

COUNTY OF KINGS
Kings County Cultural Competency Taskforce
Cultural Competency Plan Annual Update FY 2015-16

October 13, 2016

The continued mission of the Kings County Cultural Competency Taskforce (CCTF) is to “provide community mental health and social services to those with limited resources, and to do so in the spirit of love, compassion and respect for all persons, while seeking to understand and embrace diversity”. The Kings County CCTF has been committed in the effort to improve service access to underserved, unserved and inappropriately served populations. These specific populations include Latinos, local Native Americans, LGBTQ, and Veterans. This past year, and for the coming year, the Cultural Competency Taskforce is also including Transition Aged Youth (TAY) to the list of its targeted populations. While the initial plan, which was developed in 2011, sought to reduce disparities in access to services through culturally competent anti-stigma training efforts for mental health plan and Mental Health Services Act (MHSA) program staff and community partners, it is now working to also ensure effective engagement of underserved, unserved and inappropriately served members of the community.

Kings County has provided a annual update to its original plan since (June, 2012). The annual plan updates have been addressing the training goals and objectives that were fulfilled in the original plan, as well as goals for the next year set by the CCTF. The plan updates have also included a action items for the following year to work toward improving the cultural responsiveness of services. While Kings County continues to await the new Three Year Cultural Competency Plan from the Department of Health Care Services (DHCS), it continues to reflect back on the work done the previous year and forecast efforts for the future which will improve access for under, inappropriately and unserved populations through more culturally responsive programs and providers. .

In the previous year, Kings County broadened its efforts to include TAY in its priority population. Youth and TAY, specifically, often have many cultural characteristics that are unique to their age group and it is an area that Kings County and many of its providers sought to improve their engagement of local TAY. Thus, gaining additional insight to TAY could improve the outreach, engagement and quality of services for this age group.

Administrative

The Kings County Ethnic Services Manager (ESM) has participated in various statewide efforts to enhance cultural competency focuses of the county, which included but is not limited to the NAMI Multi-Cultural Symposium in August 2015 (as a means to gain some broader insight into ways to enhance services and approaches for those from diverse cultures who are seeking and receiving behavioral health services. Kings County’s ESM has been involved in meetings and regional calls with other County ESMs to develop an updated ESM Framework for Counties in order to provide additional support and focus

in the area of cultural competency across counties. The Kings County ESM also participated in the in-person Cultural Competency, Equity & Social Justice Committee meetings of the County Behavioral Health Directors Association.

The CCTF has been fully briefed on the new Prevention and Early Intervention (PEI) and Innovation (INN) regulations, as well as the need to ensure that providers are working to collect the required demographic data points: Age Group, Race, Ethnicity, Primary Language, Sexual Orientation, Gender Identity, Disabilities and Veteran Status. Kings County continues to call for adherence to Culturally and Linguistically Appropriate Services (CLAS) in all of its service contracts and, for PEI providers, the necessary demographic data.

Kings County continues to include language in its agreements with service providers which require them to adhere to the CLAS standards as well as be culturally responsive in their efforts. In all Requests for Proposals that deal with direct services, language is included asking for their plans to provide services in a culturally competent manner or experience in providing culturally competent services.

Trainings-Initiatives/Programs and Engagement

The CCTF established goals this year focused on training for communities and providers to better serve the targeted populations. These included launching new programs and projects as well as continued trainings to improve access by target populations and responsiveness of providers in meeting the needs of the community.

TAY-One new initiative in Kings County this past year included Behavioral Health launching an effort to serve and engage local Transition Aged Youth. Behavioral Health contracted with Beats, Rhymes & Life, Inc. (BRL) out of Oakland, CA who has pioneered a therapeutic model referred to as Therapeutic Activity Groups, which uses Hip Hop Music as an intervention with TAY. This project was launched in the latter part of Fiscal Year (FY 2015-16). This included agreements to train and develop local staff and providers to provide therapeutic activity groups using Hip-Hop Music and performance. This approach has been shown in other areas of the state to be more responsive to TAY in general, but also addresses some cultural gaps with TAY and may be of diverse ethnic backgrounds who may respond more closely with Hip Hop Culture. In the first part of the initiative, staff and providers who will be rendering parts of the program completed 35 hours of training specific to the curriculum which is focused on youth, hip-hop culture, as well as issues of social justice.

An additional 35 hours of training is schedule (in September of 2016) for providers of the program, thus allowing the rendering of therapeutic activity groups using Hip Hop in one local high school, a foster youth program and at the community level. To date the traditional models of care and therapy have not been effective in engaging and retaining local TAY.

