

Mental Health Services Act / Cultural Competency Steering Committee

July 6, 2023

AGENDA

- Welcome / Introductions / Announcements: See attached attendance list.

New Business:

- 2023 Community Program Planning Process:
 - Cultural Needs Assessment (Dr. Joyce Chu): This year's community program planning process survey and focus group questions included a focus on culture and diversity efforts in Amador County. With technical assistance from Dr. Joyce Chu, the questions were specifically tailored to solicit responses from our small, rural community. At the end of the CPPP, the survey results and focus group analysis were sent to Dr. Chu for formal analysis. Dr. Chu presented the results of the ACBH Culture and Diversity Evaluation Report during this time. The report and slide deck are attached to the minutes. Here were some key findings/takeaways:
 - #1 – not enough resources to lead diversity efforts
 - #2 –Outreach and Engagement – need to get more creative and build on community partnerships, more field-based work. Discussed minority v. non-minority and how they get their information – minority group gets their information by word of mouth and non-minority receives majority of information by email.
 - #3 – Community Helper Trainings
 - #4—culturally innovative ways to link and engage underserved cultural communities w/behavioral health services – Amador needs to be more innovative.
 - #5 & #6 – Culturally Attuned Services
 - #7 – Increase support for diversity work, perhaps through education
 - #8—Raise awareness and provide data; Amador has good intentions, but lack of awareness is obvious
 - #10—Directly address racism
 - Results & Discussion: The discussion of the recommendations and the rest of the CPPP included:
 - Pay attention to the 23.3% that don't agree ACBH gives adequate attention to culture and diversity – just because the majority believes this isn't true, doesn't mean there still isn't work to do.
 - Utilize baseline data and develop goals around that
 - Contact vs. Education
 - There is a general disconnect—a gap in awareness
 - Focus on integration – we do a lot of things well, how do we integrate these recommendations into what we are already doing.
 - Discussed stats about Mule Creek vs. Amador County demographics and how can this be developed into a messaging campaign, among other things.
 - Next Steps: The slide deck, and formal evaluation performed by Dr. Chu, as well as the MHSA Community Survey 2023 Responses Analysis are all posted to Network of Care. They are also attached to the minutes and will be incorporated in the MHSA FY23-26 Three Year Plan which will be posted in August. A public hearing on the plan will be held during the Amador County Behavioral Health Advisory Board meeting on September 20th at 3:30 p.m. here at the Health and Human Services building. If anyone has any questions, please reach out to Stephanie Hess.

- MHSA Innovations Project: Workforce Recruitment & Retention Strategies: Current proposed Innovations project is scheduled for public hearing on July 19th at 3:30 p.m. during the Amador County Behavioral Health Advisory Board meeting. After that it will be sent to the Amador County Board of Supervisors and then the Mental Health Services Oversight and Accountability Commission for formal approval.
- Overview - Program Review May 23-25, 2023: Thank you to everyone who was involved with this two-day onsite review conducted by DHCS. This is a triennial, formal MHSA Program Review where DHCS, ACBH's oversight agency comes and conducts a review of everything related to the MHSA in Amador County. The reviewers were very impressed with Amador County and the preliminary findings of the review indicate that they will be very technical in nature – mainly related to reporting requirements. When we get the formal report, it will be shared at this meeting.

Regular Agenda Items:

