

**Office of Multicultural Services (OMS)**

**Update from OMS to Ethnic Services Committee/ Ethnic Service Managers**

**June 2011**

**Updates at DMH**

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The Governor released his May Revise of the budget on Monday, May 16, 2011. The Revise includes the proposed elimination of DMH (and ADP), and the formation of a new State Department of State Hospitals. Until further notice, OMS is going forward in administering our contracts, reviewing CCPR's, and participating on committees.. For overviews of the May Revise, and/or for the complete document, we recommend the following links:

CMHDA's "Breaking News" is here: <http://www.cmhda.org/go/BreakingNews.aspx>

California Budget Projects analysis is here: <http://www.cbp.org/>

California State Association of Counties is here: <http://www.csac.counties.org/>

Full document is here: <http://www.ebudget.ca.gov/>

DMH is undergoing major changes due to budget cuts and staff reductions. Approximately 123 MHSA staff positions will be eliminated from DMH to comply with direction from the Governor and the Department of Finance, as well as AB100. DMH has submitted a draft layoff plan to the California Department of Personnel Administration. Once the layoff plan is approved, DMH staff will be notified of surplus/layoff status. All DMH staff will be affected by the layoff plan, either directly through surplus/layoffs or through "bumping rights." OMS staff will keep CC/ESMs informed of changes as more information becomes public and available. DMH is currently meeting with the various divisions, units and offices to answer staff questions and to keep employees apprised as to the latest discussions with DPA, Department of Health Care Services, and other entities involved in this process.

On May 26, 2011, Governor Brown imposed a travel ban for all State employees, barring any travel deemed "unessential" or that is not "mission critical." Unfortunately, this means that OMS is unable to attend any meeting or conference that is outside of Sacramento. Until the travel ban is lifted, OMS' participation in meetings and conferences outside of Sacramento must be limited by phone (conference call). OMS staff can also provide support by forwarding relevant materials for any meeting beforehand, debriefing afterwards, or hosting meetings at the DMH HQ building in Sacramento.

Autumn Valerio recently accepted a position with CiMH's Center for Multicultural Development; as such, contract oversight and committee participation have been re-assigned within OMS staff. If you have any questions regarding your new OMS staff liaison, please contact Tina Crosby at (916) 651-9524, or at [Tina.Crosby@dmh.ca.gov](mailto:Tina.Crosby@dmh.ca.gov). OMS is able to move forward in filling Autumn's vacancy through an internal, lateral-only hiring process. Interviews

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are being held during the month of June 2011. We will notify our partners upon a successful hire.

**Office of Multicultural Services Strategic Plan**

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OMS continues to monitor and complete activities from our FY10/11 strategic plan. OMS has met/completed multiple objectives and activities planned for February through June, including:

- Attending Medi-Cal Compliance Reviews
- Meetings with other DMH units to include State Level Programs and Legal Services.
- Presentations to external partners on the CRDP to 13 State Department staff, and an overview of the CCPR to the Racial and Ethnic Mental Health Disparities Coalition (REMHDCO).
- Information sharing meeting with NAMI-CA staff to include the newly hired Multicultural Coordinator.. Please contact Claire Sallee at (916) 654-3556 or Claire.Sallee@dmh.ca.gov if you are interested in having OMS meet with your team. Upcoming meet and greets are being scheduled with the Client Network and Latino Coalition for a Healthy California.
- Developing a Strategic Plan for OMS
- Working with the Compliance Division to add 2010 CCPR requirements to the FY 11/12 Medi-Cal Compliance Review Protocol

**CCPR**

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The submission date for the CCPR for mid and large sized counties (DMH Information Notice 10-02) was August 31, 2010.

- 28 of 59 MHPS are eligible to submit the CCPR (DMH Information Notice 10-02)
- 26 of 28 eligible counties have submitted their plans.
- 18 counties have been granted extensions
- 2 submissions are still pending

The OMS website has many helpful links, resources, and frequently asked questions available to assist counties in the completion of their plans, including a Modification FAQ section.

