

CRITERION 4
COUNTY MENTAL HEALTH SYSTEM
CLIENT/FAMILY MEMBER/COMMUNITY COMMITTEE: INTEGRATION OF THE COMMITTEE
WITHIN THE COUNTY MENTAL HEALTH SYSTEM

Here in Colusa County we have a Cultural Competence Committee that consists of our Interim Director, MHSA Coordinator, Direct Schools Program Manager, Adult Systems of Care Coordinator, Quality Assurance Coordinator, Peer Support Specialist, administrative bilingual staff and one of our client peer advocates. Our meetings are held quarterly and the groups function is to discuss and plan trainings and activities to make sure our agency and its employees are more culturally competent and that the clients in the community are heard and represented.

We have had a number of trainings dealing with some of the cultures we serve here in Colusa County. Our trainings have covered things like working with veterans and their military culture, LGBTQ (lesbian, gay, bisexual, transgender, and questioning,) and worked with the Native Americans, along with addressing the needs of consumers with serious mental illness. We also send employees to the Cultural Competence Mental Health Summits and have them report back to assure we are keeping up with the latest information and issues being discussed across the board to better serve our clients more cultural competently.

CRITERION 5
COUNTY MENTAL HEALTH SYSTEM
CULTURALLY COMPETENT TRAINING ACTIVITIES

Question #1

A. Colusa County is committed to improving access to special populations. Culturally competent staff will be continuously recruited by advertising in regional Latino newspapers and the Latino Social Worker newsletter.

Colusa County Department of Behavioral Health will use monthly clinical staff training sessions to promote discussions regarding cultural bound behavior and values as they relate to clinical care. These may address skills of understanding how the various stages of acculturation and other cultural issues impact a client's ability to benefit from mental health services. During these sessions staff will have an opportunity to discuss how each culture may impact the mental health therapy for each individual. Staff will be trained to deliver specialty mental health services with an emphasis on recovery and empowerment.

b. At least monthly, consumers and family members will be invited to speak to staff during the year regarding their perception of "being a client receiving services in the Behavioral Health Clinic." The training will include LGBTQ, Elderly, Gays, Disabled and any other culturally sensitive client that would like to participate.

CRITERION 6
COUNTY MENTAL HEALTH SYSTEM
COUNTY'S COMMITMENT TO GROWING A MULTICULTURAL WORKFORCE:
HIRING AND RETAINING CULTURALLY AND LINGUISTICALLY COMPETENT
STAFF

Question #1 (A-E)

The implementation of Wet is proceeding as described in our previously approved plans. Although there were stumbling blocks at the onset, the growth of individual consumers and staff members gives an immeasurable satisfaction to those working on these Workforce Education and Training projects and we have been able to overcome obstacles to achieve a positive outcome. An overview of the actions implemented thus far:

A consumer with lived experience was contracted with to develop an annual calendar of training that included all Behavior Health Service staff to focus on public mental health service delivery improvement. Planned goals were to provide 12 meetings/workshops focused on wellness, recovery and resilience and to train staff in small groups designated by the job they perform at BHS. These were successful and changed the culture of the department and brought internal staff stigma to the surface so it could be addressed.

B). The WET Plan Consultant designed a program that would include consumers and family members in a volunteer setting with progressive steps leading towards commitment and responsibility needed for leadership and employment. Training included participation in individual and group activities as well as workshops. Many of the activities involved working with organized community groups which gave consumers an opportunity to participate successfully and to help change the attitude of the public associated with the negative stigma that has followed mental health.

C) The WET Action Volunteer program was designed with elementary steps associated with job placement to gently bring consumers and family members through these planned steps. Steps include an application process, interview process, commitment, workforce activity coaching and activity performance. Outcomes of the project were empowerment for independence, decision making, dependability and change in the mental health public image and self satisfaction in a job well done which supports wellness and recovery.

As a result of the Action#1 training workshops for consumers, a request was made for more peer meetings.

D) The Peers helping Peers meeting was created and meetings began shortly thereafter and were well attended by Consumers. Leadership and skill building was a component of the Wet Action Plan and to support that element, a peer council was developed using the PHP group for leadership training. The supervision of registered interns has been a successful ongoing program that is expected to increase in numbers as reflected by the need for qualified staff at BHS. We are working on providing scholarships to those behavioral health staff that are interested in learning and working in the field of behavioral health as a long term goal.

Major Challenges:

There were some barriers to implementation of some actions due to lack of assigned behavioral health staff members, but we seemed to have worked them out. During the time of implementation the BH staff was reduced due to internal difficulties such as overlap of job duties and this caused a strain on existing staff, but the volunteer staff consultant continued to provide services so that structures in place for those programs would not collapse.