- Reminder: Network of Care & Community Announcements
- Quality Improvement Update: No update
- Substance Use Disorder Services Update: No update
- Innovations Update: Student Mental Health
- Suicide Prevention Updates
 - Amador SPEAKS – 7/20/23 @ 3:30 p.m. : Talk Saves Lives
 - September – Suicide Prevention & Awareness Month
 - Heart of Hope – September 8th, 2023
 - BOS Proclamation – September 12, 2023
- MHSA Issue Resolution Process
- Cultural Competency Activities Update:
 - Cultural Humility Training – Held on June 29th -- Overview
 - Latino Engagement Meeting Update: TBD / September 2023
 - Native American Engagement Update—Round Table held February 17th & June 7th
 - LGBTQ+ Workgroup Update – July 10th @ 2:30 p.m. in-person @ Amador Senior Center
 - Cultural Competency Plan & Cultural Competency Objectives: September Meeting
- Proposed Trainings Scheduled for 23/24:
 - Mental Health First Aid Training Update
 - Case Management w/Mental Health Focus *Training concept – need to identify trainer.*
- Program Updates/Information Sharing/Open Discussion
- **Next Meeting: September 7th @ 3:30 p.m. IN PERSON, Conference Room E @ HHS**

We meet regularly on the first Thursday of every other month at 3:30 p.m.

Mental Health Services Act / Cultural Competency Steering Committee

July 6, 2023

ATTENDANCE LIST

Danelle Bohall, The Resource Connection/Grandparents Program

Trixxie Smith, Cal VOICES

DE Bergman, Amador College Connect

Alyssa Vargas, Amador Senior Center

Nina Machado, First 5 Amador

Karyn Gregorious, The Arc

Stacey Larson, NAMI Amador

James Burke, ACBH

Stephanie Hess, ACBH

Katrina Ozier, Cal VOICES

Lori Halvorson, Nexus Youth & Family Services

Stephen Hartmann, Nexus Youth & Family Services

Cesilia Olivera, Public Health Fellow

CULTURE & DIVERSITY EVALUATION REPORT



2023

Amador County Behavioral Health
Mental Health Services Act (MHSA)

COMMUNITY PLANNING PROCESS
Recommendations for Culture and Diversity Work in ACBH
Services

Prepared by:
CommunityConnections
Psychological Associates, Inc.

CommunityConnections
Psychological Associates, Inc.

Leads:

Joyce Chu, Ph.D.

Professor / Clinical Psychologist

joycepchu@gmail.com

Team:

Stephanie Chin, M.S.Ed

Agenda

Introductions

Methodology

Part 1: Recommendations to Enhance Cultural Responsiveness in ACBH Services

Part 2: Recommendations to Address Barriers to Buy-In & Support in the General Community for Culture/Diversity Efforts

**Link to the Culture &
Diversity Evaluation Report**

Visit:

<https://qr.page/g/5lz4qk6188f>

or

Scan the QR Code →



Methodology

Overall Timeline

(Part of the overall MHSA Community Planning Process for ACBH)

- **March– June 2023**
Survey data collection
- **April –May 2023**
Focus Groups
- **June 2023**
Data compilation & analysis

Data Collection
& Analysis

Presentation of
findings

June 6, 2023

- 2023 Culture & Diversity Evaluation Report
- Presentation of Recommendations for Culture and Diversity



3 Focus Groups (37 stakeholders)

Focus Group Prompts for Input About Culture and Diversity

1. In your opinion, what cultural and diversity efforts have been working well in Amador County, and what needs improvement?
2. Some community stakeholders have expressed concern with supporting culture and diversity efforts using the limited funds that are available in Amador County.
 - a. Do you have any insight about the nature of these concerns?
 - b. Any suggestions about how to address culture and diversity work given these concerns?

Community Survey Write-In Question

Do you have any suggestions for ways that Amador County should change their approach to cultural responsiveness in their behavioral health programs and/or services?

