



Mono County Behavioral Health

Cultural and Linguistic Competence Plan

Submitted December 2021 & Includes:

Goals for FY 2021-2022

Evaluation for FY 2020-2021



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Name of County:	Mono
Name of County Mental Health Director:	Robin K. Roberts
Telephone Number:	760-924-1740
Email address:	rroberts@mono.ca.gov
Mailing Address:	PO Box 2619 Mammoth Lakes CA 93546
Physical Address:	1290 Tavern Road, 2nd Floor Mammoth Lakes CA 93546

Mono County Behavioral Health (MCBH)

Vision:

Our vision is to promote healthy living and improve the quality of life in our community.

Mission:

Our mission is to encourage healing, growth, and personal development through whole person care and community connectedness. Our services are strength based and client centered; we strive to create a safe environment and serve all with dignity, respect, and compassion.

Overview

Mono County Behavioral Health (MCBH) endeavors to deliver culturally, ethnically, and linguistically appropriate services to behavioral health clients and their families in a competent manner that is responsive to diverse cultural beliefs, practices, preferred languages, and reflects the health beliefs and practices of the communities we serve. This vision is reflected in our world view, informing materials, and client treatment plans. Integration of these values creates a forum for ensuring that we continually enhance our services to be culturally and linguistically relevant for our youth and adult clients and their families. Staff members continually discuss opportunities to promote and improve the delivery of culturally-sensitive and relevant services.

MCBH’s vision and mission include providing understandable, equitable, effective and respectful services while recognizing the importance of developing services that exhibit cultural humility and are sensitive to customs, cultures, ethnic groups, persons with disabilities, consumers in recovery (from mental health or substance use), lesbian, gay, bisexual, transgender, questioning, intersex, and two-spirit (LGBTQI2-S) individuals, various age groups (Transition Age Youth - TAY: Older Adults), faith-based, physically disabled, and persons involved in the correctional system.

Fostering and developing a culturally and linguistically competent system requires ongoing training and education in which we continually learn from each other and entails the dedication, commitment and perseverance from leadership, staff, and the community.

The following Cultural and Linguistic Competence Plan (CLCP) signifies our continuing commitment to improving access to services, quality care, and improving outcomes. The CLCP addresses the requirements from the Department of Health Care Services (DHCS) for both Mental Health and Alcohol and Other Drug services, including the Cultural and Linguistic Standards (CLAS).

Criterion 1: Commitment to Cultural and Linguistic Competence

MCBH is committed to constantly improving services to meet the needs of culturally diverse individuals seeking and receiving services. A number of objectives were developed as a component of our Mental Health Services Act (MHSA) Plan and have been expanded as we have integrated Substance Use Disorder (SUD) Treatment Services into our program.

I. County mental health commitment to cultural competence

The practices outlined below help provide the framework for developing this CLCP. MCBH believes that these practices, which are also reflected in the Department's cultural competence policies, reflect the department's steps taken to fully incorporate the recognition and value of racial, ethnic, and cultural diversity and equity within the County Mental Health System.

1. Our mission is to encourage healing, growth, and personal development through whole person care and community connectedness. Our services are strength based and client centered; we strive to create a safe environment and serve all with dignity, respect, and compassion.
2. To expand the behavioral health workforce by recruiting, promoting, training, and supporting culturally and linguistically diverse leadership and workforce of staff, consumers, TAY, and family members that is responsive to our community needs.
3. To provide culturally and linguistically appropriate behavioral health services, and easy to understand informing materials in our threshold languages (Spanish and English), to the community, and to improve access for persons who are Hispanic/Latinx, Native American, and other race/ethnicity groups; transitional age youth (TAY) and older adults; veterans; lesbian, gay, bisexual, transgender, questioning, intersex, and two-spirit (LGBTQI2-S) individuals; persons released from jail; homeless; additional cultures; and family members.
4. To deliver behavioral health services to clients and family members in their primary language whenever possible, including language assistance at no cost to the consumer.
5. To gather and sustain a robust cultural outreach committee including members from Mono County's diverse communities.
6. To offer cultural competence training programs for behavioral health staff and collaborative community partners.
7. To deliver behavioral health services in collaboration with other community organizations and co-locate services whenever possible, including in diverse community

settings (e.g., churches, senior centers, schools, family resource centers, wellness center and other rural community locations).

8. To develop outreach and education activities focused on providing information about mental health services for groups and organizations known to serve the Hispanic/Latinx and Native communities in the least restrictive environment (e.g., Tribal Community, churches, etc.).

9. To promote the delivery of culturally competent services through the expansion of the behavioral health Quality Improvement Committee (QIC), the Cultural Outreach Committee (COC), and other committees in order to increase the proportion of persons who reflect the diversity of the county, for example expanding membership for persons who are Hispanic/Latinx, Native American, TAY, LGBTQI2-S, older adults and veterans.

10. To collect and maintain accurate and reliable demographic and service-level data to monitor and evaluate the impact of services on health equity and outcomes.

11. To create and support a culturally safe environment to promote understanding, equity, and positive communication.

II. County recognition, value, and inclusion of racial ethnic, cultural, and linguistic diversity within the system

Mono County reflects less diversity than the larger counties or even neighboring counties in the central region. However, Mono recognizes the importance of creating systems, which include and target all cultural, ethnic and socio-economic groups.

As stated above, Mono County solicits input annually from the Cultural Outreach Committee (COC) to identify needs and develop goals and objectives that target the underserved ethnic populations in the community. In addition to identifying ethnic populations, the COC focuses on sub-populations in isolated rural areas as well as countywide. Since Mono County is not an ethnically diverse community, other identified populations allow the County to focus on other areas of culture that need to be addressed such as poverty, homelessness, Veterans, LGBTQ, Older Adults and Foster Youth.

III. County designated Ethnic Services Manager (ESM)

Mono County has a designated staff person who fulfills the duties of an Ethnic Services Manager (ESM) and is responsible for MCBH's specific efforts related to cultural and linguistic competence. In 2021, this person is Kasandra Montes, whose official job title is Case Manager III. Kasandra participates in state- and regional-level ESM groups.

The responsibilities of the ESM are to incorporate cultural competence practices at every level within MCBH and MCBH provider networks. The ESM is to use stakeholder input to identify cultural competence objectives and goals that include the county's racial, ethnic, cultural, and linguistic populations. The ESM is also responsible for providing this information to the MCBH QI and Leadership teams to promote cohesive inclusion of all cultural and linguistically appropriate access and service delivery within all levels of the organization. The ESM will work closely with QI to ensure that policies, procedures, access, service delivery, and trainings are all culturally sensitive and appropriate.

It is also the responsibility of the ESM to work with the Cultural Outreach Committee (COC) maintain and update the Cultural and Linguistic Competency Plan on an annual basis.

IV. Budget resources targeted for culturally competent activities

The budget for FY 21-22 was created at the beginning of COVID-19 when it was unclear that the pandemic would continue for so long. As a result, the budget below will likely need to be re-allocated to activities that will allow for remote engagement. In addition to the activities below, the Department funds the ESM position and a supervisor's time, as well as staff time to plan and execute each activity below.

