

# History & Intent of CA Cultural Competency Plan Requirements

## Understanding the Core Principles and Framework Behind CCPR

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# Agenda/Objectives

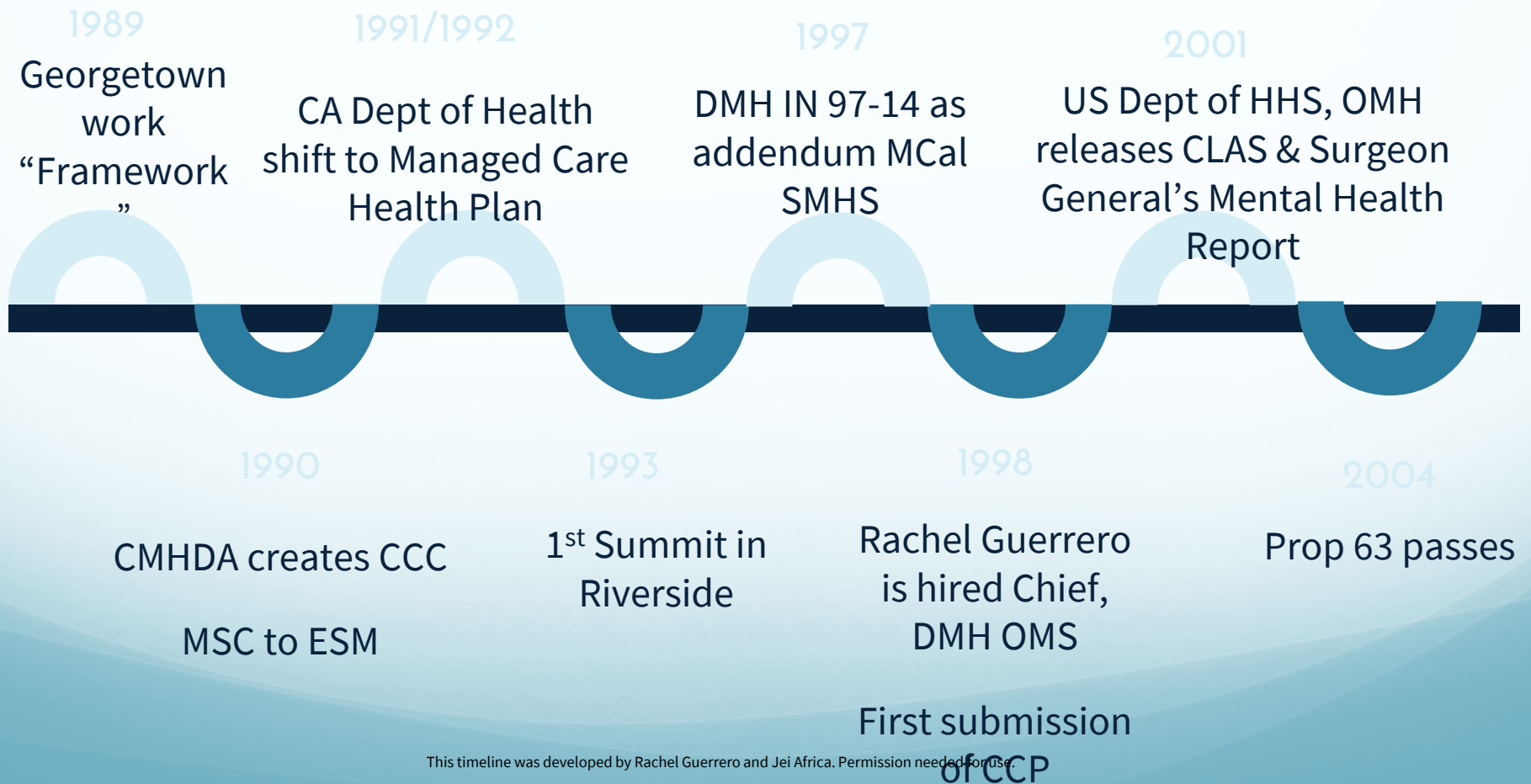
- Review History Intent of CCP Requirements
- Cultural Competence Plan timeline
- Reviewing the 8 original criterion of CCP framework/requirements
- Everything you wanted to ask about CCP's.
- ESM role in Cultural Competence Plan
- Respond to your CCPR questions!

