

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

Access for All UsCC Subcommittee Minutes

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

Attendees: Cody Hanable, Roque Bucton, Hector Ramirez, Sylvia G. Youngblood, Amy Kay, Alison G. Freeman, Irma Velasquez, Gabriela Velasquez, Pam Inaba, Junko Nagamatsu, An Kuo, Guadalupe Mejia, Debra Schleicher, Sabrina Sugano, Rosy Tellez

DMH: Alex Elliott, Debbie Innes-Gomberg, Jorge Partida, Elidia Olmos, Kathy Moon, Elmer Ornelas, Rosario Ribliza, Julio Miranda, Laura Kerr, and Pinki Mehta, Jenny Nguyen

Interpreter & Captioner: Jarris Wright and Mark Robinson
Joann Jaimes

Agenda Items	Comments/Discussion/Recommendations/Conclusions
Welcome & Introductions - Subcommittee	Attendee Introductions: Each attendee (On Microsoft Teams and on the phone) was encouraged to incorporate a description of themselves to be mindful of those attendees with disabilities: individuals with visual impairments who cannot see the computer screen, and those who cannot hear what is happening in the meeting.
Meeting Norms/Review of Code of Conduct – Co- Chair	<ul style="list-style-type: none"> • Rosario Ribliza reviewed the Code of Conduct and Meeting Norms to the subcommittee.
Meeting Minutes: Review and Approval	The meeting minutes were approved: 12/08/ 21 – moved to approve by Amy Kay, and seconded by Sylvia
General Updates	<p>DMH Updates Dr. Debbie Innes-Gomberg</p> <p>DMH continues to work on improving services provided to clients with culturally relevant care:</p> <ul style="list-style-type: none"> ▪ Consider ASL as primary language for the deaf and hard of hearing ▪ Use dashboard that includes race, ethnicity, and language: <ol style="list-style-type: none"> 1. Training Clinicians and staff to ask questions in the right and appropriate way.

Community and Accessibility Resources

2. Using of 711 Help Line (Access Center) for the Deaf and Hard of Hearing
3. Transitioning and managing ASL services
4. Identifying sexual orientation and gender identity as demographics

Dr. Jorge Partida

Under the newly created Anti-Racism Diversity and Inclusion Division (ARDI), following programs will be implemented:

1. Train employees to create a more equitable anti-racist work environment
 2. Focus on serving diversified/underserved populations including CCC and Promoters program
 3. Make sure to have ASL and ADA Coordinator
 4. Increase the number of vendors to provide ASL services for the deaf and hard of hearing.
 5. Increase the capacity within DMH through bilingual certification. DMH will develop partnership and collaboration with City College of Chicago and Los Angeles City College to train staff to become ASL certified.
- Concerns expressed by the attendees: one year training to become certified ASL interpreter is not enough. It needs years of training and experience to become well versed to accurately interpret for the deaf and hard of hearing individuals.

Capacity Building Projects - Rosario Ribleza

- Mental Health Assessment for the Blind, Partially Sighted, and Visually Impaired; b) Mental Health Assessment for the Deaf and Hard of Hearing; and c) Mental Health Assessment for Physically Disabled Community.
- Three (3) focus groups were completed: one for the blind, one for the deaf and hard of hearing; and one for the physically disabled.

Countywide Activity Fund (CAF) and ADA Coordinator– Pinki Mehta

Clients, consumers, family members, and advocates are entitled to receive a \$25 compensation per meeting, whether they attended virtually or in person. To sign up, e-mail CAF@dmh.lacounty.gov.

ADA Coordinator – Pinki Mehta

- Pinki and Dr. Partida are working on ADA Coordinator requested by the subcommittee.
- There is a new Patient's Right Director, Anna Bruce. She can be invited to the meeting to discuss the role of the Patient's Rights Office to the community.
- Human Resources (HR) ADA Coordinator provides accommodations to DMH employees including job applicants.
- Hector requested to invite both in the next meeting.

Community and Accessibility Resources – Alex Elliott

- **Affordable Connectivity Program - The Affordable Connectivity Program will provide a discount of up to \$30 per month towards broadband service for eligible households and up to \$75 per month for households on qualifying Tribal lands. Eligible households can also receive a one-time discount of up to \$100 to purchase a laptop, desktop computer, or tablet from participating providers if they contribute more than \$10 and less than \$50 toward the purchase price.**
<https://acpbenefit.org>
- **Mental Health America of Los Angeles - A New User's Guide to Technology - Accessibility Features and Assistive Technology starts on Page 48**
http://file.lacounty.gov/SDSInter/dmh/1115570_MHALA-A-NewUsersGuidetoTechnologyRevisedFinal.pdf

	<ul style="list-style-type: none"> • Braille Institute - Technology Workshops https://brailleinstitute.org/technology-workshops • The tech industry's accessibility report card for 2021 - engadget https://www.engadget.com/accessibility-in-tech-2021-report-card-apple-google-microsoft-amazon-facebook-meta-twitter-210034415.html • Microsoft Surface Adaptive Kit https://support.microsoft.com/en-us/surface/surface-adaptive-kit-guide-cfd6dd86-ea74-4eed-b5b7-3c6baecbc828 • American Association of People With Disabilities - Centering Disability in Technology Policy https://www.aapd.com/wp-content/uploads/2021/12/centering-disability-120821-1326-final.pdf • Microsoft - Make your Outlook email accessible to People with Disabilities https://support.microsoft.com/en-us/office/make-your-outlook-email-accessible-to-people-with-disabilities-71ce71f4-7b15-4b7a-a2e3-cf91721bbacb#:~:text=%20Request%20an%20accessible%20email%20%201%20To,to%20send%20content%20th at%E2%80%99s%20accessible%20checkbox.%20More%20 • Deaf Services Tips and Resources for Providers - Alabama Department of Mental Health https://mh.alabama.gov/tips-and-resources-for-providers/
<p>Presentations:</p> <p>Promoters</p> <p>Bipolar Disorder</p>	<p>Promoters: Hiring Process. – Elidia Olmos and Kathy Moon The presentation highlighted the hiring process for Promoters including online job application, interview tips, accommodations, etc. provided by the Los Angeles County Department of Mental Health (LACDMH) as well as assistance in resume preparation.</p> <p>Bipolar Disorder. – Taarika Foundation Taarika Foundation presented an educational video on Bipolar Disorder. The video was developed by a team of high schoolers from Northern and Southern California with an aim of educating the youths who can become advocates for carrying the message. The Access for All subcommittee members provided their feedback and suggestions to improve the video with more updated information including accommodations.</p>
<p>Public Comments / Announcements</p>	<p>Commissioner Dalgleish Commissioner Dalgleish shared the communication challenges she experienced during the meeting especially for callers due to speech difficulties. The subcommittee members provided suggestions including accommodations and the use of computer voice.</p> <p>Elmer Ornelas Elmer requested feedback/suggestions/resources from the subcommittee to develop a training for mental health clinicians to better serve the deaf and hard of hearing community. Elmer will be joining the meeting again in February to gather more information/suggestions from the subcommittee.</p>
<p>Next Meeting</p>	<ul style="list-style-type: none"> • Next meeting is on February 9, 2022 – 10:00 am – 12:00 noon