



**COUNTY OF SAN LUIS OBISPO HEALTH AGENCY
BEHAVIORAL HEALTH DEPARTMENT**

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**County of San Luis Obispo Behavioral Health Department
Cultural Competence Plan
Annual Update – December 2019**

Summary

The County of San Luis Obispo Behavioral Health Department (SLOBHD), which houses the Mental Health and Drug & Alcohol Services Divisions, is committed to developing a system of care which serves an increasing, changing and diverse population in the County. The system must strive to ensure cultural competence at all levels of the organization. A Cultural Competence Plan is at the heart of the efforts to develop and maintain effective providers of health care for diverse communities.

The 2018 Cultural Competence Plan provides guidelines to help the Behavioral Health Department become a more culturally competent organization and to ensure that diverse populations in the county receive mental health services that are culturally appropriate throughout the mental health system. The Plan serves as a roadmap led by both the Cultural Competence Committee and the Department's Management Team.

The Cultural Competence Committee, formed in 1996, consisting of staff members from the various divisions and programs of the Behavioral Health Department as well as community partners, continues to assess, implement, and monitor policies and practices which ensure effective services are provided in cross-cultural situations. The committee members, representing diverse cultural backgrounds and other special interests, have provided input and insight in order to make the Plan an active document which will inform the County's mental health system for years to come.

La Frontera Inc., a mental health organization based in Arizona, developed a cultural competence self-assessment tool titled "Building Bridges", which the Department and its Cultural Competence Committee continues to use. In this assessment manual, culture is defined as follows: "The term culture is used in a broad inclusive sense. It includes race, ethnicity, gender, sexual orientation, primary language, spiritual life, age, and physical condition. Culture is also a multifaceted concept. It incorporates cultural objects such as music, art and clothing; ways of living such as kinship patterns, communication styles and family roles; as well as beliefs or values such as religion, attitudes towards time and views of the natural world." With this definition as a starting point, the committee hosts a series of discussions to define and operationalize the concept of cultural competence for the mental health system.

*County of San Luis Obispo Behavioral Health Department
Cultural Competence Committee – Annual Report 2018-2019*

County of San Luis Obispo Health Agency

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As the Department continues to seek methods to engage staff and community providers with modern, effective cultural competence training and practices, a commitment to organizational growth is a Department value. According to the Substance Abuse and Mental Health Services Administration, Center for the Application of Prevention Technologies, culturally competent organizations are ones which:

- ***Continually assesses organizational diversity:*** Organizations should conduct a regular assessment of its members' experiences working with diverse communities and focus populations. It also regularly assesses the range of values, beliefs, knowledge, and experiences within the organization that would allow for working with focus communities.
- ***Invests in building capacity for cultural competency and inclusion:*** Organizations should have policies, procedures, and resources in place that make ongoing development of cultural competence and inclusion possible. It must also be willing to commit the resources necessary to build or strengthen relationships with groups and communities. Including representatives of the focus population within the organization's ranks is especially useful.
- ***Practices strategic planning that incorporates community culture and diversity:*** Organizations are urged to collaborate with other community groups. Its members are also encouraged to develop supportive relationships with other community groups. When these steps are taken, the organization is seen as a partner by other groups and their members.
- ***Implements prevention strategies using culture and diversity as a resource:*** Community members and organizations must have an opportunity to create and/or review audiovisual materials, public service announcements, training guides, printed resources, and other materials to ensure they are accessible to and attuned to their community or focus population.
- ***Evaluates the incorporation of cultural competence:*** Community members must have a forum to provide both formal and informal feedback on the impact of all interventions.

The Cultural Competence Plan is part of the Department's efforts to remain a culturally competent, responsive, and supportive community organization.

Key Objectives and Annual Results

In response to the Department of Health Care Services CCP requirement, the SLOBHD has developed a comprehensive Plan and has chosen to include key objectives to monitor.

- The SLOBHD will complete the revision and adopt the Cultural Competence Training Policy which includes requirements for staff development in cultural competence and demonstrated improvements in service to diverse clients.
 - In 2018-2019, the Department continued the use of the Relias E-Learning system to provide core competency training and education for all staff, as well as community partners, consumers, and family members.

