Growing Through Partnership and Collaboration: PA SOC Partnership CLC Pilot Project

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2

CLC Pilot Project

- 3 Counties, December – June 2015
- Each phase of the project aims to: (1) heighten awareness, (2) influence attitudes toward practice and (3) motivate the development of knowledge and skills to incorporate cultural and linguistic competence into the county's system of care. The pilot project phases include:
  - Conducting a CLC Assessment
  - Developing a CLC Plan
  - Implementing an Action Item from the County CLC Plan

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3

Phase 1: CLC Assessment

- The first phase of the pilot project will address three aspects of the assessment process:
  - Preparing the CLC Assessment and CLC Advisory committee/team.
  - Assessing the Diversity of youth and families served and county demographics.
  - Identifying Gaps, Determining Priorities, and Briefing County Leadership Team.
- Planning for culturally and linguistically appropriate services begins with an awareness of the increasing diversity within a County.
  - Selecting the CLC advisory committee/team.
  - Educating the committee/staff about CLC.
  - Including the youth and family perspective. This will help ensure that the critical information needed is collected and that staff member/committee has the background to make appropriate decisions as the CLC plan is developed.

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4

Phase 2: CLC Plan

- The CLCPs developed by selected pilot counties contain examples of specific tasks and responsibilities within six critical CLC domains:
  - governance and organizational infrastructure
  - services and supports
  - planning and continuous quality improvement
  - collaboration
  - communication and
  - workforce development.
- The pursuit of cultural and linguistic competence is a developmental process.

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Implementation of CLCP Action Item

- Phase 3 of the project will support the implementation of one of the listed CLCP Action Items developed by each of the pilot counties.
- Generally, these action items may fall within three areas of concentration for improving CLC:
  - Providing Linguistic Services (oral and written).
  - Improving Cultural Competence.
  - Developing a Diverse Workforce.
- Identify the following parameters: (1) participant organizations; (2) Roles; (3) Action Steps; (4) Time Frame; (5) Person(s) responsible; and (6) benchmarks.

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6

Pilot Counties

- Northumberland County
- Montgomery County
- York County

7

Chris Minnich

8

Northumberland County System of Care

Cultural Linguistic Competency Pilot

Northumberland County Mission Statement:

"Northumberland County Human Services will help families help themselves solve their problems"

This mission statement was created by a System of Care Group 4 years ago during intensive, cross systems, structural family therapy training. The mission statement is reflective of the intent to empower families, supporting them to call on their individual strengths.

Reasons for participating in the pilot…

- Demographically, Northumberland County is in transition.
- The variability in ethnic backgrounds and language preferences remains low relative to urban counties, but it is changing rapidly when compared to census and other data sources locally.
- We need to be more data driven in decision making, and we need to develop common cross systems language and ways collect the data.
- We need to support families based on their cultural/linguistic preferences.

CLC initiatives prior to the pilot…

- Convened a CLC subcommittee
- Began to study data provided by the PA SOC Partnership
- Provided cross systems LGBTQI training through the PA Mental Health Consumers Association, known as Keystone Pride Recovery Initiative (KPRI), training over 120 Human Services staff and stakeholders.
- Facilitated discussions with the Northumberland County SOC Stakeholders Group resulting in a separate CLC mission statement, formalized in a "Wordle."

Northumberland County SOC, CLC Wordle:

CLC Pilot Activities…Assessment

- The County Leadership Team completed the CLC survey provided by the PA SOC Partnership and chose to use this instrument as our assessment
- Several areas were identified for further study (by question number on the survey):
  - #3: "Is your county able to identify the culturally diverse communities in your service area/community?"
  - #4: "Is your county able to describe the languages and dialects used by culturally diverse group in your service area?"
  - #9: This question and choices relate to forms translation and adaptation for cultural diversity.
  - #11: "Does you County reach out to and engage the following individuals, groups, or entities in health and mental health promotion and disease prevention initiatives?"

