

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

**Access for All UsCC Subcommittee Minutes**

May 11, 2022  
10:00AM – 12:00PM  
Microsoft Teams Meeting

**Attendees:** Cody Hanable, Hector Ramirez, Roque Bucton, Sylvia G. Youngblood, Alison G. Freeman, Pam Inaba, Gabriela Velasquez, Erik Escareno, Bernice Mascher, and Rosy Tellez, Junko Nagamatsu, Maria A., Jose Flores, Mark Karmatz, Andy Imparato, Estephanie, Paul Stansbury, Rebecca Tafoya, Monica Flores, YPerez, Robyn Gantsweg, Jacqueline Stevens, Mary-Frances Walsh, Ronson Chu, Nancy Wilcox, Carolyn Winston, Kevin Acevedo, Angela Gardner, Dominique Rood, Eugene Lewis, Yvonne Sandoval, Tamara Canada Howard, Romalis Taylor, Jose Pedrosa, Krystal Mousseau, Martin Lamanza, Antonia Osife, Beatriz L., Norma Ruiz, Ann Kou, Ali Zandi, Brenda Sazo, Joanna Arcangel, William Sive, and Harold Turner

**DMH:** Martha Ortiz, Alex Elliot, Kelly Wilkerson, Anna Bruce, Angel Baker, Ann Lee, Destiny Walker, Luis Guzman, Sandra Chang, and Alicia Llamas

**Interpreter & Captioner:** Jarris Wright and Mark Robinson  
Joann

Agenda Items	Comments/Discussion/Recommendations/Conclusions
<b>Welcome &amp; Introductions</b> - Subcommittee	Attendee Introductions: Attendees (On Microsoft Teams and on the phone) were encouraged to incorporate a description of themselves to be mindful of other attendees with disabilities: individuals with visual impairments who cannot see the computer screen, and those who cannot hear what is happening in the meeting.
<b>Meeting Norms/Review of Code of Conduct</b> – Co- Chair	<ul style="list-style-type: none"> <li>• Cody Hanable reviewed the Code of Conduct and Meeting Norms to the subcommittee.</li> </ul>
<b>Meeting Minutes: Review and Approval</b>	Approval of Meeting Minutes 4/13/22– moved to approve by Hector Ramirez, and seconded by Sylvia Youngblood

## Community and Accessibility Resources

Alex Elliot

## Community and Accessibility Resources – Alex Elliot

### Mental Health Resources

- **Why We Rise Resources:**

Access resources related to mental health and community wellbeing. In addition to helplines and general resources that connect LA County residents to mental health support, the list highlights community organizations that are partnering with WE RISE 2022 to strengthen health and healing across the county, as well as other local organizations that serve the diverse communities of our region and break down cultural stigma associated with mental health.

<https://whywerise.la/resources/>

- **NAMI Urban LA Resources:**

Collections of resources are organized by topic:

<https://www.namiurbanla.org/resources>

- **ONE MIND PsyberGuide – Mental Health Resources**

These resources aim to help you learn more about common mental health problems. There are many supports out there for mental health, and just some of them involve technology. Learn more about what mental health technologies are, and how they may be able to help. Learn more about treatments, supports, and resources to help you manage your mental health.

<https://onemindpsyberguide.org/resources/>

- **The Jed Foundation – Mental Health Resource Center**

The Jed Foundation's Mental Health Resource Center provides essential information about common emotional health issues and shows teens and young adults how they can support one another, overcome challenges, and make a successful transition to adulthood.

<https://jedfoundation.org/mental-health-resource-center/>

- **Mental Health America:- May is Mental Health Resources**

This year, the theme of MHA's 2022 Mental Health Month Toolkit is "Back to Basics." After the last two years of pandemic living, many people are realizing that stress, isolation, and uncertainty have taken a toll on their well-being. Our goal is to provide foundational knowledge about mental health & mental health conditions and information about what people can do if their mental health is a cause for concern.

