



Center for Reducing Health Disparities

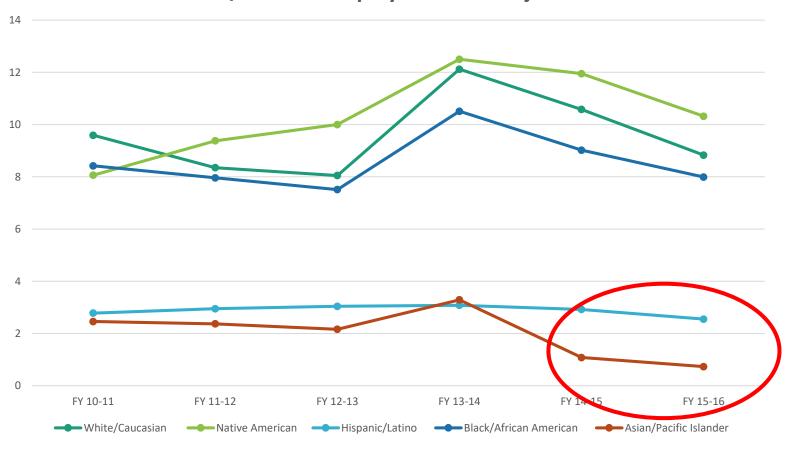


MHSOAC Cultural and Linguistic Competency Committee | March 11, 2021



Why the ICCTM Innovation Project?

Penetration Rates Solano County Mental Health Plan by Race/Ethnic Group by Year Pre Project



- Ethnic minority groups are 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.

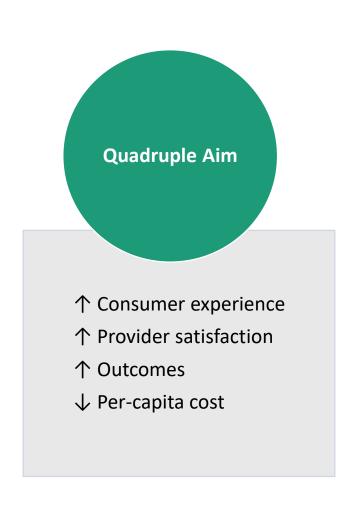
Source: External Quality Review Organization (EQRO) and Solano County Behavioral Health

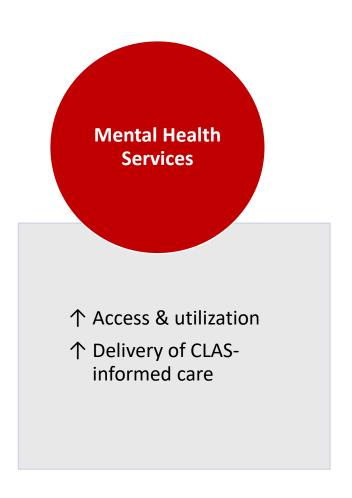
ICCTM Project Overview

- 5-Year Multi-Phase MHSA Innovation Project focused on three 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 populations of focus 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 culturally and linguistically relevant quality improvement (QI) action plans designed to improve mental health service delivery for consumers

ICCTM Project Goals

Communities of Focus ↑ Community engagement and partnerships ↑ Awareness of MH services **↓** Stigma





Project Timeline

Phase 1
Years 1-2

<u>Collected stories, histories and strengths</u> of the Latino, Filipino-American and LGBTQ+ communities, Solano County Behavioral Health, and community-based organizations and <u>built on them</u>

Comprehensive cultural health assessment by UCD CRHD

Completed

Phase 2 Years 2-3 UCD developed a CLAS Training specific to the health and mental health needs of Solano County and used this transformational knowledge as a foundation for quality improvement (QI) action plans, CRHD and SCBH provided coaching for QI action plan teams

CLAS training and quality improvement (QI) action plan development

Completed

Phase 3

Years 4-5

Coordinate and implement QI plans with <u>feedback from</u> the community to accomplish positive outcomes

QI action plan implementation

In process

Evaluation

Years 1-5

Evaluate the overall project using a "Quadruple Aim"framework, mixed-methods (qualitative and quantitative) approach that will examine: service utilization, consumer experience, provider experience, health outcomes, and cost effectiveness

Quadruple aim & sustainable community engagement

Ongoing

ICCTM Innovative Project Evaluation Framework

Phase 1

Formative Assessment of **Target Communities**

Tools

- Key Informant Interviews
- Focus Groups
- Community Forums

Indicators

- Needs & assets
- Beliefs & values on mental health
- Baseline mental health care access and consumer satisfaction
- Baseline mental health care utilization and health outcomes

Phase 2

CLAS Training

Tools

CLAS Training

Surveys (Pre,

Post, Post-Post)

Quality **Improvement Action Plan** Development & CLAS Coaching

Tools

- CLAS Training & Coaching Reflection Roundtables
- Action Plan Leader Interviews

