

Underserved Cultural Communities (UsCC)

Eastern-European & Middle Eastern Population Subcommittee

Date: 2/8/2018 Time: 10:00 AM - 12:00 PM

Present: Anna Yaralyan, Sarkis Simonian, Mirtala Parada Ward, Mastaneh Moghadam, George Gharibian, Heather Laird, Avo Soltanian, Shukry Cattan, Dr. Ali Jazayeri, Dr. Saman Mohseni, Dr. Nima Nouri, Dr. Arezoo Esfahani, Silva Badalian, Seta Haig.

Agenda Items	Comments/Discussion/Recommendations/Conclusions
<p>I. Introductions:</p> <p>II. Meeting Minutes:</p> <p>III. Overview of the following:</p> <p>a. Underserved Cultural Communities.</p> <p>b. Capacity Building Project Guidelines.</p> <p>c. Voting Guidelines for Capacity Building Projects.</p>	<p>I. Introduction of Members:</p> <p>II. Reviewed meeting minutes from 7/27/2017. Dr. George Gharibian provided one correction and his feedback will be incorporated.</p> <p>III. Mirtala Parada Ward provided an overview of the following:</p> <p>a. Underserved Cultural Communities Unit goals and mission.</p> <p>b. Review of the Capacity Building Proposal (CBP) Guidelines and Application.</p> <p>c. Co-Chair Requirements and re-election process.</p> <p>o Specifically Mirtala talked about the following points:</p> <p>a. Underserved Cultural Communities:</p> <ul style="list-style-type: none"> ▪ LACDMH aims to expand services to include culturally competent and linguistically appropriate approaches to ethnic/cultural communities that have been historically marginalized by the mental health system. The term Underserved Cultural Communities (UsCC) refers to communities historically unserved, underserved, and inappropriately served, in terms of mental health

services. There are health disparities within immigrant groups in Los Angeles County. There is lack of education and understanding pertaining to how to better engage and serve the different immigrant groups in our County. Via the development of ethnic specific capacity building projects, LACDMH is trying to assess and explore better ways to engage underserved communities.

- LACDMH Underserved Cultural Communities (UsCC) unit includes various UsCC subcommittees to address the specific needs of targeted ethnic/cultural communities. These communities include African/African American (AAA); American Indian/Alaska Native (AI/AN); Asian Pacific Islander (API); Eastern European/Middle Eastern (EE/ME); Deaf/Hard of Hearing and Other Disabilities; Latino; and Lesbian, Gay, Bisexual, Transgender, Queer, and Questioning, Intersex, Two-Spirit (LGBTQI2-S).
- Each UsCC subcommittee meets on an as needed basis with an average of 6 meetings per year.
- All meetings are to discuss relevant issues related to the development of culturally sensitive Capacity Building Projects, (CBPs,) for underserved communities within Los Angeles County.
- Each of the UsCC subcommittees is allotted funding, (\$100,000), to develop Capacity Building Projects, CBP, to serve their respective community. It was recommended for this amount to double by July 1st, 2018 for the development of more CBPs. However, part of the outreach, engagement and education includes the importance of having clinicians who speak the language of the targeted ethnicity and can provide culturally competent and culturally sensitive mental health services to these underserved communities. As a result, specific trainings have been provided to mental health professionals on how to better serve different ethnic groups.
- The main goal of the EE/ME subcommittee is to engage community members,

mental health professionals, consumers, family members, and advocates to inform LACDMH on how to address the mental health needs of the Eastern European community, who resides in Los Angeles County. We want to hear from the community and their recommendations and feedback to develop capacity building projects that are culturally responsive and sensitive.

b. UsCC Capacity Building Projects (CBP) Guidelines and Application Instructions:

- A copy of the UsCC Capacity Building Proposal (CBP) Guidelines and Application Instructions was provided to EE/ME subcommittee members.
- Capacity Building Projects aim to increase knowledge of signs and symptoms of mental illness, awareness of mental health resources, and encourage early access of services, as well as decrease stigma.
- Once a CBP proposal application has been submitted to LACDMH, the proposal(s) is then the property of LACDMH and LACDMH has 100% administrative oversight.
- The Statement of Work (SOW) is solely written by LACDMH – The UsCC Unit must adhere to all rules, procedures, policies, and requirements outlined by the County’s Internal Services Department, ISD.
- All SOWs for the implementation of capacity building projects are confidential and go through a fair and equitable solicitation process that is facilitated by ISD.
- LACDMH Program Support Bureau (PSB) Administration, LACDMH Procurement and Los Angeles County Internal Services Department, (ISD) will process the SOW. ISD looks at the legal aspects and proper contractual language to approve a given SOW and project for implementation.
- ISD will release SOW for bidding. The bidding period is approximately 30 days.