TAY-Youth from the Kings County Chapter of California Youth Connection (CYC) also facilitated a half day training on working with Foster Youth on March 31, 2016. The trainers were themselves local foster youth and focused on issues, barriers, and special needs of foster youth, and how to better engage and support foster youth clients. The training included individuals from the following agencies; Behavioral Health, Human Services, Kings View Counseling Services, Office of Education, Family Builders Foster Family Agency, Champions Recovery, and the Hanford Elementary School District.

Latinos- Kings County had six staff, one partner agency staff, a member of the advisory board and two consumers (total of 9) participated in the *3rd Annual Central Valley Latino Conference* (August 27-28, 2015). The conference featured speakers and training sessions focused on how to better serve local Latino populations in the broader social service setting (including behavioral health). The training topics included Postpartum Depression Among Latino Women and Community Approach, Barriers to Drug Treatment for Latino Migrants, Connecting to Dads Through Food, Engaging Indigenous Communities, Diversity Within Diversity: Holding Differences Within Latino Diversity and A Culturally Congruent Approach to Health and Wellness Through Drumming. Additionally, members of the Kings County team also presented at the conference (Cultural Contributions to Elementary School Truancy and Stopping Self-Injury In Teens). Kings County intends to have participation by staff, providers, and community partners, including TAY, from the community to this years Latino Conference slated for August 25-26, 2016 as a means to increase and expand not just providers but community members' knowledge of cultural competency, and other relevant culturally responsive approaches which can be advocated for in Kings County.

Latinos-Kings County hosted a half day training on April 19, 2016 titled Effective Engagement for Latino Males which was facilitated by Dr. Juan Garcia, LMFT, PhD. This training drew 28 participants and focused on identifying strategies which would allow service providers, professionals, and para-professionals to engage and treat Latino adolescents and adult males more effectively. The training reviewed some cultural norms and barriers, as well as more culturally

responsive treatment approaches that will be effective in addressing the needs of inappropriately served Latino populations. The following agencies were represented at this training: Behavioral Health, Kings View, Kings Community Action Organization, Champions Recovery, Willow Glen Care Center, Karing for Kids Foster Family Agency, Kings County Probation Department, and community members.

Latinos-Kings County hosted a training called La Cultura Cura with renowned speaker/trainer Jerry Tello in April of 2016, in Corcoran, California which was attended by 60 different individuals from a number of schools, community based providers and government agencies. This was then followed up with a three day training hosted/funded by Kings County for the Joven Noble program (in June 2016). The Joven Noble program is a culturally responsive, indigenous based prevention or intervention program which is tailored for Latino TAY males using healing circles. This allowed several local service providers to obtain the training necessary to provide this evidence based culturally responsive program to meet the needs of local communities.

Latinos- Outreach efforts have been ongoing targeting Latino populations which have included use of Spanish language radio (La Campesina/KUFW) whose programming targets Spanish speakers but also rural and migrant communities. The efforts with this medium have ranged from stigma reduction, or direct services promotion as well as education and career promotions in an effort to normalize the subject of mental health.

Multi-Groups-Kings County staff (three staff) presented to students in the Psychiatric Technician Program at West Hills Community College on October 14, 2015. The presentation focused on the importance of culturally appropriate services, the role of cultural competency in the Behavioral Health field and cultural stigma about mental health as a means to increase future generations of the workforce on the importance and role that cultural competency plays in wellness.

Multi-Groups- The Blueprint-Responsibility and Accountability, was a mandatory training for administrators of all the contracted providers. The half-day training was intended to assist all providers with developing their own policies around cultural competency and culturally responsive care, as well as develop agency cultural competency plans that align with CLAS Standards. This training served 12 agencies. This was part of a series of trainings with On-Trak.

Multi-Groups -On-Trak facilitated a full day CLAS training titled From Policy to Implementation: CLAS Standards in Action, in which all contracted providers were required to have representation. This full day training was also facilitated by Dr. Ebony Williams and was open to the public as well and was attended by 31 individuals from 9 different organizations/agencies.

Multi-Groups- Kings County Behavioral Health also launched two specialty publications in FY 2015/16 with the help of Sacramento News and Review. One was geared toward some of the underserved populations and communities in Kings County. This full color, eight page publication titled Whatever It Takes was developed to target underserved or inappropriately served populations in Kings County including TAY, African Americans and English speaking Latinos. This publication was also inserted into the local newspapers on three occasions (October during mental health awareness week, January, and for the May's Mental Health Awareness Month). The other hard copies have been distributed at program sites, school sites, community forums, resource fairs and community events. The digital version of the publication was also circulated through email and is also available on the Kings County Behavioral Health site. http://www.kcbh.org/uploads/2/6/2/9/26293851/snr_kingscbh_102315.pdf . This publication featured local residents representing the local communities and also provided personal experiences of service seekers, existing resources and stigma reduction opportunities. These continue to be used to reduce stigma and also show our diverse communities persons whom they know engaging in services.

