDMH look at other online/app Crisis Chat Line services as they may be good models to learn from.
5. There was a suggestion to develop an avatar for the app for Peers to interact, which may decrease stigma and increase involvement.

Christine discussed the "Enhancing Workforce Training through Mixed Reality Approaches" Innovation proposal. This proposal is aimed at improving training for LACDMH workforce through the use of highly specialized avatars to act out clinical scenarios to help train for direct practice. The avatar would be played by a trained actor and have highly interactive conversations/interactions with staff from clinics, including clinical staff, peers and clerical staff. Actors would play out a scenario based on a case history and staff would have to interact with the patient. The goal is for training and learning, but there is a model that has a scoring sheet based on how you interact with the virtual agent. This tool allows for immediate feedback and support for training purposes for the staff. The goal is to have culturally diverse client scenarios, in order to provide richer trainings. This technology would also allow staff to be immersed into the environment that clients experience through the use of headsets. There is also the option to immerse multiple staff in same scenario, in order to work on communication and team building. LACDMH is hoping to develop a virtual library that all LACDMH staff will have access to.

The subcommittee was encouraged to contact Alex Elliott at AElliott@dmh.lacounty.gov with any further suggestions/feedback regarding any of the Innovation Project ideas. INN staff shared that they will be back to the subcommittee to provide updates on projects and also gather additional feedback.

API Youth Mental Health Video Contest: "Go Beyond Stigma" – Project Update (Rocco Cheng Ph.D, Consultant)

The API UsCC subcommittee voted to implement an API Youth Mental Health Video Contest as an API UsCC Capacity Building Project. The goal of this project is to provide API youth (ages 16-25) an opportunity to share how mental health issues impact their life, their family and their community, using video. Through collaboration with community agencies, API Youth will be recruited and provided education about mental health issues and resources. As well, API Youth will also be introduced to the art of storytelling using video and also provided training and technical assistance to support the development of his/her own video (maximum of 3 minutes) on how mental health issues impact his/her life. The videos will be submitted as part of a Video Contest and will be showcased at an Awards Ceremony, which will be part of a larger community event (January 2019). All API youth countywide will be targeted, with special efforts to recruit South Asian youth and API LGBTQ youth. Social media is also part of the project.

Rocco Cheng Ph.D. was awarded the project and implemented the project on January 1, 2018. He provided the API UsCC subcommittee an update at the meeting. At the meeting, the Video Contest website was shared: www.gobeyondstigma.com Rocco shared that he is just starting the recruitment phase through information sessions in the community. Information sessions info is available on the website. Rocco invited representatives from community based organizations to collaborate with him on this project, to help reach API youth in LA County.

Next API UsCC Capacity Building Project: Update and Discussion

The API UsCC subcommittee had spent the last three meetings brainstorming and discussing ideas for the next round of API UsCC capacity building projects (to be implemented in FY 18-19). Two project proposals had been submitted and were presented to the group and the “API Hope and Recovery Conference” was selected.

Mirtala updated the API UsCC subcommittee that the budget for Capacity Building Projects will increase to \$200,000 per fiscal year for each subcommittee starting FY 18-19. There was a suggestion to re-open the voting so that more ideas can be presented, since there is more funding available. Mariko Kahn shared that A3PCON Mental Health committee was interested in presenting an idea to hire a consultant to explore the barriers and develop a tool kit for the API community, which could be used to help groups develop support groups/circles for family members of consumers. The goal would be to increase community support for family members, which may also increase participation by family members in services. The subcommittee discussed the need to increase support for family members, in addition to NAMI groups.

The API UsCC subcommittee agreed to re-open the proposal presentations for FY 18-19 and to allow for more proposals to be presented at the next meeting. Mirtala shared that the subcommittee will have an opportunity to decide budget allocation and how to split up money at the meeting as well.

Other:

- Presentation on API Mental Health Awareness Media Campaign was tabled until the next meeting

Next Meeting: tbd