The CCPR (DMH Information Notice 10-02) Scoring Tool was fully vetted with stakeholders both inside and outside of DMH and has been approved. Thank you to our partners for giving us feedback throughout the process. The CCPR Modification Scoring Tool was also vetted with CMHDA and the Small Counties Committee. Our offices met to hear recommendations. Those

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edits and recommendations were considered and a final draft was released for a one week simultaneous review process within DMH and with CMHDA. CMHDA requested an extension and then submitted feedback on June 10, 2011. At this time DMH is finalizing the document and then will submit to executive leadership at DMH for final approval.

The CCPR Review Process will likely be complete in June or July 2011, after which time work on the Summary Reports will continue. The CCPR Reviewers have 30 days to review and score the county CCPR submissions. Due to scheduling challenges, review meetings are scheduled through mid-July. Once the review process is complete, OMS will compile the reviewers' written comments into a Summary Report that will be provided to the county. Counties will have the option to provide, within 30 days, a written response to the summary report that may include supplemental information. Once counties have had the opportunity to respond, a final score will be posted on the DMH website, as well as the Summary Report, including the county's score, and the county's response.

**CCPR Modification**

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In August 2010, DMH, after consulting with the CMHDA Small Counties Committee, released DMH Information Notice 10-17, the CCPR Modification. Small Counties will be completing a CCPR Modification or opt to submit a full CCPR (Information Notice 10-02) on March 15, 2011. All counties not meeting this criterion must complete the full CCPR, DMH Information Notice 10-02.

- 22 counties requested an extension
- 1 is pending approval
- 21 were granted
- To date: 13 counties have submitted their CCPR Modification
- OMS will be conducting a Reviewer Training for the CCPR Modification. Our office has invited small county CC/ESMs to become peer reviewers and will open up the training to those counties who are still developing their plans at this time. If your county is interested in being a peer reviewer, please contact our offices at (916) 651-9524.
- If you would like information related to the CCPR Modification process, please contact Tina.Crosby@dmh.ca.gov to be added to the OMS email distribution list.

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**CCPR Annual Update**

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OMS is moving forward on developing the CCPR Annual Update at this time. The work is in its developmental phase. We will be sharing status updates with stakeholders as we progress.

**Prevalence Data**

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Reminder: All counties may find the most current mental illness prevalence data (2007) for California and each county on the DMH website. This includes the 200% of poverty data that is required in the CCPR and CCPR Modification. There is a link on the OMS webpage as well.

**WET Plans**

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For a list of WET (Workforce, Education and Training) plans, please visit:  
<http://www.cimh.org/Services/MHSA/Workforce-Education-Training/County-Plans.aspx>

**PEI Plans**

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For a list of all PEI (Prevention and Early Intervention) plans that have been submitted to date, please visit <http://www.mhsoac.ca.gov/Counties/PEI/Prevention-and-Early-Intervention.aspx>.

**Innovation Plan**

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For a list of all Innovation plans that have been submitted to date, please visit  
<http://www.mhsoac.ca.gov/Counties/Innovation/Innovation.aspx>.

**California Reducing Disparities Project**

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The annual funding of \$1.5 million for the California Reducing Disparities Project (CRDP) has been secured in the DMH budget by the Legislature. The funds will continue to be available for the development of the California Reducing Disparities Strategic Plan.

The CRDP calendar of upcoming events and activities is available on the OMS website. OMS is currently working on updates. The CRDP Facilitator/Writer, CPEHN, works with OMS to make sure that the calendar is current.

**California MHSA Multicultural Coalition (CMMC)**

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The CMMC has established four committees to inform the completion of contract deliverables. The four committees are: Administration Committee, the Emerging Leaders Mentorship Committee, CRDP Strategic Plan Committee, and MHSA Assessment/Recommendations

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Committee. The committees, like the CMMC, are open to the general public and all are encouraged to participate in the conference calls. Meeting dates are being determined and will be posted on the OMS website. You may contact Stacie Hiramoto directly for further information. The CRDP roster and contact information is on the OMS website. The next meeting of the CMMC is June 29, 2011 in Sacramento.

The CMMC is developing a State of the State report and is looking into utilizing county responses to Criterion IV of the Cultural Competence Plan Requirements as a data source. OMS continues to work with the CMMC and the ESC to foster partnership and collaboration.