# CCP Purpose

“The purpose of this addendum is to establish standards and plan requirements for Mental Health Plans in achieving cultural and linguistic competency under the consolidation of specialty mental Health Services (Phase II). Each MHP is required to develop a Cultural Competence Plan consistent with these standards and requirements”.

(CCP requirements DMH Information Notice 97-14)

# Highlights in the Development of the CCP – Part 1



# Georgetown Monograph Vol I Towards a CC System of Care- 1989

- Defines CC , guiding principles, defines barriers,
- Agency assessment
- Policy level
- Training
- Administrative level
- Practitioner level – workforce & changing service design to address disparities

## COVER SHEET

An original, three copies, and a compact disc  
of this report (saved in PDF [preferred]  
or Microsoft Word 1997-2003 format)  
due March 15, 2011, to:

Department of Mental Health  
Office of Multicultural Services  
1600 9<sup>th</sup> Street, Room 153  
Sacramento, California 95814

Name of County: \_\_\_\_\_

Name of County Mental Health Director: \_\_\_\_\_

Name of Contact: \_\_\_\_\_

Contact's Title: \_\_\_\_\_

Contact's Unit/Division: \_\_\_\_\_

Contact's Telephone: \_\_\_\_\_

Contact's Email: \_\_\_\_\_

### CHECKLIST OF THE CULTURAL COMPETENCE PLAN REQUIREMENTS MODIFICATION (2010) CRITERIA

- CRITERION 1: COMMITMENT TO CULTURAL COMPETENCE
- CRITERION 2: UPDATED ASSESSMENT OF SERVICE NEEDS
- CRITERION 3: STRATEGIES AND EFFORTS FOR REDUCING RACIAL, ETHNIC, CULTURAL, AND LINGUISTIC MENTAL HEALTH DISPARITIES
- CRITERION 4: CLIENT/FAMILY MEMBER/COMMUNITY COMMITTEE: INTEGRATION OF THE COMMITTEE WITHIN THE COUNTY MENTAL HEALTH SYSTEM
- CRITERION 5: CULTURALLY COMPETENT TRAINING ACTIVITIES
- CRITERION 6: COUNTY'S COMMITMENT TO GROWING A MULTICULTURAL WORKFORCE: HIRING AND RETAINING CULTURALLY AND LINGUISTICALLY COMPETENT STAFF
- CRITERION 7: LANGUAGE CAPACITY
- CRITERION 8: ADAPTATION OF SERVICES

