



MEMO

October 26, 2011

To: EQRO Review Team

From Deane Wiley, Santa Clara County Mental Health Department  
Learning Partnership Division Director

RE: Pre-Review Documentation Item #1(d) and 2(a): Objectives from the current  
Cultural Competence Plan

The Santa Clara County Mental Health Department Cultural Competency plan details all the required work the Mental Health Department (MHD) does toward maintaining cultural competency; these include maintaining our threshold languages capabilities, our cultural competency training, developing policies designed to reduce bias and discrimination and other standard policies and procedures designed to meet Local, State and Federal regulations. While the plan identifies a number of issues that are being worked on the following objectives should be completed in the next year.

Criterion 1 of the plan focuses on the MHD's commitment to cultural competency. In the plan there were two objectives that where the focus over the past year: 1) Revamping the ECCAC program to provide additional guidance and support, and 2) Review and revise all policies and procedures related to Cultural Competency. The ECCAC program was revamped to have all staff as contract employees. In addition new procedures were established to ensure timely payment and adherence to all county policies and procedures. In the coming year a new coded position (Mental Health Peer Support Worker) that has been created and approved by the County Board of Supervisors has been created. This code will be used to hire ECCAC has permanent staff to support the program on an ongoing basis. We are currently in the recruitment and hiring phase to fill 21 new positions that will continue the work of the ECCAC. This presents a significant milestone for the program as these new coded positions will be benefited, and be able to effect systemic change from within the department.

The review of policies and procedures continues. Several have been updated but a number remain to be reviewed and modified. We will continue this process in the coming year.

Criterion 2 and 3 of the plan identify significant disparities in services delivery and service needs for cultural and ethnic populations served by the MHD. The cultural Competency Dashboard has been created to monitor cultural and ethnic groups' use of services. The dashboard monitors demographic, admission, service usage and outcome data for ethnic and cultural clients, and is reviewed by the Minority Advisory Committee. Based off the Cultural Competency Dashboard an area of concern was identified by the MAC, who requested additional data be gathered for analysis. Decision Support is working on a comparison analysis of African-Americans seen in the system to determine if they are receiving services at the same intensity as other groups. These findings will be reported to the MAC for further discussion.

Criterion 4 discusses how the Minority Advisor Committee (MAC), which serves as the MHD's Cultural Competency Committee, is integrated into the system. The input from the MAC will strengthen as additional data is made available for the committee to review. This objective emphasizes that the MAC will be provided with more data reports designed to demonstrate how cultural and ethnic clients are doing within the system. We are also in process of developing a needs assessment with the support of the MAC. This needs assessment will be used to determine the specific issues the MHD should focus on for cultural and ethnic specific populations.

Criterion 5 details our efforts to provide cultural competency training for the system. We have contracted with a trainer to develop a program which includes an evaluation component to indicate how well our staff is receiving the training. We plan to have 100% of the staff trained over the next year. We have completed development of a Client Culture training and are including additional ethnic and cultural population specific trainings for the coming year.

Criterion 6 focuses on the MHD's ability to hire culturally and linguistically competent staff. A major step in this direction is the hiring of ECCAC staff into coded positions. In addition, we continue to maintain our intern program which focuses on recruiting staff who meet specific cultural and linguistic needs.

Criterion 7 details our efforts to support language services throughout the system. The MHD is committed to provide as much service as possible without the use of translators, interpreters or language banks. To this end we are adding language to our contract sites requiring that they adhere to the Cultural Competence plan. Over the next year we will develop monitoring protocols for insuring that sites have the language capacities they identified in their contracts.

Criterion 8 highlights the ongoing efforts being implemented by the MHD to become a client driven family focused system. These initiatives will advance our ability to be culturally and ethnically competent by ensuring that we have the ability to treat every

client regardless of their racial, ethnic, cultural, and or linguistic background. By embracing the MHSa principles and the goals identified in the MHD's CSS, PEI, and WET plans, we are moving closer to developing a system which supports client wellness and recovery by providing services that meet the client's current concerns and wishes. To support these efforts the MHD has invested significant dollars toward the implementation of Transformational Care Planning (TCP), a client centered approach to treatment planning. We have conducted trainings for clinicians on the process and provided additional technical support on plan development. In addition, supervisory trainings have been held to help managers support their staff in the development of TCP. Recently we began training sessions to develop coaches and trainers to further support the spread of TCP in the system.