



**COUNTY OF SAN LUIS OBISPO HEALTH AGENCY  
BEHAVIORAL HEALTH DEPARTMENT**

**Jeff Hamm**, *Health Agency Director*

**Anne Robin**, *LMFT Behavioral Health Director*

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**San Luis Obispo County Behavioral Health Department  
Cultural Competence Committee  
Annual Report 2016-2017**

**The Cultural Competence Committee**

The Cultural Competence Committee is dedicated to assure that the County of San Luis Obispo Behavioral Health Department becomes a culturally competent health system which integrates the concept of cultural, racial, and ethnic diversity into the fabric of its operation and organization. The committee creates agency-wide awareness of the issues relevant to cultural diversity and provides recommendations to the County Behavioral Health Administrator (Mental Health Director) on issues pertinent to the achievement of these goals.

The Committee members are the decision-making body and represent a diverse range of cultural, ethnic, racial and geographic regions of the county. The Committee advises and serves as a resource group to the Behavioral Health Director, County Health Agency Staff, Quality Support Team (QST), and affiliated agencies. Meetings are held quarterly. Visitors are welcome to attend committee meetings and provide input.

**The goals of the Committee are:**

- To ensure that County Behavioral Health embraces and implements the behaviors, attitudes, values and policies of cultural diversity.
- To provide recommendations that will increase service delivery to culturally diverse clients.
- To provide recommendations which address the need of continued training on cultural diversity topics.
- To identify and facilitate the removal of barriers that affect sensitive and competent delivery of service to culturally diverse clients.
- To provide recommendations which address the recruitment and retention of bilingual providers.
- To provide recommendations that increase utilization patterns of the unserved and underserved populations such as the Latinos, Native Americans, and transition age youth, and older adults.
- To provide County Behavioral Health employees with the topics and information discussed at the Cultural Competence Committee.
- To forge alliances with other community agencies and committees who support the mission and goals of the Cultural Competence Committee.
- To foster a strong network among community agencies that will facilitate an integrated delivery of services.

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Cultural Competence Committee – Annual Report 2016-2017*

**County of San Luis Obispo Health Agency**

2180 Johnson Avenue | San Luis Obispo, CA 93401 | (P) 805-781-4719 | (F) 805-781-1273  
info@slocounty.ca.gov | slocounty.ca.gov

## 2016-2017 Meetings

<b>Cultural Competence Meetings:</b>	
<b>Date</b>	<b>Discussion</b>
07-11-2016	<ul style="list-style-type: none"> <li>• The CCC discussed the additions of three new items to the cultural competence curriculum for fiscal year 2016-2017:               <ol style="list-style-type: none"> <li>a. Consumers as Service Providers</li> <li>b. Recovery Promoting Relationships</li> <li>c. Cultural Competence Plan Overview</li> </ol> </li> <li>• The CCC approved the expense (partial funding) of \$1,000 for the training “Beyond The Bench: Keeping Kids in School and Out of Courts” proctored by Jude Hurst. The training provides entities with tools and capacity to keep kids from going into the criminal justice systems. The targeted audiences are juvenile judges and youth probation officers. The training took place on August 16<sup>th</sup>, 2016 from 8:00am – 5:00pm.</li> <li>• The new employee Cultural Competence Training was internally added to Relias Learning, the online leaning training tool required for all employees to complete. All other users, such as community-based organizations, and other providers can access the official YouTube channel of the Health Agency Compliance Officer to complete the training (<a href="https://www.youtube.com/watch?v=vM71PvPzATE">https://www.youtube.com/watch?v=vM71PvPzATE</a>).</li> <li>• The CCC recommended including alcohol and drug vocabulary to the cultural competence training uploaded on Relias Learning, and exalted the role of the Cultural Competence Coordinator as it upholds the County values of a World Class Organization.</li> <li>• The CCC announced that the Latino Outreach Program had openings for bilingual Youth Clinicians and Therapists IV.</li> </ul>
<b>Date</b>	<b>Discussion</b>
10-03-2016	<ul style="list-style-type: none"> <li>• No Cultural Competence Meeting was scheduled for the month of October due to staff changes.</li> </ul>
<b>Date</b>	<b>Discussion</b>
01-09-2017	<ul style="list-style-type: none"> <li>• The CCC approved \$1,000 of expenses for co-sponsoring youth training.</li> <li>• Cultural Competence Coordinator had started a process to update the cultural competence plan summary for the upcoming fiscal year.</li> <li>• Cultural Competence Coordinator met with the Mental Health Services Act Coordinator to make a list of trainings for Cultural Competence.</li> <li>• The CCC discussed the interpretation services provided by the Promotores. It was announced that the Promotores staff have dropped out. The CCC made requests to ensure that translators have medical terminology knowledge and are able to translate for patients. The Promotores are providing classes on medical terminology.</li> <li>• The CCC announced and supported Deanna Strachan-Wilson, who</li> </ul>