- The Department provided access to 500 providers, consumers, and family members with a total of 3,000 completed hours in fiscal year 2018-2019. The assigned curriculum included the completion of two courses:
 - Suicide Prevention
 - Meeting the Behavioral Health Needs of Returning Veterans
 - Substance Use in the Family
 - Other strategies include implementation of a cultural competence assessment tool, developed in FY 2017-2018, to assess staff capacity, skill development, retention of core competency training and changes in practice and behavior.
 - In the Fall of 2017, the Department collaborated with a Statistics class from California Polytechnic State University (Cal Poly) to conduct a staff cultural competence survey. The survey will be distributed in FY 2019-2020 in order to continue gather data from employees so active informed decisions can be made. A similar tool has also become available for providers and we are currently in the process of implementing this survey.
 - Other strategies included collaboration and partnering with other county agencies that provide training on core topics vital to staff development. The Cultural Competence Committee Chair and one committee member have been part of the Crisis Intervention Team Training team held by the Sheriff's Department on a monthly basis.
 - The Cultural Competence Committee (CCC) will increase cultural competence training for mental health system providers by two activities per year.
 - Strategies to accomplish this objective include the aforementioned networking with community partners who can provide quality training for mental health professionals.
 - In 2018-2019, the Department hosted, co-sponsored, and supported training from community organizations related to working with consumers in recovery, children with co-occurring disorders, the LGBTQ population, veterans, and healthcare language interpretation services. These trainings include: The Trans-Training 101 held on July 10th, the LGBTQ+ Ally Training and the How to Support LGBTQ+ Youth Training on August 24th, and the monthly Crisis Intervention Training (CIT) sponsored and implemented by the Sheriff's Department.
 - The County and its CCC will also broaden the approach to cultural competence training to include activities which improve the mental health system's capacity to serve cultural populations (e.g. LGBTQ, Veterans, consumers and family members).
 - In 2018-2019, the County, as part of the Southern Counties Regional Partnership, works in collaboration with Dr. Johnatan Martinez with Cal State Northridge to develop and implement a Cultural Competence training that will be targeted to all Behavioral Health Staff, as well as community based organizations, community partners, mental health providers, and other local agencies to better understand the level of competency and address needs in order to solidify our services and programs.

- The CCC will increase membership of staff from the Drug and Alcohol Division by two or more members annually over the next two years.
 - This objective is critical to enhance the diversity of the Committee which serves to improve cultural competence principles across the SLOBHD's programs.
- The Committee will identify other underserved populations reflecting cultural needs in order to provide services and support within the County system. This will be measured by an increase in CCC membership to include representatives of currently unrepresented communities.
 - The strategies to meet this objective include working with the County's Prevention and Early Intervention (PEI) programs which have built relationships and partnerships with organizations serving cultural populations often underserved in the mental health system, along with expanded services with the Latino and Latinx population. These include Asian/Pacific Islanders, LGBTQ, veterans, older adults, TAY, and consumers.
 - During FY 2018-2019, the CCC sponsored and supported the development and implementation of the LGBTQ+ Mental Health Needs Assessment to best identify the needs of the community. The research will help the County identify gaps and needs for training to develop a culturally competent system and workforce. The results will be available in June 2019.
 - In 2018-2019, the Cultural Competence Committee Chair increased membership to include representatives from the Drug and Alcohol Division of the Behavioral Health Department.
- The CCC, as part of its mission to "ensure that cultural diversity is incorporated into all levels of the Behavioral Health Department," will begin the development of practices to best process review and recommendation related to culturally competent factors and services in the mental health system.
 - This objective will need to include an expansion of the CCC's review process for documents and translation services aimed at the Spanish-speaking community; staffing recruitment and recommendations, and presentations made to various Department programs currently not represented in the CCC. Strategies to meet this objective include establishing CCC practices to provide feedback and advice to all SLOBHD programs and services that serve diverse clients to assure cultural competence policies and procedures are in place.

**San Luis Obispo County Behavioral Health Department
Cultural Competence Committee
Annual Report 2018-2019**

The Cultural Competence Committee

The Cultural Competence Committee is dedicated to assure that the County of San Luis Obispo Behavioral Health Department becomes a culturally competent health system which integrates the concept of cultural, racial, and ethnic diversity into the fabric of its operation and organization. The committee creates agency-wide awareness of the issues relevant to cultural diversity and provides recommendations to the County Behavioral Health Administrator on issues pertinent to the achievement of these goals.