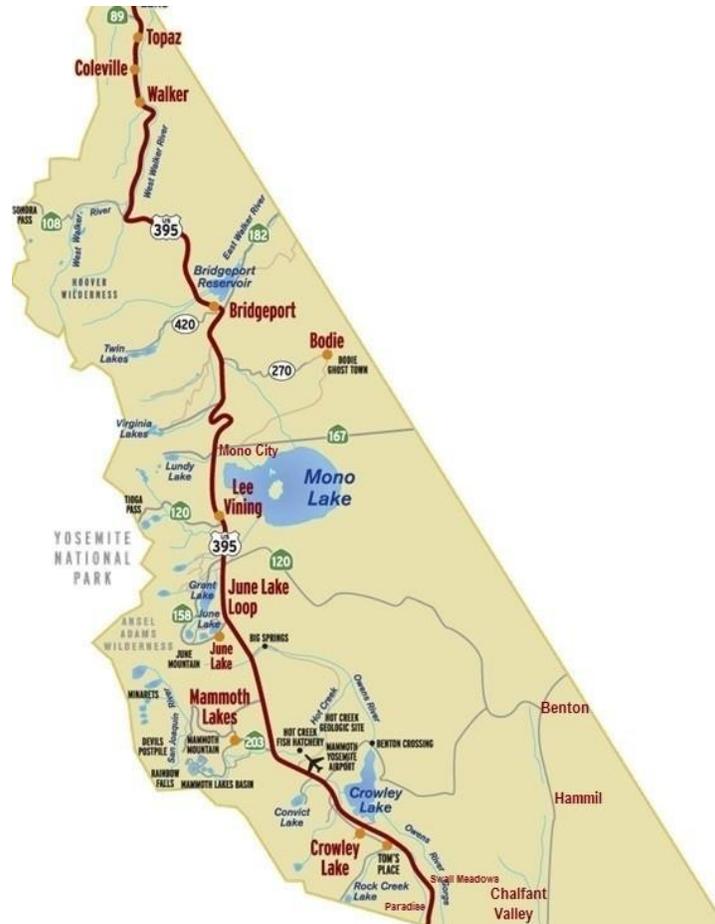
Activities	Total Budgeted
Foro Latino	\$1,000
Other Cultural Outreach Events	\$1,600
Cultural Competence Training for MCBH Staff	\$18,000

Criterion 2: Updated Assessment of Service Needs

I. General Population

Mono County is a frontier county located in the east central portion of the state of California and is the fifth least populous county in California. It is bordered to the east by the state of Nevada and is approximately 3,048 square miles. The county is geographically diverse and consists of a large land area that includes lakes, desert areas, and dense forests/forest service land. The county seat is Bridgeport and the only incorporated town in the county is Mammoth Lakes.

Many of the neighborhoods in Mono County consist of only residences and do not have community services such as gas stations, grocery stores, etc. The northern part of the county encompasses the small towns of Topaz, Coleville and Walker. Bridgeport, the county seat, is 35 miles south of these three small communities. The central part of the county includes the communities of Lee Vining, Mono City, June Lake, Crowley Lake, the Wheeler Crest communities (Swall Meadows, Paradise, Aspen Springs, McGee Creek, Long Valley) and Mammoth Lakes. In the southeast sector lie Benton, Hammil (Hammil Valley), and Chalfant (Chalfant Valley).



Most residents of Mono County live at elevations between 5,000 to 8,500 feet, with the center of the town of Mammoth Lakes at an elevation of approximately 7,880. Winters are often long and harsh with occasional road closures and summers are brief. Within the county, near the Town of Mammoth Lakes is Mammoth Mountain Ski Area, a popular winter vacation site and one of the top skiing/snowboarding destinations in California. During the 2016/2017 season, snowfall at the ski area's Main Lodge hit a record 618 inches (over 51 feet) of snow.

Residents primarily earn their livelihood through government service, service industry jobs, and retail trades related to tourism and agriculture. Several of Mono County's communities are year-round resorts and include a number of multi-million-dollar homes belonging to second homeowners. However, many year-round residents struggle to make ends meet, often having more than one job.

Schools for the County are located in Coleville, Bridgeport, Lee Vining, Benton, and Mammoth Lakes, each 25-45 miles from the next. Mono County has two school districts: Mammoth Unified and Eastern Sierra Unified.

According to 2020 Census statistics, the total population of Mono County is 14,444, a slight increase since the 2010 Census. Other than Mammoth Lakes, which has a year-round population of approximately 8,000, the remainder of the county consists of small communities ranging in population from less than 300 to about 1,200 people. To illustrate the vastness of the county, there are approximately 4.6 people per square mile.

The ethnic distribution of Mono County is 27.6 percent Hispanic/Latinx 2.9 percent American Indian and Alaska Native, 0.8 percent Black or African American, 1.8 percent Asian, 0.8 percent Native Hawaiian/Other Pacific Islander/Other/Unknown, and 65.3 percent Caucasian. The county is comprised of 46.9% percent female residents and 53.1% percent male residents.

Figure 1 shows populations by counts and percentages categorized by race, Hispanic or Latinx Origin (of any race), gender, and age. race/ethnicity, and gender of the general population. The majority of persons in Mono County are Caucasian and Hispanic/Latinx. There are a comparable number of males (53%) males and females (47%) in the county.

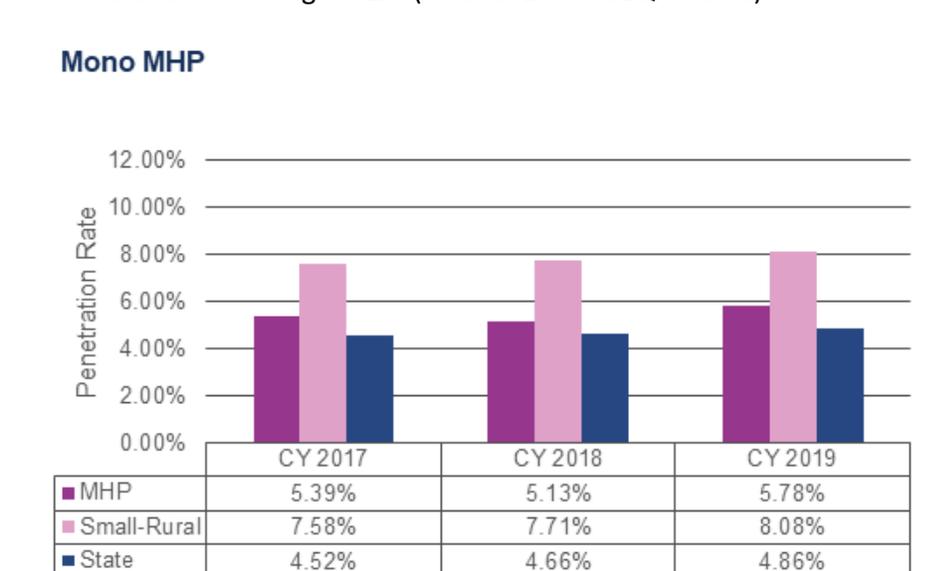
Figure 1
Mono County Residents
By Gender, Age, and Race/Ethnicity
 (Population Source: 2020 Census)

Population, Census, April 1, 2020	13,195
Age and Sex	
Persons under 5 years, percent	4.8%
Persons under 18 years, percent	17.8%
Persons 65 years and over, percent	16.1%
Female persons, percent	47.0%
Race and Hispanic Origin	
White alone, percent	90.1%
Black or African American alone, percent (a)	0.8%
American Indian and Alaska Native alone, percent (a)	2.9%
Asian alone, percent (a)	2.6%
Native Hawaiian and Other Pacific Islander alone, percent (a)	0.4%
Two or More Races, percent	3.3%
Hispanic or Latino, percent (b)	26.8%
White alone, not Hispanic or Latino, percent	65.8%

II. Medi-Cal Population Service Needs

Figure 1A below shows the Overall Penetration Rates for the past three years. Calendar Year (CY) 2017 indicates an overall penetration rate that is higher than the State however is lower than the small-rural rate. This rate decreased in CY18 yet was higher again than the State and has increased than that of small-rural counties. In CY19, MCBH also had an increased penetration rate, but higher than the State and a lower penetration rate than the small-rural rates.

