

**LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH  
Office of the Deputy Director of Strategic Communications**

**Access for All UsCC Subcommittee Minutes**

July 8, 2020

10:00AM – 12:00PM

Microsoft Teams and Conference Call Meeting

**Attendees:** Roque Bucton, Erik Escareno, Wendi Cabil, Melissa Alcalá, Junko Nagamatsu, Amy Kay, Hector Ramirez and Alex Reynoso

**DMH:** Rosario Ribleza, Connie Acosta Castaneda, Sandra Chang, Alex Elliot, Julio Miranda, John Flynn, Richard Yamamoto, Kelly Wilkerson

**Interpreter:** Richard Dickinson and Patricia Kanke

Agenda Items	Comments/Discussion/Recommendations/Conclusions
<p><b>Welcome/ Introductions</b></p> <p>- Subcommittee Members</p>	<p>Attendee introductions: Each attendee (On Microsoft Teams and on the phone) introduced himself/herself, and shared a word that connects with the disabled community.</p>
<p><b>Follow-up from Prior Meeting:</b></p>	<ul style="list-style-type: none"> <li>• <b>Czar Letter Draft – Roque Bucton:</b></li> <li>• The letter to the Mental Health Czar, Dr. Tom Insel was revised to include the introduction of the current conditions on COVID-19, justice uprising, and the economic situations that impact people with disabilities.</li> <li>• <b>Hector Ramirez</b> recommended to address the letter to the decision makers - Behavioral Health Task Force in California, California Health and Human Agencies, the Governor, and Secretary of the State to ensure that the issues will be given immediate attention and appropriate solutions.</li> <li>• <b>Web Conference Accessibility Issues – Alex Elliott</b> provided helpful resources with the Accessibility Settings on devices people use the most – Android, Microsoft, Google, Apple, and Amazon.</li>   <li>• <b>Accessibility overview of Microsoft Teams:</b>  <a href="https://support.microsoft.com/en-us/office/accessibility-overview-of-microsoft-teams-2d4009e7-1300-4766-87e8-7a217496c3d5?ui=en-us&amp;rs=en-us&amp;ad=us">https://support.microsoft.com/en-us/office/accessibility-overview-of-microsoft-teams-2d4009e7-1300-4766-87e8-7a217496c3d5?ui=en-us&amp;rs=en-us&amp;ad=us</a></li> <li>• <b>Microsoft Disability Answer Desk:</b>  <a href="https://www.microsoft.com/en-us/accessibility/disability-answer-desk?activetab=contact-pivot:primaryr9">https://www.microsoft.com/en-us/accessibility/disability-answer-desk?activetab=contact-pivot:primaryr9</a></li> <li>• <b>Microsoft Accessibility Overview:</b></li> </ul>

- <https://www.microsoft.com/en-us/accessibility>
- Google Accessibility**
- **Android Accessibility Help:**  
<https://support.google.com/accessibility/android/?hl=en#topic=6007234>
  - **Contact the Google Disability Support Team:**  
[https://support.google.com/accessibility/answer/7641084?hl=en&ref\\_topic=6004807&visit\\_id=637298194518649668-1387026925&rd=1](https://support.google.com/accessibility/answer/7641084?hl=en&ref_topic=6004807&visit_id=637298194518649668-1387026925&rd=1)
  - **Android Accessibility Overview:**  
<https://www.android.com/accessibility/>
- Apple Accessibility**
- **Apple Accessibility Support:**  
<https://support.apple.com/accessibility>
  - **iPhone Accessibility Overview:**  
<https://www.apple.com/accessibility/iphone/>
- Amazon Accessibility**
- **Amazon Devices and Digital Services Accessibility Help Content:**
  - [https://www.amazon.com/gp/help/customer/display.html/ref=hp\\_bc\\_nav?ie=UTF8&nodid=GPQWJJBKL5MLCAR5](https://www.amazon.com/gp/help/customer/display.html/ref=hp_bc_nav?ie=UTF8&nodid=GPQWJJBKL5MLCAR5)
  - **CalFresh Online Grocery Delivery Information:**<https://www.cdss.ca.gov/Portals/9/CalFresh/EBTOnline/EBT-Online-FAQ-Sheet-En.pdf>
  - Free Peer Specialist Training link for application: <http://secure-web.cisco.com>

**California Budget Updates: Discussion –  
Roque Bucton and Subcommittee Members**

- In-Home Supportive Services and Independent Living Centers**
- A. In-home Supportive Services and Independent Living Centers are seriously impacted by the COVID-19 pandemic. The service providers are not the only ones affected, but the recipients of services as well. The recipients do not receive the appropriate services they need due to lack or limited funding.
- B. **Community Wellness Teams**
- An alternative to Police and Law Enforcement responding to a call from someone experiencing mental health challenges. The team is composed of a Social Worker and an Emergency Medical Technician (EMT). The dispatcher receiving the call will determine whether to dispatch an EMT or Law Enforcement or the Community Wellness Team.
  - People with Mental Disability issues can be approached by unarmed trained team member, and can actually provide medical assistance if needed.
  - Other communities around the country have these sorts of program and seem to be very effective. Los Angeles had this program back in