The Committee members are the decision-making body and represent a diverse range of cultural, ethnic, racial and geographic regions of the county. The Committee advises and serves as a resource group to the Behavioral Health Director, County Health Agency Staff, Quality Support Team (QST), and affiliated agencies. Meetings are held quarterly. Visitors are welcome to attend committee meetings and provide input.

The goals of the Committee are:

- To ensure that County Behavioral Health embraces and implements the behaviors, attitudes, values and policies of cultural diversity.
- To provide recommendations that will increase service delivery to culturally diverse clients.
- To provide recommendations which address the need of continued training on cultural diversity topics.
- To identify and facilitate the removal of barriers that affect sensitive and competent delivery of service to culturally diverse clients.
- To provide recommendations which address the recruitment and retention of bilingual providers.
- To provide recommendations that increase utilization patterns of the unserved and underserved populations such as the Latinos, Native Americans, and transition age youth, and older adults.
- To provide County Behavioral Health employees with the topics and information discussed at the Cultural Competence Committee.
- To provide and sponsor trainings focused on expanding and enhancing cultural and linguistic knowledge;
- To forge alliances with other community agencies and committees who support the mission and goals of the Cultural Competence Committee.
- To foster a strong network among community agencies that will facilitate an integrated delivery of services.

2018-2019 Meetings

Cultural Competence Meetings:	
Date	Discussion
07-9-2018	<ul style="list-style-type: none"> • Trans Training 101 was held on July 10th with a total 65 people attending the training. The training was held from 8:30am-12:30pm at the Copeland Health Education Pavilion at French Hospital. Staff from SLOBHD Drug and Alcohol, Adult Services, Youth Services, and Prevention and Outreach attended, as well as agency partners. • OUT4MentalHealth Taskforce: The Ally Training and How to Support LGBTQ+ Youth Trainings were held from 9:30am – 2:30pm. The County was able to offer continuing education units, which was the reason both trainings were successful. • Crisis Intervention Training – The San Luis Obispo Sheriff Department has been working on implementing cultural competence for law enforcement county-wide, including police departments in all cities. The Chair of the CCC has led the presentation. Overall over 300 law enforcement agents have been trained in cultural competence. • The Cultural Competence Plan was finally completed at the end of 2018. The CC Plan is a live document and impacts the Department based on the various aspect related to cultural competency. A draft was submitted in October for Committee review, and in the meantime the appendix is being reviewed. • Southern Counties Regional Partnership (SCRIP): SLO County is part of SCRIP. County hired Jonathan Martinez, Ph.D. (CSU Northridge) to work as a consultant to help us accomplish our goals. Dr. Martinez has 3 strategies to do so: <ol style="list-style-type: none"> 1) Send out an Assessment to be taken by all County-wide CBOs and partners to see where we stand culturally. 2) Trainings. Will send out a list of evidence-based trainings he can cover and is working on, along with a plan to Nestor. 3) Individual observations, which will not be possible due to HIPAA violations. Most Counties said no to this idea as well. • Mental Health Calendar (July-December) and upcoming months will be updated • Newsletter- A work in progress as well. A draft will be sent as soon as it is completed. • SLOBHD has officially assigned the following three trainings for all staff: Suicide Prevention (all staff), Meeting the Behavioral Health Needs of Returning Veterans (Adult), and Substance Use in the Family (Youth).