Please refer below to Figure 1A. (Source: BHC CalEQRO data).



Utilization of Mental Health Services (by age, ethnicity, gender)

For Mono County, the largest group of Medi-Cal Eligibles is the Hispanic/Latinx population. After that, the Caucasian population and then Native American.

The population that is most served by MCBH, in the Medi-Cal Eligible population is the Caucasian population.

Please refer below to Figure 1B. (Source: BHC CalEQRO data).

Table 1B: Medi-Cal Enrollees and Beneficiaries Served in CY 2019, by Race/Ethnicity Mono MHP				
Race/Ethnicity	Average Monthly Unduplicated Medi-Cal Enrollees	% Enrollees	Unduplicated Annual Beneficiaries Served Count	% Served
White	1,248	36.3%	77	38.7%
Latino/Hispanic	1,653	48.0%	89	44.7%
African-American	13	0.4%	*	n/a
Asian/Pacific Islander	27	0.8%	*	n/a
Native American	89	2.6%	*	n/a
Other	214	12.0%	28	14.1%
Total	3,441	100%	199	100%
The total for Average Monthly Unduplicated Medi-Cal Enrollees is not a direct sum of the averages above it. The averages are calculated independently.				

CALEQRO PERFORMANCE MEASURES FY19-20 – MONO MHP

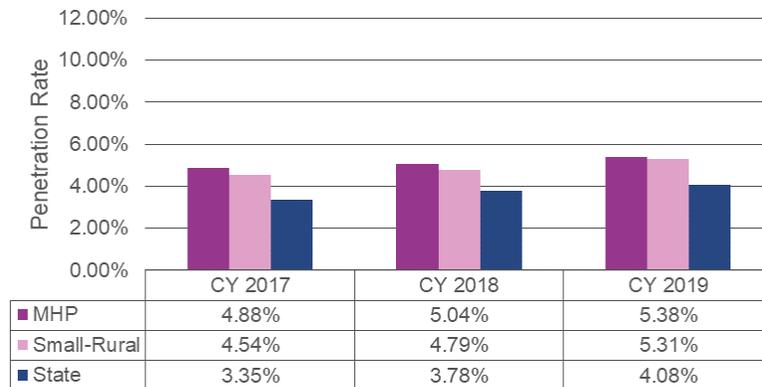
(Source: BHC CalEQRO data)

The Hispanic/Latinx penetration rates for MCBH has increased over the past several years, although in CY17 and CY18 the penetration rates areas are just slightly under the small-rural rates. However, in CY19 the penetration rates for MCBH rose above both the State rates and the small-rural rates.

Please refer below to Figure 2A. (Source: BHC CalEQRO data).

Latino/Hispanic Penetration Rates CY 2017-19

Mono MHP



III. 200% of Poverty (minus Medi-Cal) population and service needs

Mono County's per capita income estimate in 2015-2020 was at \$36,995 (source: U.S. Census). This is fairly comparable to the statewide per capita income of \$34,103.

For median household income, the U.S. Census lists median household income for time period 2015-2020 in Mono County at \$75,235. In comparison, the statewide average for this same time period is listed at \$77,358. Thus, this data indicates that Mono County's median household income is, on average, \$2,123 less than the statewide average.

The U.S. census for the same time periods indicated above list that 11.5 percent of Mono County residents live in poverty. The median value of owner-occupied housing units is \$505,000.

IV. MHSA Community Services and Supports (CSS) population assessment and service needs

Please refer to the FY 20-23 Mental Health Services Act Three-Year Plan and FY 21-22 Annual Update, which is available at this link:

https://www.monocounty.ca.gov/sites/default/files/fileattachments/behavioral_health/page/10057/final_mono_mhsa_fy_20-23_three_year_plan_21-22_annual_update.pdf.

V. Prevention and Early Intervention (PEI) Plan: The process used to identify the PEI priority populations

Please refer to the 20-23 Mental Health Services Act Three-Year Plan and FY 21-22 Annual Update, which is available at this link:

https://www.monocounty.ca.gov/sites/default/files/fileattachments/behavioral_health/page/10057/final_mono_mhsa_fy_20-23_three_year_plan_21-22_annual_update.pdf.

Criterion 3: Strategies and efforts for reducing racial, ethnic, cultural, and linguistic mental health disparities

I. Identified unserved/underserved target populations and identified inequities

We know culture plays an essential role in how clients and their families define mental health and respond to the services offered by mental health providers. Cultural competency, and also cultural humility, produces better care and better outcomes for the people we serve. This includes our staff being able to identify cultural differences with each other, community members and consumers. MCBH continually strive to provide information regarding “competency” about cultures that may differ from our own: Hispanic/Latinx persons and how there are cultural differences within this demographic, persons living in poverty, persons attracted to the loner/independent/off-the-grid lifestyle, as well as Native American persons who come from the different reservations in our county, multi-generational families who have lived in this Frontier county, etc.

With competency and humility as our goal, there are a number of obstacles that we continue to face due to the size and nature of our county.

- **Staffing:** Like workplaces across the county, MCBH is struggling with recruitment and retention at this time. MCBH has hired qualified personnel to reflect the County’s culturally and linguistically diverse community, and we feel strongly that, when at all possible, our staff ought to mirror the ethnic demographics of our county and our clients. Currently, we have several vacant positions though we did recently hire a Native American staff member.
- **Training:** Due to our remote location, and small staff size, paying for, and incentivizing outside trainers who are skilled at cultural competency and/or have knowledge about the culture of the people in Mono County has been difficult in the past.
- **Community:** Our county is spread over a large geographical area, and the community in the north of our county is very different than that in the south of the community. The services that are provided in Mammoth Lakes, and how we outreach to people in that town has to be very different from how we engage and serve our outlying areas of the county. Outreach to our Native American community has been a barrier for MCBH in the past, and thus is one of our priorities.

II. Identify strategies/objectives/actions/timelines for FY 2021-2022

The following objectives have been identified to promote the development of culturally and linguistically competent services throughout our organization.

Goal 1: MCBH will provide culturally and linguistically appropriate behavioral health services to improve access for persons who are Native American, Hispanic/Latinx and other race/ethnicity groups; TAY and older adults; veterans and their families; lesbian, gay, bisexual, transgender,

questioning, intersex, and two-spirit (LGBTQI2-S) individuals; persons released from jail and their families; and physical disabilities.

- **Objective 1a:** MCBH will provide informing materials in English and Spanish in our clinics and wellness centers.
- **Objective 1b:** When appropriate, MCBH will hire and retain diverse or bilingual staff to work in our programs in order to provide services and information to the client and family in their preferred language and preferred cultural setting.
- **Objective 1c:** MCBH will ensure that the crisis line is culturally-sensitive to all persons utilizing these services, and clients receive services in their preferred language.
- **Objective 1d:** Trainings for interpreters to ensure that MCBH's bilingual staff have professional development opportunities related to the use of terminology and medical Spanish.
- **Objective 1e:** Training for all staff on how to use an interpreter to ensure that the client experience of having an interpreter is welcoming and clear.
- **Objective 1f:** Training of all staff on cultural competence, including the CLAS standards.
- **Objective 1g:** Monitoring of contract providers (staff of North American Mental Health Services) to ensure they receive annual cultural competence training.

Notable changes: MCBH kept Objectives 1a, 1b, and 1c and added Objectives 1d-1g for this plan update. MCBH staff have already met this goal by attending group trainings on how to use interpretation services and all bilingual staff have participated in additional trainings that will help enhance their interpretation services and improve their use of mental health terminology to facilitate communication with the Spanish speaking community.