E) Colusa County continuously strives to improve access to mental health services for its underserved communities. These communities are the Hispanic/Latino population, Native American and Foster Care Youth. Every plan that is written in Colusa County includes these populations as a target and strategies are put into place to effectively reduce these racial/ethnic service disparities. Though our PEI planning funding we worked with the local One-Stop to provide specific outreach to the Hispanic/Latino to do implementation updates, progress reporting and additional planning. Via the Native American Collaboration we were able to effectively increase the number of Native American's served in 2008-2009 from 35 to over 50 per month served currently. Foster Care Youth were written into our plan as being eligible to receive other services regardless of other criteria that are used in our youth specific programs.

Services are delivered in a culturally and linguistically competent manner. Our client populations, as well as, staffing reflect the county population. We work to reduce service disparities through outreach and engagement via staff that are able to provide bilingual services to engage the diverse community and assist individuals in accessing our services. We have also sent staff and the local tribal partners under Native American Collaboration to cultural competency training and invite outside speakers to come and speak to a variety of cultural issues.

CRITERION 7
COUNTY MENTAL HEALTH SYSTEM LANGUAGE CAPACITY

Question #1

1).The County of Colusa is mostly Hispanic about 54% of the residents speak Spanish. We have 45 staff and 9 of them speak the Spanish language. Our local One-Stop provides language training to those staff that either don't speak the language or can't write in Spanish. We have our own interpreters that have been certified to speak and write the language, so that when the client's come into our office they don't feel like they will be understood. The department has dedicated \$5,000.00 annually to assist staff with a better understanding of the Spanish language.

2) Colusa County supports our Spanish speaking staff and provides them with training updates that assist with increase language skills. The training that is provided targets problem areas that our staff seem to encounter. Interpretation is very exact and we want our staff to have the ability to not only speak the language, but we want them to have the ability to transmit information to others in a way that is understandable and familiar. The county also has a 24 hour telephone line to assist any client that requires help with translation

Spanish is the only language other than English that anyone has encountered in the past 2 years. The county is making efforts to include all reading brochures in Spanish and we are attempting to include all other reading material to be translated to Spanish.

How Clients Can Notify Us of Concerns and File Grievances or Appeals

Persons who wish to inform us of concerns, or who are not happy with their mental health services may talk or write to us. We will work to solve the problem. You will continue to get the same services while your problems are being solved.

If you wish to file a Grievance we also have a Grievance process you can use. You may also file an Appeal of an Action taken by us. You also have the right to a State Fair Hearing for any mental health related issue including denial, termination, or reduction of services after the local process is complete. If you are a Medi-Cal recipient you may call the Mental Health Ombudsman at 1-800-896-4042 for hearing rights information. If you are deaf and use TDD, call 1-800-952-8349. You can always tell us of concerns, if you only want to provide us with helpful information and do not wish to receive a response from the Department.

If you need help at any time, the Mental Health Director will have someone help you. Or you can call the Patient's Rights Advocate for help.

ADDRESS AND PHONE

Colusa County Department of
Mental Health Services
Medi-Cal Mental Health Plan
162 E. Carson Street, Ste. A
Colusa, CA 95932

(530) 458-0520 or
24-hour Toll free
1-888-793-6580

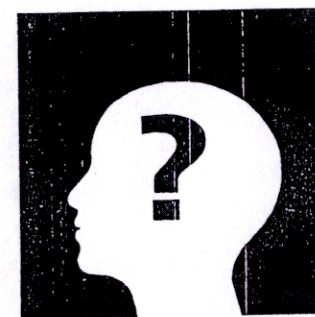
Fax (530) 458-7751

Office hours:
8:30 a.m. - 5 p.m.
Monday - Friday

24-hour Crisis services are available:
Call 1-888-793-6580
or go to the Emergency Room

Patient's Rights Advocate
(530) 458-0530

CLIENT PROBLEM RESOLUTION GUIDE



**Colusa County
Mental Health Services
Medi-Cal Mental
Health Plan**

162 E. Carson Street, Ste. A
Colusa, CA 95932
458-0520

Toll Free:
1-888-793-6580

COMO CLIENTES PUEDEN RESOLVER QUEJAS Y PROBLEMAS

Personas no satisfechas con el servicio de salud mental, pueden hablar -o- escribirnos. Nosotros trabajaremos para solucionar su problema. Usted continuara con el mismo servicio mientras su problema se soluciona.

