

FY 19/20 Cultural Competency Objectives

- **Spanish-Speaking, Hispanic & Latino populations in Amador County:** According to recent Department of Health Care calculations, Spanish is no longer considered a threshold language in Amador County. However, the need to focus on the underserved Spanish-speaking, Hispanic and Latino populations in Amador County is still prevalent. Therefore, Amador County Behavioral Health and the MHSA/Cultural Competency Steering Committee has made the commitment to prioritize these populations through the cultural competency efforts listed here:

FY19/20 Update:

- Continue to identify opportunities for collaboration in the Spanish-speaking community (i.e. Latino community events, etc.) to provide outreach with an emphasis on mental health and wellbeing. This could include training for the Promotores de Salud or other Spanish-speaking members of the community, including ACBHS staff.
- Continue quarterly Latino Engagement Committee Meetings to discuss challenges, barriers, successes and solutions. (The Latino Engagement Committee Meeting has been held regularly since FY2016/17).
- The Promotores de Salud, operating under Nexus Youth and Family Services, have continued their efforts in educating the community on behavioral health topics and in advocating for individuals and families to gain access to services and supports. Here is an overview of what the Promotores completed in FY 18/19:

In order to disseminate important information regarding mental health, wellness and resources to the Spanish-speaking Hispanic/Latino community, the volunteer Promotoras conducted 24 educational presentations throughout Amador County.

Throughout the year, 292 community members attended the educational presentations provided by the Promotoras.

Community Presentation Evaluation Forms were distributed during the educational presentations and the feedback was collected and analyzed by program staff. The table below summarizes the community responses to the information provided during the presentations and reflects a more informed Spanish-speaking Hispanic/Latino public regarding mental health issues and resources.

The Promotoras met with community members during home visits or at the Ione Family Resource Center to provide assistance with scheduling necessary wellness appointments or crisis consultations, support with transportation to necessary services, information regarding health insurance options, and translation services. The Promotoras also provided information and assistance with navigating the public

behavioral health system and referrals for additional services. They continued to be very successful with developing and maintaining trust-based relationships with the Spanish-speaking Hispanic/Latino community, including those who are at risk of or may be experiencing early signs of mental illness.

Throughout the past year, the Promotoras provided individual assistance and resource support to 159 community members.

7 Spanish-speaking Hispanic/Latino peer partners participated in the Nexus FRC Volunteer Training module and 1 attended the Mental Health First Aid course. The MHFA training was provided by a bilingual staff member who is fluent in Spanish. In addition, Nexus staff have scheduled an upcoming El Rotafolio Suicide Prevention training for all peer partners. Nexus staff have also recruited an additional 2 Spanish-speaking community members who are eager to begin the training series to become eligible peer partners.

- Continue to utilize Promotores de Salud to promote access and engagement among the Spanish-speaking community in the following ways:
 - Promotores have assisted behavioral health staff in communicating effectively with consumers and family members so that seamless access to mental health services and supports is provided. The Promotores have offered their services after-hours to engage with Spanish-speaking consumers and families in the event crisis is occurring whether over the phone, in-person or at the Emergency Department.
 - The Promotores have a robust women's group in the isolated and rural area of Camanche that meets weekly. A Spanish-speaking mental health clinician from ACBHS offers to attend the group on an as-needed basis to provide support and education around any concerns or questions the group may have.
 - Continue to utilize the Promotores de Salud as cultural brokers in the Spanish-speaking community.
- ACBHS currently employs a full time Spanish speaking LMFT who provides ongoing therapy to ACBHS clients as well as after-hours crisis services. ACBHS also employs a part time, face to face Spanish speaking Psychiatrist who is on site one day per week.
- Amador County Behavioral Health will ensure all documents distributed are provided in English and Spanish. The Promotores will insure the forms are translated so that Spanish-speaking consumers understand them.
- Identify certification opportunities for translators and interpreters in Amador County. ACBHS should be using certified translators and interpreters. Throughout FY 18/19, research

for certification opportunities produced no results. Continued efforts to locate a certification will be made.

- **Suicide Prevention:** Amador County has the 3rd highest suicide rate in California (per capita). In October 2018, the suicide prevention coalition, Amador SPEAKS was started to gather community members in an effort to address suicide as a community. Previously, there was no organized and dedicated suicide prevention effort in Amador County. Amador SPEAK's serves as the county's forum to review death data, organize events, outreach and determine what focus/target populations should the group should focus on each year.

