CHANGE

Customs Heritage Ancestry Nationality Gender Equality

County of San Bernardino

Department of Behavioral Health

Volume 1, Issue 4 Office of Cultural Competence and Ethnic Services

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Innovation Update

By Isaac Jackson, Innovation Program Specialist II

While the Department of Behavioral Health's Innovation Team continues to enjoy the proud accomplishment of the State's approval of its Innovation Plan, team members are now gearing up for the implementation of the four new programs created in the plan. *Innovation* is a component in the Mental Health Services Act (MHSA) which was passed in November 2004. Under MHSA funding is provided to adequately address the mental health needs of un-served and underserved and inappropriately served populations by expanding and developing services and supports. Specifically the MHSA Innovation component seeks to develop novel, creative, ingenious mental health approaches that are expected to contribute to learning.

The Innovation team will now begin to design and build the infrastructure for each of the new programs including the development of guidelines that will smooth the implementation of each of the projects. Brief overviews of all the newly funded projects are outlined at the end of this article.

Great time and effort was spent in the creation and design of these projects and all through the process input from diverse community members and groups was the driving force. African Americans, Asian/ Pacific Islanders, Latinos, Native Americans/ Tribal Communities, LGBTQ, Military Veterans and their families, and individuals from all age groups were identified as those that are among the un-served, underserved, and/or inappropriately served in the County.

Most promising about *Innovation* is the opportunity for partners to learn about promising practices, resource-sharing and re-framing outcomes as stakeholders are increasingly included in the dialogue. We will continue to work with our consumer and family networks in order to reach clients with serious mental illness and/or serious emotional disturbance and their families with an emphasis on increasing access to underserved groups, increasing the quality of services including better outcomes, and promoting interagency and community collaboration.

The Holistic Campus

The Holistic Campus project brings together a diverse group to create their own resources, networks, and strategies. The center will be 80% peer run, community based, and located in a non-mental health setting. An Advisory Board will be established to ensure that peer and community input drives the direction and the learning process of the center, to oversee the operation of the center, and to attract new culturally specific healing strategies that will be implemented at the center. The Innovation team is currently working on developing the RFQ/RFP process for this project.

Online Diverse Community Experiences

This project establishes a presence on social networking sites such as Twitter, Facebook, and MySpace to disseminate

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Innovation cont.

information about upcoming meetings, newsletters, testimonials from consumers and various mental health topics. Administrative information and forms will be posted on these sites as well. Consumers will have the ability to create groups and communities and have discussions around issues of importance in their community. Training will be provided on the use of the sites and instruction on creating pages and workgroups with an emphasis on confidentiality and internet safety. The Innovation team is working with the DBH Information Technology Department on developing these pages.

Community Resiliency Model (CRM)

This project will focus on individuals and community members' response to trauma. The Community Resiliency Model (CRM) will focus on the biology of trauma rather than the more stigmatizing psychology of trauma. Various diverse community members will be chosen and trained as CRM trainers/cultural ambassadors. CRM education and skills will be offered in one-hour to half-day sessions by the cultural brokers, un-served, and inappropriately served groups in their communities. DBH will provide the community ambassadors with regular instructional follow-up to refresh skills and to introduce advanced models. The Innovation team is currently working on developing a contract for the development of the CRM curriculum. After which the team will work with the community to develop a list of interested cultural brokers.

Coalition Against Sexual Exploitation (CASE)

This will develop a model of comprehensive and collaborative care that facilitates a safe haven and clinical rehabilitation for children who are sexually exploited and to expand mental health education to assist in the prevention of future exploitation. This project will also focus on the development outreach and education services to improve understanding of the problem for those who interact with sexually exploited minors and to broaden the understanding of the scope of impact of these crimes against children. DBH and Innovation team is working with various departments in San Bernardino County to establish a steering committee for this program. This steering committee will include but is not limited to Children and Family Services, Children's fund, The Courts, Probation, The District Attorney, and the Sherriff's Department.

"My experiences have exposed me to different cultural viewpoints and have taught me the importance of understanding racial-ethnic differences as well as similarities ."

The Intern Experience: Cultural Competency

By Stephanie Paredez, OCCES Intern

Growing up in Southern California, an ethnically diverse and culturally rich region, I have had the opportunity to grow up and attend schools in an equally diverse community. My experiences in public school and attending California State University San Bernardino (CSUSB) have exposed me to different cultural viewpoints and have taught me the importance of understanding racial-ethnic differences as well as similarities. Moreover, in my lab group, we continually strive to reflect on how our research projects impact people from ethnically diverse backgrounds and discuss how our findings relate to health and well-being outcomes in ethnic minorities. My studies in social psychology have taught me how culture permeates all

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The Intern Experience: Cultural Competency cont.

facets of life – including my life –and through this, have gained a better understanding of how culture shapes the lifestyles of the people that I interact with every day. However, it has been my experience volunteering at the Department of Behavioral Health that has contributed to my knowledge of how to treat individuals of diverse populations.

