Solano County Interdisciplinary Collaboration and Cultural Transformation Model (ICCTM) Innovation Project

CA Pan-Ethic Health Network: Mental Health Briefing Program

November 18, 2020
Why the ICCTM Innovation Project?

- Ethnic minority groups are generally under-served in healthcare. To improve health outcomes we needed to improve their access to care.

- Latinos and Asians (i.e., Filipinos) in Solano County were much less likely to utilize mental health care, but they are not less likely to have mental health conditions.

- LGBTQ individuals are widely understood to be under-served, though there was no historical data available in Solano County.

Source: External Quality Review Organization (EQRO) and Solano County Behavioral Health
ICCTM
Project Overview

• 5-Year Multi-Phase MHSA Innovation Project focused on three priority underserved populations in Solano County: Latino, Filipino and LGBTQ+ communities.

• The project is anchored in the nationally recognized Culturally and Linguistically Appropriate Services (CLAS) Standards and is the first project of its kind combining the CLAS standards with community engagement.

• Community engagement has included:
  • Comprehensive health assessment with the three priority populations in the first year
  • Community forums and focus groups throughout the project
  • Development and facilitation of a Solano-specific CLAS training for multi-sector participants representing the community
  • Community informed and developed culturally and linguistically relevant quality improvement (QI) action plans designed to improve mental health service delivery for consumers
ICCTM Project Goals

Communities of Focus

- Community engagement and partnerships
- Awareness of MH services
- Stigma

Quadruple Aim

- Patient experience
- Provider satisfaction
- Outcomes
- Per-capita cost

Mental Health Services

- Access & utilization
- Delivery of CLAS-informed care
QI Action Plans

- Pride People of Color
- Mental Health Education
- CLAS Gap Finders
- ISeeU
- Cultural Game Changers
- Takin' CLAS to the Schools
- TRUE Care Promoter
- Culturally Responsive Supervision
- Fighting Back Partnership CBO
- Solano Pride Center CBO
- Rio Vista CARE CBO
- Cultural Humility Champions
- LGBTQ Ethnic Visibility
- Bridging the Gap
- People of Color
- Cultural Pride
LGBTQ Ethnic Visibility: QI Action Plan
Takin’ CLAS to the Schools: QI Action Plan

School-Based Wellness Centers

• Culturally inclusive spaces where ALL students are welcome
• Enlisted youth group to conduct focus groups at each site prior to launching
• Funded 35 wellness centers on school campuses K-12 and adult ed sites, 5 pilot sites open already
• Scaffolding in services already funded by County BH MHSA, Public Health, Child Welfare, etc.

Wellness Centers Philosophy

• Calm and supportive environment for students needing a place to re-center and re-calibrate
• Trauma-Informed space and staff
• Access point to link students to behavioral health services including crisis support as needed
• Peer delivered services when appropriate
Part I focused on recruitment, hiring and retention practices

- Job Postings
- Change job descriptions
- Hiring questions focused on cultural responsibility and competencies

Part 2 focused on developing career pipelines

- Middle & High schools
- Community Colleges
- State colleges

Solano County Inclusion Statement

Solano County Behavioral Health is committed to equity, diversity, and inclusion. Our services aim to empower all community members throughout their journey towards wellness and recovery.

It is also of equal importance for us to improve access to quality care for underserved and under-represented ethnic and minority populations who have been historically marginalized by health care systems.

We value the importance of employing staff who possess valuable life experiences and expertise to ensure our workforce is culturally and linguistically responsive and leverages diversity to foster innovation and positive outcomes for the people we serve.
7.94% increase in Asian/Pacific Islander consumers served and a 16.78% increase in Hispanic/Latino consumers served.
ICCTM Outcomes

Comparison of calls to Access Line requesting services from FY 2014/15 to FY 2019/20

- **106%** increase in Asian-American callers to the Access Line, and specific to the Filipino community there was a **86.5%** increase in calls to request services.
- **425%** (4 to 21) increase of callers who identified their current gender identity as a gender other than “male” or “female.”
- **33.8%** increase in Hispanic/Latino callers to the Access Line.
- **666%** (29 to 222) increase of callers who identified their sexual orientation as something other than “heterosexual.”
Key ICCTM Contacts

- Tracy Lacey, Sr. Manager & MHSA Coordinator
  TCLacey@SolanoCounty.com

- Alyssum Maguire, INN Project Manager
  ACMaguire@SolanoCounty.com

- Sergio Aguilar-Gaxiola, Director UC Davis Center for Reducing Health Disparities
  aguilargaxiola@UCDAVIS.EDU

- Maria Alaniz, Project Manager
  malaniz@ucdavis.edu