Goal 2: MCBH will create a work culture that values justice, equity, diversity, and inclusion through staff cultural competence training, dialogue, and other professional development opportunities.

- **Objective 2a:** In FY 2021-2022, all MCBH staff will attend at least three workshops/trainings promoting racial justice, equity, diversity, and inclusion
- **Objective 2b:** MCBH will offer at least one training regarding Native American culture.
- **Objective 2c:** MCBH will train staff regarding LGBTQA+ related issues on access, stigma, and therapeutic needs.
- **Objective 2d:** MCBH will host a training around cultural issues and outreach and when working with LGBTQA+ adults and youth within the Hispanic/Latinx community.
- **Objective 2e:** MCBH staff will participate on the California Behavioral Health Directors' Association (CBHDA) LGBTQA+ Workgroup and implement best practices around serving this group in the Department.

Notable changes: There have been not notable changes to this Goal for the plan update. MCBH amended Objective 2a to reflect that trainings may be hosted by trainers other than Dr. Africa. For example, MCBH staff attended a workshop on implicit bias facilitated by Dr. Rita Cameron Wedding.

Goal 3: MCBH will provide services in culturally-appropriate and accessible ways. MCBH recognizes that due to cultural and/or other socio-economic barriers that exist within our county, utilizing the

public behavioral health system may not be a viable option for some clients and their family members.

- **Objective 3a:** MCBH will deliver services in the most accessible ways (e.g., telehealth, home, schools, tribal community, senior center, and other rural community locations) when needed and as appropriate.
- **Objective 3b:** MCBH will provide outreach and engagement with local Tribal community members, including those working in the mental health/substance use disorder profession.
- **Objective 3c:** MCBH will work closely with local school districts (Eastern Sierra Unified School District and Mammoth Unified School District) to engage youth and TAY in the development of strategies to prevent alcohol and drug abuse and intervene early in the onset of behavioral health issues.
- **Objective 3d:** MCBH will hold meetings with other agencies and programs to discuss and plan culturally competent services that promote community wellbeing.

Notable changes: No changes to Goal 3 – MCBH will be continuing this goal and all its Objectives.

Goal 4: Considering that the Latinx and Hispanic communities in Mono County have been the most affected by the pandemic, MCBH will research and respond to the inequities coming to light as a result of COVID-19.

- **Objective 4a:** Identify opportunities for collaboration in the Spanish-speaking community (i.e. Latinx/Hispanic community events, etc.) to provide outreach with an emphasis on mental health and wellbeing.
- **Objective 4b:** Integrate the existing Hispanic/Latinx Engagement Committee with the Cultural Outreach Committee to discuss challenges, barriers, successes, and solutions.
- **Objective 4c:** Invite influencers or individuals who are natural “hotspots of information” to participate in outreach efforts for the Latinx community.

Notable changes: MCBH has made several notable changes to Goal 4, including the elimination of two objectives related to the COVID-19 Emergency Operations Center (EOC), since this group has since been dissolved. Additionally, the Hispanic/Latinx Engagement Committee has decided that its work would be most useful ongoing if integrated with the MCBH Cultural Outreach Committee. Finally, MCBH added a new Objective 4c that will include a new specific avenue of outreach and engagement.

Goal 5: MCBH will be a leader in justice, equity, diversity, and inclusion (JEDI) trainings and dialogue and will strive to create an anti-racist environment throughout Mono County.

- **Objective 5a:** Through its participation on the County-wide JEDI committee, MCBH will encourage ongoing discussion at the Board of Supervisors level on how to address racism in Mono County and how to develop a culture of anti-racism within the County.
- **Objective 5b:** MCBH will offer trainings on JEDI-related topics to institutions and agencies in our County - with a focus on major employers (specifically hospital, MMSA, schools, County, Town).

- **Objective 5c:** Offer Storytelling: Invite people to share stories of what it's like to live in Mono County as BIPOC.
- **Objective 5d:** Promote JEDI through schools by reading stories and leading discussions about diversity, race, and different cultures/perspectives/experiences.
- **Objective 5e:** Increase Outreach: broadcast meetings through Facebook and physical gatherings when possible.
- **Objective 5f:** Increase MCBH staff participation on the Mono County JEDI Committee.

Notable changes: MCBH made several small changes to the existing Objectives and plans to continue its work on this goal. There is one new objective (5f), which reflects MCBH's goal to increase staff participation on the County-wide JEDI Committee, which was formed since last year's plan was written.

Goal 6: MCBH will create and maintain a strong and relevant Cultural Outreach Committee (COC) to serve as a space for learning, idea-sharing, and community connection.

- **Objective 6a:** Work with the COC to identify a clear mission and purpose for the group.
- **Objective 6b:** Include Native Community Members on the COC.
- **Objective 6c:** Consider other ideas for recruitment and retention of COC members.
- **Objective 6d:** Identify avenues for collaboration with community agencies participating in the COC, including joint wellness activities.

Notable Changes: Goal 6 is new for this plan update.

III. Planning & monitoring of identified strategies/objectives/actions/timelines to reduce mental health inequities: evaluation of FY 20-21 goals & objectives

The goals and objectives below are from the previous CLCP in FY 2020-2021. Through these goals and objectives, MCBH has worked tirelessly to provide culturally-specific services to meet the needs of diverse populations, including peer-driven services.

Goal 1: MCBH will provide culturally and linguistically appropriate behavioral health services to improve access for persons who are Native American, Hispanic/Latinx and other race/ethnicity groups; TAY and older adults; veterans and their families; lesbian, gay, bisexual, transgender, questioning, intersex, and two-spirit (LGBTQI2-S) individuals; persons released from jail and their families; and additional cultures.

- **Objective 1a:** MCBH will provide informing materials in English and Spanish in our clinics and wellness centers. MET
- **Objective 1b:** When appropriate, MCBH will hire diverse or bilingual staff to work in our programs in order to provide services and information to the client and family in their preferred language and preferred cultural setting. MET
- **Objective 1c:** MCBH will ensure that the crisis line is culturally sensitive to all persons utilizing these services, and clients receive services in their preferred language. MET

Current Status as of December 2021:

- Throughout the COVID-19 pandemic, MCBH has worked to deliver services in the most culturally and linguistic appropriate matters, where all resources materials have been translated. The department makes sure that a trained bilingual staff represents any of the materials.
- MCBH offers all informing materials and other critical documents in both English and Spanish and the department has a diverse staff that includes 38% bilingual English/Spanish speakers.
- MCBH staffs its crisis line with bilingual staff members as frequently as possible. In the cases that a bilingual staff member is not on call and interpretation services are needed, staff are trained in the use of an interpreter.
- MCBH continually strives to expand the number of services we have available in Spanish in an effort to continue to improve mental health access for Hispanic/Latino and monolingual Spanish speaking consumers.

Goal 2: MCBH will create a work culture that values justice, equity, diversity, and inclusion (JEDI) through staff cultural competence training, dialogue, and other professional development opportunities.