Tenemos un *Proceso Informal* para que usted nos informe de su queja -o- problema. Si no se soluciona su problema, tambien tenemos un *Proceso Formal*. Puede pedir un proceso formal en cualquier momento que usted desee durante de proceso de solucion para su problema. Tambien tiene el derecho de una audiencia estatal para problemas de salud mental que tengan que ver con servicios negados, terminados, o reduccion en servicios. Si usted es recipiente de servicios de Medi-Cal, puede llamar al 1-800-952-5253 para informacion de derechos de audiencia. Si usted no puede oir y usa TDD, llame 1-800-952-8349

Si usted necesita ayuda en cualquier momento el Director del Departamento de Salud Mental tiene quien lo atienda -o- puede pedirle ayuda al Protector de Derechos de Pacientes.

DOMICILIO Y TELEFONO

Departamento de Salud Mental

Condado de Colusa

Plan Medi-Cal de Salud Mental
162 E. Carson Street, Suite A
Colusa, CA 95932

Tel: (530) 458-0520 o
Llamada gratuita las 24 horas
1-888-793-6580

Fax: (530) 458-7751

Horario de Oficina:

8:30 A.M. – 5:00 P.M.
Lunes - Viernes

Servicio de crisis disponible las 24 horas:

Porfavor llame al
1-888-793-6580

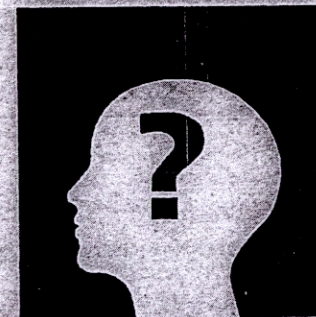
-o-
vaya a la sala de emergencia

Protector de Derechos del Paciente

(530) 458-0530

Versión 11/05

GUIA DE SOLUCION PARA PROBLEMAS DEL CLIENTE



Departamento de Salud Mental
Del
Condado de Colusa

Plan Medi-Cal de Salud Mental

162 E. Carson Street, Suite A
Colusa, CA 95932
Tel: (530) 458-0520

Llamada Gratuita
1-888-793-6580

**CRITERION 8
COUNTY MENTAL HEALTH SYSTEM
ADAPTATION OF SERVICES**

Question 1

The County of Colusa has created a place where client can come in and engage one another without feeling out of place. Somewhere they can sit down and have a cup of coffee and talk about the events of the day. This place was appropriately named "Safe Haven. In this place the client can come and enjoy some quiet time, read a book or watch television and relax. Colusa County was also nominated for the Caesar Chavez award for continued outreach to the Hispanic community.

Colusa County also has a Grievance and Complaint/Resolution process so that anyone can tell us if they are not being treated respectfully, waiting too long to see the doctor, want to make changes in their therapist or any other issue that requires resolution.

Colusa County is a small county, but we are making strides to increase our outreach to the community at large and provide a high quality of service to our served and underserved populations.

AGENDA

- 8-8:30 Registration
- 8:30-9 Welcome & Blessing, breakfast, pre-test, review of agenda, activities, and purpose of the day.
- 9-9:15 Module 1: History and purpose of Tribal STAR Program and Summit.
- 9:15-10 Module 2: Connection & Loss
- 10-11 Module 3: Walking in their Moccasins (Panel or Digital stories)
- 11-11:10 Break
- 11:10-12 Module 4: Historical Context of American Indians
- 12-12:30 Lunch
- 12:30-1 Module 4 cont'd: ICWA- A Brief Overview
- 1-2 Module 5: Current Strengths and Barriers to address the needs of Tribal youth.
- 2-3 Module 6: Applying Strengths and Addressing Barriers to improve Collaboration
- 3-3:10 Break
- 3:10-4:10 Module 7: Stepping into the Circle
- 4:10-4:30 Post-test, Evaluation, Tribal STAR Giveaway, and final Blessing

Tribal STAR Staff

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(619) 594-3217

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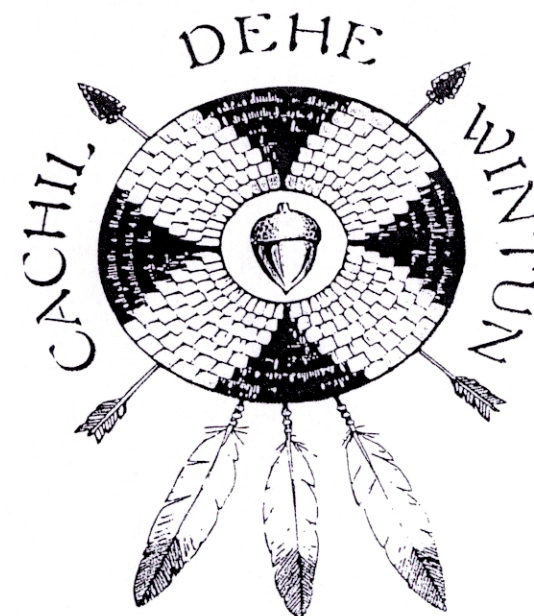
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6505 Alvarado Road, Suite 107
San Diego, CA 92120
Phone: (619) 594-3546 / Fax: (619) 594-1118



