

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

**Access for All UsCC Subcommittee Minutes**

April 13, 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, and Irma Velasquez, Consuelo Gutierrez, Erik Escareno, Bernice Mascher, and Rosy Tellez

**DMH:** Julio Miranda, Martha Ortiz, Alex Elliot, Kelly Wilkerson, Dr. Jorge Partida, Angel Baker, Laura Kerr, and Rosario Ribleza,

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

Agenda Items	Comments/Discussion/Recommendations/Conclusions
<b>Welcome &amp; Introductions - Subcommittee</b>	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.
<b>Meeting Norms/Review of Code of Conduct – Co- Chair</b>	<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 Sylvia Youngblood, and seconded by Hector Ramirez
<b>General Updates</b>  Rosario Ribleza	<p><b>DMH Updates</b> The Los Angeles County Department of Mental Health is now accepting applications from qualified individuals to serve on its new 15-member Peer Advisory Council (PAC). Applications are due by 5:00 P.M. – April 15, 2022. For more information, please contact <a href="mailto:PeerCouncil@dmh.lacounty.gov">PeerCouncil@dmh.lacounty.gov</a>.</p> <p><b>Capacity Building Projects</b> FY 2020-2021 Total Focus Groups that were completed: 16</p> <ul style="list-style-type: none"> <li>▪ Mental Health Assessment for the Blind, Partially Sighted, and Visually Impaired – 6 completed</li> </ul>

<p><b>Community and Accessibility Resources</b></p> <p>Alex Elliot</p>	<ul style="list-style-type: none"> <li>▪ Mental Health Assessment for the Deaf and Hard of Hearing – 5 completed</li> <li>▪ Mental Health Assessment for Physically Disabled – 5 completed</li> </ul> <p>FY 2021-2022</p> <ul style="list-style-type: none"> <li>▪ Domestic Violence Task Force – Special Request submitted</li> <li>▪ Podcast and YouTube Series – Special Request submitted</li> <li>▪ Talking Circle – Now at the ISD level</li> </ul> <p><b>Community and Accessibility Resources – Alex Elliot</b></p> <ul style="list-style-type: none"> <li>• <b>Common Sense Media – Parenting, Media, and Everything in Between</b> FOSTER HEALTHY &amp; SAFE INTERNET USE Learn tips to ensure your child is safe online and discover apps and other online games that are educational. <a href="https://www.common sense media.org/articles">https://www.common sense media.org/articles</a></li> <li>• <b>EveryoneOn Internet Service Enrollment Assistance - Affordable Connectivity Program Enrollment Assistance</b> <a href="https://www.everyoneon.org/find-offers">https://www.everyoneon.org/find-offers</a> For more information, call (301) 539-9192 or email us at internet@everyoneon.org Need help choosing the best internet service at the lowest price in your area? We can help you apply!</li> <li>• <b>Microsoft Office Accessibility Center</b> – On this page, find resources for people with disabilities and find out how to make your content accessible for all. <a href="https://support.microsoft.com/en-us/office/office-accessibility-center-resources-for-people-with-disabilities-ecab0fcf-d143-4fe8-a2ff-6cd596bddc6d?ui=en-us&amp;rs=en-us&amp;ad=us">https://support.microsoft.com/en-us/office/office-accessibility-center-resources-for-people-with-disabilities-ecab0fcf-d143-4fe8-a2ff-6cd596bddc6d?ui=en-us&amp;rs=en-us&amp;ad=us</a></li> <li>• <b>Department of Justice - Guidance on Web Accessibility and the ADA:</b> <a href="https://beta.ada.gov/web-guidance/">https://beta.ada.gov/web-guidance/</a></li> <li>• <b>U.S Equal Employment Opportunity Commission - Initiative on AI and Algorithmic Fairness: Disability-Focused Listening Session</b> <a href="https://www.youtube.com/watch?app=desktop&amp;v=LlqZCxKB05s">https://www.youtube.com/watch?app=desktop&amp;v=LlqZCxKB05s</a></li> <li>• <b>University of Fraser Valley - Curated collection of resources on Ableism</b> <a href="https://libguides.ufv.ca/c.php?g=705905&amp;p=5022575">https://libguides.ufv.ca/c.php?g=705905&amp;p=5022575</a></li> <li>• <b>SoCal Grantmakers Full Library of Disability &amp; Inclusion Resources</b> <a href="https://socialgrantmakers.org/search?search_api_fulltext=disability&amp;type=All&amp;field_funding_area=All&amp;field_geo_location_taxonomy=All&amp;field_topics=All">https://socialgrantmakers.org/search?search_api_fulltext=disability&amp;type=All&amp;field_funding_area=All&amp;field_geo_location_taxonomy=All&amp;field_topics=All</a></li> <li>• <b>The WebAIM Million - The 2022 report on the accessibility of the top 1,000,000 home pages</b> <a href="https://webaim.org/projects/million/">https://webaim.org/projects/million/</a></li> <li>• <b>LA County Department of Mental Health Resources:</b> Special collections of resources are organized by topic below:</li> </ul>
--	--

