



## YOLO COUNTY

### Department of Alcohol, Drug and Mental Health Services

### Cultural Competency Report and Interim Work Plan FY 09-10

Yolo County Department of Alcohol, Drug and Mental Health (ADMH) awaits the California State Department of Mental Health (DMH) guidelines for the FY 09-10 Cultural Competency Plan (CCP). In the interim, ADMH has summarized its activities for FY 08-09 and has a tentative plan for FY 09-10.

**Cultural Competency Committee; a part of the Quality Improvement Committee**  
Represented by: Anne Ofsink, OTR/L, Cultural Competence-Ethnic Services Manager  
The CCC thus evolved into a team that reviewed the CCP, decided what needed to be brought to a subcommittee for discussion and action, and ultimately will update the CCP. Our areas of focus come from the discussion in subcommittees, from previous CCP goals and from emerging issues of increased importance as ADMH transforms.

- Non-English Language Proficiency
  - Personnel
    - Quarterly updated Bilingual lists are posted on the intranet
    - The part time hire of a prior employee who is Russian speaking with close ties to the Russian Community in West Sacramento.
  - Documents
    - Continued monitoring and updating of Spanish and Russian Mental Health and Alcohol and Drug forms occurred
    - Provision of resources and direction to staff regarding forms and direction to staff regarding forms and documents available in threshold languages.
    - Ethnicity Survey was updated.
  
- Data Collection
  - ADMH Ethnicity Survey (In-house and Providers) occurred.
  - Obtaining data through our increasingly improving internal Electronic Medical Records system "Avatar" remains a focus.
  - Spirituality Survey occurred
  - Collaboration/comparison with Public Health data
  
- Building and Enhancing Relationships/Knowledge

The CC-ESM maintains contact with members of the local Latino community through staff of the Latino Campaign of the Health Education Council who chair the Bi-national Health Week activities each year, and through Latino staff in Yolo County's Health Department, as well as individually with Latino ADMH staff.

Contact is also maintained with members of the local Russian community through periodic visits to staff (previously interns at ADMH) at Golden Days Adult Day Health Center where they primarily serve the Russian older adult population, through staff in Public Health and individually with ADMH Russian speaking staff. Tatyana Solimena, recently rehired through our ADMH Older Adult program, is a strong presence in the West Sacramento (WS) Russian community.

The CC-ESM interacts regularly with members of the local chapter of National Alliance for the Mentally Ill, and takes time to interact with consumers in the Transitional Age Youth Center, the Wellness Center, and Strides.

Contact with Forensic Assertive Community Treatment (FACT) team clients occurred while working as a half time clinician on that team. Working as the part time Benefits Specialist offered contact with clients; and recently as clinician on the MHSA's PEI Early Warning Signs Project; and finally as the backup Patient's Rights Advocate to clients on our in-patient unit.

- Networking occurs regularly with other State CC-ESMs, and through the Central Region Committee with staff at DMH (specifically staff in the Office of Multicultural Services), the California Mental Health Directors Association (CMHDA) and the California Institute for Mental Health (CiMH)
- Networking occurs on a National level as needed regarding specific cultural issues.
- Networking state-wide regarding a Spirituality Initiative

## **Yolo County Threshold Communities**

### **Latino Community**

#### **Internal Concerns (Barriers to Service):**

- Transportation of clients: Although much discussion ensued about this topic, we continue to work on increasing reliable transportation for ADMH clients. Individual programs within ADMH do provide client transportation, as do some Community Based Organizations (CBO's).
- Language Barrier: There has been increased focus and training on using the AT&T Language Line when bi-lingual personnel are not available. The AT&T Language Line has been instrumental in providing assistance in communicating with clients for whom English is not their primary language, (most recently at Safe Harbor, and during hearings on our in-patient unit) A schedule for staff has been established regarding which bilingual staff is available at which time during the week and has been posted.
- Clinicians: ADMH continues to have Spanish-speaking clinicians. We have a clinician that serves our Latino population in Esparto. In addition, a bi-lingual psychiatrist was hired in October 2007. These were very important additions to our staff as a large percentage of our population is monolingual or primarily Spanish speaking. Our program in Esparto provides outreach and engagement to a MHSA defined unserved, underserved, and primarily Latino population.