- **Objective 2a:** In FY 2020-2021, all MCBH staff will attend three three-hour workshops led by Dr. Jei Africa promoting racial justice, equity, diversity, and inclusion. MET
- **Objective 2b:** MCBH will offer at least one training regarding Native American culture. NOT MET
- **Objective 2c:** MCBH will train staff regarding LGBTQIA+ related issues on access, stigma, and therapeutic needs. MET
- **Objective 2d:** MCBH will host a training around cultural issues and outreach and when working with LGBTQIA+ adults and youth within the Hispanic/Latinx community. PARTIALLY MET
- **Objective 2e:** MCBH staff will participate on the California Behavioral Health Directors' Association (CBHDA) LGBTQIA+ Workgroup and implement best practices around serving this group in the Department. MET

Current Status as of December 2021:

- MCBH has been the lead in equity work within the county, completing a total of 18 hours of JEDI-related trainings. To accomplish this goal, MCBH contracted with Dr. Jei Africa to provide trainings addressing justice, equity, diversity, and inclusion.
- MCBH has continued to collaborate with the Native American community, and Latinx community through committee meetings and in-person events. MCBH has also created a space for the LGBTQIA+ at the Sierra Wellness Center in Mammoth and has hosted LGBTQIA+ focused community events.
- In terms of training staff regarding LGBTQIA+ related issues, the department staff has met this goal by participating in training that covers issues to the LGBTQIA+ community on

September 8, 2020. MCBH was unable to host a training focused on American Indian culture but is working diligently to schedule such a training this year.

- The department's ESM has continued to participate in the CBHDA monthly meetings for the Cultural Competency, Equity and Social Justice committee (CCESJC) and the LGBTQ+ Pride workgroup.
- In FY 21-22, MCBH is working on expanding the use of the department's Microsoft Teams equity channel by using this platform as a space where MCBH staff can share and discuss equity related topics. The department is also requiring staff to dedicate a minimum of twenty hours per year to professional development and comment on others' posts in this platform.

Goal 3: MCBH will provide services in culturally-appropriate and accessible ways. MCBH recognizes that due to cultural and/or other socio-economic barriers that exist within our county, utilizing the public behavioral health system may not be a viable option for some clients and their family members.

- **Objective 3a:** MCBH will deliver services in the most accessible environment (e.g., home, schools, tribal community, senior center, and other rural community locations) when needed and as appropriate. MET
- **Objective 3b:** MCBH will provide outreach and engagement with local Tribal community members, including those working in the mental health/substance abuse profession. MET
- **Objective 3c:** MCBH will work closely with local school districts (Eastern Sierra Unified School District and Mammoth Unified School District) to engage youth and TAY in the development of strategies to prevent alcohol and drug abuse and intervene early in the onset of behavioral health issues. MET
- **Objective 3d:** MCBH will hold meetings with other agencies and programs to discuss and plan culturally competent services that promote community wellbeing. MET

Current status as of December 2021:

Particularly through the work of its Cultural Outreach Committee and Ethnic Services Manager, MCBH is actively working toward each of these objectives.

- Throughout the COVID-19 pandemic, MCBH has worked to deliver services in the most accessible environment possible, though this has not always been possible due to safety protocols set up by the County, school districts, hospital, and other entities. That said, MCBH has found that telehealth services have increased access for a variety of different groups of people, including members of the Latinx community and individuals who live in our outlying areas.
- In terms of community programming, MCBH has started several wellness activities that focus on creating supportive spaces for LGBTQ+ community members, seniors, and Latinx community members. In May of 2021 the department organized its first event Foro Latino of the year for the Latinx community. This event also included other agencies who shared with the community the local resources they have available.
- Through the work of our clinical staff and care coordinators, MCBH regularly engages with Tribal community members and the ESM has worked to include several Tribal community members on the COC. Additionally, MCBH staff partnered with the

Bridgeport Indian Colony to bring a large Narcan distribution event to the reservation. MCBH has also re-started the Benton Social, which takes place on the Benton Paiute Reservation and includes collaboration with the Toiyabe Elder Services program. Last year, the department's ESM also met with Mammoth High School's Gender Sexuality Alliance.

- In terms of youth outreach, MCBH has re-launched its after-school program, Clubhouse Live, and expanded it to include two sessions per week for youth in Bridgeport. MCBH is also actively working on re-launching its school-based counseling center, North Star. Through Clubhouse Live, student provide input on departmental community programming.
- Finally, MCBH's ESM has become a resource for other community partners and agencies seeking to start conversations about cultural competence, justice, equity, diversity and inclusion in their own organizations. It is MCBH intention that building these partnerships will promote overall community wellbeing

Goal 4: Considering that the Latinx and Hispanic communities in Mono County have been the most affected by the pandemic in the year of 2020, MCBH will research and respond to the inequities coming to light as a result of COVID-19.

- **Objective 4a:** Identify opportunities for collaboration in the Spanish-speaking community (i.e. Latinx/Hispanic community events, etc.) to provide outreach with an emphasis on mental health and wellbeing. MET
- **Objective 4b:** Continue bi-weekly Hispanic/Latinx Engagement Committee Meetings to discuss challenges, barriers, successes, and solutions. (The Hispanic/Latinx Engagement Committee Meeting has met regularly since pandemic started). MET
- **Objective 4c:** Participate in EOC's process to hire marketing and communications firm that specializes in outreach to Hispanic/Latinx communities around COVID-19. MET
- **Objective 4d:** Through EOC, educate employers and community at large regarding the impact that COVID-19 is having on Hispanic/Latinx community in order to promote an empathetic response. MET

Current Status as of December 2021:

- In effort to reach out to the Latinx and Hispanic communities in Mono County MCBH has successfully collaborated with the Spanish speaking community through local events such as the Foro Latino, and through the Latinx committee. The committee met every other week through 2021 to continue discussing how to address any challenges, barriers, successes, and solutions the Latinx/ Hispanic community needs. Additionally, the committee discussed how to address inequities such as language barriers and shared ideas on how different agencies could take a common approach to outreach.
- While the Emergency Operations Center (EOC) was still active, MCBH staff played an enormous part with outreach for the Latinx community. As part of its role on the EOC, staff helped select and advise a marketing firm that was responsible for a large portion of the COVID-19 outreach to the Hispanic/Latinx community.

- Since the EOC has not been active since the beginning of 2021, the Latinx committee discussed how as a committee has promoted empathetic response to the impacted Hispanic/Latinx community. A takeaway from the committee was the partnership of agencies throughout the year. This was led by numerous resource fairs that were represented by bilingual staff and delivered messages in a cultural and linguistic manner. The fairs provided a sense of community through food, culture, and community resources.
- In addition to the partnership of agencies, Latinx committee members worked closely during COVID-19 to provide translated resources to the front-line workers, and interpretation services on how to stay safe during the pandemic. There was also collaboration with local community members, churches, and business owners that helped spread awareness on how to stay safe.
- In an effort to educate employers on the impact of COVID-19 on the Latinx community, the Latinx Committee worked with the Mammoth Lakes Chamber of Commerce to share ways that employers could improve their communication with Spanish-speaking and Latinx employees. They strongly encouraged all resources to be translated into Spanish and to understand the power of sharing information via word of mouth. They also advocated for the use of Facebook as the most effective social media platform and text messages as the easiest way to contact someone. Additionally, the Latinx Outreach Committee was able to provide feedback to EOC and communications staff that essential/frontline workers reported that employers were not doing enough to protect them (the essential/frontline workers) from the virus, thus putting these workers at higher risk.
- In an effort to educate the community at large on the impact of COVID-19 on the Latinx community, the Latinx Committee also worked to ensure that the “Community Conversations” that were held via Zoom included information about the correlation between the higher rates of COVID-19 among the Latinx community and members of the Latinx community serving as many of our essential workers. All Community Conversations were simultaneously interpreted.

Goal 5: MCBH will be a leader in justice, equity, diversity, and inclusion (JEDI) trainings and dialogue and will strive to create an anti-racist environment throughout Mono County.