	<ul style="list-style-type: none"> • A community provider representative and Cultural Competence member, Joe Madsen, will check his staff to see if all have access to Relias and those who are no longer employed, to be removed for someone else to take that spot. • Part of our assessment has helped us identified the Cultural Competence Trainings for the future: 1) Challenges/Values of Different Cultures (Cultural Competence 101). 2) LGBTQ and Gender Identity Training; 3) Poverty and Youth Training; 4) Older Adult and Mental Health Training; 5) How to Reach Minorities and Removing Language Barriers • Ideally, we would like to offer all trainings, but funding is limited. Suggestion is to have 2-half day training in rural areas, North and South County. Maybe partner with Journey of Hope. We will have a better idea once we receive the funding report. If you have a Training idea that would cover these topics, please contact the chair. • Ally Training- August 24th 9:30am-11:30am at the Government Center, first floor • How to Support LGBTQ Youth Training- August 24th 12:30pm-2:30pm at the Government Center, first floor
Date	Discussion
10-15-2018	<ul style="list-style-type: none"> • OUT4MentalHealth- Ally Training and How to Support LGBTQ Youth Training August 24th from 9:30am-2:30pm (4 hours) was a successful. There were about 30 people who attended. As one of the counties to participate in this taskforce, the CCC is excited to partner up and support the cause. • Crisis Intervention Training- Cultural Competence Training: We now only have about 30 minutes to present. Deputies Depew and Slaughter keep adding to the week training which affect the time for presenting agencies. The PowerPoint has been adjusted properly to ensure timing is adequate. • Cultural Competence Summit will take place in Oct. 23rd and 24th in Riverside. Will have a brief document of each workshop we attend and share with this committee. They will offer CEUs. 160 attendees have already registered. Excited to see how we can bring some of those speakers to our County. • Cultural Competence Plan- Draft has been completed. The document is over 390 pages. Greg Vickery reviewed and will provide feedback. The final draft is due to the State on December 31st. There are 8 different criteria and they do want the data broken down into race, ethnicity and gender. • New Meeting Time and Date has been proposed – The Chair will be sending out a Doodle with different days and times most can attend. • Southern Counties Regional Partnership (SCRIP):

	<ul style="list-style-type: none"> • SLO County is part of SCRP. County hired Jonathan Martinez, Ph.D. (CSU Northridge) to work as a consultant to help us accomplish our goals. Currently working with Dr. Martinez and doing last edits on a survey that will go out to every Community Partner. • Mental Health Calendar (July-December)- is currently being updated. • Newsletter- For Second quarter (October-December), the chair is editing the newsletter and suggestions are welcomed. • Health Agency Trainings: Suicide Prevention (all staff), Meeting the Behavioral Health Needs of Returning Veterans (Adult), and Substance Use in the Family (Youth). • LGBTQ Needs Assessment final draft report to be submitted by June 2019. A final presentation will most likely take place within the first six months of FY 2019-2020. • Part of the Cultural Competence feedback includes the update language to County contract boilerplate- Listing: "Sexual Preference" in order to have consistent and appropriate language. Every contract has the proper language now on each boilerplate for Fiscal year 2018-2019
Date	Discussion
01-14-2019	<ul style="list-style-type: none"> • DHCS Triennial Audit – December 2018. During the audit DHCS DMC-ODS suggested that the County should have a separate Cultural Competence Plan specifically for Drug and Alcohol. Once SLOBHD receives their report, we would respond based on our available resources. • MHSA Program Review Audit- January 2019. The Chair mentioned that the audit will take place at the end of this month and will incorporate pieces of cultural competence, but no additional information has been requested thus far. • Crisis Intervention Training – January 15th. The chair will present to the Crisis Intervention Training a 30 min training on cultural competence. The PPT has been reworked to accommodate new information and to engage the audience. • Cultural Competence Newsletter – A new draft of the 3rd quarterly newsletter was presented. It was noted that the newsletter was missing the new mental health calendar for the next 3-6 months. It was also stated that the document was sent to over 400 individuals, which included partner agencies, providers, community members and organizers, and other county agencies, and reception has been positive. • Cultural Competence Training: The chair announced that the main focus for training for the next year is to develop a new CC Training model with Dr. Macmillan and Kiana Shelton. The target of the training will be county staff first, and the training will be required for

