

Cultural Diversity Committee – Work Plans
FY 2013/2014

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

Objectives	Support Tasks	Implementation Status	Start Date	Finish Date	Pre-Requisites	Responsible Party
1A. Provide support to ensure the mission statements of Fresno County behavioral health providers reflect commitment to cultural competence.	<ul style="list-style-type: none"> Facilitate providers to incorporate cultural competence in its mission statements to reflect commitments. Post submitted final mission statements on CDC website for public views to demonstrate valuing cultural competence behavioral health services. 	<ul style="list-style-type: none"> Providers has been notified & encouraged to participate by submitting its organizational mission statements by February 28, 2013. Scheduled for review and public comments on March 27, 2013. 	1/15/13	5/31/13	Vendors	CDC MH providers DSC
1B. To ensure established PPGs support contract monitors and implement appropriate protocols to improve behavioral health service in Fresno County.	<ol style="list-style-type: none"> Review and update PPGs appropriate to monitor contracted behavioral health service activities. Conduct site visits to review protocols with providers and provide proper feedback with opportunities to improve service in a timely manner. 	<ul style="list-style-type: none"> A new PPG for contract compliance monitoring is in developmental stage readily for CDC review and adopt during February 2013 meetings. 	01/01/13	06/31/13	DM	CDC AC DSC
2A. Conduct focus group reviews of the five CA Reducing Disparities Project (CRDP) populations to increase disparity awareness and recommend community-defined evidence-based promising practice strategies to enhance service for underserved/unserved clients in Fresno County.	<ol style="list-style-type: none"> Assign five population focus groups to review CRDPs and recommend appropriate intervention strategies to DBH leadership for considerations. Implement adopted strategies to improve the current 1.86% Latino penetration rates to the statewide 3.57% by working 	<ul style="list-style-type: none"> Five population review groups are assigned and currently in progress focusing on individual project reviews and scheduled for focus group starting in the later part of March 2013. 	01/01/13	06/31/13	QIC	CDC DSC DM

Cultural Diversity Committee – Work Plans
FY 2013/2014

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

Objectives	Support Tasks	Implementation Status	Start Date	Finish Date	Pre-Requisites	Responsible Party
	collaboratively with QIC Access committee.					
3A. Develop and institute a Culturally/Linguistically Appropriate Mental Health Review (CLAM-HR) protocols for the purpose of auditing contracted behavioral health services in Fresno County.	<ol style="list-style-type: none"> 1. Develop CLAM-HR protocols. 2. Inform vendor on essential elements of the audit reviews as an evaluation for compliance purpose. 	<ul style="list-style-type: none"> • CLAM-HR protocols in progress for management review and approval stage. Scheduled to launch in the middle of March 2013. 	2/13	6/31/13	CDC	DM
3B. Conduct program audits.	<ol style="list-style-type: none"> 1. Contact vendors to coordinate logistics and timetable allocate for the audit process. 2. Conduct site visits to review the documents/records with the designated person (s) to respond for questions as necessary. 3. Provide timely feedback on status of program/service along with specific instructions for improve. 		01/15/13	12/31/13	Vendors	CDC DSC
4A. Engage diverse clients, families, and community members, including the mandated specialized culturally/ linguistically competent behavioral health service providers with the CDC monthly meetings ensuring for inclusion, access & equal	<ol style="list-style-type: none"> 1. CDC recruits and engages threshold language representatives (Hmong & Latino), community representatives and specialized MH service providers to participate and provide input to service as needed. 	<ul style="list-style-type: none"> • CDC is represented by diverse clients, family members, community leaders and vendors, which provide direct service to the communities, as well as management and direct line staffs of DBH. • Meetings are well attended and 	01/01/13	12/31/13		DM CDC DSC

Cultural Diversity Committee – Work Plans
FY 2013/2014

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

Objectives	Support Tasks	Implementation Status	Start Date	Finish Date	Pre-Requisites	Responsible Party
participation in all activities.	2. Hold quarterly community meetings for the purpose of integrating clients, families, & providers by sharing client experience with services; and lessons learned related to cultural & communications at best practice services in Fresno County.	<p>focus on CDC business, while ongoing solicitations of inputs from the public, which attended by members of the community and stakeholders.</p> <ul style="list-style-type: none"> Quarterly community meeting has been selected and scheduled First Quarter meeting at Fresno Center for New American, Second Quarter at Native American Health Center, Third Quarter at Families First and Fourth Quarter to be held at Blue Sky during 2013. At those meetings the public, clients, family members and providers are invited to share their experience. 				
5A. Develop the cultural competency capacities of Fresno County behavioral health service workforce through a three-year of cultural competent training series.	1. Conduct an annual self-assessment to establish cultural competence training baseline for training curriculum development and implementation.	<ul style="list-style-type: none"> Completed Self-Assessment (Cultural Awareness Assessments) with exceptional self-rating of overall high 4s for all 5 cultural competence categories (knowledge, awareness/sensitivity, skill and commitment to cultural competence) on a 1-5 point Likert Scales (1=low, 5=highest). 	01/01/13	01/04/13	<ul style="list-style-type: none"> Leadership approval WET engagement Attain trainers 	DCD WET DSC Leadership