FY19/20 Update: Amador SPEAKS determined that for the first year of operation, the group would address suicide prevention and awareness through education, outreach and data. The group also decided the target population would be the general population until the group is formed and more organized. Progress has been made regarding efforts around suicide prevention:

1. **QPR:** Over 235 people have been trained in Question, Persuade, Refer (QPR) suicide gatekeeper training since October 30, 2018. QPR is an initial training for those who are not familiar with suicide and how to address someone who may be suicidal. QPR will continue into FY19/20.
2. **safeTALK:** Amador County now has a safeTALK certified trainer. safeTALK is a three hour suicide alertness training. It is interactive and builds on skills so participants can practice how they would talk or bring a suicidal person to safety. To date, 12 Amador county residents have been trained in safeTALK. A safeTALK training is scheduled for September 24, 2019 at 2:00 p.m.
3. **Amador SPEAKS:** Amador County started Amador SPEAKS (Suicide Prevention, Education, Awareness, Knowledge and Support, which serves as Amador's suicide prevention coalition. The coalition started meeting in October 2018, has met 12 times since its inception and continues to meet monthly. A wide range of participants engage with the coalition, representing many underserved groups and key stakeholders throughout the community. Amador SPEAKS will continue to be the venue for discussion around suicide prevention, education and awareness in Amador County. Reverted funds will support Amador SPEAKS efforts through FY19/20 by providing education, events, materials and other supports as needed and approved by the group.

Amador SPEAKS has achieved much work in its first months of operation. Activities include:

- Development of a strategic plan which identifies the coalition structure and operating guidelines that includes assigned workgroups that target specific populations as well as including a plan for postvention;
- Workgroups assigned to community members who report at each meeting;
- Data analysis plan for local suicide data in comparison to other small, rural counties and the state; and
- Suicide prevention events and activities will be vetted and approved through Amador SPEAKS.

Events:

Suicide: The Ripple Effect is a film that highlights the journey of Kevin Hines, who at age 19, attempted to take his life by jumping from the Golden Gate Bridge. The film sends a message of hope, recovery and wellness. The screening was presented on June 19, 2019 at Jackson Cinemas. Over 50 community members attended and stayed late into the evening to participate in an active question and answer session about suicide efforts in Amador County. The event cost participants \$12 admission fee and reverted funds provided the tickets for some suicide survivors who attended.

Heart of HOPE: In partnership with Amador Arts, Amador SPEAKS supported an art show highlighting the hope, perseverance and awareness of mental health and suicide prevention in the community. The exhibit runs from September 4, 2019 through October 15, 2019 and over twenty pieces of art were submitted for the exhibit. An event with refreshments, music and connections was held on September 13, 2019 from 4:00 p.m. to 7:00 p.m. It was very successful at reaching deeper into the community to spread awareness around the mental health challenges the community faces and the impact suicide has had on all.

Other activities Amador SPEAKS has done are attending the Amador County Board of Supervisors to proclaim September 8-14, 2019 as Suicide Prevention and Awareness Week in Amador County. Dialogue with Amador SPEAKS members and the school district has begun in an effort to operationalize AB2246 policies. Amador SPEAKS has also appeared in the newspaper, advertising the coalition meeting dates and times as well as on the local radio station to discuss suicide prevention efforts in Amador County. Future events include having suicide survivors go live on the radio to discuss the impact of suicide, continued outreach using local media and choosing a logo to 'brand' the coalition.

- **Native American Engagement:** ACBHS meets regularly with Native American organizations and representatives, using bi-annual or quarterly Native American Round Table meetings. Native American Round Table meetings aim to increase engagement with Native communities in Amador County. The meetings consist of tribal leaders, tribal providers and other community organizations serving Native individuals and families. The group discusses barriers and assists in providing solutions to problems specific or more fluent in the native community.