CLC Pilot Activities…Plan

- Increase stakeholder involvement in the CLC Subcommittee
- Convene a group of Information Technology staff across the system to ascertain what CLC related data is being collected and how
- Revamp intake and other paperwork across the system so that interviews are conducted in a more culturally and linguistically sensitive manner.

CLC Pilot Activities…Implementation

- CLC stakeholders group now includes intake supervisors and an English as a Second Language teacher from a local school district
- IT professionals meeting to be convened
- Intake forms gathered for analysis

CLC Pilot Challenges

- Due to the part time nature of the SOC leadership, dedicating the time necessary to accomplish the goals of the pilot within the timeframe (Pacing)
- Change…fear that is…
- Getting the right people at the table

CLC Pilot Successes…

- Good success at attracting some additional stakeholders (education)
- Providing basic Spanish training for front line staff and those answering the phone across the system (beginning March 2015)
- Data more a part of the discussions related to CLC
- Real change beginning in approaches of staff when supporting the people they serve with a more culturally/linguistically sensitive manner

Why Do CLC Work?

- It is a fundamental way to engage people
- It is the responsibility of the system partners to learn about the people they serve
- The Golden Rule

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20

Why did Montgomery County Decide to Participate in CLC Pilot?

- Montgomery County Commissioners, Human Services, Managed Care Organization, and Provider Agencies identified CLC as a priority.
- SOC CLT experienced transition with members and facilitator in 2014 which provided an opportunity to engage in strategic planning. CLC was identified as a priority need by all.
- Montgomery County was in the process of developing a request for proposals for core community-based behavioral health providers and wanted to include expectations related to cultural and linguistic competency.

What CLC Programming has Montgomery County engaged in prior to the pilot?

- SOC Coordinator prepared a press release on behalf of System of Care County Leadership Team that was publicized on October 29th of 2014. The press release highlighted the timeline and goals of the project as well as emphasized the value of partnership of community partners and county in creating awareness and understanding of the cultural and language needs of youth and families in Montgomery County.
- In November 2014, the Montgomery County Department of Behavioral Health and Developmental Disabilities distributed a short survey to assess language needs/ resources with core community based behavioral health providers. The survey results were compiled and shared with the System of Care County Leadership Team as part of the ongoing strategic planning efforts to identify goal areas for 2015. The results of this survey were considered in development of core community based provider request for proposals (RFP) that was released by Montgomery County in November 2014 and proposals were reviewed with CLC expectations in mind.

What CLC Programming has Montgomery County engaged in prior to the pilot?

- In 2014, Montgomery County SOC launched Youth Mental Health First Aid Train the Trainer Initiative with local schools and community partners such as the intermediate unit, PATTAN, youth center, crisis support program, and health department. In return for covering costs for training and books, all trainers required to target training two trainings to families and community in 2015. The county and trainers also developed a learning collaborative that meets quarterly to support the initiative and track progress.

What did Montgomery County select to do for each phase of CLC Pilot?

- Joint CLC planning meeting with Delaware County SOC CLT in January 2015.
- Montgomery County SOC CLT members completed Standard 6 CLC survey by end of February 2015.
- Montgomery County SOC CLT adapting CLC survey to distribute to community stakeholders May/ June 2015.

What did Montgomery County select to do for each phase of CLC Pilot?

