Housekeeping

Zoom Etiquette

1. Please mute yourself if you’re not speaking.
2. Click the arrow to change your audio settings (phone/computer).
3. To turn your webcam on or off, click Start/Stop Video.
4. Click the arrow to access your Video Settings.
5. To view the Participants pane.
6. To chat, first click “Chat” and then type in the chatbox.
7. Reactions (Thumbs up and down feature)
8. Leave Meeting

This Community Forum is being live streamed on Facebook and YouTube and is being recorded.
Overview

Solano County’s Interdisciplinary Collaboration & Cultural Transformation Model (ICCTM) Innovation Project Overview

Three CBO Partners: Highlights of Project & Community Voice

ICCTM Community-Based Quality Improvement (QI) Action Plans

Unanticipated Impacts on ICCTM Project & Preliminary Outcomes

Ongoing Community Engagement & CLAS Sustainability
ICCTM Partners

The Community

Solano Pride Center

UC Davis Health Center for Reducing Health Disparities

Fighting Back Partnership

Rio Vista CARE
Ethnic minority groups are known to be generally under-served in healthcare. To improve health outcomes we needed to improve their access to care.

Latinos and Asians (i.e., Filipinos) in Solano County were much less likely to utilize mental health care, but they are not less likely to have mental health conditions.

LGBTQ+ individuals are widely understood to be under-served, though there was no historical data available in Solano County.

Source: External Quality Review Organization (EQRO) and Solano County Behavioral Health
ICCTM Project Overview

• 5-Year Multi-Phase MHSA Innovation Project focused on three priority underserved populations in Solano County: Latino, Filipino and LGBTQ+ communities.

• The project is anchored in the nationally recognized Culturally and Linguistically Appropriate Services (CLAS) Standards and is the first project of its kind combining the CLAS Standards with community engagement.

• Community engagement has included:
  • Comprehensive health assessment with the three priority populations in the first year
  • Community forums and focus groups throughout the project
  • Development and facilitation of a Solano-specific CLAS training for cross-sector participants representing the community
  • Community informed and developed culturally and linguistically relevant quality improvement (QI) action plans designed to improve mental health service delivery
ICCTM Project Goals

Communities of Focus
- ↑ Community engagement and partnerships
- ↑ Awareness of Mental Health services
- ↓ Stigma

Quadruple Aim
- ↑ Consumer experience
- ↑ Consumer Outcomes
- ↑ Provider satisfaction
- ↓ Per-capita cost

Mental Health Services
- ↑ Access & utilization
- ↑ Delivery of CLAS-informed care
QI Action Plans

- Pride People of Color
- Mental Health Education
- CLAS Gap Finders
- TRUE Care Promoter
- ISeeU
- Cultural Game Changers
- Takin’ CLAS to the Schools
- TRUE Care Promoter
- Culturally Responsive Supervision
- Bridging the Gap
- LGBTQ Ethnic Visibility
- Cultural Humility Champions
- Fighting Back Partnership CBO
- Solano Pride Center CBO
- Rio Vista CARE CBO
- Cultural Game Changers
- People of Color
CBO Partner

Quality Improvement (QI) 

Action Plans
Fighting Back Partnership: Supporting the Filipino American Community

- **GOAL #1**: Raise community outreach and engagement efforts in the Filipino-American community by talking about stigma and barriers to care.

- **GOAL #2**: Raise awareness in the Filipino-American community through social media and by working with cities and the county to create counsel proclamations and board resolutions.

**Highlights & Achievements**
- Filipinx Mental Health Initiative-Solano
- Pilipinx Youth Coalition
- Rise Up! Community Event
- City Proclamation
- Tulong, Alalay, at Gabay (TAG) Training

**Lessons Learned**
- Limited access to Filipino-American clinicians
- Limited community outreach

CBO Community Testimonial recording
GOAL #1: Raise Mental Health awareness and education in the Latino Community.

GOAL #2: Enhance community outreach and engagement efforts in the Latino community to ensure early access to mental health services and reduce stigma.

Highlights & Achievements
- NAMI Spanish-language Familia Training with 5 graduates
- Mental Health 101 workshops with community partners
- Latino outreach events and community celebrations to reduce mental health stigma and discrimination
- Outreach and partnerships with Community Based Organizations

Lessons Learned
- A trusted community partner is important to deliver mental health messages
- Being flexible to meet people where they are

CBO Community Testimonial by Mélida Carillo
• **GOAL #1:** Establish an alliance between Solano Pride Center and Solano County schools, supporting students and faculty through collaborative events and the exploration of an intern program in service of the LGBTQ+ community.

• **GOAL #2:** Establish a relationship between Solano Pride Center and LGBTQ affirming faith-based organizations through training, engagement, and collaboration in service of the LGBTQ+ community.

