

Addressing Diversity and Health Disparities in System of Care: The CLC Journey

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April 6, 2015
 PA System of Care CLC Webinar Series 2015



2015 CULTURAL & LINGUISTIC COMPETENCY SERIES: Sustaining Our Journey

Addressing Diversity and Health Disparities in System of Care: The CLC Journey
 Wednesday, April 8, 2015 @ 1:00 PM
 Location: ...
 Valarie K. Oulds, J.D.
 Program Manager, Children's Transformation
 Department of Behavioral Health and Intellectual Disability Services
 Jason Landau Goodman
 Executive Director, Pennsylvania Student Equality Coalition

Please Join Our Meeting Series
 ...
 (800) 744-8762
 ...

Working with Linguistically Diverse Populations
 Tuesday, April 14, 2015 @ 10:00 AM
 ...

Cultural and Linguistic Competence is a Journey. Join a conversation on beginning this journey through the SOC Partnership principles and the promise of using a CLC approach to youth mental health service delivery.

Growing Through Partnership and Collaboration: PA SOC Partnership CLC Pilot Project
 Tuesday, April 21, 2015 @ 11:00 AM
 Learn from Montgomery, Berks, York, and York Counties on their journey to partnership in PA SOC Partnership and CLC Pilot Project. Plus, attendees will share their own experiences, challenges, and solutions. We'll discuss how the PA System of Care CLC Pilot Project is expanding youth, family, and system partners in the following counties: (1) Berks, (2) York, and (3) Montgomery.

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Valarie K. Oulds



Philadelphia System of Care

Presentation on "Person First" / Cultural and Linguistic Competence and Disparities for PA System of Care
 April 6, 2015

Valarie Oulds, J.D.
 Philadelphia Dept of Behavioral Health and Intellectual Disability Services

Overview of Today's Webinar

Philadelphia's Profile

Cultural Competence:

- Philadelphia County Leadership Team and SOC
- DBHIDS and CBH Workforce and Policies
- Diversity Day at DBHIDS
- Person First Unit
- Spirituality-Faith Based Unit
- Asian/Southeast Asian—Southeast by Southeast

Addressing Disparities

- Engaging Men of Color
- Girls in Juvenile Justice Workgroup



"Snowballs? I thought we were discussing coconuts."

Person First Orientation

A Person-First orientation is a **key element** of recovery/resiliency-oriented services and means that a person's race, ethnicity, language capability, religion, spirituality, gender, gender identity, sexual orientation, social role, age, physical ability, cognitive ability, and/or economic status is acknowledged and incorporated in the delivery of services.

It is the knowledge, information, and data from and about individuals and groups integrated and transformed into clinical standards, skills, service approaches, techniques and marketing programs that match Philadelphia's communities and the people living in them. It increases the quality and appropriateness of health care and health outcomes. A Person-First approach to the delivery of services also means that all people are entitled to strengths-based, holistic services that are relevant to and appropriate for them.

(DBHIDS Person First Taskforce, 2008)

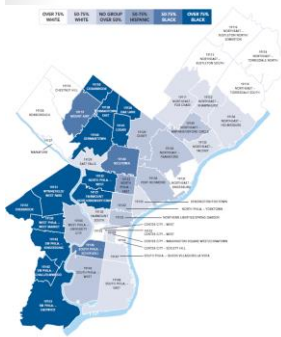


Philadelphia's Profile

- **Population:** 1,547,607 (6th Largest City in the USA)
- **Philadelphia's Diverse Racial/Ethnic Population:**
 - 42% are African American
 - 37% are white
 - 13% are Hispanic
 - 6% are Asian and
- **Languages:** 21% of Philadelphians speak a language other than English.
- **LGBT Community:** There are approximately 26,000 individuals in Philadelphia who are lesbian, gay, bisexual or transgender.
- **Highest homicide rate** among 10 largest cities
- **Poverty (culture of poverty)**
Philadelphia's poverty rate is Philadelphia is the poorest big city in America and has the highest rate of deep poverty*26.3% (2013)

*Philadelphia Inquirer, 9/25/14.