**Community (Qualitative) Comments about
Culture & Diversity in ACBH Services**

APPENDIX

Stakeholder Identified Needs from Community (Qualitative) Comments

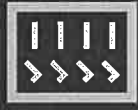
Primary Theme	Sub-Themes
	<p><u>General Comments - 8</u></p> <ul style="list-style-type: none"> • Continue and increase advertisements – 3 • General outreach to communities - 5
	<p><u>Collaboration with Cultural Partners – 4</u></p> <ul style="list-style-type: none"> • “Outreach, collaborate with community partners.” - 1 • “Be more willing to work with the community and other services.” - 1 • “Hold public events with the Rancheria [Jackson Rancheria of the Me-Wuk tribe].” – 1 • “Promotores program – outreach to Spanish speaking communities seems to be going well, however, connecting with the Promotores and our Spanish speaking providers has always been challenging.” - 1
<p>More Outreach to Cultural Communities (23 comments)</p>	<p><u>Decrease Stigma – 4</u></p> <ul style="list-style-type: none"> • “It’s hard to promote mental health and support services when a lot of the community has the belief that mental health is not a thing.” - 1 • “In working with [Hispanic, Latino and Spanish-speaking] adolescents, there are many cultural pieces, and misconceptions around health in general. With the added stigma mental health brings, the barriers to access services are overwhelming for the Hispanic, Latino and Spanish-speaking population.” - 1 • “Other barriers that exist for the LGBTQ+ community are that Amador is so small so sometimes there are conflicts within the community that deter individuals from accessing what is available to them.” – 1

Quantitative Community Survey Data

(159 respondents)



