

Cultural Competence Plan Requirements Goals and Objectives 2010-2011

CRITERION 1

COUNTY MENTAL HEALTH SYSTEM

COMMITMENT TO CULTURAL COMPETENCE

Goal 1: Developing capacity/strategies to reach underserved populations via community driven process

1.1. Objective: Developing of Community driven process using a Logic Model

Activities	2010-2011 Outcomes
1.1.1. Organize and present the information collected from the Cultural Competence Needs Assessment Focus Groups.	1.1.1. Focus Groups Report
1.1.2. Develop the components of the Logic Model Outline with the CCRD Core group and the consultants via phone conferences	1.1.2. List of prioritized ideas and recommendations.
1.1.3. Develop the list of actions to be taken and by whom.	1.1.3. List of actions and target outcomes.
1.1.4. Develop an outline of the community's driven process and a policy for ongoing participation of the committee in the transformation of the system.	1.1.4. Community driven process guidelines and policy.

1.2. Objective: To strengthen and to grow partnerships with community organizations and other agencies to facilitate and improve the representation of diverse community in the Cultural Competency/Reducing Disparities Committee (CCRD).

Activities	2010-2011 Outcomes
1.2.1. Conduct targeted outreach activities in diverse communities to identify culturally and linguistically diverse leaders.	1.2.1. Increase representation of Ethnic specific Community leaders in the CCRD committee.
1.2.2. Create Regional CCRD Subcommittees.	1.2.2. Regional CCRD subcommittee meetings and reports.

1.2.3. Conduct targeted outreach to consumers and family members representative of diverse communities to increase their participation in the CCRD committee.	1.2.3. The committee will have membership of at least one consumer or family member of the following communities: Deaf and Hard of Hearing, Native American, Asian American, LGBT, African American.
1.2.4. Conduct focus groups with Purepecha community in Eastern Coachella Valley.	1.2.4. Establish community leadership to facilitate distribution of mental health information.

CRITERION 2
COUNTY MENTAL HEALTH SYSTEM
UPDATED ASSESSMENT OF SERVICE NEEDS

Goal 2: Ongoing Community Needs Assessments Updates

2.1. Objective: Provide update information on Community Needs Assessment

Activities	2010-2011 Outcomes
2.1.1. Presentation of a summary of Consumers' Utilization data and Clients Population Profile Report to the CCRD committee.	2.1.1. Analysis of data and recommendations from CCRD committee twice a year. 2.1.2. Provide an analysis of disparities and determine changes on disparities.

CRITERION 3
COUNTY MENTAL HEALTH SYSTEM
STRATEGIES AND EFFORTS FOR REDUCING RACIAL, ETHNIC, CULTURAL, AND LINGUISTIC MENTAL HEALTH DISPARITIES

Goal 3: Reducing Disparities/ Monitoring of disparities

3.1. Objective: Monitor trends over time in access to and appropriateness of mental health services to racial/ethnic and cultural diverse groups.

Activities	2010-2011 Outcomes
3.1.1 Request data analysis by QI and Research and Evaluation for performance indicators.	3.1.1. Determine factors that cause disparities in relevant performance indicators.
3.1.2 List disparities and link it to the necessary strategies.	3.1.2. Identification of effectiveness of strategies in the reducing disparities effort.

CRITERION 4

COUNTY MENTAL HEALTH SYSTEM

CLIENT/FAMILY MEMBER/COMMUNITY COMMITTEE: INTEGRATION OF THE COMMITTEE WITHIN THE COUNTY MENTAL HEALTH SYSTEM

Goal 4: Development of indicators of integration of the client/family members/community Cultural Competence/Reducing Disparities committee within the county mental health system.

4.1. Objective: Increase and sustain the participation of CCRD committee members in the review of all services, programs, and the overall planning and implementation of services at the county.

Activities	2010-2011 Outcomes
4.1.1. Consultation with other counties' Ethnic Service Managers and other experts regarding integration of the Cultural Competency committee and other committees.	4.1.1. Determination of factors and strategies that indicate the integration of the committee.
4.1.2. Periodic presentations of other county's committees and/or programs to the CCRD committee to obtain their input on current issues.	4.1.2. Schedule presentations by the QI committee, MHSA planning and implementation committees, and other county wide and regional programs.
4.1.3. Improve the cultural competence of the CCRD committee by determining additional cultural competence trainings.	4.1.3. Monthly cultural competence training based on committee recommendations.
4.1.4. Conduct regular leadership trainings for the communities' representatives.	4.1.4. Overall better understanding on how the system admits consumers, and how to inform their communities in a clear and culturally competent way.

CRITERION 5**COUNTY MENTAL HEALTH SYSTEM****CULTURALLY COMPETENT TRAINING ACTIVITIES**

Goal 5: Cultural Competence training for mental health staff including management, supervisory, clinical and support staff.

