

Fresno County Mental Health Plan Cultural Diversity Committee

**FY 2015-2016 Work Plan**

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

Criterion	Objectives	Support Tasks	Status	Begin-End Dates	Resp. Party
Criterion 1: County Mental Health System Commitment to Cultural Competence	1A. Establish a PPG as guidance for review of cultural-based services.	<ol style="list-style-type: none"> <li>1. Create a PPG outlining the structure &amp; review cultural-based services, including monitoring expectations.</li> <li>2. Review outcome ppg &amp; adopt for implementations.</li> </ol>	45% completion. Drafted ppg to be reviewed by management. (HAS THE COMMITTEE SEEN IT?) MAYBE START THERE ?	01/15 - 06/30/16	DSC CDC
	1B. Conduct reviews of cultural-based programs in accordance with local & State CCPR & protocols.	<ol style="list-style-type: none"> <li>1. Develop reviewing protocols based on State CCPR &amp; Medi-Cal guidelines;</li> <li>2. Establish logistic &amp; timetable to initiate the review process;</li> <li>3. Conduct the reviewing process with providers;</li> <li>4. Provide feedback on findings &amp; recommendations for corrective actions as appropriate.</li> </ol>	50% completed protocol guidelines & have communicated to providers about intention of cultural-based audit reviews.	02/15 - 6/30/16	CDC DSC
	1C. Establish a "LGBTQ client/employee" protection PPG and template language for Fresno County Mental Health Plan use (DBH & contractors).	<ol style="list-style-type: none"> <li>1. Create a PPG to reflect consideration of LBGTQ in HR and internal policies/procedures observed by behavioral health providers in Fresno County;</li> <li>2. Review &amp; adopt for implementation;</li> <li>3. Inform DBH &amp; contractors for input on PPG guidelines;</li> <li>4. Provide formal recommendations/mandates for behavioral health providers to adopt &amp; include language "LGBTQ client/employee" as a protective group for all existing and future contracted providers.</li> </ol>	10% completion. Drafted ppg, but awaiting DSS response on sharing model ppg before completion.	01/15 - 06/30/16	CDC DSC
Criterion 2: County Mental Health System Updated Assessments of Service Needs	2A. Establish a disaggregated data collection PPG.	<ol style="list-style-type: none"> <li>1. Create a PPG outlining process &amp; procedure guidelines for DBH data collection on all client demographic information critical for MHP business decision on local population needs &amp; internal accountability that will not only beneficial to County needs, but also enhance the State's data collection methodology.</li> </ol>	50% completion. Drafted ppg presently review by QI.	2/01/15 - 6/30/16	CDC DSC
	2B. Create a Disaggregated Data Collection (DDC) Taskforce to assess & collect the necessary demographic information that reflects unaccounted populations and services being	<ol style="list-style-type: none"> <li>1. Assess unaccounted populations and services rendered by MPH.</li> <li>2. Determine who &amp; what local demographic information to collect and disaggregate in the most meaningful use beneficial to</li> </ol>	50% completion under the leadership of QI Division. Communicated	01/2015 - 06/30/16	CDC, QIC, & Access

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	rendered by County MHP: 1) collect sufficient data to perform penetration rates & 2) Work w/State to establish a structure for accurate account of services to the residents.	County MPH. 3. Work with the State to set up a guideline structure for County use in accounting service rendered by MHP.	& presently waiting for QI Coordinator to suggest process after reviewing of existing internal data collection procedures and methods.		Committee DSC
Criterion 3: County Mental Health System Strategies & Efforts for Reducing Racial, Ethnic, Cultural & Linguistic Mental Health Disparities	3A. Identify & recommend culturally/linguistically relevant service evaluation methods for assessing the effectiveness of cultural-based behavioral health programs supported by Fresno County MHP.	<ol style="list-style-type: none"> <li>1. CDC to establish a Task Group to identify best practice evaluation instruments to assess the effectiveness of cultural/linguistic-based services;</li> <li>2. Task Group will recommend to CDC for considerations;</li> <li>3. CDC will evaluate &amp; recommend the instruments to leadership as possible tools to support MHP cultural-based services;</li> <li>4. Status of progress will be reported to CDC meetings as scheduled.</li> </ol>	10% completion. DSC researched existing methods & possible authors. Will solicit CDC members as Task Group to review upon completion of compiling the different methods available.	1/20/15 - 06/30/16	CDC DSC
Criterion 4: County Mental Health System Client/ Family Member/ Community Committee: Integration of the Committee within the County Mental Health	4A. Expand CDC support to the broader DBH and community system by designating CDC representatives, who attend other committee meetings and report back on meeting discussions that have CDC applicability.	<ol style="list-style-type: none"> <li>1. Identify the committees and meeting that CDC members attend. Monitor on a monthly basis to identify gaps that can be addressed with a CDC member attending the meeting or CDC Chair to reach out to committee and invite to the CDC meetings.</li> <li>2. CDC members that attend additional meetings are to champion CDC goals. Committee to be provided with simple template to use to prompt information gathering.</li> <li>3. Committee reporting to be done at a minimum of every other month.</li> </ol>	100% completion	01//15 - 06/30/16	CDC DSC