General Sample

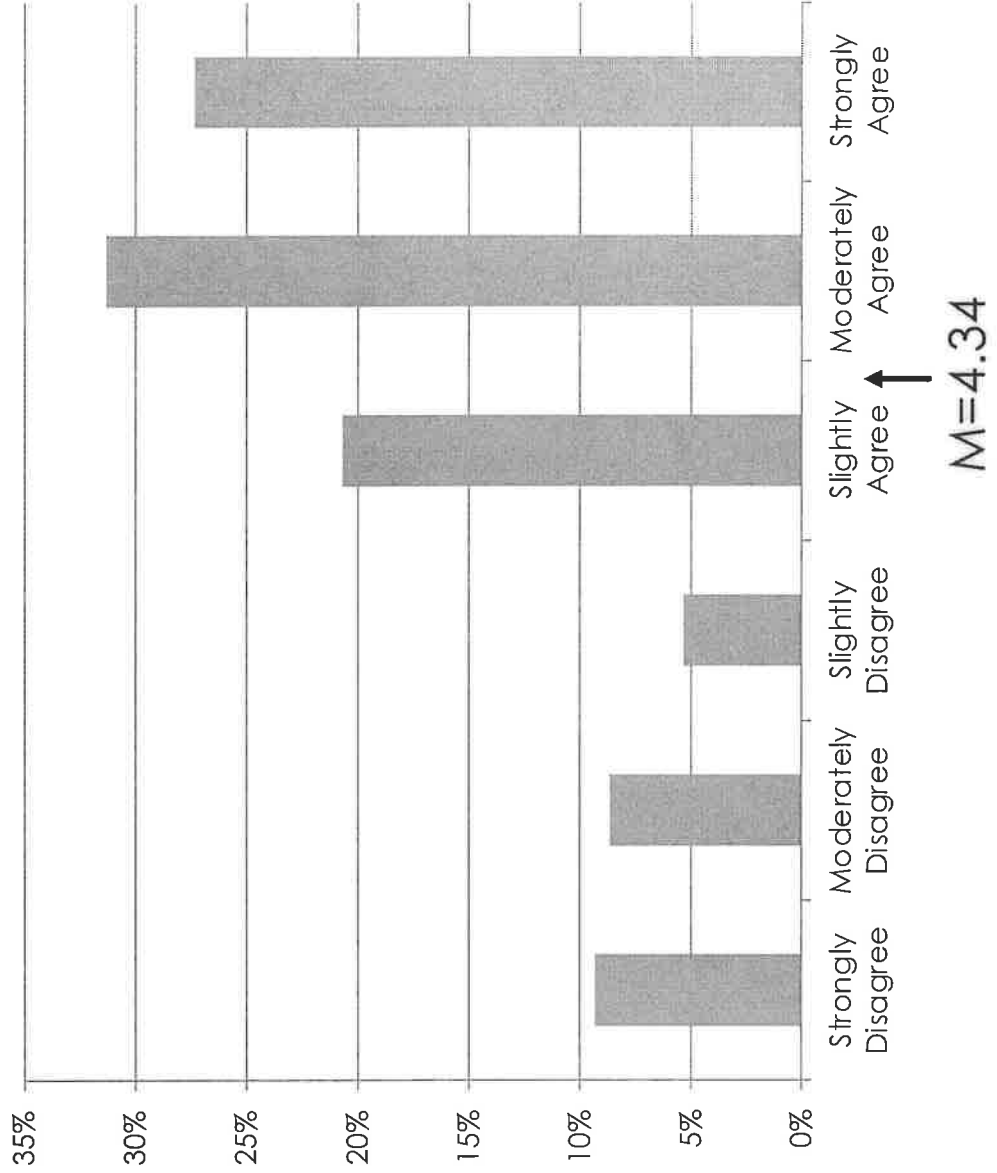


Cultural “Minority” (ethnic minority, LGBTQ+, non-English speakers) vs. Non-Minority Respondents



Survey Respondents Who Don't Support Using MHSA Funds for Diversity Work

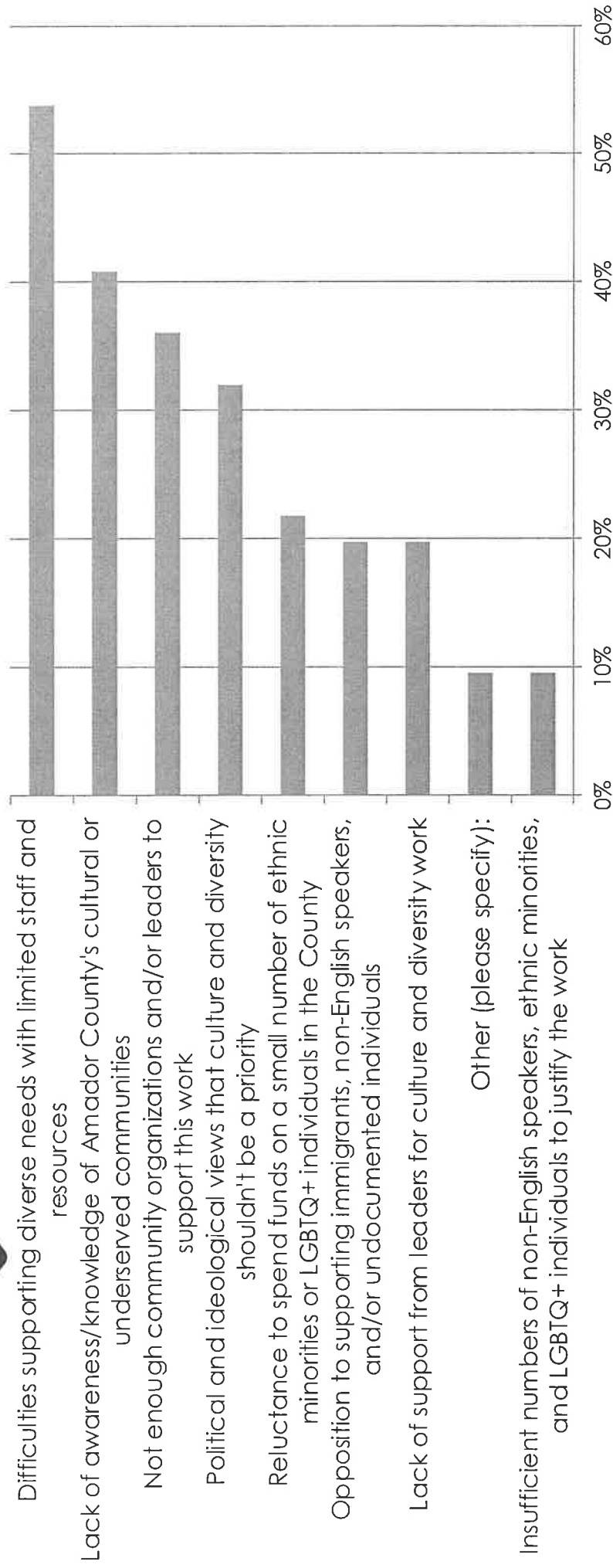
**ACBH gives
adequate
attention &
support to culture
& diversity efforts**