	<p>all staff beginning with administration and more. The logistics and planning are under development and more details will come soon.</p> <ul style="list-style-type: none"> • CC Survey for Providers: • The chair commented that a new survey link will be made available to providers/CBOs in the community to assess their level of cultural competence internally, while providing information about new desired trainings, and more. • Mental Health Calendar (July-December) – to be added to the newsletter • Newsletter- For Third Quarter to be available within the next week and sent to CC Members and the community. • Health Agency Trainings for all staff: Suicide Prevention (all staff), Meeting the Behavioral Health Needs of Returning Veterans (Adult), and Substance Use in the Family (Youth). • New Innovation Project Contracts – SLO ACCEPTance and 3-by-3 – both contracts are moving along and should be ready for signature very soon. • Cultural Competence Internal Training – We have begun developing a new training with the assistance of Dr. Macmillan.
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Date	Discussion
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04-08-2019	<ul style="list-style-type: none"> • Member Updates: We have two new members, Marcella Paric a Behavioral Health Board Member and peer to join the committee, and Maegan Cain, a HR Analyst from the SLOBHD. They will be very valuable to this Committee. • Assembly Bill 512 will require the Behavioral Health Department to develop a Cultural Competence Assessment and will require the convening of a Committee to begin the assessment and the process. More information should be coming from the State as to what the requirements are and how committee member selection should take place. No further information from the State has been disclosed. The Assessment will be to fit the needs of our County. Will review Policies and Procedures from Mental Health and Drug and Alcohol Services. We will be audited in three years. • The Chair of the CCC was approached by the NAACP and the CCC is now working to sponsor, coordinate, and develop the first Juneteenth celebration in our county. The Juneteenth celebration will take place in June 15th. The event will highlight educational information about Juneteenth while covering three major topics Healthy Living: Mind, Body, and Spirit. The Committee will continue to partner up with the NAACP to put this event and spread awareness on a yearly basis. • Crisis Intervention Team- Cultural Competence Training is moving along. The Power Point Training has been reworked to accommodate new information and to engage the audience.
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	<ul style="list-style-type: none"> • Cultural Competence Newsletter – Monica, our wonderful intern will be gone next month. She has created our Cultural Competence Newsletter. Any information you would like added, send to Nestor by Friday of this week. Nestor is in the process of hiring an intern. If you know anyone familiar with media and editing, please notify Nestor. This Newsletter comes out once per quarter. • Cultural Competence Training- Dr. Johnathan Martinez was hired to assist in our training. He helped us develop a tool last year. Nestor has the tool and will set up one to two trainings about Implicit Bias Cultural Competence Training. Looking at different venues, possibly the Copeland Center, SLO Vets Hall or Family Care Center. We are looking to have this training in June and August. • Cultural Competence Survey for Providers- the draft has been completed internally to assess their level of cultural competence. The CCC is hoping to gain knowledge and information about new desired trainings. • Newsletter- 4th quarter (April-June) to come out soon. • Health Agency Trainings: Suicide Prevention (all staff), Meeting the Behavioral Health Needs of Returning Veterans (Adult), and Substance Use in the Family (Youth). Nestor is working with Frank to see who has completed these trainings. • New Innovation Project Contract – SLO ACCEPTance and 3-by-3 – Looking for therapists to apply. Please email: jbetterg@calpoly.edu. This will be an empirically based training lasting nine months and will include case consultation. • Cultural Competence Training – We are working with Kiana on this mandatory training. Hope to have something established within the next few months and offer a full day training for all SLOBHD staff. We will offer CEUs. Will meet with Division Managers to discuss this Cultural Competence training. Looking at venues that will support above 300 hundred employees.
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Cultural Competence Training

- Journey of Hope is a community forum presented in partnership with Transitions Mental Health Association. This year's featured keynote speaker was Eleanor Longden. Dr. Longden drew on her own experiences of recovery from trauma and psychosis to promote person-centered approaches to complex mental health problems. Her message emphasized promoting the lived experience and expertise of individuals more fully. Dr. Longden's research interests are the associations between voice hearing, trauma, and dissociation. Her keynote addressed learning and finding balance in accepting her voices - as they are part of her experience and understanding of the world; while focusing on maintaining a centered approach to wellbeing.