- Follow-up: The agency continues to work on engaging Spanish-speaking clients into services after intake assessment.

External Concerns:

- Outreach: CC-ESM continues to be active on the Latino Campaign with the Health Education Council. This offered an opportunity to support the approving and completion of a city mural depicting Latino contributions to this community. Data supports early intervention and prevention programs for children who may be at risk. The MHSA PEI Early Warning Signs Project will be addressing this need in the community with a training program called Mental Health First Aid.
- Community organizations: We are able to collaborate intermittently with staff from several of our CBO's including Communicare, Yolo Family Resource Center (YFRC), Rural Innovations in Social Economics, Inc. (RISE, Inc.), Yolo Family Service Agency (YFSA), and Families First. ADMH continues to interface with staff from other agencies such as Yolo CASA, Woodland Parks and Recreation Dept, Yolo County Library, Migrant Education, and others at the BiNational Health Week activities focusing on our Latino neighbors.
- Community inroads:
  - ADMH staff, Monique Marin, LCSW, works at **MDIC** (Multi-Disciplinary Interview Center) in Woodland with children of suspected of sexual molestation. She shares her work in Spanish with a multi- aged group of monolingual Spanish persons when called upon, such as at a Diabetes Class at a local Catholic Church.
  - Staff made contact with Silvina Frausto and individual in a community activist group she chairs at the Holy Rosary Church specifically to get their input for the Spirituality Survey.
  - Sandra Holguin leads a group of monolingual Spanish speaking older adults through the ADMH Older Adult program

**Russian/Ukrainian Community**

Recently we rehired Tatyana Solimena on a part time basis through Kelly Services. Tatyana, as stated previously, holds a prominent role in the older adult Russian speaking community in West Sacramento. We continue to enjoy the work done by several other Russian speaking ADMH staff: Yana Balatski support staff at the front desk in our West Sacramento office; and Svitlana Shramenko, our Prescription Assistance Program (PAP) specialist.

**Other Areas of Cultural Focus:**

**African American Community**

The Second Annual Yolo County Juneteenth event occurred on June 13, 2009 in Ferns Park here in Woodland. We continue to maintain representation on the African American Association here in Yolo County and participate in activities in January for African American month.

**Vision/Hearing Impaired**

The CC-ESM stays connected with the leaders of the local Outa Sight Group and attended their White Cane dinner as representing our agency. Contact also continues with the leaders of the local Hear, Hear Group. Regular newsletters regarding their activities offer opportunities for further involvement when time permits.

**Native American**

Contact was made with Mary Perez at Chapa De Indian Health Center here in Woodland with the Spirituality Survey. Further collaboration is scheduled. Contact was also made with the staff at the UCD Native American Studies department and we will be looking forward to continued collaboration.

**Staff Educational Activities:**

Cultural 101 training November 5, 2009

Cultural Book Club first met on May 1, 2009. The books we have read are:

The Spirit Catches You and You Fall Down by Anne Fadiman

The Devil's Highway by Luis Alberto Urrea

The Kite Runner by Khaled Hosseini

Not a Genuine Black Man by Brian Copeland

The Soloist by Steve Lopez

October's book will be Cry, The Beloved Country by Alan Patton

Following a break January 2010's book will be Encounters with Evil by Richard Red Leaf (an ADMH Native American retiree)

## **Plan for Cultural Competency FY '09-'10**

### **Personnel**

- Promote improving the cultural awareness and sensitivity of ADMH staff through the joint purchase and use of the California Brief Multicultural Survey with other Central Region counties through the MHSWA Workforce Education and Training (WET) component.
- Promotion of language services identified
- Bilingual staff retained and hired when possible.

### **ADMH Forms**

- A Quality Management committee who will include in their reviews whether a specific form need translation into our threshold languages, and watching to insert cultural cues when needed (i.e. "spirituality" on Initial Assessment forms)

### **Data**

- Utilize internal sources to compare Alcohol, Drug and Mental Health penetration rates with penetration rates of similar demographics from previous years.
- Collaborate and compare data from Public Health for the 08-09
- Compare our data from other counties our size using APS data