Having the opportunity to volunteer with the Office of Cultural Competence and Ethnic Services (OCCES) I have not only gained knowledge but also experience on what it means to be culturally competent. Through the many activities I have been able to be a part of at OCCES I have learned that there is more to culture than what shapes a person's life- it also involves practicing moral reasoning and showing respect for individuals and communities. This includes a need to have cultural knowledge, awareness, sensitivity, skills, and an understanding of ethnical principles. I have been able to take what I have learned at OCCES and transfer it to my own research and studies at CSUSB and also to my everyday experiences with individuals from ethnically diverse backgrounds.

My most valuable experience at OCCES was the time I had the opportunity to shadow Veronica Kelley in the community to visit a local Cambodian family. This was my first and only experience where I had the privilege to see what it is like to try to communicate and help an individual or community from an ethnic background I was not familiar with. The feelings I left with after leaving that family were unreal. I got first hand experience on all the daily challenges this family faced. Not only were they faced with financial barriers but also communication and transportation barriers, and a lack of job security. The obstacles that this family faced were barriers that I have only read about in textbooks. This experience gave me a whole new perspective on cultural competence. I realized the need for people (like me) to be culturally sensitive and aware of the differences in cultures.

It has been my experience as a volunteer intern at the Department of Behavioral Health that has shaped my decision in pursuing a master's degree in social work. Although I am grateful for the intensive training in health disparities and social psychology theories I have received at CSUSB, I have come to the realization that I want to contribute more than just knowledge and research but that I want to make a social change by working directly with people and the community. As of today, I have been accepted to the MSW program at USC. It will be my honor in my graduate and professional career to strive to serve disadvantaged populations by improving the quality of life and helping each individual develop to their full potential. I will do this by valuing diversity, utilizing my training in cultural competence, and by promoting compassion, respect, and understanding to each individual and population.

"I had the privilege to see what it is like to try to communicate and help an individual or community from an ethnic background I was not familiar with."

Brush Up on Healthy Teeth! *Keeping Your Child's Teeth Healthy*

By First 5 San Bernardino

According to the American Academy of Pediatric Dentistry, nearly 50 percent of children have tooth decay before age 5. Because young children's teeth are very important for eating and speaking clearly, helping a child maintain a proper dental health care routine is key to his or her overall development. First 5 San Bernardino encourages parents and caregivers to begin taking care of children's teeth and gums early on with the following helpful tips.

- Gently wipe your baby's gums with a clean, wet cloth after each feeding.
- As soon as your child's first tooth comes in, begin brushing every day.
- Brush your toddler's teeth for him or her until he or she is 6 years old.
- Visit the dentist when the child's first tooth comes in, and every year after that for a check-up.
- Look for toothbrushes with soft bristles that are gentle on gums. To make brushing more fun, use a brightly colored toothbrush. Ask your child to roar like a tiger to help open his or her mouth wide!
- Ask a dentist or doctor if it's okay to use a pea-sized amount of fluoride toothpaste once a child is 2 or 3 years old. Supervise and teach your child to spit out toothpaste and rinse after brushing.
- Floss teeth as soon as they grow and begin to touch each other — usually when a child is about 4 years old.
- Monitor what your child eats, as it can affect his or her dental health. Avoid candy and sugary drinks like soda that can cause cavities.

"Helping your child maintain a proper dental health care routine is key to his or her overall development."

Prevent tooth decay by not letting your child suck on a bottle or sippy cup filled with milk or juice for a long time. If he or she needs a bottle at bedtime, fill it with water.

By practicing good dental habits early in a child's life and visiting the dentist regularly, parents can help keep children's teeth healthy and their smiles sparkling!

For more information about oral health care for children age 5 or younger, contact First 5 San Bernardino at (909) 386-7706 or www.first5sanbernardino.org and www.first5california.com/parents.

About First 5 San Bernardino

Research shows that a child's brain develops most dramatically in the first five years and what parents and caregivers do during these years to support their child's growth will have a meaningful impact throughout life. Based on this research, California voters passed Proposition 10 in 1998, adding a 50 cents-per-pack tax on cigarettes to support programs for expectant parents and children ages 0 to 5. First 5 San Bernardino distributes approximately $25 million a year in Prop. 10 revenues to programs and services that meet local needs.