Colusa Indian
Community Council's

ICWA SUMMIT
TRAINING

Facilitated by
Tribal STAR

When:

September 8, 2011

Time: 8am-4:30pm

Where: CICC
Community Building,
3740 Highway 45,
Colusa CA, 95991

***Please RSVP by
September 1, 2011
Contact Yvonne @
(530) 458-6571

*** CERTIFICATE OF
COMPLETION TO BE
GIVEN AFTER
CONFERENCE ***

Dear Tribal Community Members, surrounding
Tribal communities and County agencies:

I want to take this opportunity to extend an
invitation to our ICWA Summit Training. One
of the main goals of this training is to promote the
inclusion of Tribal people in County Services
and to ensure that collaborative efforts are
taking place. This ICWA Summit training will
provide the County an opportunity to become
more familiar with some of the challenges of
designing and implementing services aimed at
underserved and underrepresented Native
Americans.

This training will continue to bridge the gap of
understanding between Tribal communities and
County agencies. This training will prepare
County professionals in understanding why it is
important to transform services while providing
Tribal people with the tools to cope with and/or
overcome barriers. By forming positive and
equal partnerships, we can build a foundation of
respect, trust, and confidence.

Tribal STAR is a program of
the San Diego State
University School of Social
Work, Academy for
Professional Excellence.

Tribal STAR's mission is to
improve collaborative efforts that
ensure Tribal foster youth stay
connected to culture, community,
and resources throughout their
transition to adulthood. The
program provides training and
technical assistance to
communities and organizations
that serve Tribal foster youth.
Tribal STAR's vision is to
ensure that these Tribal youth
become healthy, contributing
members of our communities by
assisting them in maintaining their
connection to their Tribe,
culture, and resources.

YOU ARE INVITED

TO CELEBRATE
THE HARD WORK AND ACHIEVEMENTS OF
THE
WORKFORCE EDUCATION & TRAINING
ACTION VOLUNTEERS

September 8, 2011
12 Noon - 2 P.M.

Sankey Park
Webster & 4th Streets
Colusa, CA

**The 2011 W.E.T. Action Volunteer
End of Year Celebration**
is being hosted by
**Colusa County Behavioral Health
& Sponsored by
Louis Cairo's.**

**Join us for a delicious catered Tri-tip Lunch
& Awards Presentations**

RSVP no later than September 1, 2011 by calling Valerie at 458-0523

Colusa County Department of Behavioral Health Newsletter

August 2011 - Volume 4 - Issue 8

COLUSA TO CELEBRATE MEXICAN INDEPENDENCE DAY

Plans are underway for the first ever Mexican Independence Day celebration to be held in Colusa.

On September 17, from 11 a.m. until 4:30 p.m., the Colusa County Department of Behavioral Health (CCDBH) and Colusa County Substance Abuse will host the celebration at Memorial Park located at the corner of 10th and Market Streets in Colusa.

Organizers of the event have announced that this will be a day-long event including live entertainment such as bands and the Poloktiko Dancers. "We will have food booths and booths with other items, and activities for the kids such as jump houses, face painting and balloon shapes," said one organizer Carolina Munoz, Colusa County Substance Abuse office assistant.

As far as we know this is the first time Mexican Independence Day has been celebrated in this fashion in Colusa," said Munoz. It is a cultural competency event, and we would like to see it become an annual event," said Munoz. The true date of Mexican Independence Day is September 16, but the event will be held one day later.

In the early hours of September 16th, 1810, Miguel Hidalgo y Costilla, a priest in the small town of Dolores, Guanajuato, rang the church bell to gather the townspeople. He called for the people of Mexico to rise up against the Spanish Crown, thus initiating Mexico's War of Independence. The country did not achieve independence until 1821, but it is this event, known as the Grito de Dolores which is commemorated every year in town squares across Mexico.

We are hoping that the community will become involved as well," Munoz added.

While the event is being primarily hosted by CCDBH, other community groups, such as Friday Night Live are helping. Safe Haven Drop-in Center and Children's System of Care non-profit funds will host the beverage booths. The event is a drug and alcohol free event, so only soda and bottled water will be available.

