

Siskiyou County Behavioral Health Strategies for Reducing Disparities

Fiscal Year 2022-2023

The Cultural and Linguistic Competency Committee (CLCC) develops goals on an annual basis that are developed to reduce the disparities that affect Medi-Cal beneficiaries. In 2016, Siskiyou County adopted the Culturally and Linguistically Appropriate Services Standards (CLAS) of care and trained all staff to these Standards. The CLAS Standards are intended to advance health equity, improve quality of care, and eliminate health care disparities by establishing a blueprint for health and healthcare organizations. More information on the CLAS standards that are used to guide the development of MHP strategies can be found at <https://www.co.siskiyou.ca.us/behavioralhealth/page/cultural-competency-committee-0>.

1. Overall Strategies to reduce disparities in Siskiyou County

- 1.1 The MHP will evaluate the community provider's capacity to meet the needs of a culturally diverse population and update the internal provider list to demonstrate cultural diversity, language capacity, and staff specialties.
 - Timeline: Internal provider directory updated monthly, Network Adequacy submitted annually, Staff Diversity Survey administered annually.
 - Monitoring Mechanism: Internal provider directory, Network Adequacy compliance, Staff Diversity Survey outcomes.
 - FY 21-22 Baseline: At the time of developing this report, the MHP had not received the Network Adequacy Findings report. However, the MHP does not anticipate any corrective actions. Staff Diversity Survey had 50 respondents with the workforce race/ethnic diversity generally reflecting that of the clients served by the MHP.
- 1.2 Continue to contract with Relias Online Training program. Provide at least four cultural competence trainings for all staff. The Compliance Officer tracks and assures completion of the assigned trainings.
 - Timeline: Four trainings completed by June 30th, 2023.
 - Monitoring Mechanism: Relias training roster, other training sign-in sheets, number of staff completing trainings.
 - FY 21-22 Baseline: Three mandatory trainings assigned to MHP staff through Relias. One training was provided in-person on working with justice-involved individuals.
- 1.3 Utilizes signs, brochures, and printed materials written at the sixth-grade level in both English and Spanish at MHP locations.

- Timeline: Review of the material completed every six months.
- Monitoring Mechanism: All signs, brochures, and printed material on MHP sites.
- FY 21-22 Baseline: Administration accepted the recommendation letter to address changes needed in the North and South County buildings. All required material was present and in English/Spanish, and additional material provided on the sites were updated.

2. Strategies to reduce disparities related to race and/or ethnicity

2.1 Meet with culturally diverse groups to review policies and services on an annual basis.

- Timeline: Activities to be completed by June 30th, 2023.
- Monitoring Mechanism: Outreach log.
- FY 21-22 Baseline: Due to multiple wildfires and the implementation of Cal-AIM, the MHP was not able to begin this intervention in FY 21-22.

2.2 Two of the annual mandatory training opportunities to MHP staff will target the specific cultural needs of minority ethnic groups that are located in Siskiyou County.

- Timeline: Targeted cultural needs trainings expected to be completed by February 2023 and June 2023.
- Monitoring Mechanism: Relias training roster.
- FY 21-22 Baseline: Of the four mandatory trainings provided by the MHP, one trained staff of how to utilize an interpreter in the behavioral health setting, and another trained staff on recognizing implicit bias.

3. Strategies to reduce disparities related to age

3.1 Provide a minimum of two outreach activities to older adults residing in Siskiyou County.

- Timeline: Ongoing MHSA outreach activities throughout the year.
- Monitoring Mechanism: Outreach activity log.
- FY 21-22 Baseline: Within the reporting period, the MHP transitioned between two new MHSA Coordinators, which resulted in a gap in outreach. The new MHSA Coordinator has a background in working with assisted living facilities, and has plans for providing outreach to older adults in FY 22-23.

3.2 Participate in school-based Social Emotional Learning (SEL) and therapeutic services for school aged children and youth.