	oversees the Employment Pathways program, which offers different trainings and classes for employment development. Some of the classes offered involved: Job Clubs, Retail Sales Clerk Training, Office Skills Training, and Intensive Employment Services.
Date	Discussion
04-10-2017	<ul style="list-style-type: none"> <li>• The CCC announced changes to the committee: The Cultural Competence Coordinator resigned from the chair position and it is now a therapist for the Latino Outreach Program for the South County clinic. Nestor Veloz-Passalacqua was announced as the new Cultural Competence Coordinator and Ethnic Services Manager officially starting July 1<sup>st</sup>, 2017.</li> <li>• The CCC provided an update to the Youth Training, which included the participation of the author of “13 Reasons Why Not.”</li> <li>• The new Cultural Competence Coordinator proposed some new ideas for the upcoming fiscal year: <ul style="list-style-type: none"> <li>a. Development of a quarterly calendar with mental health and drug and alcohol topics as reported state and nationwide;</li> <li>b. Revitalization of the Cultural Competence Newsletter with the intent to release one every quarter with assistance from the committee members;</li> </ul> </li> <li>• The CCC identified the dire need to include trans-youth training for all behavioral health staff.</li> <li>• The Cultural Competence coordinator provided to the Promotores with the County Confidentiality training.</li> <li>• The CCC promoted the Behavioral Health Board World Café to be held on August 16<sup>th</sup> from 2:30pm-5:00pm with various mental health and drug and alcohol providers.</li> <li>• The CCC worked with the MHSA Coordinator to identify two internal trainings that are to be completed by all staff, these trainings include: <ul style="list-style-type: none"> <li>a. Identifying and Prevention Child Abuse</li> <li>b. Identifying and Prevention Dependent Adult Abuse</li> </ul> </li> </ul>

### Cultural Competence Training

- Journey of Hope is a community forum presented in partnership with Transitions Mental Health Association. This year’s featured keynote speaker was Gabriella Grant, who is the Director of the California Center of Excellence for Trauma-Informed Care. The theme of the evening focused on conceptualizing and understanding the impact of trauma in various levels of development, and the approach of Trauma-Informed Care as a program, organization, or system that is informed by the events and effects of trauma and the potential paths for recovery. The discussion revolved around recognizing signs and symptoms of trauma in clients, families, staff, and others involved in the mental health system and the various ways to fully integrate knowledge about trauma into policies, procedures, and practices.
- Relias “E-Learning”: The County of San Luis Obispo Behavioral Health Department provided access to 500 providers, consumers, and family members with a total of 3,699

completed hours in fiscal year 2016-2017. The assigned curriculum included the completion of two courses:

- Working With People in Recovery
- Consumers in The Workplace
- Promotores Collaborative: the Cultural Competence work plan includes cultural competence based workforce development and training. The funds are used with stakeholder approval to offer translation and interpretation services for the Latino Outreach Program (LOP) clients across the county. The Promotores Collaborative goal is to develop a sustainable, diverse, and comprehensive culture that promotes equal access to community resources and services among all members of the Latino community in the County of San Luis Obispo.

<b>2016-2017 Cultural Competence Committee - Roster</b>		
<b>Name</b>	<b>Title</b>	<b>Agency</b>
Nestor Veloz-Passalacqua, M.P.P.	Cultural Competence Coordinator	Behavioral Health Department
Anne Robin, L.M.F.T.	Behavioral Health Administrator	Behavioral Health Department
Frank Warren, M.P.P.	Division Manager	Behavioral Health Department
Leah DeRose,	Patient Rights Advocate	Behavioral Health Department
Lisa Huet, L.C.S.W.	Program Supervisor for Family Care Network	Family Care Network Inc.
Kimberly Mott	Program Supervisor, Prevention & Outreach	Behavioral Health Department
Jill Rietjens	Program Supervisor, Youth Services	Behavioral Health Department
Bonita Thomas	PAAT Member	Peer Advisory & Advocacy Team - TMHA
Marne Travisano, Ph.D.	Licensed Psychologist Private Practice	Private Practice – Community Member
Amber Trigueros, M.A., L.M.F.T.	Mental Health Therapist III	Behavioral Health Department
Ellen Sturtz	GALA Volunteer	Gay & Lesbian Alliance of the Central Coast
Jay Bettergarcia, Ph.D	Assistant Professor	California Polytechnic State University – San Luis Obispo
Kiana Shelton	Mental Health Therapist IV	Behavioral Health Department
Laura Zarate	Secretary I	Behavioral Health Department