Indicators

- Familiarity with **CLAS Standards**
- Confidence with providing mental health services to underserved communities
- Engagement in learning about underserved communities
- Efforts to improve services, address social needs, and reduce stigma

Indicators

- CLAS Standards addressed by action plans
- Domains addressed by action plans (e.g., community, workforce, training)
- Participant experiences with **CLAS training &** interdisciplinary collaboration

Phase 3

Quality **Improvement Action Plan Implementation**

Tools

Action Plan Specific **Evaluation Tools** Ex: Pre-Post **Training Surveys** or Visits to Website

Organizational **CLAS Standard Implementation**

Tools

CLAS

Organizational

Assessment

Tools

MHSIP Consumer Survey

Quadruple Aim

Achievement

- Workforce **Equity Survey**
- SCBH Service Data

Indicators

Varies by action plan

Ex: LGBTQ+ Ethnic Visibility

- #'s of posters distributed
- Visits to LGBTQ+ page on County website
- Calls and referrals to the Access Line

Indicators

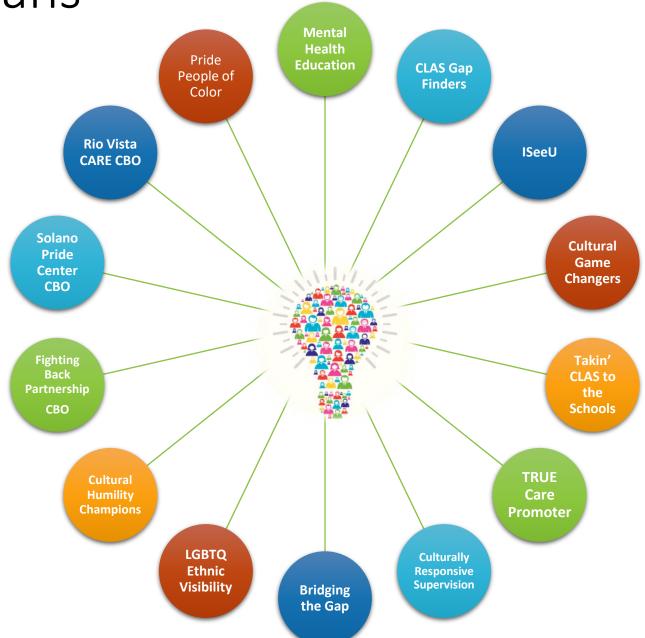
- CLAS Standards operationalization across Solano **County Behavioral** Health and contracted partners
- Organizational communication climate
- Perceived organizational readiness to provide care to underserved communities

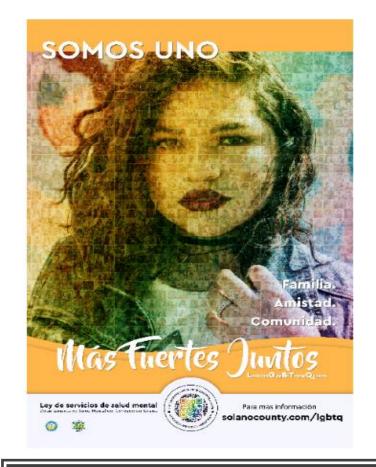
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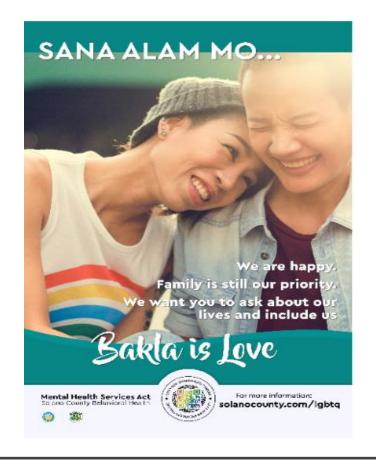
- Consumer experience (accessibility, decision-making participation, & perceived quality)
- Provider experience (meaning in work, satisfaction & retention)
- Health outcomes (outpatient/crisis service use & disparities)
- Cost-

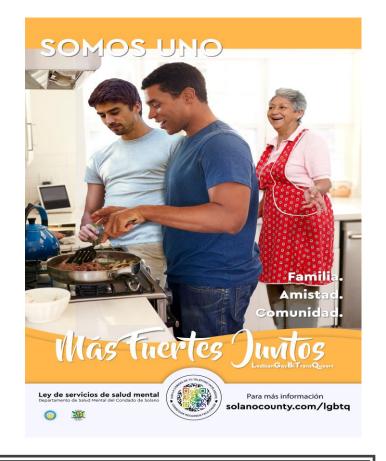
effectiveness

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 open already
- Scaffolding in services already funded by County BH MHSA, Public Health, Child Welfare, etc.