- **Objective 5a:** MCBH will address a public meeting with Board of Supervisors with Dr. Jei Africa on how to address racism in Mono County and how to develop a culture of anti-racism within the County. MET
- **Objective 5b:** MCBH will hold trainings on implicit bias to institutions and agencies in our County - with a focus on upper management at major employers (specifically hospital, MMSA, schools, County, Town) to begin to break down institutional racism. MET
- **Objective 5c:** Offer Storytelling: Invite people to share stories of what it's like to live in Mono County as BIPOC. In addition, MCBH has taken initiative on readings about diversity at schools. MET
- **Objective 5d:** Include Native Community Members on the COC. MET
- **Objective 5e:** Promote JEDI through schools by reading stories and leading discussions about diversity, race, and different cultures/perspectives/experiences. MET

- **Objective 5f:** Increase Outreach: broadcast meetings through Facebook and physical gatherings when possible. MET

Current Status as of December 2021:

- Since the Mono County Board of Supervisors (BOS) passed a resolution on October 13, 2020, recognizing racism as a public health crisis, the Board also initiated an equity committee comprised of county employees, that has met on a monthly basis. At this time, at least one MCBH staff participates in each meeting of this committee. Through this committee, MCBH help refer Dr. Jei Africa who helped encourage a public meeting to address the importance of equity. On September 15, 2020, Dr. Africa led a county training on *“Moving Towards Equity: Understanding the Impact of Racism in Our Communities”* that led to passing the resolution mentioned before
- In conjunction with the resolution, the BOS established a county-wide JEDI Committee, which began meeting in early 2021. This committee is focused on making progress on action items from the Board of Supervisors resolution recognizing racism as a public health crisis and affirming Mono County's commitment to building racial equity and reducing disparity. The committee also addresses the formation of commission, workplan, ideas for implementation of other actions specific to county operations.
- Although MCBH did not hold trainings on implicit bias focused on other agencies, MCBH did help encourage a series of implicit bias trainings for all county staff. In 2021, the county contracted with Dr. Rita Cameron Wedding, to train county employees on implicit bias. She facilitated the first training for Mono County, entitled *Implicit Bias: Impact of Decision Making*, on November 8, 2021; a series of two more trainings are scheduled in 2022.
- MCBH has also been participating in school programs and with local libraries, including reading stories and leading discussions that promote JEDI.
- The Cultural Outreach Committee has had participation from Native American members of the Indian Bridgeport Colony as well as from Toiyabe Indian Health Project. The COC works very hard to create a welcoming environment for Native American community members and staff continue to work toward more collaborative relationships.
- Finally, in an effort to increase outreach, the MCBH department continues to promote equity and diversity to the community through both Facebook posts and in-person programming. Staff members who have access to the Facebook page will share stories related to equity, that are culturally and linguistically appropriate. Additionally, wellness associates host in-person meetings that identify with the elder community and LGBTQ+ community.

Criterion 4: Client/Family Member/Community Committee: Integration of the Committee within the County Mental Health System

The Cultural Outreach Committee (COC) meets every other month and spends a significant amount of time discussing potential outreach options to ensure the health and safety of our diverse residents. The Cultural Outreach Committee has also spent significant time addressing the disparities that COVID-19 pandemic has brought up in our community. In the past year, the COC has worked diligently in

collaborating with various businesses and agencies and regularly has attendance, participation and alliance with these entities. Committee members have been incorporating members of underserved groups into their agencies and programming as part of their commitment to the COC. Lastly, consumer and community involvement is also a contributing part of the COC meetings.

I. The Cultural Outreach Committee is reflective of the community

The MCBH Ethnic Services Manager (ESM) monitors all activities pertaining to the COC and provides technical support. The ESM is overseeing the development of the CCLP and is a member of the Equity Committee; the Equity committee was established after Mono County passed the resolution that addressed mental health as crisis. This committee is to address justice, equity, diversity, and inclusion within the county and community. This committee facilitates communication and collaboration for attaining the goals as set forth in the Cultural and Linguistic Competence Plan (CCP). Plan to reduce disparities, increase capacity, and improve the quality and availability of services.

The Mono County Cultural Outreach Committee works closely to ensure compliance to the Cultural and Linguistic Competence Plan and include recommendations in its CCLP implementation and development. In addition the MCBH Program Manager and a Wellness Center peer attend all COC, QIC, and BHAB meetings (Behavioral Health Advisory Board). The COC will in future participate in MHSA planning processes. The Cultural Outreach Committee will continue to meet every other month and track their activities so that projects, activities and policy issues are reported to the MCBH Program Manager to ensure compliance.

The policies, procedures, and practices that assure members of the Cultural Outreach Committee will be reflective of the diversity of the community, including county management level, line staff, clients, family members from ethnic, racial, and cultural groups, providers, community partners, contractors and other members as necessary.

Cultural Outreach Committee Roster:

- Kasandra Montes- Mono County BH, Ethnic Services Manager/Case Manager
- Tajia Rodriguez- Mono County BH, Wellness Center Associate
- Marcella Rose- Mono County BH, Staff Services Analyst
- Dirk Addis, Mono County BH, Wellness Center Associate
- Gabbi Duhl- Mono County BH, Psychiatrist Specialist
- Amanda Greenberg- Mono County BH, Program Manager
- Lauren Plum- Mono County BH, Staff Services Analyst
- Wendy Rangel-Guzman- Mono County Social Services, Eligibility Specialist
- Pedro Figueroa- Mono County Social Services, Social Service Aide
- Lori Michelon- Mono County, Librarian, Community Resident
- Julia Tawney- Mono County, Librarian, Community Resident
- Patricia Robertson- Mono County Resident, Mammoth Lakes Housing Executive Director
- Debbie Painter- Cultural Liaison Bridgeport Indian Colony, Mono County resident
- Rhonda Eddy- Toiyabe Elder Services
- Kristy Williams- Mono County Resident, Mammoth Lakes Trails and Public Access Foundation Director

- Kristin Reese- Mono County Resident, Mono Arts Council Director
- Katie J Dumford- Mono County Resident, LGBTQ+ Ally/ Parent
- Dana Ellis- Mono County Resident, Mammoth High School Librarian

Leadership

The COC is led by department Ethnic Service Manager (ESM). As of 2021 the committee has decided to meet every other month so there are 6 meetings throughout the year.

The roles and responsibilities of the ESM include:

- Facilitate all meetings
- Engage members in Committee discussions
- Collaborate with the COC in the development of meeting agendas
- Communicate the focus of the COC activities and recommendations made to diverse MCBH entities

Event	Number of Attendees	Name of Attendees	Length of meeting	Date
Cultural Outreach Committee	8	Kasandra Montes Robin Roberts Amanda Greenberg Luisana Baires Melissa Rodriguez Tajia Rodriguez Sandra Villalpando Sofia Flores	60 Minutes	7/10/2020
Cultural Outreach Committee	11	Kasandra Montes, Amanda Greenberg Jocelyn Sheltraw Robin Roberts Charlotte Lange Dirk Addis Pedro Figueroa Sal Montanez Stephany Valadez Tajia Rodriguez Wendy Guzman	60 Minutes	8/5/2020

Cultural Outreach Committee	6	Kasandra Montes Amanda Greenberg Luisana Baires Melissa Rodriguez Tajia Rodriguez Sandra Villalpando	90 Minutes	9/25/2021
Cultural Outreach Committee	8	Kasandra Montes Tajia Rodriguez Gabbi Duhl Julia Tawney Kristi Williams Lori Michelin Marcella Rose	90 Minutes	2/23/2021
Cultural Outreach Committee	12	Kasandra Montes Agnes Vianzon Amanda Greenberg Marcella Rose Brianna Goico Debbie Painter Gabbi Duhl Dirk Addis Juan Rios Kristy Williams Patricia Robinson Tajia Rodriguez	90 Minutes	4/20/2021
Cultural Outreach Committee	4	Amanda Greenberg Dana Ellis Kristin Reese Sabrina Rose Lauren Plum	90 Minutes	7/13/2021

Cultural Outreach Committee	7	Kasandra Montes Tajia Rodriguez Gabbi Duhl Julia Tawney Kristi Williams Lori Michelin Marcella Rose	90 minutes	9/7/2021
Cultural Outreach Committee	6	Kasandra Montes Tajia Rodriguez Kristi Williams Lori Michelin Marcella Rose Amanda Greenberg	90 Minutes	9/28/2021
Cultural Outreach Committee	6	Amanda Greenberg Lauren Plum Marcella Rose Tajia Rodriguez Dana Ellis Kristin Reese	90 Minutes	11/16/2021

Criterion 5: Culturally Competent Training Activities (FY 2020-2021)

MCBH is committed to embedding cultural competence and cultural humility into all training activities within the agency and to the community.