**Highlights & Achievements**

- Solano Pride Center has supported students/educators across Solano County. Welcoming Schools summit on 4/24.
- We successfully hosted roundtable discussions with faith communities, LGBTQ+ clergy
- Supported Solano Pride Center's Rainbow Seniors program by reducing stigma and isolation among LGBTQ+ seniors

**Lessons Learned**

- Systems change takes time
- We have great community partners
- The LGBTQ+ community is resilient

**CBO Community Testimonial by Maria Isip-Bautista**
CBO Joint QI Action Plan

This Plan aims to develop, share, and implement strategies for Filipinx and Latinx LGBTQ+ communities by: creating a Queer Trans People of Color (QTPOC) group.

• Developed marketing materials for the group
• Providing co-located groups and activities in each other’s spaces
Community-Defined QI Action Plans
LGBTQ+ Ethnic Visibility: QI Action Plan
Takin’ CLAS to the Schools: QI Action Plan

School-Based Wellness Centers
- Culturally inclusive spaces where **ALL** students are welcome
- Enlisted youth group to conduct focus groups at each site prior to launching
- Funded 35 wellness centers on school campuses K-12 and adult ed sites, 5 pilot sites opened before school closures due to COVID, planning 8-10 more centers

Wellness Centers Philosophy
- Calm and supportive environment for students needing a place to re-center and re-calibrate
- Trauma-Informed space and staff
- Access point to link students to behavioral health services including crisis support as needed
- Peer delivered services when appropriate
TRUEcare Roadmap: QI Action Plan
TRUEcare Roadmap: QI Action Plan

TRUEcare Map

Culture Matters
- Solano Pride Center: 707-207-3430
- Culturally Specific Outreach: CLAS@SolanoCounty.com
- Tribal TANF - Solano: 707-421-8379

Crisis Support
- National Suicide Prevention Lifeline: 1-800-273-TALK (8255)
- Trevor Lifeline (LGBTQ support): 888-488-7386
- Trans Lifeline: 877-560-8888
- Crisis Text Line: Text "HELLO" or "START" to 741741
- Lifeline for Deaf & Hard of Hearing: 800-799-4889
- Institute of Aging Friendship Line: 800-799-0016
- Teen Line: Text "Toon" to 839863
- Solano County Crisis Stabilization Unit: 707-425-1131

Basic Needs
- Solano Food Bank: 707-421-9777
- Medi-Cal Eligibility: 707-784-8650
- Help Me Grow Solano: 800-501-KIDS (54377)
- SolanoCares Network: www.solanocares.org
- Solano Public Health: info@sviasoano.com
- Women, Infants & Children (WIC): 707-784-8130
- Benicia Family Resource Center: 707-746-4352
- Cleo Gordon CRC-Fairfield: 707-421-3901
- Dixon Family Services: 707-676-0643
- Fairfield Healthy Start: 707-421-3224
- Rio Vista CARE: 707-374-5743
- Susan Healthy Start: 707-421-4208
- Vacaville Family Resource Center: 707-469-0600
- Fighting Back Partnership - Vallejo: 707-648-5230

Access to Behavioral Health Services
- Solano County Behavioral Health Access Line*: 800-647-0495
- Healthy Partnership Substance Use Services: 707-355-4059
- Beacon Health Options*: 855-765-9703

Support and Advocacy
- NAMI Solano County: 707-422-2792
- Solano County Wellness & Recovery Unit: WRU@SolanoCounty.com
- Solano Legal Access Center: PLP@solocourts.ca.gov
- California Peer Run Warm Line: 855-846-7415
- Legal Services of Northern California: 707-663-0054

Housing & Homeless Support
- Resource Connect Solano: 707-652-7311
- County Youth Homeless Outreach: YouthARCH@SolanoCounty.com
- County Homeless & Housing Support: Housing@SolanoCounty.com

Abuse Prevention
- Solano Child Welfare Services: 800-544-8696
- Solano Older & Disabled Adult Services: 707-784-8289
- Solano Advocates for Victims of Violence: 707-820-7288
- Solano Family Justice Center: 707-784-7635
- National Domestic Violence Hotline: 877-789-7233
- Rape, Abuse & Incest National Network (RAINN): 800-656-4673
- National Human Trafficking Hotline: 888-373-7888
Bridging the Gap: QI Action Plan
ISeeU: QI Action Plan

Training for Frontline Reception Staff
• Specialized training developed to strengthen customer service skills with emphasis on providing culturally and linguistically appropriate services

Inclusive Spaces
• Ensure clinics are culturally inclusive spaces where ALL consumers are welcome

3 cohorts for both County and contractor staff have been scheduled and first cohort kicked off March 2\textsuperscript{nd}
Part I focused on recruitment, hiring and retention practices
  • Job Postings
  • Change job descriptions
  • Hiring questions focused on cultural responsivity and competencies

Part 2 focused on developing career pipelines
  • Middle & High schools
  • Community Colleges
  • State colleges

Solano County Inclusion Statement

Solano County Behavioral Health is committed to equity, diversity, and inclusion. Our services aim to empower all community members throughout their journey towards wellness and recovery.

It is also of equal importance for us to improve access to quality care for underserved and under-represented ethnic and minority populations who have been historically marginalized by health care systems.