FY19/20 Update:

- **ACBHS continues to work with Tribal TANF as a cultural broker.** ACBHS educational trainings focusing on homelessness, suicide prevention and others have been presented at the Jackson Tribal TANF office with much success. Tribal TANF also provides input and feedback regarding the development of the Each Mind Matters campaign Native American resource materials, which are currently in production.
 - ACBHS peer staff participated in the **Jackson Rancheria Employee Benefit Fair** in October 2018 and will do so again in October 2019. Over 500 people access the mental health booth, which provided educational materials and mental health resources in the community.
 - A community event, highlighting **Billy Mills, a Native American Olympic gold medalist, was held in February 2019.** In collaboration with the Jackson Rancheria Band of Miwuk Indians, the Dennis Dalton Foundation (a local Native American non-profit), Tribal TANF, and the Lone Band of Miwok Indians, ACBHS had the ability to bring Billy Mills back to Amador County for this family-friendly speaking event. Over 100 people attended the speaking engagement at the Jackson Rancheria Hotel Casino & Resort. Events collaborating with the Native populations in Amador County will occur as opportunities arise.
 - **ACBHS Substance Use Disorder (SUDS)** department has received examples of Native American substance use assessments, which should make the current assessment more culturally sensitive to Native American populations/clients. The SUDS team is reviewing these assessments and looking to incorporate some Native American components when they convert to Drug Medi-Cal in the next year.
 - **ACBHS has received funding from the Buena Vista Rancheria of Me-Wuk Indians** to hire a full time Gambling Addiction Specialist. ACBHS has never had any contact with the Buena Vista Rancheria and with this funding a relationship with the tribe can be built.
 - Other activities will include getting partner organizations Native American materials in order to do outreach to tribal populations and to engage with the new CEO of the Jackson Rancheria Casino Hotel & Resort for relationship building and education regarding Native American community needs.
- **Isolated Rural Communities:** Rural communities are prevalent in Amador County and are each unique in nature due to geographic locations. These communities are often isolated, affecting stigma, levels of immediate support, and the ability to access services. Isolated Rural Communities,

identified as underserved in the county's MHSA plans and Annual Updates for many years, are 'hard to serve' for many reasons. Prolonged isolation creates barriers to trust and entering into new communities or services can be very difficult. **FY19/20 Update:** Efforts will continue in FY 19/20 to bring information, support and referrals to individuals and families living in isolated parts of the community utilizing the following strategies:

- Community resource fairs in outlying areas of the County;
 - Contracts with the community-based organization, Nexus Youth and Family Services, provide outreach and engagement services to rural communities including River Pines, Camanche and Pine Grove. Services to the Spanish-speaking population also go into the outlying areas of the County.
 - Amador Senior Center and ACBHS have increased their scope of work for FY19/20 to include transportation assistance for older adults to attend monthly congregate lunches located in Plymouth and Lone. This will assist older adults in increasing their social supports within their community and eliminate the barrier of transportation to activities.
 - Efforts to increase knowledge and education of behavioral health services to communities that historically have not been engaged and identified as isolated will continue in FY 19/20.
- **Veterans:** The following strategies have been identified in efforts to continue engaging with veteran groups and services in FY19/20. **Here is the FY19/20 Update:**
 - ACBHS will continue to collaborate with veterans organizations to educate county employees and other community members on the services they provide.
 - Contact veterans groups (including VSO) and identify opportunities where mental health outreach can be provided countywide.
 - Mobile Vet Center is now attending MHSA/Cultural Competency Steering Committee and Suicide Prevention Coalition meetings. This is a new Veteran partner that provides updates and perspective into Veterans needs.
 - NAMI Homefront is a new collaboration between Victory Village (a non-profit Veterans services organization) and NAMI Amador. NAMI Homefront is an educational program for families, caregivers and friends of military service members and veterans with mental health conditions. This program will start in FY19/20.
 - Other efforts that will continue in FY19/20 promote systems change and services for Veterans. These include but are not limited to:

- The MHSAs Programs Coordinator serves on the Veterans sub-committee for the Central Sierra Continuum of Care, which focuses on housing in the four county foothill region (Amador, Calaveras, Tuolumne and Mariposa). ACBHS is working with this sub-committee and Victory Village, a local non-profit Veterans organization, to create referral form that captures all services a Veteran may need. There is also a specific coordinated entry call for Veterans, which ACBHS is invited to weekly.
- Military Culture Training in February 2020 and researching opportunities for CEU's. ACBHS has had clinical staff turnover and community partner agencies have changed in their staffing structure. Offering this training will be a good opportunity for clinical staff as well as community members to learn about military culture and how it impacts behavioral health.
- **Homeless:** To understand the homeless population in Amador County, ACBHS is continuing efforts to educate themselves about homeless systems, gain knowledge of homeless resources and pursue funding that promotes affordable housing for consumers. **The FY19/20 update will discuss how this is being accomplished through the following strategies:**
 - **Education on homeless systems:** ACHBS regularly attends the CoC meetings in order to learn about homeless systems, services and funding opportunities. Utilizing CoC resources, ACBHS trained two staff on HMIS and CES in June 2019. All ACBHS housing program information are now in a coordinated entry system that prioritizes homeless and those at-risk of homelessness for housing in the four county region. Utilizing CoC resources and efforts, ACBHS and Amador County learned about the Point In Time (PIT) count and through this education, had a higher response on the PIT count than in previous years. This information assists the county and community members on how many homeless people are living in Amador County. In 2019, Amador County counted 214 homeless individuals and 85 couch surfers. The Homeless Task force is specific to Amador County efforts to tackle the homeless and lack of affordable housing. ACBHS attends this meeting regularly with active participation in order to learn more about resources (or lack of resources) and shelters for the homeless in the community.
 - **Gain Knowledge of Homeless Resources:** The CoC and Amador County Homeless Task Force offer a sharing place where many resources (or lack of resources) for homeless in Amador are presented and discussed. Participants include law enforcement, hospitals, schools, city

and local government and others. Funding opportunities such as CESH, HEAP, SB2 and No Place Like Home are points of conversation and how to manage those funds and to which projects those funds are directed to are all discussed in these meetings.

➤ **Funding:**

- **MHSA Supportive Housing Program** is a comprehensive solution to serving ACBHS clients who have housing needs. ACBHS utilizes MHSA Supportive Housing funds to operate a four-plex in lone, under a lease agreement. The clients who live in the units sub-lease them from ACBHS. Additionally, the MHSA Supportive Housing program offers deposit assistance, rental assistance (up to 3 months) and emergency housing assistance for ACBHS clients. A part-time Housing Personal Services Coordinators works with clients to locate affordable housing, assist in completing applications for housing and provide housing-specific case management to ACBHS clients who have housing included in their treatment goals. This program is funded through June 30, 2020.
- **Homeless Mentally Ill Outreach & Treatment (HMIOT):** In July 2018, Senate Bill (SB) 840 passed in the California State legislature. This one-time funding opportunity provides support for local activities involving individuals with serious mental illness who are homeless or at risk of becoming homeless. Amador County Behavioral Health applied for the Homeless Mentally Ill Outreach and Treatment funds and awarded an allocation of \$100,000. These funds will provide outreach and treatment to individuals with serious mental illness who are homeless or at risk of becoming homeless in Amador County. Activities that utilize these funds are to be expended no later than June 30, 2020. All counties who received this funding are encouraged to match these funds with other funds (local, state & federal), as appropriate.
Amador County Behavioral Health is utilizing these one-time funds in combination other housing dollars to leverage the department's ability to provide supportive, permanent housing for individuals and families with serious mental illness who are facing housing challenges. These funds are also used to outreach specifically to the homeless population and engage them in treatment for mental health services and supports.
- **No Place Like Home:** On July 1, 2016, Governor Brown signed landmark legislation enacting the No Place Like Home program (NPLH) to dedicate up to \$2 billion in

bond proceeds to invest in the development of permanent supportive housing for persons experiencing homelessness, chronic homelessness, or who are at risk of chronic homelessness, and who also have a serious mental health condition. The bonds are repaid by funding from the Mental Health Services Act (MHSA).

There are two types of allocations available, a Non-Competitive Allocation and a Competitive Allocation. Each small county (counties with a population of less than 200,000 people) has been allocated a share of the Non-Competitive funds which is \$500,000. Amador County may therefore choose to apply and compete with other small counties for additional funds, with no project being funded for more than \$20 million.

Each County that applies for the NPLH funds must commit to providing Behavioral Health support services to the tenants of the assisted housing for a minimum of 20 years, as well as helping to facilitate their access to other community support services for physical health care, accessing benefits and basic housing retention skills.