<https://mhanational.org/mental-health-month>

- **Mental Health America:- May is Mental Health Toolkit**

<https://mhanational.org/mental-health-month-2022-toolkit-download>

- **LA County Department of Mental Health Resources:**

Special collections of resources are organized by topic below:

<https://dmh.lacounty.gov/resources/>

**Los Angeles County Department of Mental Health Community Resources & Information**

<https://dmh.lacounty.gov/our-services/ee/resources/>

- **CalHOPE**

**CalHOPE Connect**

<https://www.calhopeconnect.org/>

**CalHOPE Warm Line:** (833) 317-HOPE (4673)

**CalHOPE Resources**

<https://www.calhope.org/pages/resources.aspx>

CalHOPE Connect offers safe, secure, and culturally sensitive emotional support for all Californian's who may need support relating to COVID-19.

CalHOPE partnered with California Mental Health Services Association which has a statewide experienced workforce comprised of peers, community mental health workers, and other non-licensed personnel.

Individuals in need of emotional and/or crisis support can receive "visits" by phone, videoconference, smart device, or computer chat. Depending upon needs and situation, family and/or group support sessions are also available. Individuals also may be connected to county-based services. CalHOPE connect offers culturally sensitive emotional support session for:

All Californians, African American/Black, Asian and Pacific Islanders, Latino/Latinx, LGBTQ+ Community, Parents/Caregivers, Veterans, Young Adult

### **Assistive Technology Resources**

- **Microsoft Ability Summit Recorded Sessions**

Microsoft Ability Summit is a free, community event that brings together people with disabilities, allies, and industry professionals to Imagine, Build, and Include the future of disability inclusion and accessibility. Here you will find all recorded sessions from the Microsoft Ability Summit, hosted virtually on May 10, 2022. To learn more about accessibility at Microsoft, visit [microsoft.com/accessibility](https://microsoft.com/accessibility)

[https://www.youtube.com/playlist?list=PLtSVUgxIo6Ko\\_SB8H9JUaCZMsxiCNu-am](https://www.youtube.com/playlist?list=PLtSVUgxIo6Ko_SB8H9JUaCZMsxiCNu-am)

**Microsoft Accessibility Blog - Increasing our Focus on Inclusive Technology**

The new [Microsoft adaptive accessories](#) provide a highly adaptable, easy-to-use system. Each piece is designed in partnership with the disability community to empower people who may have difficulty using a traditional mouse and keyboard to create their ideal setup, increase productivity, and use their favorite apps more effectively.

<https://blogs.microsoft.com/accessibility/increasing-our-focus-on-inclusive-technology/>

- **California Broadband for All**

Home internet service is critical for all individuals. The cost of internet remains a barrier for many people. We've partnered with EveryoneOn\* and the California Emerging Technology Fund to help you find programs in your area:

The Affordable Connectivity Program

Low-cost internet service  
Computer offers  
Digital skills training (like computer and internet basics)  
<https://broadbandforall.cdt.ca.gov/affordable-service-programs/>

- **FACT SHEET: President Biden and Vice President Harris Reduce High-Speed Internet Costs for Millions of Americans**

Biden-Harris Administration Secures Commitments from 20 Internet Providers to Cut Prices and Increase Speeds

<https://www.whitehouse.gov/briefing-room/statements-releases/2022/05/09/fact-sheet-president-biden-and-vice-president-harris-reduce-high-speed-internet-costs-for-millions-of-americans/>

- **Global Accessibility Awareness Day - GAAD**

Thursday, May 19, 2022, help us celebrate the 11th Global Accessibility Awareness Day (GAAD)! The purpose of GAAD is to get everyone talking, thinking and learning about digital access and inclusion, and the more than One Billion people with disabilities/impairments.

<https://accessibility.day/>

- **Metro Micro**

Book trips with the Metro Micro mobile app ([Apple App Store](#) or [Google Play](#)), on the [web booking site](#), or by calling 323.GO.METRO (323.466.3876).

<https://micro.metro.net/>

Book online at [book.metro-micro.net](#)

Call to book: **323.GO.METRO**

**Presentation:**

**CARE Court**

Andy Imparato

Executive Director,  
Disability Rights of  
California

**CARE Court** – is a proposed framework to deliver mental health and substance use disorder services to the most severely impaired Californians who too often languish – suffering in homelessness or incarceration without the treatment they desperately need.

Governor Newsome and Secretary Ghaly are trying to get services including housing for people with schizophrenia and psychosis. They want to prioritize housing this population. However, based on the way legislation is written, there is no guarantee of housing.

