

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

Access for All UsCC Subcommittee Minutes

August 11, 2021
10:00AM – 12:00PM
Microsoft Teams Meeting

Attendees: Amy Kay, An Kou, Ashley Flores, Bernice Mascher, Cody Hanable, Junko Nagamatsu, Roque Bucton, Hector Ramirez, Isabel Ramirez, Maria Arauco, Maribel Luna, Pamela Inaba, Stacy Dalgeish, Stephanie Tapia and Sumaya Asi; Rayshell Chamber, Alex Reynoso, Lourdes Rabello, Sunnie Whipple, Jo Ann Freeman,

DMH:

Alex Elliott, Connie Acosta Castaneda, Debbie Innes-Gomberg, Jenny Nguyen, John Flynn, Dr. Jonathan Sherin, Dr. Jorge Partida Del Torro, Julio Miranda, Keacha Stewart, Laura Kerr, Pinki Mehta, Rosario Ribleza and Yue Hua Xu (Vicky)

Interpreter & Captioner:

Carol Smith and Dawn Dare

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"> Cody Hanable reviewed the Code of Conduct and Meeting Norms to the subcommittee.
Meeting Minutes: Review and Approval	July 14, 2021 meeting minutes have been reviewed and approved by Bernice Mascher and seconded by Amy Kay .
General Updates:	<p>A. Community and Accessibility Resources – Alex Elliott</p> <p>LACDMH Mental Health Resources https://dmh.lacounty.gov/resources/ LACDMH Community Resources & Information https://dmh.lacounty.gov/our-services/ee/resources/</p>

Assistive Technology for Online Learning - Stanford

<https://oae.stanford.edu/students/learning-and-coping-during-covid-19/assistive-technology-online-learning>

Vaccine Information:

<http://publichealth.lacounty.gov/acd/ncorona2019/vaccine/hcwsignup/>

DPH Vaccine Call Center

Need Help? Call the DPH Vaccine Call Center at **833-540-0473** / open daily 8am to 8:30pm.

You can also request an in-home vaccination.

FCC Emergency Broadband Benefit

<https://getemergencybroadband.org/>

VSEE Telehealth Tips

<https://vsee.com/customers/lac-patients>

Microsoft Disability Answer Desk

<https://www.microsoft.com/en-us/accessibility/disability-answer-desk?activetab=contact-pivot:primaryr9>

Contact the Google Disability Support Team:

https://support.google.com/accessibility/answer/7641084?hl=en&ref_topic=6004807&visit_id=637298194518649668-1387026925&rd=1

Apple Accessibility Support:

<https://support.apple.com/en-us/HT209585>

State of Accessibility Report

<https://app.hubspot.com/documents/5626219/view/240497000?accessId=06397d>

B. DMH Updates – Pinki Mehta

- Pinki shared that the Board of Supervisors required all County employees be fully vaccinated by October 2021.
- Rosario reported that the department is still interviewing candidates and has not hired anyone for the Health Promoters position for disabled community (from Dr. Partida's Office).

C. Announcement of the new Co-Chair – Rosario Ribleza

- Rosario announced that Hector Ramirez was voted in as the new Co-Chair for the Access for All subcommittee.
- She thanked Roque Bucton for all his hard work and dedication while serving as Co-Chair for the Access for All subcommittee.

	<p>D. Brief Spiels – Hector Ramirez, Roque Bucton and Sunnie Whipple</p> <ul style="list-style-type: none"> Hector Ramirez thanked everyone from Department of Mental Health (DMH) staff to Access for All UsCC subcommittee members for their support. He expressed his desire to partner with the Los Angeles County Department of Mental Health to provide services to the largest number of people with disabilities in the United States. Roque Bucton was honored to have served as Co-Chair for the Access for All UsCC subcommittee. He continues to be involved with the Access for All subcommittee. He is currently contracted by Painted Brain to work on the Mental Health Needs Assessment projects. Sunnie Whipple thanked the Access for All UsCC subcommittee for the opportunity to run for the Co-Chair position. <p>E. Capacity Building Projects – Roque Bucton / Painted Brains</p> <ul style="list-style-type: none"> The Resource Guide is divided into basic sectors for the visually impaired, hearing impaired and mobility impaired. There will also be a General section. The Resource Guide will be produced in hard copy and in digital file format (in all three versions). Roque advised the group to email Rosario Ribleza at rribleza@dmh.lacounty.gov for any input or feedback on the resource guide. Will start to develop flyers and focus groups questions for subcommittee’s review and feedback.
<p>Letter to DMH – DMH Director, Dr. Jonathan Sherin Debbie Innes-Gomberg Dr. Jorge Partida & Subcommittee Members</p>	<p>The following issues were discussed related to services for the Deaf and Hard of Hearing community in the Los Angeles County:</p> <ol style="list-style-type: none"> There are no contracted agencies to serve the deaf and hard of hearing adult community. Challenges with the use/access of technology. Untrained ASL interpreters <ul style="list-style-type: none"> A female client may feel uncomfortable with a male ASL translator or vice versa. The constant changing of ASL interpreters, does not build a direct rapport with meeting attendees No ADA Coordinator <ul style="list-style-type: none"> Hector Ramirez stated that the department should have a Patient’s Right Advocate that helps facilitate accommodations. DMH and MHSA funded services are Federally mandated and should be ADA accessible. Amy Kay commented that the department has a huge gap of services and there are no agencies in the Los Angeles County to serve the adult Deaf and Hard of Hearing community. Amy emphasized that interpreters must be well-trained. Untrained interpreters can cause misunderstanding, and misdiagnosis can happen. Cody Hanable suggested that there is a need for Spanish speaking sign language interpreters as well as trilingual interpreters. <p>DMH Response: Debbie Innes-Gomberg</p> <ul style="list-style-type: none"> The department decided to move the deployment and procuring of ASL services from the Access Center to Cultural Competency Unit.

	<ul style="list-style-type: none"> • DMH is working with the Chief Information Office (CIO) to create workforce, education, and training. • The department is doing its best to improve accessibility. <p>Dr. Jonathan Sherin</p> <ul style="list-style-type: none"> • He appreciated the subcommittee for all their great input to help improve ASL services in the department, and for communicating the needs of the community. • He shared that due to the COVID-19 pandemic, mental health services are in high demand. There is a lack of clinicians but hiring is a problem due to limited budget and freeze hiring. • He assured the subcommittee that the department is working diligently to fill the position of Patient Rights Coordinator and to hire an ADA coordinator. • He also expressed the importance of having access to communication and academic institutions regardless of individual's culture. <p>Dr. Jorge Partida</p> <ul style="list-style-type: none"> • The process of hiring Promoters is active. • Human Resources (HR) is doing special canvassing to include folks who would actually meet the criteria. • The intension is to include Access for All population, so DMH is partnering with the Los Angeles City College for recruitment of competent Promoters. • He stated that there is no data that represent the needs of services for the deaf and hard of hearing. • Amy reported that 5 Acres provided data to DMH for three (3) years. • Roque Bucton requested for the data, and Dr. Sherin gave instructions to DMH staff to look for the data submitted by 5 Acres.
Public Comments / Announcements	<ul style="list-style-type: none"> • Sunnie Whipple asked what barriers causing the delay of recruitment of the Promoters? Is it budget? What's the timeline? • Questions were not answered due to time constraint - meeting ended.
Meeting Adjourned	12:00 P.M.´
Next Meeting	<ul style="list-style-type: none"> • Next meeting is on September 8, 2021 – 10:00 am – 12:00 noon