

Fresno County Behavioral Health System Cultural Competence Plan

FY 2011/2012

Indicators: Accessibility, Delivery, Professional Development & Knowledge, Organization Structure

Goals	Timeline (to be completed by)	Intervention(s) and Measurements	Person(s) Responsible	Status
1. To develop culturally appropriate strategies to de-stigmatize mental health for consumers and family members	July 25, 2012	1a. Gather information about different groups and their perception of mental illness and what it means to them.	Committee Members: <ul style="list-style-type: none"> • Centro La Familia • FIRM 	<ul style="list-style-type: none"> • Ongoing among service activities by Centro La Familia • FIRM
	November 28, 2012	1b. Develop participatory, collaborative partnerships with cultural communities and providers that serve specific cultural groups. (Ensure the maintenance of these relationships with community organizations and cultural groups.)	Committee Members: <ul style="list-style-type: none"> • Anna Lopez, Urgent Care • Jim Guild, Patient Rights • Dr. Leng, API • Mental Health First Aide • Imelda Sandoval/Heather Mann, SEES 	Ongoing activities by the Person responsible category.
	December 26, 2012	1c Identify best and promising practices to de-stigmatize mental health	All	Ongoing
	June 22, 2011	1d. Develop two Public Service Announcements messages on mental health	<ul style="list-style-type: none"> • Centro La Familia • MHSA Morale Committee 	Completed: <ul style="list-style-type: none"> • Newsletters
	January 25, 2012	1e. Ensure the use of formal and informal mechanism to facilitate community and consumer involvement in designing and implementing culturally competent services Intended groups for all activities: <ul style="list-style-type: none"> • Hispanic/Latino, Asian/Pacific Islander, African American, American Indian • Gender focused, female, male and transgender • Age, underserved age groups • LGBTQ 	Committee members <ul style="list-style-type: none"> • Dona Nunes, Blue Sky • Ryan Rickert, Family's First: focus on parents/youth/Transition Age, LBGQT 	Ongoing Creation of a Cultural Center

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			Vincent Perez	
2. Develop and maintain guiding principles and expectations of culturally competent based services as evidenced by a self-assessment tool that is completed by County staff and contracted providers on an annual basis.	December 26, 2011	2a. Identify and adopt a self-assessment tool for CCC review and approval.	2a. Committee Members (Victor, Sub-Committee Chair	<ul style="list-style-type: none"> Victor will provide best of two tools for CCC to discuss
	December 26, 2011	2b. Identify and address the need for training in the use of the self-assessment tool.		
	January 25, 2012	2c. Submit self-assessment tool to DBH/DCFS Administration, for review and approval.		
		2d. Compliance with annual completion of self-assessment tool by County and contracted providers to be reviewed at each CCC meeting.		
	June 27, 2012	2e. Develop policy and procedure for the completion, monitoring and reporting of recommendations to include a training plan as needed.)	
		2f. Develop and administer a Cultural and Linguistic needs assessment survey for all level staff and contract providers.		
		2g. Based on an analysis of the identified needs from all assessments (systemic, staff/provider, consumer) adapt and/or change program services as needed.		
3. To raise the penetration rate for Hispanic/Latino consumers, for Spanish speaking consumers and Hmong youth	November 23, 2011	3a. Identify service providers with expertise in Hispanic/Latino and young Hmong consumers.	3a.-3c. Committee Members: <ul style="list-style-type: none"> Donna Nunes, Blue Sky Ryan Rickert, Family's First Anna Lopez, Urgent Are 	Completed: <ul style="list-style-type: none"> Through the KingsView contract Threshold language is Spanish & Hmong
	December 26, 2012	3b. Develop participatory, collaborative partnerships with cultural communities and providers that serve		Ongoing

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		Latinos and Hmong youth.		
	December 26, 2012	3c Partner with expert providers and assist them in outreach activities of Hispanic/Latino and young Hmong consumers. --Activities: <ul style="list-style-type: none"> To provide outreach and educate high school students and parents regarding mental health resources To train/recruit teen paraprofessionals To outreach with the LGBTQ community 	Committee Members: <ul style="list-style-type: none"> Youth Link Family's First 	Completed: <ul style="list-style-type: none"> Blue Sky provides outreach activities.
	5a. By May 19, 2012	4a. Conduct two (2) cultural competence and sensitivity best/promising practice trainings on Mental Health and Substance Abuse topics to staff at all levels.	5a-5f. Committee Mem. <ul style="list-style-type: none"> Online CC courses w/CDC website 	Completed: <ul style="list-style-type: none"> Connie, listed CC courses on line for DBH & vendors
		4b. Conduct four (4) multicultural potlucks by program	Committee Members: <ul style="list-style-type: none"> 4 Quarter meetings to be held at vendor facilities thru out the year potluck activities 	Ongoing: <ul style="list-style-type: none"> Blue Sky-Dec 2012 FCNA – September FIRM-June Family's First - March Activities: <ul style="list-style-type: none"> Presentation cultural groups & service Meeting Set up & potluck arrangements Cultural quotes to share
4. Promote cultural awareness and sensitivity through alternative activities for staff and		4c. Disseminate quotes of cultural significance.	Vendors signed up to host quarterly potluck activities	Completed <ul style="list-style-type: none"> Designated groups responsible to provide it

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contract providers		4d. Conduct or sponsor three (3) cultural lectures and/or events site visits with topics relevant to the service area.	Quarterly vendor hostess for potluck activities responsible to provide this series of activities	Completed <ul style="list-style-type: none"> • FIRM • BLUE SKY • FCNA • FAMILY'S FIRST
		4e. Disseminate relevant cultural competency news articles via email to mental health system staff.	Committee Member: <ul style="list-style-type: none"> • Members are encouraged to link from vendor sites on activities to CDC webpage...to be sent to Connie Cha for posting 	Completed <ul style="list-style-type: none"> • Newsletters • Dona Nunes, Blue Sky • TOUT TU, FIRM • Chris Torress, Centro La Familia
		4f. Conduct debriefing events after all cultural site visits by CDC members.	Briefing next meeting after quarterly potluck meeting off sites	Completed <ul style="list-style-type: none"> • Committees to comment in the next month's meeting after each potluck meeting
5. Increase use of translation and interpretation services by staff and clients	6a. December 2012	5a. Provide general training to designated languages—English, Hmong & Spanish—to a minimum of 70 staff regarding translation and interpretation.	6a-6c. Committee Members <ul style="list-style-type: none"> • Pouran Nowzari, WET 	Ongoing: <ul style="list-style-type: none"> • Pouran Nowzari , WET coordinates Interpreting/Translation training for DBH
	December 2012	5b. Emphasize availability of translation and interpretation for clients.		
	December 2012	5c. Train 25 clinical and frontline staff to use Language Assistance Lines		
6. Integrate Cultural Competency with all clinical services	7a. April 15, 2012	6a. Adopt the Cultural and Linguistic Competence and Cultural Humility definitions from the Mental Health Services Oversight and Accountability Commission Technical Resource Group Work.	71.-7d. Committee Members	Completed

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		6b. Disseminate the adopted definitions as the CCC standard framework with staff through the quality improvement team, MHSa website, vendor's meeting and administration.		Completed: Mission statement
		6c. Design and launch a Cultural Competence website with reference material of the CCC activities, best/promising practices reference materials and cultural resources for staff, contractors and partners.		Completed
		7d. Continue collaboration of Cultural Diversity Committee with other activities: <ul style="list-style-type: none"> • QIC Committee • Internal Linguistic Quality Reviews 		Ongoing