- Timeline: Implementation August 2022.
- Monitoring Mechanism: SEL referral forms and program reports.
- FY 21-22 Baseline: The MHP implemented this intervention in August, 2022. The MHP designed the program in collaboration with

the Office of Education and started training teachers, developing budgeted positions, and started the recruitment process. Monthly meetings were held with the Champion School through the fiscal year, and a universal referral form was developed.

3.3 Engage transitional aged youth (TAY) in substance use prevention and early intervention.

- Timeline: Ongoing prevention and early intervention activities provided in school-based settings throughout the school year.
- Monitoring Mechanism: Prevention/early intervention activity reports
- FY 21-22 Baseline: In FY 21-22, the MHP lost its SUD prevention specialist and opened the recruitment to fill the vacancy. The vacancy was not filled until quarter 2 of FY 22-23. Within the reporting period, the MHP MHPSA program approved the Yreka High School to fund an at-risk counselor full-time. This position will start in quarter 1 of FY 22-23 and will provide services in two schools, including SUD interventions, prevention, and early intervention services.

4. Strategies to reduce disparities related to language

4.1 Utilize and maintain a contract with the AT&T Language Line and NorCal Services for the Deaf and Hard of Hearing.

- Timeline: Annual review of contracts.
- Monitoring Mechanism: AT&T Language Line and NorCal Services for the Deaf and Hard of Hearing contracts.
- FY 21-22 Baseline: Current Language Line contract is effective from July 1, 2021 through June 30, 2023. The current NorCal Services for the Deaf and Hard of Hearing contract is effective from July 1, 2022 through June 30, 2024.

4.2 Provide mandatory annual language line training and random testing throughout the year to ensure staff are capable in the use of the language line.

- Timeline: Annual training and ongoing test calls.
- Monitoring Mechanism: training sign-in sheets, test call reports.
- FY 21-22 Baseline: 18 test calls were completed. Ten were to the 24-hour crisis line. Eight of the calls were to the in-house business line. Four of the test calls were completed in Spanish.

4.3 Inform all individuals at first request for services and during intake of the availability of language assistance services and that these services are free.

- Timeline: Ongoing intervention; clients are provided with verbal and written material during intake.
- Monitoring Mechanism: Access material and procedures.

- FY 21-22 Baseline: All clients were informed of language services at time of intake and if they inquired about translation services at the time of first request.
- 4.4 Seek to recruit staff and contract with bilingual providers for translation and interpretation services. All translation/interpreters shall complete language proficiency testing.
- Timeline: Language proficiency testing occurs upon hire or contracting. Recruitment ongoing.
 - Monitoring Mechanism: Staff directory and internal provider directory.
 - FY 21-22 Baseline: Three staff are bilingual and proficiency tested.

5. Strategies to reduce disparities related to justice involvement

- 5.1 Provide annual MHP training on criminogenic needs in partnership with Siskiyou County Probation.
- Timeline: At least one training completed by June 30th, 2023
 - Monitoring Mechanism: Training sign-in sheets
 - FY 21-22 Baseline: The MHP completed an in-person training in collaboration with the Siskiyou County Probation Office on how to work with justice-involved individuals.
- 5.2 Conduct a minimum of two community training opportunities for Assisted Outpatient Treatment.
- Timeline: Two trainings completed by June 30th, 2022.
 - Monitoring Mechanism: Outreach log and training sign-in sheets.
 - FY 21-22 Baseline: As a result of the pandemic and Cal-AIM changes, no AOT trainings were provided.
- 5.3 Provide clinical assessments, mental health treatment, and case management for mental health diversion candidates and participants.
- Timeline: Services provided ongoing throughout the year.
 - Monitoring Mechanism: Diversion log.
 - FY 21-22 Baseline: 47 diversion candidates and participants were provided with clinical assessments, treatment, and case management.
- 5.4 Assign clinical staff to provide services to the Siskiyou County Probation Department's Day Reporting Center (DRC).
- Timeline: Services provided ongoing throughout the year.
 - Monitoring Mechanism: Staff Directory.
 - FY 21-22 Baseline: Two behavioral health specialists were assigned to the DRC.