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	800-273-TALK (8255)
TrevorLifeline (LGBTQ support)	866-488-7386
TrevorText Line	Text "START" to 678678
Trans Lifeline	877-565-8860
Crisis Text Line	Text "HELLO" or "START" to 741741
Lifeline for Deaf & Hard of Hearing	800-799-4889
Institute of Aging Friendship Line	800-791-0016
Teen Line	Text "Teen" to 839863
Solano County Crisis Stabilization U	nit 707-428-1131

Basic Needs	
Solono Food Bank	707-421-9777
Medi-Cal Eligibility	707-784-8050
Help Me Grow Solano	800-501-KIDS (5437)
SolanoCares Network	www.solanocares.org
Solano Public Health	info@vibesolano.com
Women, Infants & Children (WIC)	707-784-8130
Benicia Family Resource Center	707-746-4352
Cleo Gordon FRC-Fairfield	707-421-3961
Dixon Family Services	707-678-0442
Fairfield Healthy Start	707-421-3224
Rio Vista CARE	707-374-5243
Suisun Healthy Start	707-421-4398
Vacaville Family Resource Center	707-469-6608
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 707-422-7792
Solano County Wellness & Recovery Unit Solano County Com
Solano Legal Access Center FLF@solanocourts.ca.gov
California Peer Run Warm Line 855-845-7415
Legal Services of Northern California 707-643-0054

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 707-784-8259
Solano Advocates for Victims of Violence 707-820-7288
Solano Family Justice Center 707-784-7635
National Domestic Violence Hotline 877-799-7233
Rape, Abuse & Incest National Network (RAINN) 800-656-4673
National Human Trafficking Hotline 888-373-7888





Available in Spanish and Tagalog



Cultural Game Changers: QI Action Plan

- 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

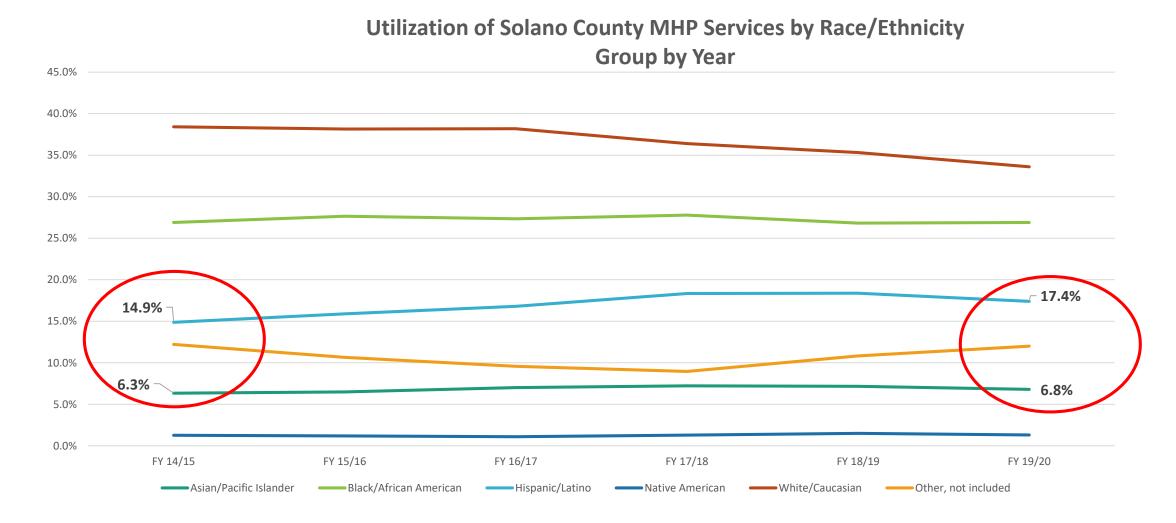
Solano County Inclusion Statement

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.

ICCTM Outcomes



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 Asian-American callers to the Access Line, and specific to the Filipino community there was a 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



666% (29 to 222) increase of callers who identified their sexual orientation as something other than "heterosexual"



Proposed ICCTM Learning Collaborative

- COVID-19 has highlighted disparities: excess mortality for Latino, African American and Native American communities
- ➤ Racial unrest and police violence contributing to increased mental health conditions for communities of color
- A goal of Innovation projects is to share lessons learned
- ► MHSOAC COVID-19 funds were approved for a proposed ICCTM Learning Collaborative to scale up core components of the Solano County project
- ➤ Goal to support Counties to develop future Innovation projects focused on addressing health equity

Proposed ICCTM Learning Collaborative Components

Trainings

Overview of the Solano ICCTM Project

The Impact of COVID

Social Determinants of Health

Implications of Trauma on Marginalized Communities

CLAS Standards

Quality Improvement & MHP Equity Data

Community Engagement Models

ICCTM Sustainability

Practice & Support



Between Community
Engagement sessions counties
will be able to practice skills
with local communities



Learning Collaborative
Meetings
Frequency TBD

Questions & Discussion



Key ICCTM Contacts

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