When the bid is released, all registered vendors will be informed electronically that the project is open for bidding by ISD Vendor Relations with instructions on how to submit a bid. Professional references are required by ISD. Usually three reference quotes are submitted so there would not be any preferential treatment and the contract division makes the ultimate decision on who gets the bid.

- Once the project is awarded to the vendor then all UsCC members will receive a copy of the Statement of Work, SOW, for that particular project so they may see what the project looks like.
- During the implementation process, LACDMH will meet with vendors to review expectations, requirements, and obligations regarding deliverables and invoices.
- LACDMH holds 100% monitoring oversight of all projects.

c. Voting guidelines and procedures for Capacity Building Projects:

- In order to be able to vote for a Capacity Building Project, an individual must have attended at least 50% of the UsCC subcommittee meetings (held quarterly) in the previous calendar year. An UsCC subcommittee member must commit to one year of service to the UsCC subcommittee when accepting voting privileges. UsCC subcommittee liaisons and the program head do not have voting privileges.
- EE/ME subcommittee members can refer and identify specific community-based organizations that have expertise in engaging and providing services to the EE/ME community.

	<ul style="list-style-type: none">▪ EE/ME subcommittee members are actively involved in the development and implementation of all capacity building projects.▪ Dr. George Gharibian suggested that if community members provide ideas and suggestions for capacity building projects, can they also provide feedback on how procedures and guidelines can be changed/amended for the success of a specific project.▪ Mirtala responded that all feedback and suggested changes are welcomed by DMH. For the most part, the UsCC Administrative team welcomes all suggestions and changes. It was clarified that the UsCC Administrative Team holds all administrative oversight of all projects and that there are certain County requirements, policies and procedures that cannot be changed.▪ All UsCC subcommittee projects are a property of DMH. DMH is the sole owner of all projects.▪ George Gharibian commented on the importance of ensuring that all project ideas demonstrate the voice of the EE/ME subcommittee. He emphasized the importance of ensuring that all project ideas remain intact and if changes are identified, this needs to be re-vetted with the subcommittee.▪ Mirtala responded that a proposal idea is never changed, but some of deliverables maybe be altered to align with County policies and procedures. The group was informed that due to County Procurement Law, we are not allowed to share all details pertaining to a capacity building project until the solicitation process is completed. The SOW is released once a project is awarded.▪ LACDMH must look at all administrative aspects of a specific project, such as conflict of interest, liability issues, maintaining confidentiality, etc. Overall the
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<p>IV. Co-Chair Selection</p>	<p>project must adhere to laws and regulations of LACDMH.</p> <p>IV. Co-Chair Selection:</p> <ul style="list-style-type: none"> ▪ A copy of the UsCC Leadership, Coordination, and Accountability Structures was provided to all EE/ME subcommittee members. ▪ Mirtala Parada Ward provided an overview of the co-chair selection rules and procedures from the UsCC Leadership, Coordination, and Accountability Structures. Specifically she provided the following information: <ul style="list-style-type: none"> - All UsCC subcommittees must obey by the same rules and regulations set by the UsCC Leadership, Coordination, and Accountability Structures, including voting procure and co-chair selection. - All the subcommittees have two co-chairs and its always one community representative and a LACDMH employee. LACDMH representatives are there because they understand the system and its policies. - Each subcommittee has co-chairs and those co-chairs meet with LACDMH executive management during UsCC Leadership meetings where they usually provide their ideas, suggestions and voice of disagreement in case they see something unfit or unbeneficial for the community. In general, the co-chairs become the voice of the particular subcommittee and provide feedback and recommendations for the department. For example, if a subcommittee member decides they would like to change a certain law and see the SOW when it is out to solicitation, they can voice their opinion during the UsCC subcommittee meeting and the co-chair can bring up this suggestion during the UsCC leadership meeting.
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| | <ul style="list-style-type: none">- UsCC Co-Chairs and official members are expected to attend at least 50% of meetings per year to have voting rights. Anyone can vote as long as they attend meetings at least 50% of the time.- Co-chairs and delegates and/or alternates serve two-year terms on the subcommittees. They cannot serve more than one term in a row unless no one else is available. For the EE/ME subcommittee Arsineh Ararat's and Sarkis Simonian's two-year term is coming to an end, as a result two new co-chairs must be selected for this subcommittee. Mirtala praised both Sarkis and Arsineh for their work and efforts in representing the community within the EE/ME subcommittee.- Mirtala reported that co-chair nominations will be done via email. Members can nominate themselves, other subcommittee members, or a person from the community who would be a good fit and make the two year commitment as a member. Afterwards, subcommittee members will vote for two co-chairs; one community member and one DMH staff member.- The job duties of the co-chairs are the following. Co-chairs usually facilitate the meetings, attend UsCC leadership meetings, and when LACDMH has system reviews and audits with the state, co-chairs are usually presenting the state and talking about all the work projects conducted for the community.▪ Heather inquired from Sarkis about some of the highlights and challenges related to the co-chair position.▪ Sarkis responded that co-chairs attend additional meetings, including UsCC Leadership meeting and the EE/ME subcommittee meetings which usually occur 3X - 4X a year. At the UsCC Leadership meetings, they have the opportunity to interact with other UsCC subcommittee co-chairs, learn about |
