

**Los Angeles County Department of Mental Health
LGBTQIA2-S UsCC Subcommittee Meeting Minutes
Thursday, May 1st, 2025, 2-4 pm**

Welcome/Introductions

Present: Richard (CART Captioner), Jenn Yates, Cynthia Ruffin, Elio Vargas, Irene Ratliff, No Name (#9697), Crystal Whiteaker, Jessica Valadez, Kathy Chantraprabhavej (DMH), Alex Salazar, Crystal Adams, Rafael M. Lopes, Bill Sive, Merry Meyers, Rebeca Hurtado (DMH), Rex Wilde, Sydney Rogers, Brianna Hobson, Yue Hua Xu (DMH), Reuben Wilson (DMH), Michelle Thomassian (DMH), Angela Guzman (DMH), Francisco Tan (DMH), Reg Clarkinia (R C), Marjorie Solorzano, Luis Navarro, Eden Luna, Keianna Crenshaw (DMH), Alvan Robinson
UsCC Admin: Jennifer Alquijay, Yailin Noriega, riKu Matsuda

Land Acknowledgement – Dr. Alquijay read the LA County Land Acknowledgement

Getting to Know You – Crystal Adams and Kathy Chantraprabhavej introduced themselves.

April 2025 Meeting Minutes – Meeting minutes approved (first- Bill Sive, second- Sydney Rogers).

Current Project Updates

Youth Rites of Passage – Dr. Crystal Adams

- Provided presentation slides of workshops that have passed with updates and recommendations.
- Rex: Have you got parent feedback?
 - Yes, all positive feedback. Grateful.
- Reg: What is the length of the project? Is there a way to extend the project?
 - 10 hours total, split throughout 3 days.

Transitioned to ACR Presentation

Alternative Crisis Response (ACR) Unit – Presentation

They want feedback from the community.

The goal is to not involve law enforcement.

ACR is meant to help people during a mental health crisis.

Services are 24/7 throughout LA County.

ACR works with other teams/services to make sure people get the care they need most.

ACR uses the DMH Help Line number (Access: 800-854-7771) and manages the 988 number (National phone number – Suicide and Crisis Lifeline) in LA County.

They have follow-up teams that focus on reaching out to people after the crisis. (To make sure they are connected to long-term care).

Community Health Workers, Clinicians, Diverse Teams, Unarmed Teams, and/or Culturally Competent Teams respond when you call ACR.

LA's First Responders for Mental Health Crisis Support.

ACR will assist with transportation and entry into Urgent Care Centers (UCCs)

- Special clinics where people can go immediately if they're having a mental health crisis
- The people at the UCC will help individuals (that require more help than what the UCC offers) get to a hospital safely.
- UCC's are a more comfortable setting than a hospital or emergency room

ACR is NOT law enforcement. Your medical records and health information will remain private and secure.

All DMH staff are considered mandated reporters when working with children/special needs individuals, and older adults.

Parents of adults can call the access number and request services for their adult children.

If you call the wrong number (example: 911 instead of mental health), they will access what's going on and re-direct the call to the appropriate line.

ACR is the overall system that encompasses all the other crisis response programs. (PMRT is within the ACR system)

ACR is funded under MHSA and Medi-Cal.

Response times is one of their biggest priorities to work on. They want to make the wait time shorter/quicker.

- Current wait time ranges from 1-2hrs on average.
- Working on hiring to help time average be less than an hour

Staff answering the phone are available to assist with the crisis while they wait for the crisis response team to arrive.

Who to call for help cards available in English, Spanish, Armenian, Farsi, Korean, and Chinese (more languages coming).

- Happy to ship cards out. Email Reuben for cards/information at rwilson@dmh.lacounty.gov

Reg: ACR new unit / PMRT renamed? New types of teams? *Staffing?*

- ACR is the overall system – all different components.
- All systems (PMRT, MCOT, field intervention teams) are all part of the response / ACR umbrella.

Rafael: Number of folks on the team? How long does it take for the team to come out? Law enforcement able to triage?

- Focused on civilian response. Law enforcement has co-response teams. Working with mental health employees.
- About 70-72 teams (2 people per team) on the field.
- Response time 1-2hrs on average.

Cynthia: Only in LA city or County? *How long has the program been active?*

- Countywide

Bill: Neighbor had a negative encounter/experience with ACR.

- Metrics go down for cities that are bordering LA county – for example, Long Beach
- Reuben: Have teams based in each Service Area. Teams are deployed throughout the County.
- Used Access Line (800-854-7771) was asked questions, and that was the end of the service.
- Francisco: Always ask for a supervisor, there is one available 24/7 or file a claim with the Access Line.

Reg: Shared story – also heard that Access has been out to community and nothing was done. Lots of different perspectives.

Rafael: Level of trainings to serve LGBTQ+ community, outreach? Any organizations?

- Clinicians are trained. Lots of cultural competency and diversity trainings yearly.
- Have a multimedia campaign through June – billboards, metro stations, train stations, videos, etc.
- Will have to defer to team and get back.

Current Project Updates - continued

Safe Tea – Eden Luna

- Starting the orientations / events
- Total of 28 registrants – accepting 21 participants
- Excited to get started – kicking off Friday, May 9th

Aging in Place – The Wall las Memorias – Marjorie

- Finalizing the tool kit video and slides
- Found 7 different senior livings where the presentations will be held
- About 200 seniors interested in participating

Bill: Are all 200 seniors identified on the LGBTQ spectrum? Are the trainers/facilitators seniors?

- No... not all participants are part of the community. About 65% do identify. There are some seniors that will be facilitating.

Co-Chair Updates

Attended Leadership Meeting.

Saw all the diverse ways we can uplift mental health. – Projects from other UsCC's.

FY25-26 Capacity Building Projects – Survey Results

From Surviving to Thriving – Sydney Rogers

Two Rainbows – The BOLD

TGX Economic Empowerment – Best Life

Harmony Harvest – Breaking the Binary

DMH Updates / Follow-Ups

Statements of Works will be written through the next two months.

We will be reaching out to several members for reference quotes.

Transition from MHSA to BHSA is coming. Encouraged members to join CPT meetings.

Keianna: Encouraging everyone to attend Stakeholder (CPT) meetings.

TA sessions – Yailin provided information in chat

General Announcements / Resources / Updates

Bill: Flyer was emailed to distribution list – ADA Accessible, free event, street parking

- Participating in Long Beach Pride event (for elders)
- If anyone is interested and works with elders, please email Bill at gayeldercircle@gmail.com

Jennifer Yates: May 10th – NAMI walk for mental health and an event with giveaways.

Labor Acknowledgement- Jennifer Alquijay read the Labor Acknowledgement written by TJ Stewart.

Upcoming Meetings (first Thursday of the month, 2-4pm): 6/5/25, 7/3/25

[Join Microsoft Teams Meeting](#); 323-776-6996, Conference ID: 542 042 921#

Meeting minutes can be found at <https://dmh.lacounty.gov/about/mhsa/uscc/lgbtqia2-s-uscc/lgbtqia2-s-uscc-meeting-minutes/>