- Ongoing meetings with cultural brokers to plan CLC community forum in September 2015 where survey results and resources will be shared.
- Youth Mental Health First Aid training for SOC CLT in June 2015 and ongoing with community and schools.
- LGBT training for SOC CLT planned for July 2015.
- SOC CLT updated SOC policies/ guidelines to reflect cultural and linguistic competence and consciousness.
- SOC CLT created a new member application as tool to assist in recruitment members that reflect diversity in communities in Montgomery County.
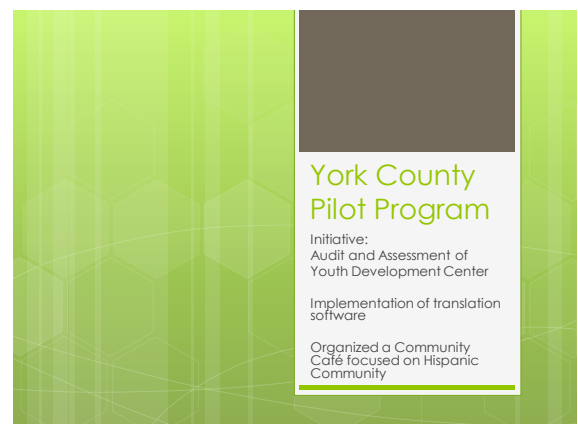
What are some of your greatest challenges working on CLC programming?

- CLC can seem overwhelming and scaling difficult with many stakeholders.
- Training and interpretation can be costly and difficult to sustain.
- Resources for coordination and outcomes measurement of CLC efforts are scarce and challenging to coordinate through SOC CLT that also has other important priorities.
- Meeting people where they are with understanding CLC and its relevance.

What are some of your greatest successes working on CLC Pilot?

- Project created opportunity for youth, families, and youth to work on shared goal that is relevant to all.
- CLT review of policies and guidelines and development of new member application was practical task with obtainable outcome.
- Value in learning about cultural brokers and creating alliances in comminutes.
- Survey process helps assess needs with wide net of stakeholders.
- Training of CLT and systems creates awareness and connected to trauma-informed goal of creating and supporting a safe environment.

Why is CLC important? Why should other counties prioritize CLC work?

- Cultural competence enables systems, agencies, and communities to better understand the needs of those accessing healthcare. It is critical to improving access to high-quality healthcare services and supports that are responsive and respectful of the diverse needs of families.
- We should be doing it anyway and can benefit from learning about strengths, barriers, and resources from other counties!

Colleen Igo

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29

York County Pilot Program

Initiative:
Audit and Assessment of Youth Development Center

Implementation of translation software

Organized a Community Café focused on Hispanic Community

Where We Were

- Operated cultural and linguistic "plans" in silos

- Each department worked independently of one another to address CLC issues i.e. separate trainings & conferences

Where We Are Going

- SOC decided to develop a plan to assess the cultural and linguistic competency of each individual agency in order to determine each agency's benchmark and level of needs and gaps

- Piloted an Audit and Needs Assessment of our SOC partner—Youth Development Center

- Hired a linguistic expert to translate via software forms/publications for agency partners

- Organized a Community Café geared toward Hispanic Community

Assessment/Plan/Evaluation

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Example of Assessment/Plan/Evaluation

- Assessment of the Youth Development Center's (YDC) messages and culture portrayed through the "brick and mortar"

- Interview of youth, families and staff about cultural-specific programs and services as well as uncovering unmet needs

- Based on survey results, gaps in YDC's CLC plan will be prioritized and addressed

What have been some of our greatest challenges working on CLC through the Pilot?

- Bringing together the right decision-makers

- Prioritizing the list of action items that will provide the greatest impact

What have been some of our greatest successes working on CLC through the Pilot?

- Narrowed our focus to allow us to thoughtfully plan our action steps

- Jump-started our CLC sub-committee

- Provided accountability to complete action steps

Understanding Cultural and Linguistic Perspectives
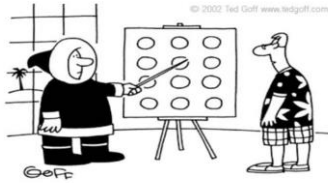
"Snowballs? I thought we were discussing coconuts."

Thank You!

• Q&A?

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38

Please Join Us!

- *June Learning Institute*

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39

Thank You

- Please contact Kelsey Leonard, CLC Coordinator for the Pennsylvania System of Care Partnership at leonardkt@upmc.edu with any questions, comments and/or for additional resources.

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