	the 90's, but dispatchers do not deploy the team.
<p><b>Mental Health Commission Meeting Reports – Roque Bucton and Subcommittee Members</b></p>	<p><b>A. Technical Issues:</b></p> <ul style="list-style-type: none"> <li>• <b>Hector Ramirez</b> reported that a few peers who participated and listened at the Mental Health Commission meeting filed a group Federal complaint with the Department of Justice, for lack of accessibility for people with disabilities to participate in the important Stakeholders events.</li> <li>• They asked for a three-month extension on the three-year plan.</li> <li>• They requested that the documents be accessible and include plan language.</li> <li>• A response from Client Rights, not necessarily the ADA person was received.</li> <li>• Outreach Team was also suggested.</li> </ul> <p><b>Roque Bucton : Technical challenges that need accommodations:</b></p> <ul style="list-style-type: none"> <li>• PDF files/forms in text file format, (not image format), that is compatible with the software used by visually impaired individuals.</li> <li>• Close Captioning option on Microsoft TEAMS have some inaccuracies because you cannot identify different people who are speaking.</li> </ul> <p><b>Wendi Cabil</b> was assured by Julio Miranda (DMH) that she could see the transcript of the chat even after the meeting.</p> <p><b>B. Budget:</b></p> <p><b>Hector Ramirez</b> was advocating for more funds for the IT Department. Invest for technology, as it is most needed at this time to stay connected.</p> <p><b>C. Peer Specialist Training – Roque Bucton:</b></p> <p>The Peer Specialist Training Bill is currently pending in the House of Representatives for approval. This program is intended to help cultivate Peer Mentors and Leaders within the communities.</p> <p><b>Hector Ramirez: Recommendations to Obtain Peer Certification:</b></p> <ul style="list-style-type: none"> <li>• Contact the elected officials, especially the Governor</li> <li>• Request the Mental Health Commission to include in the 3-year plan – that the Peer Certification be implemented within the subcommittee/DMH.</li> </ul> <p><b>Erik Escareno</b> recommended a creation of curriculum program that will cultivate Specialized Workers – Peer Supported Mentors.</p>

<p><b>Social Media Policy and Procedures – Roque Bucton</b></p>	<p><b>A. Questions on the DMH Policies and Procedures during the COVID-19 pandemic:</b></p> <ol style="list-style-type: none"> <li>1. Administration of Media Platforms – YouTube, Facebook, Instagram – who will be the administrator/moderator? DMH or Co-Chairs?</li> </ol> <ul style="list-style-type: none"> <li>• How will DMH handle the Health Insurance Portability and Accountability Act (HIPAA) to protect clients?</li> <li>• How to handle emergencies like suicidal incidents?</li> <li>• Do any of the other UsCC subcommittees have Social Media?</li> </ul> <p><b>Kelly Wilkerson</b> confirmed that none of the UsCC subcommittees have a Social Media. Pinki Mehta is actively working with DMH new communications people. Helpful information is on the DMH website and will also be blasted on Social Media, and eventually move forward to television.</p> <p><b>Alex Reynoso</b> inquired on the actual release date for the Access for All PSA?</p> <p>Rosario Ribleza reported that the PSA project is still on hold, but a quote was already obtained from KCAL9, CBS 2, and CBSLA Livestream. The subcommittee will be posted for any updates.</p> <p><b>Suggestions/Comments:</b>  <b>Alex Elliott</b> suggested to have a more inclusive and accessible meeting – open to the public. Talk slow, take breaks, and use descriptive method when applicable (example- describe what a person is wearing)!</p> <p><b>Hector Ramirez</b> recognized the usefulness of the close captioning within the Microsoft Teams Meeting.</p>
<p><b>DMH Update - Dr. Sandra Chang</b></p>	<p><b>Dr. Chang announced the upcoming meetings:</b></p> <ol style="list-style-type: none"> <li>1. <b>Meeting with Dr. Sherin, UsCC Co-Chairs, SALT and CCC committees</b> – July 15, 2020 at 1:00 pm</li> <li>2. <b>The UsCC Leadership Meeting</b> – July 21, 2020 at 10:00am – 12:00pm. Co-Chairs can send their suggestions for the agenda to Rosario.</li> </ol> <ul style="list-style-type: none"> <li>• Resources and information on COVID-19 are posted at the DMH website – translated in 13 threshold languages (Spanish, Korean, Chinese, Tagalog, Armenian, etc.)</li> </ul>

	<p><b>Additional Materials on:</b> Coping with stress, staying connected at this time of physical distancing, addressing fear and anxiety, understanding Mental Health and the emotional aspect of the pandemic, coping with loss and loss of loved ones, food, shelters, and all types of homeless needs.</p> <ul style="list-style-type: none"> <li>• DMH partners and collaborates with DPH, DHS, City and other government agencies to provide support and resources to the people in need during the pandemic.</li> <li>• Capacity Building Projects are temporarily on hold. However, DMH is working with the vendors and departmental procedures to see how they can be pushed through utilizing technology platforms.</li> </ul> <p><b>Amy Kay</b> expressed her concern on the challenges face by the hard of hearing and the blind communities to receive resources and information on the website especially that they need more help at this time. <b>Dr. Chang</b> assured that data is being looked at to provide extra support for the deaf and hard of hearing in ASL form. <b>Melissa Alcalá</b> asked if there is a protocol for the community-based organizations to get support from DMH. <b>Dr. Sandra Chang</b> informed the attendees that DMH expanded the Access Centers 24/7 phone lines. There are new features focusing specifically on COVID-19 needs. The helpline has staff that speak different languages. <a href="https://www.headspace.com/lacounty">https://www.headspace.com/lacounty</a></p>
<b>Announcements – Subcommittee Members</b>	<p><b>Melissa Alcalá:</b> Indigenous Circle of Wellness's SSS Project will be hosting "Caring for Caregivers during COVID-19". <b>Alex Elliott:</b> As of 4/28/20 you can use your EBT Cal Fresh card to make on line food purchases.</p>
<b>Meeting Adjourned</b>	12:00 P.M.
<b>Next Meeting</b>	August 12, 2020 - 10:00 A.M. to 12:00 P.M.