Part 1

**Recommendations to Enhance
Cultural Responsiveness in ACBH
Services**

Top 3 barriers to being culturally responsive to and serving the mental health needs of ethnic minority and LGBTQ+ residents of Amador County



Recommendation #1 Organizational Support

**Increase support for staff, resources,
and community organizations to
lead diversity efforts**

...that serve the mental health needs of
the ethnic minority and LGBTQ+ residents
of Amador County.

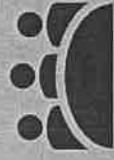
Recommendation #2: Outreach & Engagement

(23 comments)

**Facilitate
increased
outreach to
cultural
communities**



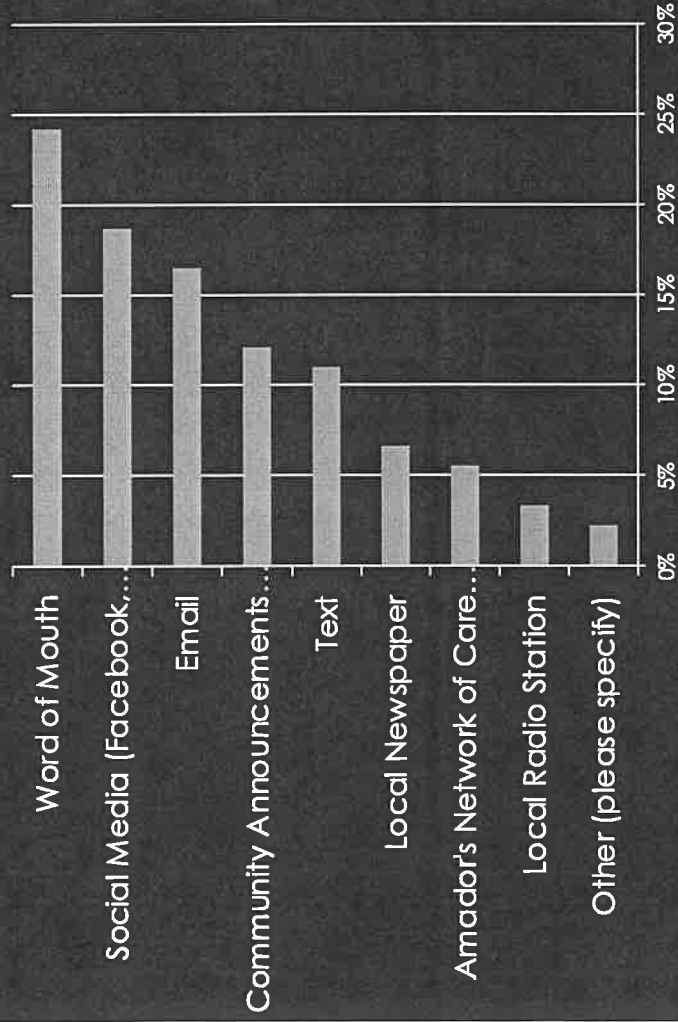
Utilize approaches such as cultural community partnership and bringing services to where isolated cultural communities may reside.