**CRDP Facilitator/Writer**

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Ruben Cantu (CPEHN) continues to meet regularly with SPW and CMMC leads. CPEHN is reviewing drafts of the CRDP Population Reports and will provide feedback to each report. OMS is working with CPEHN to develop a brief questionnaire for all ESMs addressing partnerships and collaboration with each SPW. The questionnaire is expected to be disseminated to all ESMs by late June or early July. A follow-up meeting with all ESMs, SPWs, CPEHN, and OMS will be scheduled after responses have been reviewed and themes identified. Finally, CPEHN will convene all CRDP contractors for their quarterly CRDP All-Contractor meeting on June 23, 2011 so that each SPW and CMMC can share focus group gleanings, recommendations, lessons learned, and other relevant information.

**SPW's Upcoming and Recent Events**

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*African-American*

The African American Health Institute SPW is currently writing a third draft of their final Population Report. AAHI has also shared a draft of its CRDP Dissemination Plan.

*Asian/Pacific Islander (API)*

The API community members have identified barriers and gaps in service and are currently working on defining core competencies and establishing selection criteria for promising programs and resources that are culturally appropriate and effective in serving the API community.

Recently, Program Manager Rocco Cheng met with JoAnn Johnson from Sacramento County to provide an update on the progress of the CRDP API-SPW. From this meeting, JoAnn invited Rocco and the Central Valley Regional Lead to the Central Region ESM monthly call to provide the rest of the group with an update.

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*Latino*

The Latino SPW continues to hold multiple “Mesas de Trabajo” (work tables) throughout the state. The next community meeting will be held on June 15, 2011 in the Bay Area Region. The Latino SPW continues to schedule monthly conference call meetings with its leadership structure (Concilio) and is in the process of coordinating community regional planning meetings.

*LGBTQ*

The LGBTQ SPW is continuing to hold its monthly conference calls. They are interested in having OMS translate their online survey and are planning to submit it to OMS by the end of June 2011.

*Native American*

Native Vision will be presenting at a gathering at Toiyabe Indian Health this month. Additionally, during the month of October, Native Vision will be presenting at a Native Conference (all woman) in Oakland. Native Vision has drafted a preliminary population report that is currently being reviewed by the Native Vision workgroup members for input and will then be forwarded to the Facilitator/Writer for input..

**2011 SAMHSA National Policy Summit to Address Behavioral Health Disparities Within Health Care Reform/Affordable Care Act**

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California was selected by SAMHSA’s Center for Mental Health Services (CMHS) to attend this year’s Policy Summit to Address Behavioral Health Disparities within Health Care Reform. The Department of Mental Health and the Department of Alcohol and Drug Programs (ADP) submitted a joint application for the Summit and partnered to send a delegation to San Diego, May 10-13, 2011. Two DMH representatives attended: Dr. Knapp, Medical Director, and John Lessley, a 1115 waiver subject matter expert. OMS received an update on California delegation’s work during the summit and has begun collaborating with ADP on post-Summit work activities to include the finalizing of an action plan for the state. Some of the themes identified by the California delegation are:

- Reducing disparities through strategic implementation of ACA
- Integration of services
- Community outreach
- Building community capacity to provide prevention activities within the integrated services Model and the continuum of care
- Efforts to identify and support culturally appropriate prevention activities

A copy of the delegation roster and of the needs assessment will be posted to the OMS Website.

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**Statewide Evaluation of the MHSA**

The Mental Health Services Oversight and Accountability Commission has awarded the Request for Proposal (RFP) entitled, "Mental Health Services Oversight and Accountability Commission's (MHSOAC's) Initial Statewide Evaluation of the Mental Health Services Act (MHSA)" to UCLA. This evaluation is designed to document activities and costs for all components of the Mental Health Services Act (MHSA or the Act), determine impact of the MHSA on clients with mental illness/emotional disturbance and their families, and measure impact of the MHSA on California's public community mental health system. Information about the RFP is available on the MHSOAC Website.

OMS staff recently participated in a conference call with EMT Associates, a partner with UCLA in the Evaluation, and reviewed the scope of work. OMS hopes to collaborate with the contractors as the evaluation progresses and recommendations are developed.

