

**LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH
QUALITY IMPROVEMENT DIVISION**

Deaf, Hard of Hearing, Blind, and Physical Disabilities UsCC Subcommittee

MINUTES

July 11, 2018
10 a.m. – 12 p.m.
695 S. Vermont Ave.

Present: Alex Elliott, Sylvia Youngblood, Denise Johnson, Amy Kay, Erik Escareno, Cindy Ruben, Mirtala Parada Ward, Kelly Wilkerson
By phone: Angela Kaufman
Presenters: Wendi Tovey

Agenda Items	Comments/Discussion/Recommendations/Conclusions
Welcome/ Introductions	Attendee introductions.
Review of minutes	Approved May 2018 meeting minutes with no changes. Kelly announced that all future meetings will take place in the community. Amy Kay from Five Acres offered space and recommended that meetings be scheduled well in advance (date/time)
Co-Chair and Subcommittee Name Results	<ul style="list-style-type: none"> • Kelly informed the subcommittee that Alex Elliott and Sylvia Youngblood were officially voted in as the co-chairs and that the name for the subcommittee would be Deaf, Hard of Hearing, Blind, and Physical Disabilities (DH²BPD) UsCC Subcommittee. • Feedback from Angela – We are leaving out a lot of disabilities by keeping it at physical and only naming the blind community. This creates problematic access – it is irrelevant what kind of disability they have, they still need to get services and in order to get services they have to have an Axis I diagnosis. So whether they have a physical disability or learning disability does not matter as long as they have a mental health condition. This may create a problem later if it is viewed as not being inclusive. • Mirtala informed the subcommittee that we can also explore a change of name in the future. Mirtala to share State MediCal requirements with the subcommittee. • Suggestion to set up a training of Title II of the ADA.
Innovation Tech Suite – Feedback Request (Alex Elliott)	<ul style="list-style-type: none"> • Alex Elliott presented to the subcommittee regarding the new tech suite being launched through Innovations. • The soft launch is taking place on July 16, 2018 from 9am-11am – they are interested in gaining input on the branding/marketing, outreach materials, etc. • Some goals: early detection of mental illness and peers/certified listeners available 24/7 in 140 languages. • It is composed of text chatting or voice to text within the app. • Recommendation to explore the Glide app – can utilize a video chat since a deaf person may text differently than a hearing – this would be the most deaf-friendly type of app.

	<ul style="list-style-type: none"> • Anyone with feedback should email Alex directly (ASElliott@dmh.lacounty.gov). • How are you going to serve the individuals who utilize the app? That is one of the worries, that we won't have the capacity. We're hoping that this will be a support to folks prior to coming into the clinics. • Mirtala – these types of programs force the Department to look at the capacity of the system. For instance, with the Armenian community, after we did capacity building projects, the Department had to double the budget of the providers to be able to accommodate new clients coming in. • Are you going to have two avenues – one for peers to talk peer-to-peer and one for people to speak with a therapist? This is just going to be peer-to-peer. • Once you do identify somebody, what kind of referral system is there going to be? Will it mirror what DMH does? Are you going to be utilizing referrals to other Counties? Innovation is the last leg of MHSA where the law states that Counties are mandated to pilot innovative projects to improve the delivery of mental health services. This will force the Department to look at service delivery. Initially what's on there now will be a resource list similar to what's on the DMH website. • Another concern is hiring additional staff to provide services to incoming clients. One idea is to utilize funding from Innovations and host career fairs at local colleges, high schools, and middle schools to recruit future clinicians. • Will transportation and interpretation be provided? For the peer testing, you can do that from your computer. If you have a client who would be willing, I would just need their email to send to the developers. • Mirtala – We are working to recruit more blind community members in the subcommittee. Erik to provide contact information for someone at the Blind Institute. • Are you collecting demographics? Yes, through the app. We can also share the Needs Assessment once that project is completed. • When you enter your demographics, will that assist in connecting you to someone with similar? We can create an algorithm based on your demographics, but we don't want it to prejudice. You have to go with what the person prefers. • Recommendation to give the option to search by certain characteristics when in the chat area. • Who is responding to my text? It is a certified listener from the 7 Cups platform. You can type in that you want to talk to someone right now and it will take you to the first listener in the queue, or you can type in something specific you need. • For the certified listeners, are we recruiting anyone from the various UsCC groups? Yes, we have hired peers to be part of this project and also 7 Cups has hired people and part of their role is capacity building focused on underserved groups. Peers are essential to the development of this. They're just getting on board. • Amy to talk to staff to identify an adult client to participate in the peer testing. • How do you prevent the certified listeners from giving opinions versus guiding the person who is texting to get to their own solution? They do have to go through training. There's also artificial intelligence software that can scan through and look at the language to make sure they're not using profanity or giving advice, etc. • When will they officially launch? The second phase is a clinical focus app and that may be in August or September. From there we'll do something bigger. We're developing a statewide brand.
Capacity Building Projects – Discussion	<ul style="list-style-type: none"> • Community Mental Health Needs Assessment – Statement of Work being finalized. Should also give ideas for future projects.

	<p><u>Other Possible Ideas:</u></p> <ul style="list-style-type: none"> • Forums/Symposiums – listening sessions • Brochures including those translated into Braille • Resource guide via an app • Trainings • Recruitment programs at community colleges • Focus groups at schools with students and teachers • Educate parents on how to access mental health services for their children • For deaf and hard of hearing folks, provide professional workshops around trauma in deaf children, how to refer to appropriate services, effectively provide interventions, etc. • Changing forms to be more accessible • Staffing and referrals, developing a referral system, utilizing applications and databases to make the referral system more effective (i.e. prioritize higher risk) • Create an intervention book – tailored interventions that work with various communities • Creating an evidence-based practice, creating something that will be utilized
<p>Innovation II – Presentation/ Feedback Request</p>	<ul style="list-style-type: none"> • Wendi Tovey presented regarding the new Innovations II program including the virtual training library where clinicians can go into a virtual environment and learn from culturally specific Avatars and scenarios prior to going out and interacting with clients (scenarios would be focused around cultural competency/humility). The purpose is to address things that people who are deaf, hard of hearing, blind, and have physical disabilities experience in sessions. • Please share feedback request form with 5-10 people. We are looking for constructive criticism. <p><u>Questions/Feedback</u></p> <ul style="list-style-type: none"> • Avatar would have to sign for the deaf/hard of hearing communities • Consider how you would tailor this training scenario when the avatar is a deaf person who is hearing voices <p>Kelly to share feedback request form with subcommittee.</p>
<p>Next Meeting</p>	<p>TBD – August or September 2018</p>