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Criterion 5: County Mental Health System Culturally Competent Training Activities	5A. Develop the cultural/linguistic knowledge and skills of behavioral health providers through cultural competence training and extended learning from Lunch/Learn group discussions, seminars & webinars.	<ol style="list-style-type: none"> <li>1. Implement ongoing CC training workshops and supplemental education opportunities through group discussions, conferences &amp; webinars.</li> <li>2. Administer pre/post-test surveys to assess skills attained and knowledge applies on the job, as well as training effectiveness for improvement opportunities.</li> </ol>	100% completion & in progress as a 3-yr plan training scheduled	01/15 - 06/30/16	DSC CDC
Criterion 6: County Mental Health System Commitment to Growing a Multicultural Workforce: Hiring & Retaining Culturally & Linguistically Competent Staff	6A. CDC will seek to support MH Career Mentor Programs at local colleges & universities to benefit youth & parents.	<ol style="list-style-type: none"> <li>1. Support WET Coordinator to establish connection &amp; link with the targeted populations (API, Black, Native/Alaskan American, and Latino &amp; LGBTQ).</li> </ol>	100% completion	1/15 - 03/30/16	CDC, WET Coordinator & DSC
	6B. CDC will support the work done by the Department specific to Mental Health Clinicians and Student Mentorship Supervision Programs that match seasoned clinicians with emerging diverse entry or recent college graduates, who are seeking a MH professional career in both individual supervision and group development.	<ol style="list-style-type: none"> <li>1. Support WET &amp; existing programs to enhance MH Clinician &amp; Student Mentorship Supervision Programs &amp; access to timely assistance.</li> </ol>	100% completion	1/15 - 06/30/16	WET Coordinator & CDC
Criterion 7: County Mental Health System Language Capacity	7A. Create subject matter expert Task Group accessible to staff to complete written translation review; ensuring appropriateness of translation services.	<ol style="list-style-type: none"> <li>1. Establish subject matter knowledge expert Task Group as a 'go to' for questions and reviews of translated County documents.</li> </ol>	100% completion	1/15 - 06/2016	CDC DSC Volunteers

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Criterion 8: County Mental Health System Adaptation of Services	8A. Recommend mobile MH as a desired service model to Contracting Unit for consideration.	<ol style="list-style-type: none"> <li>1. Bring to the attention of the contracting unit to consider as new service design or expand existing service to include mobile MH;</li> <li>2. Participate in the RFP reviews &amp; support for mobile MH service as it becomes available.</li> </ol>	100% completion	1/15 - 06/30/16	CDC DSC
	8B. Cultivate culturally/linguistically relevant treatment modalities for the Latino, Southeast Asians & African American.	<ol style="list-style-type: none"> <li>1. Establish Task Groups representing the Latino, Southeast Asian &amp; African American cultures to identify &amp; review best practice treatment modalities relevant to enhance culturally/linguistically therapeutic service to the populations;</li> <li>2. ID applicable treatment modalities to be presented to CDC for considerations;</li> <li>3. Present recommendations to Supervisors, Clinicians &amp; direct providers for consideration.</li> </ol>	30% completion	1/15 - 06/30/16	DSC, CDC
	8C. Implement 10 Commitments with four faith-based organizations to infuse spirituality in mental health for community mental wellness.	<ol style="list-style-type: none"> <li>1. Work with the 4 churches to implement the 10 Commitments for ensuring success.</li> <li>2. Enhance volume and types of faith based services to provide training and technical assistance.</li> <li>2. Monthly correspondence &amp; follow up for support.</li> </ol>	100% completion	1/15 - 06/30/16	DSC, CDC 4- faith- based org.