# CLSA 14 Standards 2001

## Organized by themes

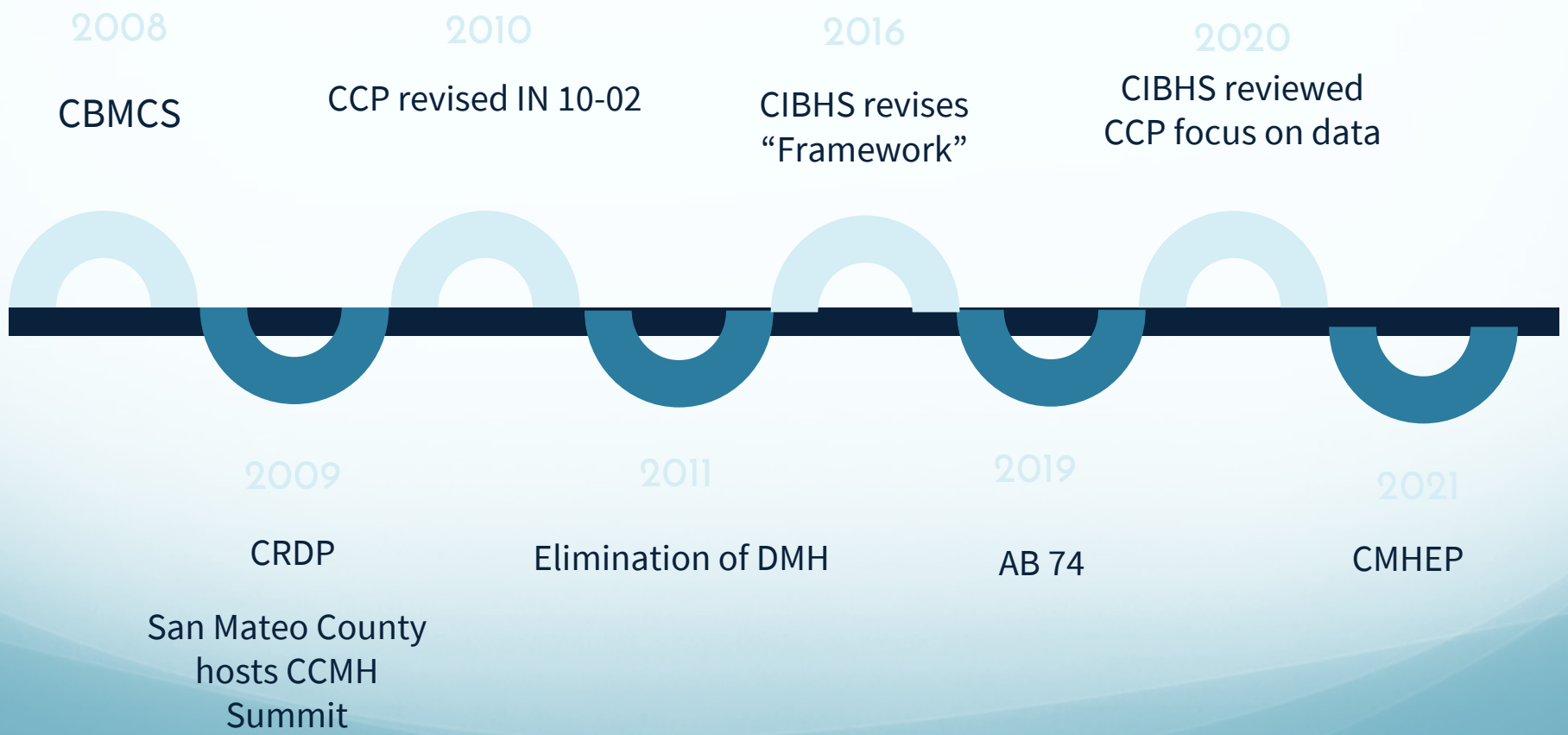
- Cultural Competence Care (Standards 1-3)  
- Guidelines
- Language Access Services (Standards 4-7)-  
Mandates
- Organizational Support for Cultural Competence  
(Standards 8-14) -Guidelines

# The Framework for CLAS

- 1. Commitment to cultural competence and health equity
- 2. Identification of disparities and assessment of needs and assets
- 3. Implementation of strategies to reduce Identified disparities
- 4. Community driven care
- 5. Workforce development
- 6. Provision of culturally & linguistically competent services