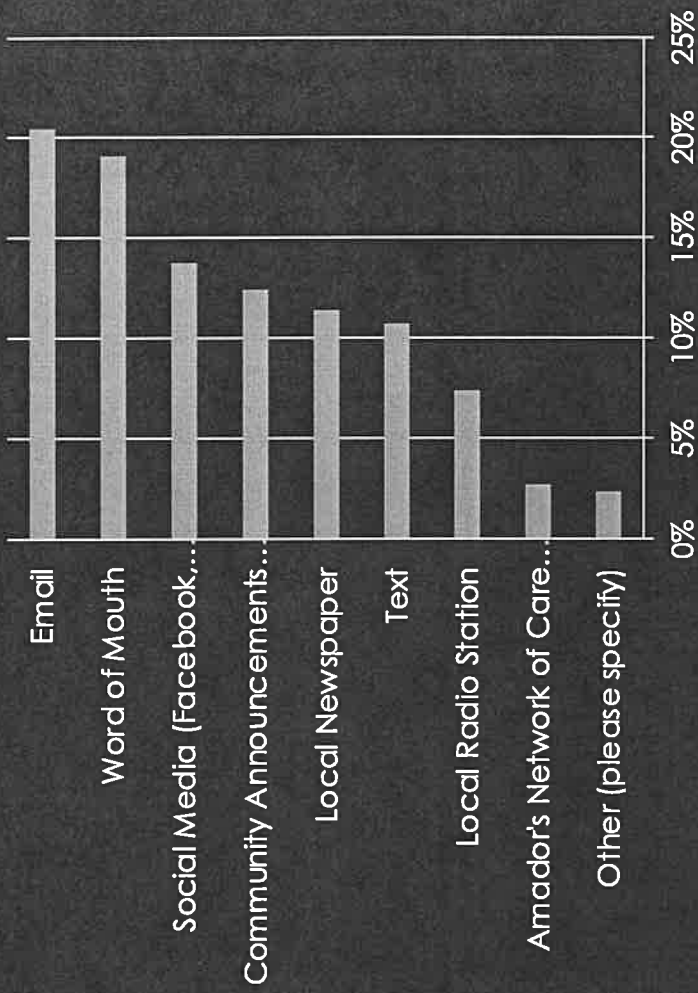
Outreach efforts should aim to decrease stigma, educate about behavioral health, and advertise available services.

How do you get your information [about services]?

Minority

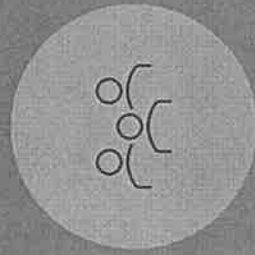


Non-minority



Recommendation #3 Prevention & Outreach

(7 comments)



Consider outreach efforts via
community helper trainings

Recommendation #4:
Outreach & Engagement

**Focus on culturally innovative
ways to link and engage
underserved cultural
communities w/ behavioral health
services**

Recommendations #5 & #6 Culturally Attuned Services

(7 comments)

#5. Explore ways to make Amador County services more culturally attuned throughout its services and programs through efforts such as:

- Diversity training
- Land acknowledgements
- Gender identity inclusion
- Integration of cultural considerations into behavioral health services

#6. Continue a commitment to offering services and materials in non-English languages like Spanish

Part 2
Recommendations to Address Barriers to
Buy-In & Support in the General
Community for Culture/Diversity Efforts