- Relias “E-Learning”: The County of San Luis Obispo Behavioral Health Department provided access to 500 providers, consumers, and family members with a total of 3,000 completed hours in fiscal year 2018-2019. The assigned curriculum included the completion of two courses:
 - Suicide Prevention
 - Meeting the Behavioral Health Needs of Returning Veterans
 - Substance Use in the Family
- Using a Trauma-Informed Lens: This training is designed to support a shift in thinking, perception, and behavior. Looking through a Trauma Informed Lens means being sensitive to the impact of trauma on others and yourself, understanding and utilizing tools to support self and others in regulating during times of stress; as well as identifying and supporting the system change needed to reduce re-traumatization. Continuing our efforts toward a Trauma Informed SLO County will enhance resilience, increase connection and support stability within our community.
- Trans-Training 101: The purpose of this workshop is to enhance the attendee’s ability to work in an effective and affirming manner with transgender clients across the lifespan. A broad overview of trans-related terms and topics will be presented in an informative and accessible manner. Attendees will have the opportunity to engage in experiential activities, watch video clips, and observe mock therapy sessions. Attendees will be taught about the subtleties in language and perspective that make interactions with trans people truly affirming.
- Promotores Collaborative: The Cultural Competence work plan includes cultural competence-based workforce development and training. The funds are used with stakeholder approval to offer translation and interpretation services for the Latino Outreach Program (LOP) clients across the county. The Promotores Collaborative goal is to develop a sustainable, diverse, and comprehensive culture that promotes equal access to community resources and services among all members of the Latino community in the County of San Luis Obispo.

For FY 2019-2020, the following trainings have been tentatively scheduled:

Training Priority	Action & Description	Date to be Held	Outcome
Trans-Training 101	The purpose of this workshop is to enhance the attendee’s ability to work in an effective and affirming manner with transgender clients across the lifespan. A broad overview of trans-related terms and topics will be presented in an informative and accessible manner. Attendees will have the opportunity to engage in experiential activities,	March 2020 June 2020	To be scheduled

	watch video clips, and observe mock therapy sessions. Attendees will be taught about the subtleties in language and perspective that make interactions with trans people truly affirming.		
Challenges/Values of Different Cultures (Cultural Competence 101 Training – Recurring Mandatory Training)	Working with Dr. Jonathan Martinez with Cal State Northridge for the Cultural Competence 101 Training.	Moved to first half of 2020 to develop and implement a plan	N/A

DRAFT

2016-2017 Cultural Competence Committee - Roster

Name	Title	Agency
Nestor Veloz-Passalacqua, M.P.P.	Ethnic Services Manager	Behavioral Health Department
Anne Robin, L.M.F.T.	Behavioral Health Administrator	Behavioral Health Department
Joe Madsen	Division Director	Transitions-Mental Health Association
Desiree Troxell,	Patient Rights Advocate	Behavioral Health Department
Jill Rietjens	Division Manager, Youth Services	Behavioral Health Department
Bonita Thomas	PAAT Member	Peer Advisory & Advocacy Team
Marne Travisano, Ph.D.	Licensed Psychologist Private Practice	Private Practice – Community Member
Amber Trigueros, M.A., L.M.F.T.	Mental Health Therapist III	Behavioral Health Department
Jay Bettergarcia, Ph.D.	Assistant Professor	Cal Poly San Luis Obispo
Kiana Shelton	Mental Health Therapist IV	Behavioral Health Department
Laura Zarate	Secretary I	Behavioral Health Department
John Aparicio	Outreach Coordinator	Veteran Services Office
Lilia Rangel-Reyes	Multicultural Specialist	Tri-Counties Regional Center
Leola Dublin MacMillan, Ph.D.	Assistant Professor	Cal Poly San Luis Obispo
Katherine E. Soule	Director	UC Coop. Extension & Youth, Families.
Barry Johnson	Division Director	Transitions-Mental Health Association
Maria Mickens, L.M.F.T.	Social Worker	Family Care Network
Gabriel Granados	Behavioral Health Specialist II	Behavioral Health Department
Maria Troy, R.N., B.S.,M.P.A.	Promotores Interpreter	Promotores
Marcy Paric, Ph.D.	Behavioral Health Board Member	Behavioral Health Board
Maegan Cain	HR Personnel Technician	Behavioral Health Department
Michelle Call	Executive Director	Gay and Lesbian Alliance
Nasseem Rouhani	Health Education Specialist	Public Health Department
Leticia Palafox	Behavioral Health Specialist I	Drug & Alcohol Division
Tania Resendiz	Behavioral Health Clinician II	Drug & Alcohol Division
Jennifer Woodward	Behavioral Health Clinician II	Drug & Alcohol Division
Amanda Corcoran	Behavioral Health Clinician II	Drug & Alcohol Division
Annika Miccheti	Behavioral Health Clinician III	Drug & Alcohol Division