COLUSA COUNTY BEHAVIORAL HEALTH &

SUBSTANCE ABUSE PREVENTION

Present

1st Annual Mexican Independeceda El Grito de Independeceda Family Celebration

Alcohol, Drug & Tobacco Free Cultural Event

September 17, 2011 - 11am - 4:30 pm

Memorial Park

10th & Market Streets

Colusa California



For booth space
rental or general
information
contact
Dereck, Mark or
Carolina at
(530) 458-0525

"We are encouraging groups and vendors to take part in the event by hosting booths as well," said Munoz.

For-profit groups will pay a \$50 booth fee, but there is no charge for non-profit groups who wish to provide a booth. There is room for 25 booths at the park, so individuals interested should make reservations soon.

"We are very excited about hosting this event in Colusa," said Munoz. "While there have been a number of Cinco de Mayo events in the county over the years, this is the first ever celebration of Mexican Independence Day," she said.

Contact Munoz, Bill Cornelius, Dereck Parks, or Valerie Stirling at (530) 458-0525 for more information or to reserve a booth.

Condado de Colusa Departamento de Comportamiento y Salud

Boletín de noticias

Agosto de 2011 - volumen 4 - número 8

COLUSA PARA CELEBRAR EL DÍA DE LA INDEPENDENCIA MEXICANA

Los planes están en marcha para celebrar el Día de la Independencia Mexicana por primera vez en Colusa.

El Sábado 17 de Septiembre, de las 11:00 de la mañana hasta las 4:30 de la tarde. El Departamento de Salud y Comportamiento del Condado de Colusa (CCDBH) será el anfitrión de la celebración en el parque Memorial ubicado en la esquina de las calles Market y 10.

Los organizadores del evento han anunciado que se trata de un evento de todo el día, incluyendo entretenimiento en vivo, como bandas y bailarines folklóricos. "Tendremos puestos de comida, y puestos con otros elementos. Habrá pintura de cara, rинca brinca y otras actividades para los niños" dijo una de las organizadoras, Carolina Muñoz, Asistente de Oficina de Abuso de Sustancias. "Es la primera vez que se celebrará el día de la Independencia Mexicana de esta manera en Colusa. Es un evento de competencia cultural, y nos gustaría verlo convertido en un evento anual", dijo Muñoz.

La verdadera fecha del día de la Independencia Mexicana es el 16 de Septiembre, pero el evento se celebrará un día después.

En la madrugada del 16 de Septiembre de 1810, Miguel Hidalgo y Costilla, sacerdote en el pequeño pueblo de Dolores, Guanajuato, sonó la campana de la iglesia para reunir a la gente del pueblo. Llamó al pueblo de México a levantarse contra la corona española, iniciando la guerra de la independencia de México. El país no logró la independencia hasta el año 1821, pero es este evento, conocido como el Grito de Dolores, que se conmemora cada año en las plazas de la ciudad en todo México.

Esperamos que la comunidad participe en este evento", dijo Muñoz.

COLUSA COUNTY BEHAVIORAL HEALTH
&
SUBSTANCE ABUSE PREVENTION
Present

**1st Annual
Mexican Independence
El Grito de Independencia
Family Celebration**

Alcohol, Drug & Tobacco Free Cultural Event
September 17, 2011 - 11am - 4:30 pm
Memorial Park
10th & Market Street
Colusa California

**Games
Food
Family Fun**

For booth space
rental or general
information
contact
Dereck, Mark or
Carolina at
(530) 458-0525

Mientras el evento está alojado principalmente por CCDBH, otros grupos de la comunidad, tales como el grupo "Friday Night Live" esta ayudando. La fundación no lucrativa del centro de refugio seguro "Safe Haven Drop-in Center" y el sistema de cuidado de niños "Children's System of Care" será el anfitrión de los puestos de bebidas. El evento es un evento libre de drogas y alcohol, tan sólo sodas y aguas embotelladas serán disponibles. Hay espacio para 25 puestos en el parque, por lo que los individuos interesados deben reservar pronto. El costo por puesto es \$50. No hay costo para los grupos sin fines de lucro (non-profit).

"Estamos muy entusiasmados organizando este evento en Colusa", dijo Muñoz. "ha habido eventos de Cinco de Mayo en la comunidad años pasados, pero esta es la primera celebración del Día de La Independencia de México," agregó Muñoz.

Para obtener más información o para reservar un puesto llame al (530) 458-0525 y pongase en contacto con Carolina Muñoz, Bill Cornelius, Dereck Parks o Valerie Stirling.