3 Focus Groups (37 stakeholders)

Focus Group Prompts for Input About Culture and Diversity

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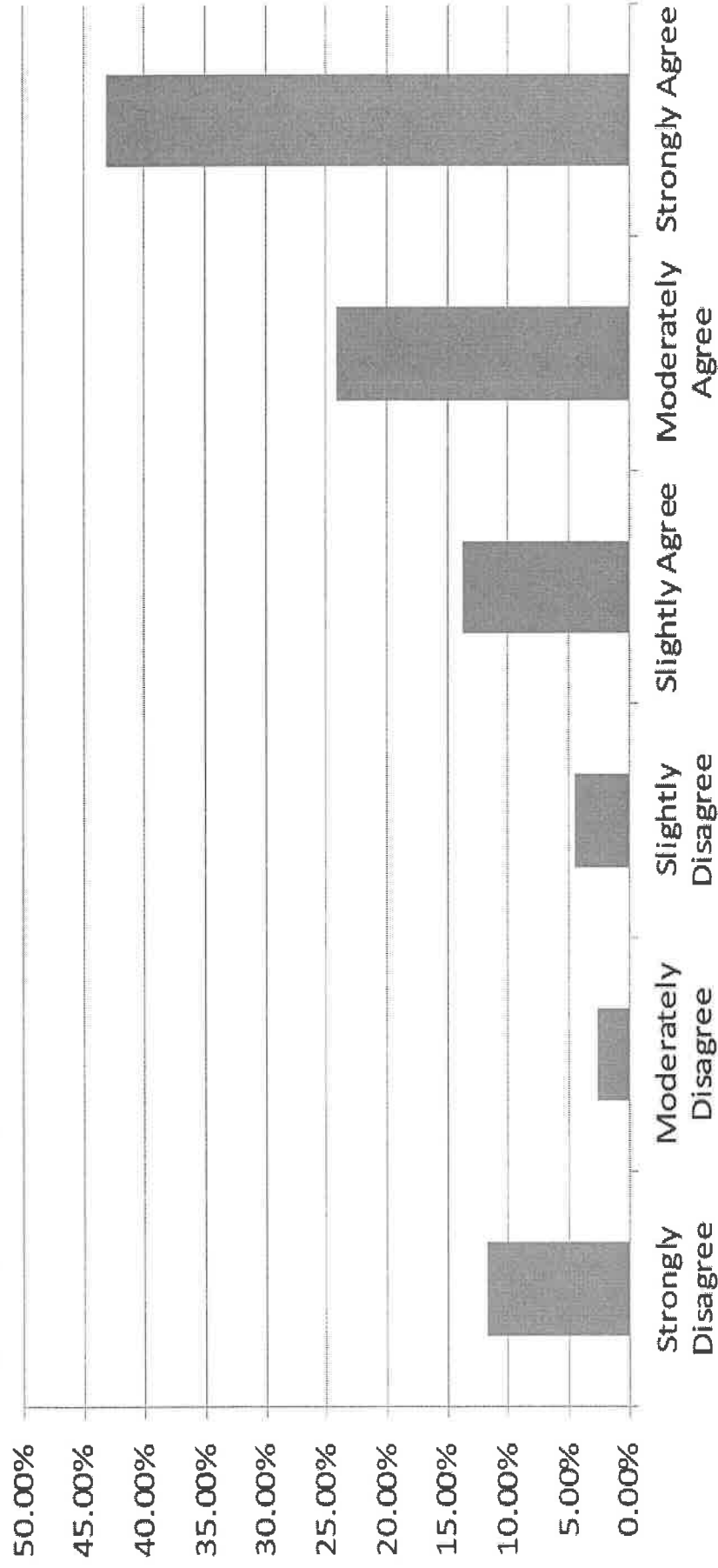
Community Survey Write-In Question

Do you have any suggestions for ways that Amador County should change their approach to cultural responsiveness in their behavioral health programs and/or services?

**Community (Qualitative) Comments about
Culture & Diversity in ACBH Services**

Survey Respondents Who Do Not Support Using MHSA Funds for Diversity Work (N=29)

"I support using a portion of MHSA funds to give dedicated attention to non-English speaking, ethnic minority and/or LGBTQ+ individuals in Amador County"



Demographics of Respondents Who Opposed Funding Diversity Efforts

Age

72% Adult / 24% Older Adult

Gender Identity

72% Women / 10% Men / 18% Prefer not to answer or "Other"

Race / Ethnicity

76% White / 13% Mixed Race / 10% Ethnic Minority

Sexual Orientation

72% Heterosexual / 7% LGBTQAP2S+ / 17% Prefer not to answer or "Other"

Theme: Lack of Awareness of Diversity & Efforts

(8 comments)