Multi-Groups -Kings County was able to ensure that 35 different students from Kings County who represented underserved communities, who were bilingual or bicultural, participated in its Mental Health Workforce Pathways Program which is part of the current MHSA Plan. This effort seeks to promote careers in behavioral health with local youth, but specifically youth who represented under or inappropriately served communities and/or who are bilingual and/or bicultural to address the general mental health professional shortage in the county as well as those who would have greater understanding of the cultural needs of Kings County.

Veterans- A Valor (Another Kind of Valor) training was held in December of 2015 for local service providers which enhances their understanding of work and serving veterans, some of the issues faced by veterans, and how to best engage service seekers who are Veteran and/or their families. This day long course, which is facilitated by an LCSW (who is also a Vietnam Era Veteran) that uses

Veteran speakers and local Veteran resources to address the unique needs of most Veterans.

Veterans-Kings County Behavioral Health and the Kings County Veterans Service Office (VSO) jointly developed a full color, four page specialty publication with Sacramento News & Review titled "Working Together to Serve Our Veterans". The specialty publication was inserted into the two local newspapers in Kings County at four different times in FY 2015/16 (4th of July, Veterans Day, Presidents Day, and Memorial Day) as a means to reach out to the 13,000 local Veterans and their families about services that are designed Veterans. The publication, which was also available through a digital format on our site (<http://www.kcbh.org/veterans.html>), was also made available at various county offices, government offices, libraries, job training offices, resource fairs and community events. This publication focused on local Veterans, used images of local Veterans and stories/testimonies of local Veterans to encourage and engage Veterans in accessing care.

African Americans-Kings County facilitated the Black Heritage Mental Health Symposium on February 29, 2016. The event, which was four hours long, featured historical, political, economical and social influences on African American mental health, multicultural approaches and, the impact of discrimination and racism on mental health. The presentation also examined skills to effectively work with African American clients and address stigma. The event featured a panel of mental health professionals. The event and presentations were facilitated by Dr. Arrie Smith, PhD. 47 individuals attended the training, representing 17 different agencies and the community at large.

Kings County has established a support group called Sister Speak which is a peer led open support group for African American Women. Its goal is to provide a venue and medium for engaging underserved populations (in this case African American women) in a non-stigmatizing culturally responsive manner. The group allows women to openly participate and discuss issues in their lives. The group meets monthly at the Kings County Behavioral Health offices.

LGBTQ-Kings County hosted a training in conjunction with On-Trak (January 26, 2016). The first training was titled *Best Practices in Serving LGBTQ Individuals* and was facilitated by Dr. Ebony Williams. This training was a half day and open to all in the community. This training served 32 persons.

LGBTQ- Kings County hosted a training on March 7, 2016 titled *Youth Sexual Orientation and Gender Identity Expression Education*. The training was

developed and facilitated by local youth members of the Kings County Chapter of California Youth Connection (CYC). The interactive training focused on how LGBTQ Youth experience hostility and rejection in their lives, and how understanding sexual orientation/gender identity is a critical part of youth development. Representatives from 10 different organizations participated in this training including staff persons from local school districts.

Moving Forward:

The Joven Noble program will be launched in FY 2016-17 and will be provided by a community based substance use disorders (SUD) provider, as well as the Kings County Probation Department (incarcerated youth who will be in custody long enough to participate in the program). This provides youth and TAY residents access to a more culturally responsive and culturally appropriate program for underserved and inappropriately served TAY. It also provides a parental component seeking to engage the family system with the process. This culturally responsive program is being funded under the County's substance use prevention efforts.

BRL's Hip Hop Therapy/Therapeutic Activity Groups will be launched in October of 2016. These will be pilots for the County and will include a planned group at Earl F. Johnson Continuation High School during school hours for students who have an identifiable diagnosis. A group will be facilitated specifically with TAY who have a diagnosis that meets medical necessity. Finally, there is a plan to facilitate a group based out of the Longfield Center which is a parks and recreation facility located on the south side of Hanford and in the Home Garden area, which has higher level of poverty and concentration of African Americans where the TAY have been historically served inappropriately. After this year, opportunity for expansion will be assessed.

Kings County will seek to develop a prevalence study in the community of Avenal as well as working to identify barriers to effective and continuous engagement of that community. Avenal, which is a predominantly Latino community, is also geographically isolated and, thus, lacks local, grass roots service providers. The purpose of the study with a researcher with roots in Avenal is intended to provide the county and its providers a better understanding into the needs of that community, the specific barriers to care which may be culturally based and, also, how to engage the community in a culturally responsive manner.