Overview of Philadelphia's Racial & Ethnic Make up



Diversity varies widely from neighborhood to neighborhood. In half of the city's 46 residential zip codes, the largest group, (African Americans & Caucasians) account for more than 75% of the population. In eight zip codes no majority group exists. In one particular zip code, there is representation of 10% of African Americans, Caucasians, Hispanics and Asians.

SOURCE: Philadelphia 2013 The State of the City, Pew Charitable Trusts, www.pewresearch.org/philaresearch

Guiding Principles for Cultural and Linguistic Competence*

Guiding Values & Principles

- **Organizational**
- Systems and organizations must sanction, and in some cases mandate the incorporation of cultural knowledge into policy making, infrastructure and practice.
- Cultural competence embraces the principles of equal access and non-discriminatory practices in service delivery.
- **Practice & Service Design**
 - Cultural competence is achieved by identifying and understanding the needs and help-seeking behaviors of individuals and families.
 - Culturally competent organizations design and implement services that are tailored or matched to the unique needs of individuals, children, families, organizations and communities served.
 - Practice is driven in service delivery systems by client preferred choices, not by culturally blind or culturally free interventions.

*From: Checklist for Systems of Care Communities National Center for Cultural Competence – Georgetown University Center for Child and Human Development – April 2004

Guiding Principles

Family & Consumers

Family is defined differently by different cultures.

- ◊ • Family as defined by each culture is usually the primary system of support and preferred intervention
- ◊ • Family/consumers are the ultimate decision makers for services and supports for their children and/or themselves

CBH/DBH Workforce and Policies

- CBH has 36 employees who speak 13 different languages.
- CBH maintains translation services for the use of its providers.
- DBH Practice Guidelines and CBH policies and procedures require that services are offered in the most culturally competent manner possible and that people with limited English proficiency and/or who are hearing-impaired are able to obtain treatment in their primary language.
- The CBH Member Services handbook is written in multiple languages including Spanish, Russian, Mandarin, Vietnamese, Khmer (Cambodian), French, Korean and German.
- DBH funds interpreter services as well as telecommunication devices, assisted listening devices, and sign language services.

Philadelphia System of Care

- County Leadership Team– diversity sought in membership. Currently 3 African American and 1 Latino family members (female) and 3 African-American youth (3 female; 1 male)
- Noted disparities: Over representation of African-American youth in out of home placements, including RTF and juvenile detention facilities; girls in juvenile justice.
- Cultural competence goals: to complete CLAS assessment and build upon identified needs-
 - (more translated materials for families;
 - addressing the needs of youth in out of home placements located far from Philadelphia (RTFs, juvenile detention facilities)

Person First Unit

- Focused on assuring cultural and linguistic competence within behavioral health network.
- LGBTQIA Task Force: charged with ensuring that the behavioral health services are aligned with the DBHIDS Practice Guidelines and affirming to the LGBTQIA communities in Philadelphia.



Faith and Spiritual Affairs Unit

A Spiritual Path to Recovery and Wellness

- Created in 2005 to build partnerships with city churches, mosques, and synagogues to reach members in various faith communities.
- Dedicated to informing faith and spiritual communities about behavioral health care services and reducing the stigma of behavioral health concerns.
- Faith Based Advisory Group to guide planning and efforts.
- Citywide Annual Conference



Faith And Spiritual Affairs

The Integration of Spirituality and Behavioral Health Summit

Why it Matters



Dr. Arthur C. Evans, Jr.
Commissioner



Dr. Kenneth Pargament



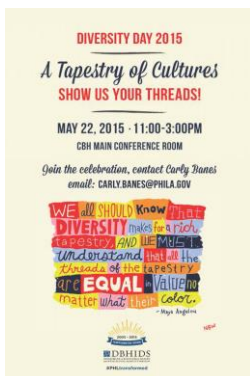
March 6, 2015.

Community Behavioral Health 801 Market Street, 11th Fl, Rm 1154



Dr. Arthur C. Evans, Jr.
DBHIDS Commissioner

Dr. Ken Pargament
Bowling Green University



African/Caribbean

- African Continent & Caribbean Services:
- Project Tamaa — Children’s Crisis Treatment Center
1823 Callowhill Street/ 417 N. Eighth Street, Suite 402
(215) 496-0707
Assistance program Designed to meet the mental health and social services needs of the West African Refugee community.