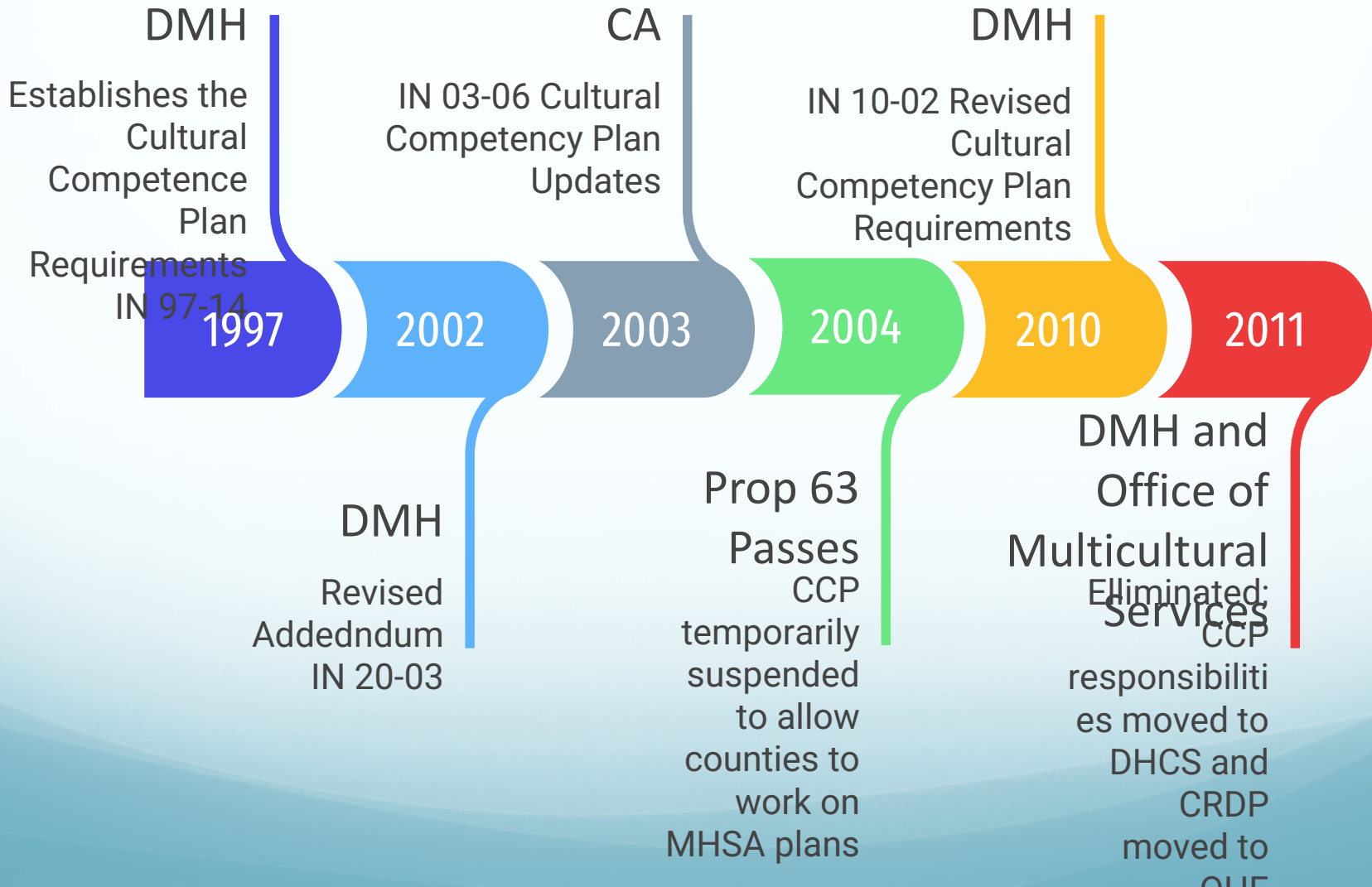
# Highlights in the Development of the CCP – Part 2



# 2009-Aims of the California Reducing Disparities Project (CRDP)

- Invest in communities most impacted by health disparities.
- Support “Community Defined Evidence” vs. “Adapting and Adopting Evidence-Based Practices”.
- Commit to 9-year investment to identify and test new community-defined approaches to reduce disparities.
- Support solutions coming from communities most impacted by disparities.
- Involve solutions that are inclusive across the lifespan.
- Invest in community-based participatory evaluation.

# Cultural Competence Requirements



# Questions and Answers

# Cultural Competence Plans

## 8 Criterion

1. Commitment to Cultural Competence
2. Undated assessment of service needs (data)
3. Strategies & efforts to reducing racial ethnic, cultural, & Linguistic MH Disparities
4. Client/Family Community Committee
5. CC Training
6. Workforce
7. Language Capacity
8. Adaptation of Services

(DMH Information Notice # 2010-02)

# A few words about Threshold Language S

Federal Law (42 CFR 438.10(d)(1)) requires DHCS to establish a methodology for identifying the prevalent non-English languages spoken by eligible Medi-Cal beneficiaries throughout the state. The purpose is so that Mental Health Plans and Managed Care Plans can, at the minimum, provide written translation of member information in those languages.

DHCS is required by state law ([WIC, Section 14029.91 i](#)) to identify the threshold languages by calculating whether individuals who speak a non-English language meet certain numeric thresholds or are geographically concentrated in certain ZIP codes.