In addition, the ESM attends regular webinar trainings on topics related to cultural competence. All webinar opportunities are distributed to MCBH staff members and community partners in order to increase their education, awareness and skills around all elements of culture.

This section describes cultural competence training for staff and contract providers, including training in the use of interpreters, in 2021.

List of internal training and staff attendance by function:

1. Administration/management;
2. Direct services: MHP's staff;
3. Direct services: contactors;

4. Support services; and,
5. Interpreters.

Training Event	Number of Attendees	Attendees by Function	Date
LGBTQ+ Cultural Competence Training	20+	Director Clinical Supervisor SUD Supervisor Program Manager Accountant Staff Services Analysts Behavioral Health Services Coordinators Case Managers Fiscal Technical Specialists Wellness Center Associates SUD Counselor Psychiatric Specialists	9/8/2020
Dr. Jei Africa Trainings -Moving Towards Equity: <i>“Understanding the Impact of Racism in Our Communities”</i>	20+	Director Clinical Supervisor SUD Supervisor Program Manager Accountant Staff Services Analysts Behavioral Health Services Coordinators Case Managers Fiscal Technical Specialists Wellness Center Associates SUD Counselor Psychiatric Specialists	9/15/2020
Dr. Jei Africa Trainings -Moving Towards Equity FY 20-21	20+	Director Clinical Supervisor SUD Supervisor Program Manager Accountant Staff Services Analysts Behavioral Health Services Coordinators Case Managers Fiscal Technical Specialists Wellness Center Associates SUD Counselor Psychiatric Specialists	10/26/2020
Dr. Jei Africa Trainings FY 20-21: Moving Towards Equity	20+	Director Clinical Supervisor SUD Supervisor Program Manager Accountant Staff Services Analysts Behavioral Health Services Coordinators Case Managers Fiscal Technical Specialists Wellness Center Associates SUD Counselor	1/25/2021

		Psychiatric Specialists	
Dr. Jei Africa Trainings FY 20-21: Moving Towards Equity	20+	Director Clinical Supervisor SUD Supervisor Program Manager Accountant Staff Services Analysts Behavioral Health Services Coordinators Case Managers Fiscal Technical Specialists Wellness Center Associates SUD Counselor Psychiatric Specialists	3/30/2021
Dr. Jei Africa Trainings FY 20-21: Moving Towards Equity	20+	Director Clinical Supervisor SUD Supervisor Program Manager Accountant Staff Services Analysts Behavioral Health Services Coordinators Case Managers Fiscal Technical Specialists Wellness Center Associates SUD Counselor Psychiatric Specialists	4/27/2021
Dr. Jei Africa Trainings FY 20-21: Moving Towards Equity	20+	Director Clinical Supervisor SUD Supervisor Program Manager Accountant Staff Services Analysts Behavioral Health Services Coordinators Case Managers Fiscal Technical Specialists Wellness Center Associates SUD Counselor Psychiatric Specialists	5/13/2021

Dr. Jei Africa Trainings FY 21-22: Moving Towards Equity	20+	Director Clinical Supervisor SUD Supervisor Program Manager Accountant Staff Services Analysts Behavioral Health Services Coordinators Case Managers Fiscal Technical Specialists Wellness Center Associates SUD Counselor Psychiatric Specialists	8/5/2021
Spanish for Professionals “How to use interpretation services 101” – Dr. Bautista: FY 21-22	20	Director Clinical Supervisor SUD Supervisor Program Manager Accountant Staff Services Analysts Behavioral Health Services Coordinators Case Managers Fiscal Technical Specialists Wellness Center Associates SUD Counselor Psychiatric Specialists	11/16/2021
Spanish for Professionals – Dr. Bautista: FY 21-22	8	Clinical Supervisor Behavioral Health Services Coordinators Case Managers Fiscal Technical Specialists SUD Counselor	11/30/2021
Spanish for Professionals – Dr. Bautista: FY 21-22	8	Clinical Supervisor Behavioral Health Services Coordinators Case Managers Fiscal Technical Specialists SUD Counselor	12/13/2021

Criterion 6: County's commitment to a growing multicultural workforce: hiring and retaining cultural and linguistically competent staff

As of December 2021, MCBH is experiencing a shortage of clinical staff similar to the one described in the Workforce Needs Assessment in the FY 18/19 MHSA Annual Update, which is available at this link:

https://www.monocounty.ca.gov/sites/default/files/fileattachments/behavioral_health/page/30423/mono_mhsa_fy_18-19_annual_update_final_approved.pdf

This document includes comparisons of staff to Mono County's general population and client population. The department remains committed to recruiting and retaining culturally and linguistically competent staff, particularly staff who are bilingual English-Spanish speakers.

Despite the limitations of working in an isolated, rural community, MCBH encourages ongoing education and training in an effort to "grow our own." MCBH continues to offer Masters in Social Work and Marriage and Family Therapist Interns opportunities to earn their hours toward licensure within the department. Additionally, the department has long operated a loan assumption program to help attract and retain staff members in hard-to-fill positions. In FY 21-22, MCBH is working with the Central Workforce Education and Training (WET) Regional Partnership and the Office of Statewide Health Planning & Development (OSHPD) to maximize funding for this and other workforce-related programs.

Solutions to the retention of workforce within MCBH are currently undergoing analysis to determine if what MCBH is currently doing to promote workforce education and training is sufficient. The department plans to do this through exit interviews, stay interviews, and other similar methods. As mentioned in Criterion 5, MCBH is also committed to training staff in cultural competence and in offering culturally-relevant professional development opportunities to staff through such activities as the Annual Central Valley Latino Conference. Additionally, MCBH addresses staff requests for specific trainings on a regular basis. Additionally, staff are allowed, and encouraged, to expand the scope of service in which they specialize using methods that work for them on an individual basis as long as the impact to service delivery remains positive.

At this time, the County's technical assistance needs related to this Criterion are being met through a combination of work with Dr. Jei Africa; Dr. Beth Cohen, an organizational psychologist; the Central Regional WET Partnership; and the California Behavioral Health Directors' Association.

Criterion 7: Language Capacity

I. Increase bilingual workforce capacity

Mono County recognizes the need for bilingual language skills or specialized communication skills to improve consumer experience and reduce cultural/linguistic disparities. Thus, we continue to implement a Bilingual Pay Differential, which is intended to be an incentive for bilingual staff to utilize their skills and for us to leverage resources. All of our bilingual staff must successfully pass a merit exam to determine that they meet the requirements to be considered bilingual.