The NPLH funds must be used to develop or support Permanent Supportive Housing Units for the target population. Permanent Supportive Housing is a form of affordable housing designed for those who lack housing and face a multitude of complex medical, mental health and/or substance use issues that are co-occurring.

NPLH funds could be used for new construction, or to acquire and rehabilitate a property that serves only NPLH-eligible tenants, if it is a development with 20 or fewer units. The funds can also be used to subsidize certain units within a new larger affordable housing development that serves other tenants as well. The eventual Housing Development model and size has not yet been determined, nor has the County selected a Development Sponsor. Recommendations on these decisions will be forthcoming over the next 12 months, and will be informed by additional work to be provided by the County's consultant for the NPLH funds, including the development of a Homeless Plan, community engagement and education efforts, and a site feasibility assessment. Decisions on these items are not needed in order for the County to accept or reserve its Non-Competitive Allocation. Once the County has made a decision on the Housing Development model and size and selected a Development Sponsor, the next steps would include the submittal of a Project Application to HCD in partnership with the Development Sponsor.

Each county was offered Technical Assistance grant (TA) funds in an amount consistent with county population. The TA funds are to be used to implement NPLH in their community. Amador County applied for, and received \$75,000 in TA funds, and are utilizing those dollars to hire a consultant that will assist in implementing NPLH eligible activities in Amador County over the next 12-18 months. The consultant and ACBHS will work towards locating and leveraging funds as well as building relationships in order to create housing options for those with serious mental illness.

Where we stand:

- ❖ Amador County was awarded the non-competitive allocation set aside for small counties of \$500,000.
- ❖ Housing Tools will be working with Amador County Behavioral Health to conduct community education and engagement sessions, completion and submittal of a Homeless Plan, which aligns with NPLH Guidelines. These activities will be occurring in late Summer/Fall 2019.
- ❖ After the Homeless Plan is completed (April 2020), a feasibility study will be completed. Three potential options for implementation of NPLH will be provided to ACBHS and presented to key stakeholder groups.

➤ **Other Activities:**

- ACBHS participates in the annual Homeless Resource Fair, which is a two-day community effort to bring services and supports to the homeless.
- ACBHS, among other funded and non-funded partners, participate in the Homeless Task Force and Central Sierra CoC, which meets monthly to discuss homeless issues, funding and solutions.
- **REVISED OBJECTIVE--Single & Working Parents:** This objective was revised to include working parents. The purpose of this objective is to insure events/trainings are scheduled in a way so single and working parents, including those with restricted schedules, are able to participate. Provide childcare and transportation. Over the past year, ACBHS has worked with community providers in our network to offer evenings and after-school workshops, opportunities and activities to increase engagement, education and awareness around mental health for children and adults.
- **LGBTQ FY 19/20 Update:**
 - Continue to seek a trainer who can provide a community training around this topic for all community partners and community members.
 - Work with LGBTQ providers to identify opportunities for mental health outreach and engagements.
 - ACBHS currently contracts with NorCal MHA to provide support groups, activities and one-on-one peer support to the LGBTQ community.
 - LGBTQ needs that have been identified target LGBTQ youth, men and aging adults.
 - Small work group meetings have been held to address unique needs in adults and youth—especially within the school settings.
- **REMOVED OBJECTIVE--Middle-Aged Men:** Originally, data around death by suicide directly correlated with middle-aged males. It was discussed that this was more of a ‘suicide prevention’

target population as opposed to a Amador County Cultural Competency Objective. This will be discussed at the Suicide prevention Coalition.