African American Mental Health Week Proclamation

WHEREAS, the African American population account for a significant percentage of California's population; and
WHEREAS the African American population continues to increase in the State of California; WHEREAS, African Americans suffer from mental illness and from alcohol and other drug addictions in the same proportion as the general population; and
WHEREAS, African Americans are historically over-represented in mental health inpatient settings and are under-represented in the early intervention and preventative public behavioral health services; and
WHEREAS, underutilization of early intervention and preventative behavioral health care results in long-term inappropriate care; and
WHEREAS, the State of California desires to eliminate behavioral health disparities in the African American community and
WHEREAS, the State of California strives to provide quality behavioral health care to the African American community;
NOW, THEREFORE, BE IT RESOLVED that the San Bernardino Board of Supervisors does hereby proclaim the second week of February each year be proclaimed "African American Mental Health Week" and

BE IT FURTHER RESOLVED, that San Bernardino County will conduct activities promoting awareness through community education, screening and referral to culturally appropriate services, organized and implemented by community health, drug, and mental health agencies.

Prevention and Early Intervention Statewide Projects Assignment

In response to California Department of Mental Health Information Notices 10-05 and 10-06 (http://www.dmh.ca.gov/DMHDocs/2010_Notices.asp), the County of San Bernardino Department of Behavioral Health (DBH) and their stakeholder committees have determined that the best way support the implementation of the Statewide Mental Health Services Act (MHSA, Prop. 63) Prevention and Early Intervention (PEI) Programs, the DBH will assign the Statewide PEI Program funding to the California Department of Mental Health (DMH). The assignment includes a specific request that the funding should be used to support a contractual agreement with the California Mental Health Services Authority (CalMHSA), a Joint Powers Authority (JPA), developed to fund mental health services and education programs as determined on a regional, statewide, or other basis (see Enclosure 1).

In 2007, The Mental Health Services Oversight and Accountability Commission (MHSOAC), the approving authority for MHSA Prevention and Early Intervention programs, approved the use of four years of PEI funding to implement five statewide projects. The intended impact of these five, time limited projects was to support implementation of the PEI Programs being put into operation across the entire state by embedding an appropriate infrastructure. The five projects are:

- Training, Technical Assistance and

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"San Bernardino County will conduct activities promoting awareness."

Asian Pacific American Mental Health Day Proclamation

WHEREAS, the Asian/Pacific Islander Coalition was established in January 2009; and

WHEREAS, the Asian/Pacific Islander Coalition is comprises of community members and community organizations while partnering with the Department of Behavioral Health, Office of Cultural Competence and Ethnic Services to collaborate and to address the barriers to behavioral health treatment and stigma together; and

WHEREAS, the Asian/Pacific Islander Coalition has a vast number of accomplishments, working to serve the Asian/Pacific Islander communities. The most notable are: coordinating a Chinese New Year Celebration and API Heritage Month celebrations for Department of Behavioral Health consumers; translation and review of Department of Behavioral Health documents and forms in Asian/Pacific Islander languages; gather culturally specific resources for the Asian/Pacific Islander communities; ensure community-owned methodology in Project Access conducted by the Latino Health Collaborative, Loma Linda University and the Department of Behavioral Health; participate and coordinate forums for the Community Program Planning of the Mental Health Services Act, Innovation Component to ensure the Asian/Pacific Islander communities are heard during this planning; and

NOW, THEREFORE, BE IT RESOLVED, that the Board of Supervisors of the County of San Bernardino, State of California, does hereby recognize the Asian/Pacific Islander Coalition for their cultural knowledge, and collaborative efforts that have benefited these communities. Further, the members of this Board join the Department of Behavioral Health, Office of Cultural Competence and Ethnic Services in recognizing the Asian/Pacific Islander Coalition in bringing mental health awareness and education to the Asian/Pacific Islander communities in the County of San Bernardino.

DBH on TV

DBH was recently invited by Inland Empire Media Group (IEMG) to participate in a public service episode of *La Voz (The Voice)* to discuss mental illness and the services available to the San Bernardino Community.

Veronica Kelley, DBH Cultural Competency Officer, and Irma Obregon, DBH Clinical Therapist, taped the episode at the downtown San Bernardino studio of IEMG. The program was taped in Spanish and focused on issues that affect the Latino community, specifically regarding mental health.

This episode originally aired in May, 2010, but can still be viewed on the IEMG website at http://iemediagroup.org/.