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

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

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

## **Assistive Technology Resources 2.0**

- **Microsoft Disability Answer Desk:**

If you have a disability or questions related to accessibility, contact the Microsoft Disability Answer Desk for technical assistance. The Disability Answer Desk support team is trained in using many popular assistive technologies and can offer assistance in English, Spanish, French, and American Sign Language.

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

- **Apple Accessibility Support:**

<https://support.apple.com/accessibility>

For users of Apple products such as iPhone, iPad, Apple Watch, or a Mac. This is a support line reserved for customers with vision, hearing, motor, and learning impairments. Senior AppleCare specialists are available to help you get your Accessibility Settings right, answer your questions, and resolve your technical issues.

Or you can call (877) 204–3930 for direct access to Apple representatives who are trained in providing support for these services.

You can also receive AppleCare service and support in American Sign Language (ASL).

At <https://www.signtime.apple/applecare/us-EN/asl>

- **Contact the Google Disability Support Team:**

The Google Disability Support team is available to support users from the disability community with Google products. Support includes accessibility features, functionalities, and assistive technology.

Find support for products such as Android devices & Chromebooks.

[https://support.google.com/accessibility/answer/7641084?hl=en&ref\\_topic=6004807&visit\\_id=637298194518649668-1387026925&rd=1](https://support.google.com/accessibility/answer/7641084?hl=en&ref_topic=6004807&visit_id=637298194518649668-1387026925&rd=1)

- **Amazon Devices and Digital Services Accessibility Help Content:**

[https://www.amazon.com/gp/help/customer/display.html/ref=hp\\_bc\\_nav?ie=UTF8&nodeId=GPQWJJBKL5MLCAR5](https://www.amazon.com/gp/help/customer/display.html/ref=hp_bc_nav?ie=UTF8&nodeId=GPQWJJBKL5MLCAR5)

Find support for Amazon devices including Kindle & Fire Tablet.

- **Job Accommodation Network – Searchable Online Accommodation Resource (SOAR) system**

<https://askjan.org/soar.cfm>

JAN's Searchable Online Accommodation Resource (SOAR) system is designed to let users explore various accommodation options for people with disabilities in work and educational settings. These accommodation ideas are not all inclusive.

If you do not find answers to your questions, please contact JAN directly: <https://askjan.org/contact-us.cfm> The staff of experienced consultants is happy to discuss specific accommodation needs in a confidential manner.

- **M-Health Index & Navigation Database - The Division of Digital Psychiatry at Beth Israel Deaconess Medical Center**

<https://mindapps.org/Apps>

There are thousands mental health apps available today, offering a range of possibilities from connection with a clinician to symptom monitoring. Apps can be useful in care, but it's important to be cautious about choosing a suitable app.