We value the importance of employing staff who possess valuable life experiences and expertise to ensure our workforce is culturally and linguistically responsive and leverages diversity to foster innovation and positive outcomes for the people we serve.
CLAS Gap Finders: QI Action Plan

Develop internal process for system assessments to monitor the continued implementation of a CLAS informed system of care.

• Enhancing monitoring of equity data in partnership with Diversity & Equity Committee
• County Equity & Diversity Plan updated annually
• Requiring CBO partners to develop their own Cultural Responsivity Plans 13 CBOs have submitted Plans
• Annual Workforce Equity Survey

Culturally Responsive Supervision: QI Action Plan

Advance and sustain leadership that promotes CLAS by training mid-level leadership and workforce personnel on improving CLAS practices through supervision including components of how supervisors can support a diverse clinical staff.

• 2 cohorts of 46 supervisors and managers from County and contractor programs completed “Promoting Cultural Sensitivity in Clinical Supervision” training with Dr. Kenneth Hardy
• Coaching and consultation calls held post training
• “Trauma in the Trenches” training was held with 2 more trainings planned for Spring 2021
Cultural Humility Champions: QI Action Plan

Enhance training related to diversity, equity and inclusion to improve competencies within the system of care.

• “Diversity and Social Justice Training” – video [https://vimeo.com/374531348](https://vimeo.com/374531348)

• Funded “Tulong (Help), Alalay (Assistance), and Gabay (Guidance) TAG Training” including train the trainer model

• “Behavioral Health Interpreter Trainings”

• “Language Link Training” - video

• "Filipino Core Values & Considerations in Culturally Responsive Care" - video

• “Cultural Psychiatry, Cultural Humility” psychiatry provider Training planned for May 2021

Mental Health Education: QI Action Plan

Train faith leaders to recognize signs of mental illness and training youth groups to combat stigma.

• Trainings in best practice curriculums were planned for last Spring 2020 but had to be postponed due to COVID-19

• Faith & Education Collaborative supporting the development of volunteers for school wellness center

• “LivingWorks Faith” online training will be provided Spring 2021
What word describes how you feel after learning about the quality improvement action plans.
QUESTIONS
ICCTM Outcomes
Unanticipated Impacts on the Project

Immigration Concerns 2017
- Decrease in immigrants—particularly Latino community members—accessing services

Attempted Rollback of “Don’t Ask Don’t Tell” and Same Sex Marriage
It is unclear how this may have impacted LGBTQ+ community members accessing services

COVID-19 2020
- Abrupt transition to telehealth which further highlighted disparities related to access to technology
- Impacted the implementations of several of the QI Plans
- Trainings had to be cancelled and retooled to virtual platforms
- Virtual community meetings rather than in-person meetings
- Hiring freeze, no intern/career pipeline

Racial Unrest 2020
- Impact on communities of color, increased anxiety and depression
- Targeting of API community, increased fear, anxiety and depression
7.9% increase in Asian/Pacific Islander consumers served and a 16.9% increase in Hispanic/Latino consumers served
ICCTM Outcomes

Comparison of calls to Access Line requesting services from FY 2014/15 to FY 2019/20

106% increase in API callers to the Access Line, and specific to the Filipino community there was an 86.5% increase in calls to request services.

425% (4 to 21) increase of callers who identified as a gender other than “male” or “female”

33.8% increase in Hispanic/Latino callers to the Access Line

665% (29 to 222) increase of callers who identified their sexual orientation as something other than “heterosexual”
Ongoing Community Engagement & Sustainability
COMMUNITY INVOLVEMENT

• Participate in the MHSA Community Program Planning Process
• Join County Committees
• Participate in trainings offered
• Participate in community focus groups and forums
• Volunteer at community events raising mental health awareness
• Join the Filipinx Mental Health Initiative – Solano Coalition
## Continued Implementation of QI Action Plans

### County Contracting Practices
- Added CLAS language into RFPs
- Ensure contracts include requirement to use CLAS Standards
- Require contracted vendors to have their own Cultural Responsivity Plans

### Hiring & Retention
- County and CBO partners to use CLAS Standards to guide hiring and retention processes

### Policy Development
- County added a section “Cultural and Linguistic Considerations” to all new and renewed policies
- CBO partners and other community organizations can consider using CLAS Standards when developing policies

### Diversity & Equity Plan & Committee
- Continue to use Plan as a guide for equity and to address healthcare disparities
- Shared decision making with committee and community
- Develop an equity data dashboard
- Continue to support CBO partners to have their own Plans and Committees

### Interpreter & Translation Services
- Extended County’s contracted interpreter service to all funded vendors

### Collaborations & Partnership
- Leveraging partnerships to support continued implementation of QI action plans
- Health and Social Services Community Action for Race Equity (CARE) team and Equity Collaborative
QUESTIONS
On behalf of the Solano County ICCTM Project Team we would like to thank all the community members and partners who participated in key informant interviews, focus groups, community forums, organizational assessments and in the “Providing Quality Care with CLAS Training”. We could not have done this without you!

THANK YOU!

¡GRACIAS!

SALAMAT PO!
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