Prevention and Early Intervention Statewide Projects Assignment cont.

Capacity Building;
- Student Mental Health Initiatives
- Stigma and Discrimination Reduction;
- Suicide Prevention;
- Reducing Disparities through Racial, Cultural, and Specific Programs.

In May 2008, the MHSOAC determined that the Statewide PEI Programs would be most effective if implemented by a single statewide entity, the DMH. In August 2009, the MHSOAC determined that additional options should be made available to counties in accessing PEI Statewide Project funds for statewide PEI Programs and subsequently released the Information Notices allowing counties more choices.

As required by MHSA guidelines, DBH continues to conduct an open process to determine the recommended stakeholder actions for implementation of the PEI Statewide Programs. The DBH and its' partners, conducted forums to educate, discuss, and illicit recommended actions for implementation. From June 1, 2010 through July 1, 2010, DBH posted the Draft Summary (in English and Spanish) and the required forms from DMH along with English and Spanish comment sheets.

During 30 day posting:

- *Stakeholder meetings continued to be conducted to ensure key partners had the opportunity to be considered in the decision making process.*
- *Copies of the Summary and Enclosure were posted in all County Libraries and DBH clinics*
- *Email blasts were released informing all DBH staff and contract agencies of the 30 day comment period*
- *A press release was provided to over 200 media outlets, and*

The Mental Health Commission was informed of the posting and provided information for how to access additional information

All written and verbal responses were positive and supportive. No substantive recommendations for change were received during the posting and comment period. DBH looks forward to the opportunity to support Statewide PEI efforts and make a difference across the state of California.

"DBH continues to conduct an open process to determine the recommended stakeholder actions."

Spiritual Support Group Leadership Training

The Cultural Competence Advisory Committee Spirituality sub-committee has created a spiritual support group leadership training. This interactive training is for anyone who would like to lead spiritual support groups, whether it is in the clubhouses, peer run programs or in other agencies.

In the Spiritual support group leadership training you will learn:

- The differences and similarities between religion and spirituality,
- How to be welcoming and supportive,
- To include and recognize diversity in spirituality, and
- How to strengthen leadership skills.

Date: Tuesday July 13, 2010
Time: 1-5PM
Location: Training Institute 1950 S. Sunwest Lane Suite 200, San Bernardino CA 92415
Register: Call (909)252-4004 to register. All participants must register.

The Spirituality Sub-committee will provide all participants with ongoing support and additional resources to help sustain these spiritual support groups.

To learn more about the Spirituality Sub-committee or to register for the Spiritual Support Group Leadership training, call Jennifer Gonzalez at 252-4004.

March Cultural Competency Excellence Award Recipient

Maria Franco was honored by the Mental Health Commission and Office of Cultural Competence and Ethnic Services with the Cultural Competency Excellence Award in March.

Maria has lived in the county of San Bernardino for the past 12 years. She represents the Latino community of San Bernardino County and is a Promotora de Salud (Community Health Worker) from El Sol Neighborhood Educational Center.

The nomination stated that Maria is a woman 100% committed to helping her community and all those in need of behavioral health services in San Bernardino County. Maria volunteers as a speaker often, even in challenging situations, such as presenting to mental health directors, the State, or the community at large. She demonstrates grace and dedication. She is a great role model for us all.

April Cultural Competency Excellence Award Recipient

Manuel Gomez was honored by the Mental Health Commission and Office of Cultural Competence and Ethnic Services with the Cultural Competency Excellence Award in April. Manuel has worked for the Department of Behavioral Health since 2005 in the Research and Evaluation Unit.

Per the nomination, Manuel continuously provides data on specific cultural groups to the CCAC sub-committees and coalitions. He goes beyond what is asked of him to ensure people have a clear understanding of the data. He assists DBH with the review and revision of documents in the Spanish language to appropriately serve the Latino population in the County of San Bernardino. Manuel is always willing to provide assistance and does so with a smile.

May Cultural Competency Excellence Award Recipient

Maribel Gutierrez was honored by the Mental Health Commission and Office of Cultural Competence and Ethnic Services with the Cultural Competency Excellence Award in May. She began working with the County in 2006 as an intern at Children's Network and became an official County in employee in 2007 as a bilingual Office Assistant for the Department of Behavioral Health. Maribel promoted to a Social Worker II in 2008 for the Office of Cultural Competence and Ethnic Services.