- **Older Adults:** Individuals aged 60+ constitute 26% of Amador County’s population. Historically, older adults have been identified as a population that needs more services and supports through the MHSA. **FY 19/20 Update:** Over the past year, this is what has been done to address behavioral health in older adults:
 - ACBHS expanded the contract with the Amador Senior Center to include support for fitness classes and nutrition services.
 - ACBHS provides a monthly wellness table at the Amador Senior Center to engage with older adults and inform them of services and supports.
 - ACBHS continues to attend the Commission on Aging meeting as well as other community gatherings that promote and speak to the behavioral health of older adults. These meetings/gatherings offer a forum to provide behavioral health updates and information and to learn more about issues specific to the 60+ population.
 - ACBHS has done outreach fairs, in collaboration with the Amador County Commission on Aging. The resource fairs are held in isolated, outlying areas of the county. Four fairs have been held in 2019 and more are going to be scheduled for 2020.
 - Nexus Youth and Family Services provides a weekly Senior Social at the Upcountry Community Center.
 - The Buena Vista Rancheria has mentioned to community partners that they would like to assist with the elderly, a partnership on how this could be explored will be investigated over the next year.
- **Foster Youth:** This population is increasingly underserved within the community. ACBHS will work with community partners, including the school district to create strategies (training, case management, early identification of mental health diagnoses, co-occurring disorders, etc.) to provide more support to this population.
FY19/20 Update: ACBHS will also work with the Department of Health Care Services to collaborate when working with child welfare in order to comply with regulation and improve quality of care for foster youth.

FY19/20 Ongoing Cultural Competence and Linguistic Activities:

- ACBHS staff will continue to participate in the following Cultural Competence Committees:

- California Behavioral Health Directors Association (CBHDA) Cultural Competence and Social Justice Committee and various work groups. This committee, which includes all of California's counties, meets twice a year (or more often over the phone) to address challenges at the state level and how local communities can address them and find solutions.
 - Central Region Cultural Competence/Ethnic Services Managers monthly meetings
 - MHSA/Cultural Competency Steering Committee
 - Latino Engagement Committee
 - Native American Round Table
 - Any other committee that is identified as having a need that relates to promoting cultural competency within the public behavioral health system.
- Utilizing a blend of MHSA reversion and other allocated funds, outreach events and campaigns will be coordinated to target underserved populations, or populations who are living in isolated rural areas of the community, in order to provide education regarding mental health and community resources.
 - Continue to use Each Mind Matters (EMM) toolkits, posters and other promotional materials to reduce stigma, particularly in isolated rural communities.
 - Continue to identify and utilize other avenues of 'getting the word out' —radio, e-mail, etc. ACBHS has renewed its two bus ads for another year.
 - ACBHS Supervisors continue to support cultural competence trainings for staff and the community on an ongoing basis.
 - ACBHS Staff to attend free, community workshops that community partners provide.
 - Incorporating awareness of cultural competence components by having presentations at the ACBHS Staff Meetings.
 - Investigate possible opportunities to collaborate with domestic violence and behavioral health to provide education and training to ACBHS staff, community partners and community members.
 - Suicide Prevention and Awareness, education and outreach will be the responsibility of Amador SPEAKS, the suicide prevention coalition, including but not limited to:
 - Provide community and county staff with tools to address and 'Know The Signs' of suicide by implementing trainings and workshops. Question, Persuade & Refer is one training that will be used this next year along with safeTALK, Mental Health First Aid and Youth Mental

Health First Aid trainings. Providing education to family members and other support people will also be included in these efforts.

Cultural Competence Training:

Future & Potential FY19/20 Trainings:

- CIT Training for Law Enforcement/First Responders & ACBHS
- Military Culture Training
- LGBTQ+ Cultural Competence Training
- Trauma-Informed Care
- Older Adults – Physical vs. Mental Health
- Continue to identify cultural competence trainings utilizing the MHSA/Cultural Competency Steering Committee meeting and the community program planning process.

Provided in FY18/19:

- Implemented QPR and safeTALK Suicide Prevention Trainings
- Billy Mills came back on February 2, 2019 to provide a larger speaking event that was held in collaboration with the Native Community. ACBHS worked with Tribal TANF, the Lone Band of Miwok Indians and the Jackson Rancheria to coordinate this community event.
- Ongoing Mental Health First Aid and Youth Mental Health First Aid Training
- Ongoing training for ACBHS utilizing the monthly All-Staff meeting
- Two Cultural Competency trainings provided via webinar and one in-person Cultural Competency training was provided to ACBHS staff, partner organizations and community members.

Provided in FY17/18:

- “Bridges Out of Poverty” was provided in September 2017 to address socio-economic impacts of poverty in isolated rural areas and countywide.
- Military Culture Training was provided in February 2018
- Billy Mills came to present for ACBHS staff and ACBHS youth who are being served in February 2018
- Ongoing training for ACBHS utilizing the monthly All-Staff meeting