5.1. Objective: Provide county staff and contract agencies staff with a least 3-hour training that focuses on the department's implementation of cultural competence requirements; identify best practices in elimination of disparities.

Activities	2010-2011 Outcomes
5.1.1. Create a training curriculum for a 3-hour training on Department's Cultural Competence requirements to be presented as part of a new employee orientation.	5.1.1. Training scheduled and evaluations.
5.1.2. Create a training curriculum for 3-hour training on Department's Cultural Competence requirements to be presented to contract agencies.	5.1.2. Schedule presentations and evaluation.

5.2. Objective: Implementation of California Brief Multicultural Training Program (CBMC) Provide twice a year.

Activities	2010-2011 Outcomes
5.2.1 Conduct CBMCS trainings at two convenience locations to increase staff participation.	5.2.1. Two trainings a year with approximately 60-80 staff attending the training.
	5.2.2. Compile CBMCS training evaluations and dissemination of the evaluations and staff feedback among program managers and supervisors.

5.3. Objective: Implementation of Providing Interpretation Training twice a year.

Activities	2010-2011 Outcomes
5.2.3. Conduct Providing Interpretation trainings at two convenience locations to facilitate staff participation.	5.2.4. Two trainings a year with approximately 40 staff attending the training. 5.2.5. Compile training evaluations and dissemination of the evaluations and staff feedback among program managers and supervisors.

CRITERION 6

COUNTY MENTAL HEALTH SYSTEM

**COUNTY'S COMMITMENT TO GROWING A MULTICULTURAL WORKFORCE:
HIRING AND RETAINING CULTURALLY AND LINGUISTICALLY COMPETENT
STAFF**

Goal 6: Recruitment and retention of ethnically, culturally, and linguistically diverse staff representative of the Department's service areas as the budget allows

6.1.1. Objective: Recruitment, hiring, and retention of a multicultural workforce to provide services to the identified unserved and underserved populations reported in the Workforce Education and Training component of the MHSA.

Activities	2010-2011 Outcomes
6.1.1. Coordinate with Riverside Asian American Community Association (RAACA) to have a community forum to develop a relationship among the different Asian American communities and to identify Asian American Community Leaders to promote wellness and quality of life including mental health.	6.1.1. Training of Asian American leaders on mental health information and resources.
6.1.2. Coordinate presentations about the ongoing progress of implementation of the Workforce Education and Training Plan to the Cultural Competence/ Reducing Disparities Committee.	6.1.2. Schedule presentations and documentation of recommendations from the committee.
6.1.3. Target outreach and engagement activities with culturally and ethnically	6.1.3. Increase marketing and recruitment of culturally diverse communities to

specific communities which will include promotion of Mental Health careers, volunteer, and internship opportunities.	participate in the promotion of mental health activities and volunteer program and internship programs.
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CRITERION 7

COUNTY MENTAL HEALTH SYSTEM

LANGUAGE CAPACITY

Goal 7: Ongoing assessment and monitoring of Department's language capacity

7.1. Objective: Provide consumers and family members with services and written materials in their language of choice.

Activities	2010-2011 Outcomes
7.1.1. Coordinate availability of 24-hours phone line access for Deaf and Hard of Hearing.	7.1.1. Access line utilization Report.
7.1.2. Develop an in-service training to be provided to staff on how to access the 24-hour phone line in order to meet the client's linguistic needs.	7.1.2. Training curriculum and schedule.
7.1.3. Deaf and Hard of Hearing language capacity building.	7.1.3. Help eliminate the language barrier and provide support that is culturally and linguistically competent for the Deaf and Hard of hearing population.
7.1.4. Develop language capacity with Purepecha community at Eastern Coachella Valley.	7.1.4. Help eliminate the language barrier and provide support that is culturally and linguistically competent for the Purepecha community.

<p align="center">CRITERION 8</p> <p align="center">COUNTY MENTAL HEALTH SYSTEM</p> <p align="center">ADAPTATION OF SERVICES</p>

<p>Goal 8: Ensuring that consumers and family members are receiving effective, understandable and respectful care, provide in a manner compatible with their cultural health beliefs, practices and preferred language.</p>
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8.1 Objective: Develop a list of alternatives and options that accommodate individual's cultural and linguistic preferences.

Activities	2010-2011 Outcomes
8.1.1. Identify and describe of Cultural and linguistically specific programs provided by the county and the county's contractors.	8.1.1. Completed list and summary of culturally and linguistically specific services available for consumers and family members.
8.1.2. Identification of cultural competence indicators and lessons learned regarding implementation and outcomes of ethnically and linguistically specific programs.	8.1.2. Presentations of effective practices.