Maribel's nomination stated that Maribel travels to all ends of the County to conduct meetings and provide trainings for DBH staff and community members. She has developed vital trainings to raise staff awareness of client needs- One Moment Please: Un Momento Por Favor. At a time when the OCCES program was without leadership, Maribel continued to maintain CCAC and Promotores meetings and played an integral role in maintaining operations, professionalism, and unity within her Unit without seeking personal interest or gain. Great Job Maribel!

Annual Cultural Competency Excellence Award Recipient

Maria Franco was chosen to receive the Annual Cultural Competency Award which was presented to her at the annual Evening with the Stars event on May 19, 2010. Maria's enthusiasm for serving the community was evident as she gave a very heartfelt and passionate acceptance speech. Thank you Maria, for all of your hard work and dedication to the community!

June Cultural Competency Excellence Award Recipient

Marcelino "Chico" Garza was honored by the Mental Health Commission and Office of Cultural Competence and Ethnic Services with the Cultural Competency Excellence Award in June. Chico has worked as the Special Assistant to the Superintendent for San Bernardino County Superintendent of Schools for over 12 years. He provides training and support to the community through faith-based-organizations, non-profits, chambers of commerce, government agencies and the Sheriff's department. He acts as a liaison between the Superintendent ad local school districts and school sites. Chico works to empower those he trains to be as successful as they can be. He works to organize collaboration for the community to close the gap for kids, teachers, and families. Thank you, Chico, for all you do!

Cultural Competency Excellence Award

Do you work with someone who exemplifies Cultural Competency? Someone who is both sensitive and respectful to persons of all cultures, whether colleague or consumer? If so, the Office of Cultural Competence and Ethnic Services would like to formally acknowledge these individuals.

Please fill out the necessary information below, send it back to us and we'll make sure this employee or consumer gets acknowledged in our next newsletter.

Awardees will also be honored at the Mental Health Commission meeting. Thank you.

Name: _____

Work Location:

_____

_____

Why you believe he/she is Culturally Competent:

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Example of dedication to Cultural Competency:

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Inter-office: 0019
US Mail: 1950 S. Sunwest Lane, Suite 200
San Bernardino, CA 92415
Email: cultural_competency@dbh.scbounty.gov

What's Happening...

COUNTY OF SAN BERNARDINO

DEPARTMENT OF BEHAVIORAL HEALTH

Office of Cultural Competence and Ethnic Services (OCCES)
Training Institute
1950 South Sunwest Lane, Suite 200
San Bernardino, CA 92415

Phone: 909-252-4001
Fax: 909-252-4088
E-mail:
cultural_competency@dbh.sbcounty.gov

Community Events…

Cultural Competence Advisory Committee (CCAC)
3rd Thursday of the month
1:00-2:30 PM
BHRC Room F119/120
Info: (909) 252-4001

Spirituality Support Group Leadership Training
July 13, 2010
1:00-5:00 PM
DBH Training Institute
Info: (909) 252-4004

SCIC Pow Wow
July 31– August 1, 2010
Garden Grove High School
Football Field
11271 Stanford Ave.
Info: (417) 962-6673

Generation of Symbols: Morongo Band Basket Collection
March 13– October 17, 2010
San Bernardino County Museum
Info: (909) 307-2669

Korean Community Services: Summer Finance Seminars
July— August, 2010
7212 Orangethorpe Ave. #8
Buena Park, CA 90621
Info: (714) 449-1125
www.koreancommunity.org

Coalitions and Sub-Committees…

African American Mental Health Coalition
1st Monday of the month
6:30-8:00 PM
Knott's Family Agency
Info: Linda Hart (909) 881-6146

API Coalition
2nd Tuesday of the month
10:00 AM-12:00 PM
Vista Community Counseling
Info: Jennifer Gonzalez (909) 252-4004

Latino Mental Health Coalition
July 30, 2009,
9:00- 10:30 AM
El Sol Neighborhood Education Center
Info: Maribel Gutierrez (909) 252-4003

LGBT Sub-Committee
Meeting, times/dates TBA
Locations TBA
Info: Jennifer Gonzalez (909) 252-4004

Native American Sub-Committee
3rd Tuesday of the month
10:00-11:30 AM
Behavioral Health Resource Center (BHRC)
Info: Maribel Gutierrez (909) 252-4003

Spirituality Sub-Committee
2nd Tuesday of the month
1:00-2:30 PM
Behavioral Health Resource Center (BHRC)
Info: Jennifer Gonzalez (909) 252-4004

Women's Sub-Committee
Meeting, times/dates TBA
Behavioral Health Resource Center (BHRC)
Info: Jennifer Gonzalez (909) 252-4004