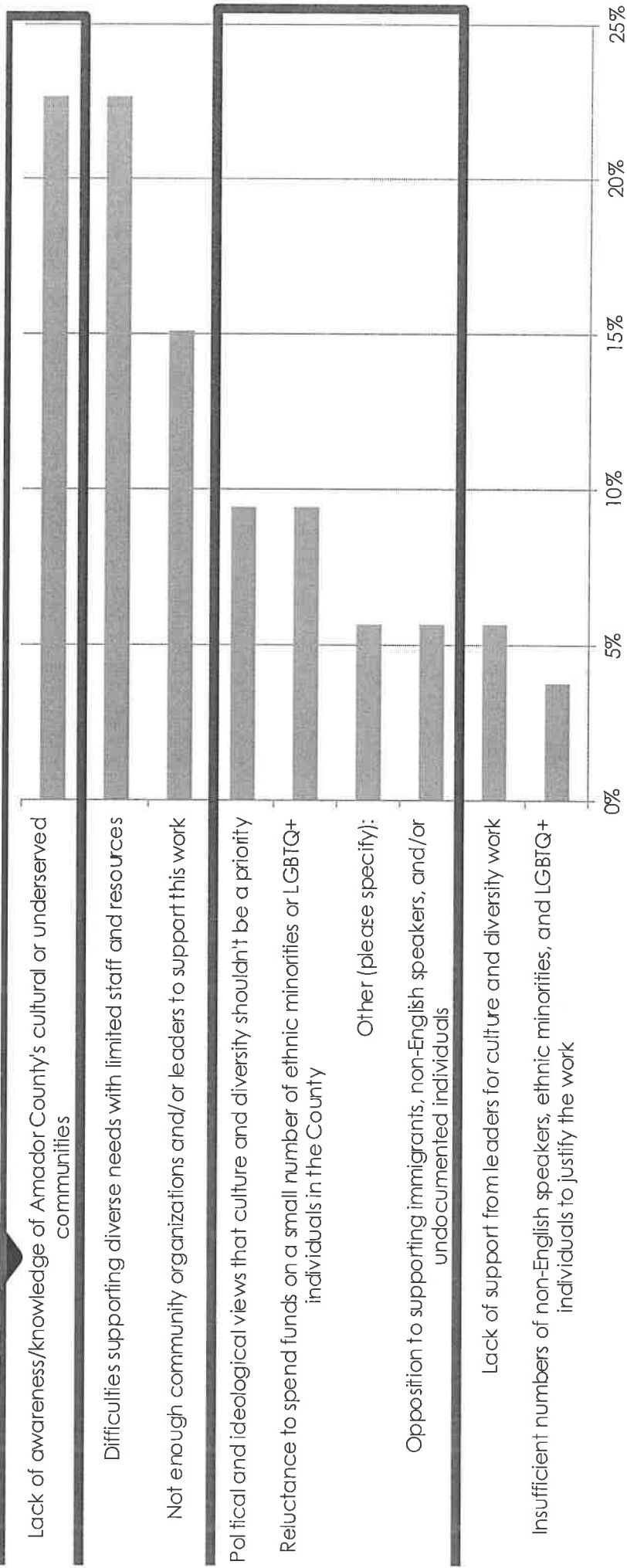
"There is no real diversity in Amador."

"If the community understood that the time and funding being spent was proportionate to the populations being served, they would have a better understanding and probably be more supportive of these efforts."

"...myths of 'Black people don't live here' or 'Asian people don't live here'."

I have no idea what Amador County's current approach to cultural responsibility is."

Top 3 barriers to being culturally responsive to and serving the mental health needs of ethnic minority and LGBTQ+ residents of Amador County



Barrier to Culturally Responsive Services	Respondents Who Supported Funding Diversity Efforts	Respondents Who Opposed Funding Diversity Efforts
Political and ideological views that culture and diversity shouldn't be a priority	31.97%	9.43%
Reluctance to spend funds on a small number of ethnic minorities or LGBTQ+ individuals in the County	21.77%	9.43%
Opposition to supporting immigrants, non-English speakers, and/or undocumented individuals	19.73%	5.66%