**Translation**

OMS is soliciting input from ESC/CC/ESM and other MHSA-related entities, including the Client Network, NAMI-CA, and the MHSOAC, to submit materials for translation. To date, multiple documents have been submitted for translation into the twelve threshold languages identified within the parameters of the contract. General themes of the translation requests are reflective of consumer/family member participation; engaging stakeholders; and many fact sheets about programs and policies.

You may email your recommendations directly to Claire Sallee at [Claire.Sallee@dmh.ca.gov](mailto:Claire.Sallee@dmh.ca.gov). It is preferable to have documents in an editable format (e.g., Word) if possible. OMS will evaluate the recommendations and prioritize your requests. Any submitted document needs to fit within the following six selection criteria:

- General public information
- General public information—access information
- General public information—description of services
- General public information—rights and responsibilities
- MHSA program information
- Need in one of the following threshold languages: Arabic; Armenian; Cambodian; Chinese; Farsi; Hmong; Korean; Lao; Russian; Spanish; Tagalog; Vietnamese

**Capacity Building for Community-Based Organizations**

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OMS continues its partnership with CiMH's Center for Multicultural Development contract to  
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build organizational capacity for community-based organizations (CBOs). The intent of the project is to engage ethnic and culturally focused CBOs and counties to successfully partner in the implementation of MHSA activities through MHSA funded contracts. Regional Knowledge Exchange Networks (KENS) have been formed, and multiple trainings have been conducted. For more information on engaging your CBO partners with this project, please contact Claire Sallee at (916) 654-3556 or Claire.Sallee@dmh.ca.gov.

**Cultural Competence Summit**

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OMS is involved on the planning committee for Cultural Competence Summits in Northern and Southern California. Marina Augusto will be presenting at the Northern Cultural Competence Summit along with a CRDP panel and former OMS Chief, Rachel Guerrero.

**Resources**

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The following was sent to OMS from our partners at the California Association of State Rehabilitation Agencies (CASRA):

*Health Care Quality Gaps and Disparities Persist in Every State*

States are seeing improvements in health care quality, but disparities for their minority and low-income residents persist, according to the 2010 State Snapshots, released today by the Agency for Healthcare Research and Quality (AHRQ). Please visit <http://www.ahrq.gov/news/press/pr2011/snapshots10pr.htm> for the full article, as well as links to the 2010 State Snapshots.

**Upcoming Training Opportunities**

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***Leadership Session in Organizational Effectiveness; July 7, 2011; Monterey, CA***

Please join Phil Basso, Director of Organizational Effectiveness (OE) for the American Public Human Services Association (APHSA), for a one-day workshop on how agency leaders and training systems can integrate OE into their organizational improvement and staff development efforts. While APHSA's OE model of practice is just one example, it has been developed over the past seven years through direct testing and refinement in over 50 improvement projects within over 25 human service agencies. Phil will answer the following questions during this one-day event:

- What is OE and why is it important to my agency?
- What are the primary models, tools, templates and methods that comprise an OE practice?
- How have public human services agencies used and benefitted from organizational

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effectiveness-driven initiatives with APHSA?

- How can we evaluate the impact of OE efforts on agency performance and outcomes for those served?

This workshop will consist of a combination of presentation, real-world case examples and group discussion. Participants will leave with a comprehensive understanding of OE as well as many of the core materials that constitute an OE practice.

***Gathering of the Lodges; July 29, 2011; Oakland, CA. (Registration due by July 15.)***

For more information and to register, please visit Registration form available online at: [www.nativehealth.org/news\\_calendar.html](http://www.nativehealth.org/news_calendar.html).

***Community-Based Participatory Research for Health Equity Institute; August 8-12, 2011; Bay Area***

The Institute is designed to cover building and maintaining partnerships, collaborative study design and methods, intervention co-development, policy change, and issues of sustainability and fundraising. It includes: keynote speakers, case presentations of CBPR and community-engaged partnerships, and opportunities for discussion and skill building about your own research collaborations. Open to researchers, faculty, community partners, health professionals, students, fellows with course credit available.

The Institute is sponsored by San Francisco State University in collaboration with the School of Public Health, University of California, Berkeley. Please see <http://bit.ly/et0lfd> for details and registration.