Kings County's CCTF is seeking to facilitate three focus groups this year to gain a better understanding of consumer/community perspectives and also areas for consideration by the taskforce.

- The taskforce will work to host focus groups with local Transition Aged Youth, specifically to see how local providers and services are viewed in terms of appealing, engaging, and being responsive to specific needs of youth.
- Kings County will seek to facilitate a focus group with local seniors, to gain understanding of the specific needs of local seniors and their caretakers/families, to understand how providers and services can address the needs of seniors and be more responsive to them.
- A third focus group will be conducted to target consumers and/or their family members to gain insight from those who are directly accessing services, to understand how culturally competent they feel their providers are, how culturally responsive the programs are and how they could be more culturally appropriate.

Kings County is working to ensure its agencies and programs are compliant with the Americans with Disabilities Act (ADA). The efforts to ensure compliance with ADA and related resources will be disseminated to the Taskforce as well as contracted providers to ensure that service providers are also responsive to those with disabilities.

Kings County will also continue to reach out to its mono-lingual Spanish speaking populations with media in the form of La Campesina (a Spanish language radio station whose programs targets rural and migrant communities). Behavioral Health has been working with La Campesina for the past two years, running on-air ads which have tackled stigma, informed listeners on services, and promoted careers in behavioral health for bilingual individuals. In collaboration with La Campesina, the County also promotes events and community forums and works to normalized discussions about behavioral health related issues.

Kings County will host, coordinate or facilitate trainings in the coming year which will address the cultural competency needs of providers in serving local TAY which will include, specifically, BRL, but also other programs such as booster trainings for Joven Noble.

While multiple efforts to coordinate a training for Ethno-Psycho-Pharmacology were unsuccessful, other trainings which will have impact on culturally responsive care are being reviewed for the coming year.

Kings County will host two Valor trainings in the coming FY year with the intent to continue to enhance local providers and their workforce of the issues and needs of our Veteran populations.

The County's pool of Mental Health First Aid trainers who can conduct the training in Spanish has grown and will make a concerted effort to facilitate one or two Mental Health First Aid trainings in Spanish to the community as a means of increasing awareness, reducing stigma, and improving engagement.

Kings County plans to host several trainings for providers and communities which will look at topics such as health disparities and Latinos, the reasons why, as well as cultural stigma and its role in providing services. It is the intent of the task force to continue to work with professionals and researchers in this field to render trainings in these topics.

In addition to in-person trainings which will address our targeted populations (Veterans, TAY, LGBTQ, Latinos and others), Kings County will also explore on-line training options and webinars. These will allow for a greater number of workforce members to participate and/or obtain information and resources to allow them to provide services in a more culturally appropriate or culturally responsive manner.

In the coming year, Kings County will also explore mental health literacy among its Latino populations through launching a Promoters Program and/or other opportunities. This will increase the communities mental health literacy and, thus, reducing disparities and increasing access and engagement with service providers.

Kings County will collaborate again, as it has done in the past, with the Santa Rosa Rancheria Tribal Social Services Department with the goal to fund/host or share costs in a local training on Historical Trauma For Native Americans for local professional and para-professional staff of both agencies, as well as partnering agencies.

Kings County will continue with its commitment to have any staff who is rendering services at the Santa Rosa Rancheria, and/or schools, that serve students from the Rancheria complete trainings through the Tribe's Cultural Department before beginning services.

The Career Pathways (under the current MHSA Plan) a program will seek to engage and coordinate trips for specifically identified students who are interested in the behavioral health field and who either reside on the Santa Rosa Rancheria or are members of the Tachi-Yokut Tribe. The goal is to increase future workforce pools of

behavioral health professionals who can represent those underserved/inappropriately served populations with persons from those communities.

The last recommendation from the Taskforce members is to target African American populations. While the number of African American service users may be closely proportionate to population it is not being effectively served with any specific programs or efforts which are tailored or focused on African American service seekers. The plan for this year is to begin with building a bridge of trust with the local African American community so the community itself can be engaged in developing and establishing culturally responsive programs and/or improving existing services.

Conclusion

In the coming year, the Kings County CCTF and the Department itself will work to implement and bring these efforts, trainings and initiatives to fruition. Some of these efforts are funded and a part of the Cultural Ambassador Program (an MHSA Plan project), as well as several efforts under Career Pathways and Professional Development (which are part of the Workforce Education & Training component of the MHSA Plan). The County will await the new cultural competency plan requirements from the state and, at that time it will begin to address the new plan's needs and requirements. The hope is that the current efforts to enhance the workforce and providers, as well as exploring barriers to providing culturally responsive services to underserved, unserved, or inappropriately served populations may be incorporated into future plans. We will seek to include the Taskforce and its efforts in the upcoming MHSA 3 Year planning process.