So how do you choose an app from the many options? The best way is to start by identifying your priorities: how do you want to engage with the app? What features are you looking for? Is there a particular standard of privacy you are seeking? Recognizing that app choice is a personal decision based on many individual factors, the goal of this database is to equip users with the information necessary to make a decision based on the app characteristics that matter most to them.

**Presentations:**

Dr. Jorge Partida

**Services for the Deaf and Hard of Hearing**

**Steps Anti-Racism Diversity Inclusion (ARDI) Division is taking to provide better services to the community**

- ARDI is now responsible to add ASL interpretation services for clinical appointments
- Revisit contracts with ASL vendors to ensure that they are committed and accountable in providing services
- Hire in-house ASL interpreters with clinical background and ASL skills for critical emergencies
- Proactively recruiting clinicians who are ASL certified
- Collaborate with City Colleges and other institutions to recruit graduating students of ASL programs
- Create a significant community presence within the existing program – hiring promoters from all service areas; recruit from community representatives – peers, clinicians, etc.
- Create a significant presence both in terms of contracted services and directly operated services

**Comments from attendees**

- There is an issue of understanding the cultural significance of providing services to ASL and ADA community
- Create specialized mental health clinicians - hire culturally sensitive and knowledgeable clinicians
- Collaborate with deaf community
- Deaf and hard of hearing adults and older adults are not getting services from service providers

**Five Acres Contracting Issues**

Dr. Partida will meet with Five Acres to evaluate their capacity. He is looking to expand the ability to reach other vendors, but there is a steady decrease in the number of eligible vendors. Access for All will be updated on the outcome.

<p><b>MHSA FY 2022-2023 – Annual Updates</b></p> <p><b>Review and Feedback</b></p> <p>Subcommittee Members</p>	<p><b>Review and Feedback – MHSA FY 2022-2023 Annual Update</b></p> <p><b>1. What are the strengths of the MHSA FY 2022-2023 Annual Updates?</b>  No strength noticed, but here are the members’ observation and comments:</p> <ul style="list-style-type: none"> <li>• No mention of accessibility for the deaf and hard of hearing, blind, and physically disabled communities</li> <li>• No mention of services or funding for the deaf and hard of hearing</li> <li>• Creating language about hiring or building infrastructure – micro/macro specialized intervention program for all disabilities</li> </ul> <p><b>2. What are the weaknesses of this update?</b></p> <ul style="list-style-type: none"> <li>• No mention of accessibility for the deaf and hard of hearing, blind, and physically disabled communities</li> <li>• No mention of services or funding for the deaf and hard of hearing</li> <li>• Inaccurate data collections</li> <li>• Lack of incentive funding in the form of stipend</li> </ul> <p><b>3. Rate your understanding of the MHSA Annual Updates.</b>  POOR</p> <p><b>4. How MHSA programs are being implemented?</b>  POOR</p> <ul style="list-style-type: none"> <li>• Services are not accessible for everyone especially for disabled community</li> <li>• None of the MHSA funded programs were ADA compliant (ASL and CART just started during the pandemic)</li> <li>• Funding is not given based on needs</li> </ul> <p><b>5. Ideas on how to improve the presentation and content of the MHSA reports and updates.</b></p> <ul style="list-style-type: none"> <li>• Make them accessible to disabled communities</li> <li>• Provide linguistic accommodations</li> <li>• Better handling on how funds are being spent throughout the year</li> <li>• Better process and timeline - provide more time for stakeholders to review and provide recommendations for MHSA updates</li> <li>• More research about the population being served; appropriate interventions; specialized trainings for clinicians and mental health providers</li> <li>• More direct services</li> <li>• Have a consultant do the trainings and surveys</li> <li>• Data is a federal issue in some cases, so look at the federal approach and make suggestions at the federal level.</li> </ul>
<p><b>Topic Suggestions for Next Meeting Announcements:</b></p>	<p>Community Assistance Recovery and Empowerment (CARE) Court - a new framework to get people with mental health and substance use disorders the support and care they need.</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> <a href="http://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=9930">http://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=9930</a></li> </ul>