Asian American Community

- **Asian Behavioral Health Taskforce-2006** –to better serve the Behavioral Health Needs of Asian Communities
 - **Focused outreach; Connecting with constituents; Cultural stigmas an obstacle to seeking help.**
 - Behavioral health agencies must develop approaches that can overcome this barrier to accessing treatment.

Initiative-SouthEast by SouthEast

- Refugee community-growing Bhutanese and Burmese community.
- The Mural Arts artists work with local community members to celebrate their traditions, art, and crafts through mural creation, exhibitions, social events, block cleanups, cultural celebrations, continued learning, art making, E.S.L. classes, cultural education, and storytelling.
- Use of public art (mural) to promote wellness including mental health and emotional well being.
- Partnership funding by DBHIDS, Mural Arts and Philadelphia Mental Health Collaborative



SouthEast by SouthEast

Southeast by Southeast



Girls in Juvenile Justice

- Lack of community based and residential short term treatment for girls in juvenile justice.
- Many girls have experienced trauma and need trauma informed services and staff
- Providers view girls as “too challenging and difficult”—so girls with lesser offenses are sent to detention placements as compared with male counterparts.
- Girls Juvenile Justice Workgroup –DA Office Defenders, DBH, DHS –JJ, is reviewing the current state of girls continuum of services and issues and strategizing on how to address gaps and create innovative programming for adolescent girls.

Engaging Men of Color

- **ENGAGING MEN OF COLOR (EMOC)** initiative-aims to cultivate equity and is designed to address the impact of health, economic and educational disparities experienced by males of color (African-American, African, Asian, Caribbean, Latino) throughout the Philadelphia region, and improve their overall quality of life. Includes adolescents and young adults.
- Goal is to develop a continuum of approaches for engaging males of color by building system capacity, reducing stigma and associated disparities.
- Juvenile Justice Services Center (detention center)-workshops for youth -1 hour/week



EMOC and Mural Arts

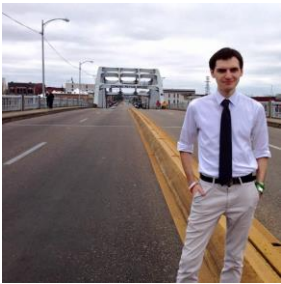


Disparities

- Area of recent focus with Philadelphia SOC
- Over representation of African American Youth in RTE:
 - While 59% of the children enrolled in CBH are African American, they represent 72.5% of children who were placed in PRTF in FY14.
 - Strategy- create more community based options for culturally relevant and effective treatment. Engagement and retention using High Fidelity Wraparound with representative workforce. Explore Open Table (faith based intervention seems to have promising efficacy for African American youth and families).

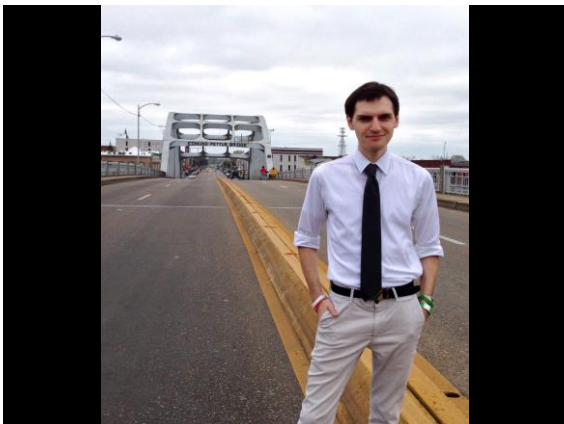
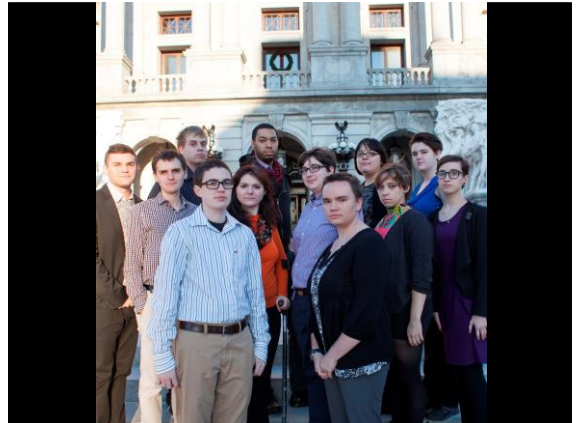