**Discussion:**

- Many peer organizations across the state work collaboratively to testify in the state, judiciary, and health committees to bring peer voice to the conversation
- Anybody can refer people with underlying mental condition to the court. If the gravely mentally ill person cannot make decisions for him/her own care, the court will do it for him/her.
- CARE Court is doubling down on coercive treatment for having the court in-charge of people’s care
- “No health without housing”. Nothing about us, without us.”

- Accessibility requirements are not part of the CARE Court.
- They are consulting the wrong persons like Mayors, instead of experts in serving the population.
- State and local government levels create policies around issues that they do not understand.
- There is no infrastructure that is currently available for the deaf and hard of hearing population.

**Recommendations**

- Housing First – provide long-term stable housing is the right philosophy for this population
- Voluntary mental health treatment – must be offered to them including peer-lead services
- Consult the right persons who have expertise in serving the population involved
- Need resources to train psychiatrists and other clinicians to serve the population appropriately and efficiently
- Need better infrastructure and more research to design appropriate intervention.
- Demand to be heard by the local officials especially from people with lived experience and people of color who are impacted disproportionately,

**Presentation:**

Filing Complaints with Patients’ Rights

**Filing Complaints with Patients’ Rights**

**Community Feedback**

- DMH has an open-door policy but the door is constantly shut.
- There is a huge disparities and gaps with DMH services.
- DMH recognized the problem, but does not put funds towards building infrastructures, new programs, and qualified people to work with the disabled population
- Filing complaints - is a complex process and there is accessibility barrier in completing forms

**Recommendations**

- Have peers assist the works at Patients’ Rights Office – completing forms and filing, answering calls
- Filing complaints through e-mails
- Have forms accessible to fill out and submit
- Have somebody to outreach Clients’ Rights information including the processes of filing complaints
- Utilization of YouTube to educate people the process of filing a complaints and show the different forms to use
- Increase direct communication with DMH

**Ideas Being Developed to Improve Processes to File Complaints with Patients’ Rights – DMH**

- Having client portal or a community portal
- The Promoters to spread the information about the roles of Patients’ Rights
- An online grievance system
- Accept e-fax and will work on e-mail option
- Online submission

***Meeting of Dr. Alison Freeman and Dr. Erik Escareno with Dr. Jorge Partida (DMH)***

Dr. Freeman reported that Dr. Jorge Partida listened to their complaints about the lack of mental health services for the

<p><b>General Updates</b></p> <p>Destiny Walker</p> <p>Kelly Wilkerson</p>	<p>deaf and hard of hearing. They recommended for DMH to consider contracting the services with agencies who have expertise in serving the population. Dr. Partida promised to work on this matter.</p> <p><b>DMH Updates</b> - Destiny Walker</p> <ul style="list-style-type: none"> <li>• Cynthia Wheaton – is the new Legislative Analyst</li> <li>• Capacity Building Project Fund increased to \$350,000 effective July 2022 (for FY 2022-2023)</li> <li>• New Youth Component - added to the UsCC and SALT</li> <li>• Dr. Sherin to step down effective July 2022</li> <li>• MHSA Update Survey concluded last week</li> <li>• There is an advocacy to increase the Community Action Fund (CAF) and the stipend for the Co-chairs (Hector reported)</li> </ul> <p><b>Capacity Building Projects</b> – Kelly Wilkerson</p> <p>FY 2020-2021 - <i>Deliverables to complete by June 30, 2022</i></p> <ul style="list-style-type: none"> <li>▪ Mental Health Assessment for the Blind, Partially Sighted, and Visually Impaired</li> <li>▪ Mental Health Assessment for the Deaf and Hard of Hearing</li> <li>▪ Mental Health Assessment for Physically Disabled</li> </ul> <p>FY 2022-2023</p> <ul style="list-style-type: none"> <li>▪ Domestic Violence Task Force – solicitation closed on May 5, 2022</li> <li>▪ Podcast and YouTube Series – solicitation has closed</li> <li>▪ Talking Circle – solicitation has closed</li> </ul>
<p><b>Topic Suggestions for Next Meeting Announcements:</b></p>	
<p><b>Next Meeting</b></p>	<ul style="list-style-type: none"> <li>• <b>Next meeting is on June 8, 2022 – 10:00 am – 12:00 noon</b></li> <li>• <b>Recording &amp; Transcriptions at DMH website</b></li> </ul>