

Cultural Competence Advisory Board

Tuesday, June 10, 2014

Agenda

11:00 Welcome and Introductions

11:15 Committee updates

Community Health Advocates committee

Access committee

Training committee

12:00 Board Structure and Governance

Committee formation

12:30 Board Retreat and frequency of board meetings

12:45 General Announcements/Updates

Laura's Law

June audit

Board of Supervisors' approval of MHSA recommended budget

1:00 Adjourn

Cultural Competence Advisory Board (CCAB)

Minutes

6/10/14

Members Present: Cesar Lagleva, Jessica Diaz, Robbie Powelson, Kerry Peirson, Gustavo Goncalves, Robert Harris Jr., Kristine Kwok, Ngoc Loi, Leticia McCoy, Cheryl August, Cecilia Guillermo, David Escobar, Maria Donnell-Abaci, Sandy Ponek, Douglas Mundo,

Introductions: New members

Agenda items request: Additional need for support- consumers in Board and Care's in Marin County including St. Michael's. May need to bring in the loop about Cultural Competency and provide support and connection when needed.

Committee Updates

1. Community Health Advocates Committee= Policy committee

Feedback: Go into Ethnic communities and explore option or adopting "Promotoras Model". Ex: Marin city and African American community. Perhaps presentations on how CHA would look like in Marin City. There are health conductors who already exist however they do not focus on mental health.

- a. Update on West Marin- Sandy Ponek, Canal Alliance: They will expand the Promotoras program to include 2 individuals who will work with the ranch community in West Marin. There is a county partner already there. Currently there is a part-time psychiatrist bilingual, Dr. Quezada and a Psychologist Alejandra Diaz.
- b. Need for increased access for African Americans throughout the county, not just Marin City.
- c. Disconnect between public housing and the rest of Marin City
 - i. Where services go and do not go for example, : Manzanita vs. Golden Gate Village.
 - ii. Need for a plan to get services into Golden Gate Village
- d. Proposal for sub-committee on Increased Access for African-Americans.
- e. Proposal for there to be an all consumer and consumer advocate group, not just "token" members in each committee.

2. Access Team

- a. Presentation on highlights of 5 Bay Area county websites for comparison.
- b. Currently the body that is this for the county does not have a Cultural Competence layer to the conversation. This is a high priority of senior management. Since the audit there needs to be a corrective action/plan.
- c. Members to be added to Access Team. Gustavo, Maria, Cheryl, David, Kristine, Darby. (Mollie Heckel and Brian Robinson not in attendance.
- d. Call to "fix it or take it down" referring to the website.

- e. Call for subcommittee on customer service which is how residents are greeted and responded to by county workers. Also could be extended to community partners. The front line person reacting, taking the call. What is primary is how respectful they are or their attitude of welcome includes being cordial, proactive in assisting the community.
 - f. Appointed co-chairs for this committee: Maria Donnell-Abaci and Jessica Diaz.
 - g. Feedback about website: would be good to have links for all community partners on the website in order to start to break down siloes which make it difficult for consumers and their families to get help and support.
 - h. Gustavo brought up an idea to use Qualtrax a program that step by step helps with organization.
 - i. Change agents were the body of persons addressing “no wrong door policy” Change Agents have since ended.
 - j. When you call agencies and staff within MHSUS identify yourself as Cultural Competency Advisory Board Member.
 - k. Kristine Kwok advocating for Mental Health Interpreter training
 - i. Train all staff in using interpreters and bilingual employees on how to utilize interpretation effectively for the client and the worker. Interpretation presents a dual-role
 - ii. Should be mandatory
3. Training Committee
- a. Registration- currently more than 80 individuals on the waitlist
 - b. Feedback is to select presenters for break out sections ahead of time when registering so we can select room size.
 - c. All department heads including community partners should attend
4. Board structure and governance
- a. Currently 25 members
 - b. Call for true and authentic decision making
 - i. Consensus-Participatory Process
 - ii. Call to name “Consensus-Participatory Process” something different such as a Native American/Indigenous framework and model- David will work on this.
 - c. Move to keep meetings every other month, committees to meet in between board meetings.
 - d. Questions to board: how will new members be selected? We are currently seeking more consumers/consumer advocates. Will there be a mandatory 1-committee participation designation? Not currently. How often should meetings be attended for “active status”? No current requirement.
5. Media Outreach
- a. Marisol MK working with Marin TV for an access show
 - b. Call for board members to contribute to this show by forming and developing agenda and goals
 - c. Bilingual television show

- d. Outreach and marketing campaign
 - e. Committee members: Marisol, Jessica, Cheryl, Cesar, Douglas and Cesar.
 - f. SF Art Institute may have students from Cinematography and Videography to help partner with this project.
6. CCAB
- a. Day-long retreat will occur on a weekday from 9:00-5:00, principles of diversity, empowerment and social justice will be explored as well as structure of board, team-building
 - b. Cesar is compiling a CCAB library with resources such as Shakti Butler's film "Cracking the Code"
 - c. Interest in training lead by Shakti Butler for CCAB
 - i. Jessica, Maria, Cheryl, Cecilia, Leticia, Gustavo, Robbie, Robert, Ngoc, Kristine, Sandy, Douglas, David, Darby all would like to participate.
7. Need for Consumer/Consumer Advocate Committee
- a. Board votes yes
 - b. Co-Chairs: Kerry and Cheryl
 - c. Will recruit members from Enterprise Resource Center to be on committee
8. Feedback from June Audit
- a. Good feedback from the state regarding the development of CCAB
 - b. State is looking forward to knowing what our strategic plan is
 - c. Our training may be a model for other counties to have similar training
9. Next scheduled board meeting is:
- a. **Tuesday, August 12 from 11:00-1:00pm at the Connections Center**