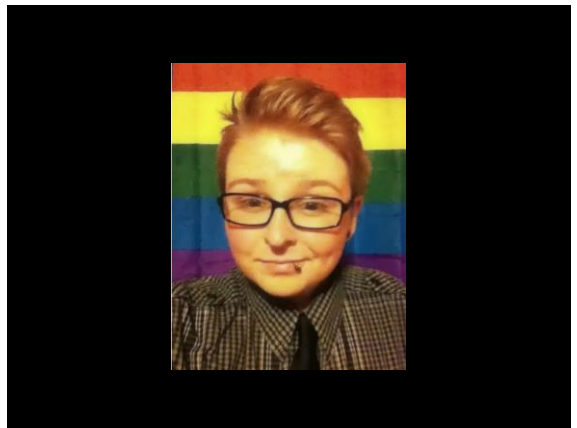
Jason Landau Goodman

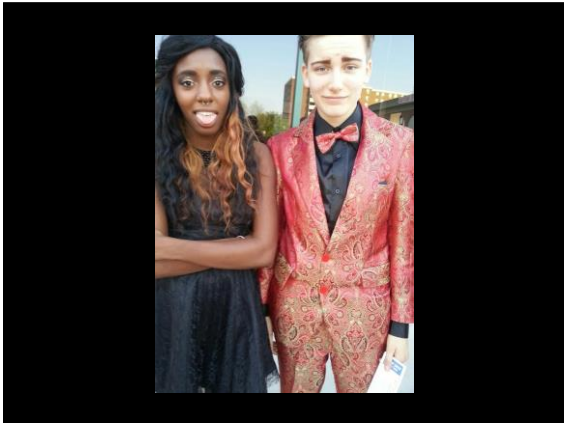


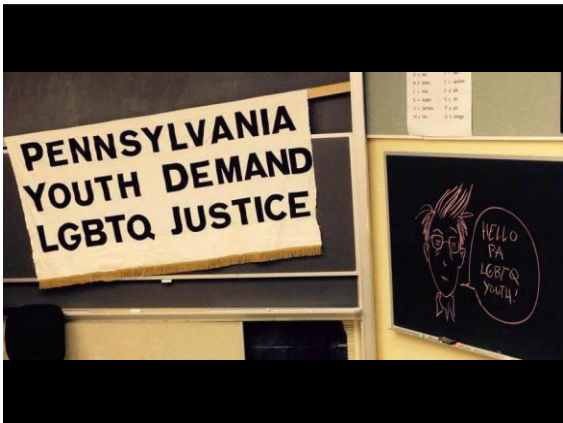
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27









Questions?

Thank You!!



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46

Keynote Contact Information

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- **Jason Landau Goodman**, Executive Director, Pennsylvania Student Equality Coalition
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 - ▶ Website: <http://pennsec.org/>



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47

Please Join Us!

- **Working with Linguistically Diverse Populations**
Tuesday, April 14, 2015 @ 10:00 AM
 - An effective System of Care for linguistically diverse communities needs linguistically competent policies, structures and practices. Implementing language access is, however, complex and requires knowledge, skills and resources. This webinar will provide answers to frequently asked questions about how to implement language access.
- **Growing Through Partnership and Collaboration: PA SOC Partnership CLC Pilot Project**
Tuesday, April 21, 2015 @ 10:00 AM
 - Learn from Montgomery, Northumberland, and York Counties on their experience as participants in the PA SOC Partnership Cultural and Linguistic Competency Pilot Project. Pilot counties will share their story of incorporating culturally and linguistically competent methods into their System of Care CLC planning process by engaging youth, family, and system partners in the following core areas: (1) Assessment; (2) Planning; and (3) Implementation.



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48



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.