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<p>V. Capacity Building Project updates</p>	<p>projects implemented for their targeted communities. Additionally, co-chairs have the opportunity to voice their opinions, suggestions, and make requests to the upper management related to mental health ideas and concerns which they may be unique to their own subcommittee.</p> <p>V. Capacity Building Project updates:</p> <ul style="list-style-type: none"> ▪ Mental Health Awareness Project for the Law Enforcement Departments for the Arabic Speaking Community; FY 2015 - 2016. Project Consultant Heather Laird, from HRL Consulting, LLC, and Mirtala Parada Ward provided updates on this project. <p>○ Heather reported the following:</p> <ul style="list-style-type: none"> ▪ The project began two years prior with another Consultant. This Consultant was removed from the project and later it was given to HRL Consulting, LLC. ▪ The project included facilitating mental health presentations to educate Law Enforcement personnel about common mental health topics and issues pertaining to the Arabic speaking community. ▪ There was a great deal of resistance from the Law Enforcement, as they were unwilling to accept the mental health presentations. Both LACDMH and the project Consultant made great efforts to finalize this project, but it was not possible. Due to this, this project will be prematurely terminated. ▪ Dr. Nima Nouri reported that in his experience as a clinician, he has encountered police officers who welcome this kind of information. ▪ Seta Haig suggested that for future projects, it may be useful to find out what type of trainings are already offered by law enforcement agencies, to avoid
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<p>VI. Capacity Building Project updates for FY 2017/2018</p>	<p>duplication of these services.</p> <ul style="list-style-type: none"> ▪ Mirtala reported that overall this was a really good project and there were many great lessons learned. <p>VI. Capacity Building Projects for FY 2017/2018:</p> <ul style="list-style-type: none"> ○ Anna Yaralyan provided updates on the Capacity Building Projects for FY 2017/2018: <ol style="list-style-type: none"> 1. The Armenian Mental Health Show for the Armenian Community: <ul style="list-style-type: none"> ▪ EE/ME Subcommittee voted to launch a Mental Health TV Show to demonstrate how the psychotherapeutic process works. For example, an actor and actress in therapy will show how the couple's therapy looks like. ▪ This TV show will include 28 episodes. ▪ The show will include different mental health topics such as depression, anxiety, couples therapy, and intergenerational issues. ▪ Basic therapeutic techniques will be demonstrated in each episode of the show, such as listening to the client, reframing, and validating client's feelings to help the audience see and understand how the therapeutic process works. ▪ This project is out for solicitation; it is with Los Angeles County Internal Services Department (ISD). Three reference quotes were submitted as part of the solicitation process. 2. Multilingual Mental Health Public Service Announcements Project (PSAs) for the Arab, Farsi and Russian Speaking Communities:
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<p>VII. Proposal ideas for Capacity Building Projects FY 2018 - 2019</p>	<ul style="list-style-type: none"> ▪ The project aims to produce 40 - 44, 90 second Public Service Announcements in Arabic, Persian (Farsi), Russian and possibly English languages. ▪ All the PSA's will inform the community about different MH issues and resources available for the community. ▪ Each PSA will air on YouTube on a weekly basis and will be advertised via Facebook, Twitter, and other social networking media. ▪ The PSAs will air roughly once a week, for about 6 months. ▪ All the PSAs will include different mental health topics and these topics will be publicized on social media in Arabic, Persian (Farsi), Russian and possibly English languages. ▪ Statement of Work (SOW) of this project has been completed and is pending for supervisor approval. ▪ Mirtala added that this project also includes a social media campaign. <p>VII. Proposal ideas for Capacity Building Projects FY 2018 - 2019:</p> <ul style="list-style-type: none"> ○ Three (3) different Capacity Building Project ideas were provide: <ul style="list-style-type: none"> ▪ Seta Haig discussed her idea to create mental health brochures/pamphlets in Armenian. As per Seta, there is great need to have informational brochures in Armenian. ▪ Sarkis reported that several years prior, the EE/ME subcommittee created mental health brochures in the Arabic, Russian, Farsi, English and Armenian languages. However, there were certain challenges in its distribution. The fliers were distributed at different Armenian events and festivals and once
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community members recognized that the information pertained to mental health, they shunned away from receiving it. Instead, he is recommending for the brochures to be done digitally (online). This will also be more time effective and less expensive.