Cultural Diversity Committee – Work Plans
FY 2013/2014

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

Objectives	Support Tasks	Implementation Status	Start Date	Finish Date	Pre-Requisites	Responsible Party
	2. Develop a series of cultural competence training curriculums in accordance with established baseline for implementation within the next three years.	<ul style="list-style-type: none"> Established cultural competence baseline and it has been used to develop a 3-year cultural competence training plan series, which currently been implemented the first three courses, since December 2012 and future training has scheduled for 2013. 	01/07/13	01/31/13	<ul style="list-style-type: none"> Leadership approval WET 	CDC WET DSC
	3. Develop and implement the necessary evaluation instruments (pre/post-tests; training evaluation; & longitudinal assessment) to determine training effectiveness and on the job application of knowledge acquired from trainings.	<ul style="list-style-type: none"> Pre/Post-Test and Evaluation has been administered with great outcome results. Provided CEUs for participants and well attended beyond anticipations. Evaluation results are used to improve future training curriculums, improved implementation activities and attained suitable trainers for the trainings scheduled. 	01/07/13	01/31/13	Training curriculums to approve by leadership	CDC WET DSC
	4. Secure subject matter experts to conduct the required training course curriculums with appropriate accreditations provided. Training should be conducted in a manner that fulfills continuing education requirements (CEUs) as needed.	<ul style="list-style-type: none"> Secured subject matter experts to conduct the various training curriculums being developed. 	02/01/13	12/31/13	<ul style="list-style-type: none"> Leadership approval WET engagement 	CDC WET DSC
	5. Schedule & conduct monthly	<ul style="list-style-type: none"> Secured training contracts with 	11/01/13	12/31/13	DMs	CDC

Cultural Diversity Committee – Work Plans
FY 2013/2014

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

Objectives	Support Tasks	Implementation Status	Start Date	Finish Date	Pre-Requisites	Responsible Party
	<p>training workshops for designated course curriculums and administer the necessary evaluation instruments to attain insights on training effectiveness and application of knowledge acquired on the job.</p>	<p>OnTrack, CiMH and CBMCs from Merced and Stanislaus counties to conduct the various cultural competence training activities throughout the year.</p> <ul style="list-style-type: none"> • Pre/Post-tests and evaluations are administered during each training activities and evaluation outcomes are used to improve training as needed. • Training workshops are scheduled monthly with varied days and timelines to accommodate staff coverage and availability. 				WET DSC
	<p>6. Conduct comparative longitudinal self-assessment to evaluate the status of employee cultural competence knowledge improvements and adjust training methodologies as appropriate.</p>	<ul style="list-style-type: none"> • Administered first self-assessment in 2012 and will conduct annually thereafter to analyze progress and opportunities to improve behavioral health services. 	11/01/13	12/31/13	DMs	CDC WET DSC
<p>6A. Conduct annual assessments of staffs with language/cultural capacities and determine baselines for recruitment and hiring, employee retention and any specialized training opportunities.</p>	<p>1. Assess and identify the current cultural and linguistic capacities of clinical staff, AO, & interpreter to determine opportunities to recruit/hire staffs with specific skills based on needs of the department.</p>	<ul style="list-style-type: none"> • To begin during March 2013. 	01/2013	06/31/13	DMs HR	CDC DSC DMs

Cultural Diversity Committee – Work Plans
FY 2013/2014

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

Objectives	Support Tasks	Implementation Status	Start Date	Finish Date	Pre-Requisites	Responsible Party
6B. Conduct culturally and linguistically competent customer service for staffs serving diverse clients & families.	1. Secure trainers to conduct annual training on culturally/linguistically appropriate customer service at first point of direct contacts with clients the public.	<ul style="list-style-type: none"> This training is scheduled for May 2013. 	01/2013	12/31/2013	QIC	CDC DSC
6C. Assess and identify employees with bilingual pays to update list names for service availability and ensuring adequate compensations.	1. Update annual bilingual pay employee name list and identify individuals expected to perform interpreting/translation duties that require compensations.	<ul style="list-style-type: none"> DBH has existing list and needs update to keep bilingual/bicultural staffs available for present and future usage as needed. 	01/01/13	06/31/13	DM	CDC DSC
7A. Train behavioral health service interpreters for effective interpreting.	1. Train all interpreters on the essential responsibilities of interpretation pertaining to regulations, mental health terminologies, roles, and types and styles of interpretation critical for different settings (individual, small group & large group).	<ul style="list-style-type: none"> Contracted with CIMCH to conduct this training which is scheduled tentatively for April 2013 in two half days. 	01/2013	12/31/2013	DM Vendors	CDC DSC
7B. Train interpreter users on best practice of utilizing interpreters to enhance service delivery.	1. Train interpreter users for effective use of interpreting in delivering service to culturally/linguistically diverse clients.	<ul style="list-style-type: none"> Contracted with CIMCH to conduct the training scheduled on March 27-29, 2013 for four half days. People are currently registering to attend the workshop. 	01/2013	12/31/2013		CDC DSC
7C. Assess existing language service and establish standardized screening process to ensure	1. Work with DBH personnel department to standardize a screening and selection	<ul style="list-style-type: none"> Management presently reviewing and negotiating new contract terms to ensure 	01/1/13	12/31/13	HR DMs	CDC DSC

Cultural Diversity Committee – Work Plans
 FY 2013/2014

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

Objectives	Support Tasks	Implementation Status	Start Date	Finish Date	Pre-Requisites	Responsible Party
competent and qualify contractors available to perform interpreting and translation work as needed by DBH.	process/procedures to attain competent and qualified translation/interpreting service providers.	appropriate protocol's observed when performing translation work. Contract is being developed at this time.				
8A. Administer a survey to assess how behavioral health employees and its organizations value cultural diversity.	1. Develop, administer and compile a survey to assess employee and organization's capacity to value cultural diversity.	<ul style="list-style-type: none"> An annual assessment will be administered at the end of 2013. 	06/2013	12/30/13	DMs	DM CDC

1