- We have allocated dedicated resources for interpreter services (Cesco Linguistic Company) in addition to bilingual staff, there are currently 8 bilingual staff members available as interpreters.
- MCBH contracted an agency that focus on enhancing the use of terminology and professional Spanish speaking for bilingual staff.
- For further information, please see the Mental Health Services Act 18/19 Annual Updated (see link above), which includes the Workforce Needs Assessment, and the FY 20-23 Mental Health Services Act Three-Year Plan and FY 21-22 Annual Update WET section, which includes MCBH's strategies for recruiting and retaining bilingual staff members., which is available at this link:
 - https://www.monocounty.ca.gov/sites/default/files/fileattachments/behavioral_health/page/10057/final_mono_mhsa_fy_20-23_three_year_plan_21-22_annual_update.pdf.

II. Limited English Proficiency

(Provide services to persons who have Limited English Proficiency (LEP) by using interpreter services and provide services to all LEP clients not meeting the threshold language criteria who encounter the mental health system at all points of contact)

As outlined in Attachment A: Limited English Proficiency Services Policy and Procedure:

MCBH will assist beneficiaries in accessing services including, but not limited to, the beneficiary brochure required by Section 1810.360(c), materials explaining the beneficiary problem resolution and fair hearing processes required by Section 1850.205(c)(1), and mental health education materials used by the MHP, in threshold languages, based on the threshold languages in the county as a whole.

- When consumers present by telephone or walk-in and need information or request services in a language other than English, reception staff will first attempt to identify the consumer's primary language using language cards
- Staff will then attempt to locate a staff member who speaks that language to provide or take information. If there is not a staff member available who speaks the client's language, the Language Line or TTY service will be used for interpretation
- If a caller does not speak English, staff will utilize the Language Line Solutions Line on a conference call for interpretation of other languages as needed.
- Mono County provides a statewide, toll-free telephone number 24 hours a day, 7 days per week that provides adequate TTY/TDD or Telecommunications Relay Services. For TTY/TDD services, Mono County uses Sprint California Relay Services. To access the TTY/TDD services call 1-888-877-5379 for English and 1-888-877-5381 for Spanish.

III. Provide bilingual staff and/or interpreters for the threshold languages at all points of contact

- Two of our staff members alternate the 24/7 Access Line. Both of those staff members are bilingual in Spanish and bicultural.
- Bilingual/bicultural staff are available to assist in our office and are able to communicate with any caller who speaks Spanish.
- New clients are offered an assessment with a Spanish speaking interpreter, whenever possible.
- Throughout the department, information is posted and provided in both English and Spanish
- Bulletins regarding the availability of interpreter services and the language line are posted throughout the MCBH website.
- Our 24/7 Access Log includes a field to record a client's language and also a field for a need for an interpreter.
- Currently, we have two policies in place that outline the requirements and processes for meeting a client's request for language assistance. Please see Attachments A and B and E.

IV. Required translated documents, forms, signage, and client informing materials

- All informing materials, including the intake packet and medication consents are provided in both English and Spanish.
- Our EHR includes primary language at the top of the client profile.
- Preferred language is asked as part of the client registration.
- Consumer Perception Surveys are offered in all threshold languages (English and Spanish)

Criterion 8: Adaptation of Services

I. Client driven/operated recovery and wellness programs

Prior to COVID-19, MCBH planned to host a Latino community event every other month facilitated entirely in Spanish. For the last two-three years, this event has been successfully held in a safe atmosphere and culturally competent environment; designed to engage the Hispanic/Latinx consumers and community, reduce mental health stigma, and serve as a space to talk about mental health-related issues as well as a diverse range of other topics. These events will be 100% in Spanish. Identified barriers that will be addressed include stigma towards mental health and substance use services, parenting, child rearing, acculturation, and trust between community and agencies. For the past few years, there have been twelve Hispanic/Latinx forums/events with each event improving in popularity and in attendance. MCBH has experienced significant success with these community wellness forums and will continue to expand and improve these events. Free food is also available at these events.

Despite the limitation placed on these activities due to COVID-19, our staff members have provided wellness activities virtually, through Zoom or Facebook Live on the Mono County Behavioral Health Department Facebook page. At least 30% of posts are in Spanish and since COVID-19, our followers have increased from approximately 60 to 943. This adaptation in services was prioritized since members of the local Hispanic/Latinx community report high rates of Facebook utilization. Additionally, MCBH recently hired a peer to serve as a Wellness Center Associate in our outlying areas. This new member of our staff with a diverse background is operating wellness programming that appeals to a broad audience.

MCBH also provides Spanish language mandated services, including Batterers' Intervention and Driving Under the Influence.

II. Responsiveness of mental health services

Some of our methods for informing clients of culturally competent services and providers include: Flyer circulation via public posting locations including, but not limited to: MCBH lobbies, Mammoth Lakes Public Library, Flores Family Day Care, La Tiendita, Espacio II, La Carniceria, local coffee shops, Mono County Social Services board, Mono County Superior Court, Laundromats, tabling at Health Fairs and other community events, Mammoth Lakes Post Office, etc.; via email to other county departments and agencies; Spanish Facebook page; Spanish section of Mono County Behavioral Health website; telephone calls to individuals; and "word-of-mouth" throughout the community.

Spanish Website and Facebook page:

- <https://www.monocounty.ca.gov/behavioral-health/page/servicios-en-español>
- <https://www.facebook.com/saludmentalmonocounty/>

Individuals who staff our 24/7 Access Line are trained to be familiar with the culturally-competent services that we offer and are able to provide interpreter services or link clients to language assistance services as needed.

Mono County Behavioral Health has several informing materials, brochures, and postings in our lobbies (in English and Spanish) that highlight available services, including culturally-specific services. In addition, informing materials inform clients of their right to FREE language assistance, including the availability of interpreters. Informing materials are offered to clients at intake and are also available in our lobbies and both wellness centers in the county.

A *Provider List* is available to clients which lists provider names, population specialty (children, adult, veterans, LGBTQI2-S, etc.), services provided, language capability, and whether or not the provider is accepting new clients. This list offered to clients upon intake and is available in our lobbies and both wellness centers. The *Provider List* is also available on our website in both Spanish and in English for viewing and/or downloading. The *Provider List* is regularly updated

Visit: <https://monocounty.ca.gov/behavioral-health/page/resources>

All of our Front Office staff are bilingual and bicultural and are able to assist Spanish speaking consumers immediately. Should a consumer require another language besides Spanish or English, Front Office staff are familiar with the use of Language Line Solutions.

MCBH has also assessed factors that may create barriers for diverse populations to access services and created plans to increase access. These include extended hours, option for telehealth services, and an ADA-compliant office centrally located in Mammoth Lakes; and pursuing a co-located office in a planned affordable housing and permanent supportive housing development in the center of Mammoth Lakes. Finally, MCBH increases access for members of the County's most rural communities, as well as its Native American residents in those communities by hosting or operating wellness programming in those communities.

III. Quality of Care: Contract Providers

MCBH does not have any contracted mental health providers.

IV. Quality Assurance

At this time, MCBH collects such outcome measures as the PHQ-9, GAD-7, CANS, and ACEs from clients. As part of the Department's ongoing racial equity training with Dr. Jei Africa, staff participated in a brief pre/post-test regarding their understanding of cultural competence and comfort having such conversations with fellow staff members.

In terms of the process for reviewing grievances and appeals related to cultural competency Mono County Behavioral Health is committed to addressing issues regarding cultural competency grievances and appeals in an expedient and appropriate manner. The department is also committed to providing several avenues to file an issue:

- Ensuring assistance is available, if needed, for the client / family member / provider / community member to file their issue; and
- Honoring the Issue Filer's desire for anonymity; and
- Contact with MCBH's contracted Patient Rights Advocate.

MCBH will follow all protocols as outlined in our "Beneficiary Grievance and Appeal Process" policy and procedure when cultural issues arise.