- Avo Soltanian reported that a couple of years prior, he was looking for information on depression in Armenian and found a few pamphlets written by Australian and Canadian mental health Associations. He suggested for LACDMH to develop mental health information that is accessible online (feature this information on the DMH website) so it can be utilized by mental health professionals, community members, consumers and the public in general.
- Avo Soltanian provided an example of why it is important to create Armenian MH brochures. He reported he didn't know the Armenian translation of the word "molestation." He inquired about its translation from various Armenian professionals, and each one had a different name for it. Therefore, the online information and brochures may be a useful resource. Having accurate translations of MH words in Armenian in a booklet/brochure could serve as a powerful educational tool.
- Seta agreed with Avo and added that at times it is very overwhelming to provide a diagnostic summary to clients in their native language.
- Mirtala added that pamphlets and booklets could be an effective tool for clinicians to educate the community members and consumers about mental health.
- Anna Yaralyan added that the pamphlets could be done in Eastern and Western Armenian dialects.
- Avo Soltanian discussed the importance of providing mental health information that is accurate. He is in the opinion that mental health professionals need to be part of TV related programming related to mental health. He wants to make

	<p>sure that the community is receiving accurate and valid information regarding mental health.</p> <ul style="list-style-type: none">▪ Mirtala provided an example of a project conducted by the Latino UsCC subcommittee. A telethon type of mental health program was conducted on Univision, where the viewers called and Spanish speaking mental health professionals responded to their mental health questions off air.▪ Heather Laird also provided a capacity building project idea. She stated that it will be effective to have more grassroots promotion of mental health and prevention efforts. Grassroots efforts can be useful for the Arabic speaking community.▪ Shukry Cattan suggested an idea for a capacity building project targeting the Arabic speaking youth. He reported that all the aspects discussed in the meeting resonate with the Arabic speaking community. In general, mental health issues are not discussed within this community. He added that there are colloquial terms used for mental health, which are misleading and not accurate. When discussing mental health, the message is often towards adults and parents. Youth with mental health issues are forgotten. This includes the current young Syrian refugees, who have suffered from Post-Traumatic Stress Disorder due to experiencing trauma from the current war in Syria. They often do not express their feelings. As a result, developing a mechanism to provide mental health information for Arabic youth would be impactful. The mental health terms must be age appropriate for children ages 8-12 year old; they need to be educated about mental health services and how they can learn more about trauma and the emotional turmoil that they experienced. He shared that many children committed suicide due to an inability to talk about their traumatic experiences. In terms of working with Syrian refugees, MH professionals can not overlook the mental health needs of the children and youth.▪ Avo Soltanian reported that it may also be useful to involve the mosques and churches as a mental health outreach strategy treatment for the Arabic
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