Dr.Jei Africa PPT Framework 2021)

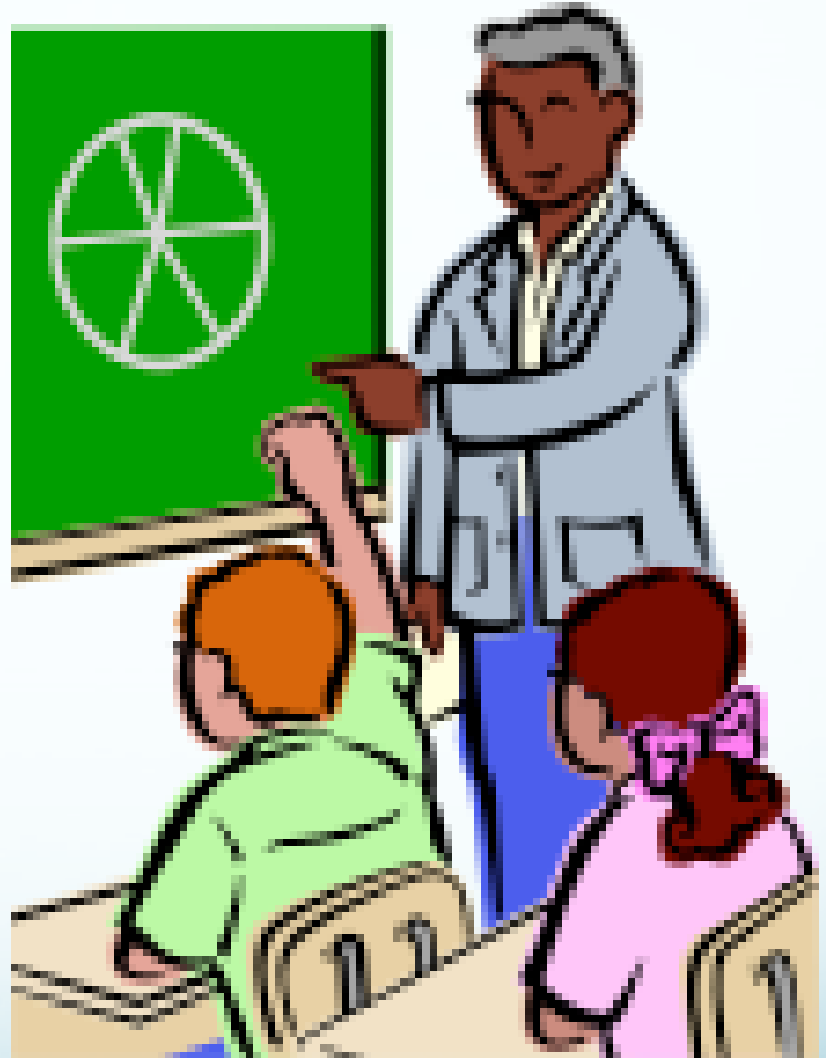
# DMH Threshold Language

- “The annual numeric identification on a countywide basis, of 3,000 beneficiaries or five (5) percent of the Medi-Cal beneficiary population, whichever is lower, whose primary language is other than English, for whom information and services shall be provided in their primary language.”
- CLAS standards 4-7 **(Mandate)**
  4. Must offer & provide language assistance, no cost, all point contact.
  5. Must provide Pt in their language verbal & written notice informing them of their rights to receive language services
  6. Family friends should not be used to provide to provided interpretation services
  7. Translated written materials & signage language commonly encountered in serve area.

# Questions and Answers



All the questions  
you wanted to  
ask about  
CCP  
Requirements



## ESM Questions 1.

How do you make the CC plan requirements relevant to community when presenting the CC Plan report?

# Engaging Leadership on the Cultural Competence Plans Dr. Jei Africa

## Develop

Develop a variety of talking points/presentation related to the CCP

- BH leadership – Director, Senior leadership, QM,
- Local stakeholders – Cultural Competence Advisory Board, Mental Health Board, MHSA Advisory Committee, etc.

## Partner

Work with QM to establish a way to track progress and strategize plans for EQRO and Triannual

## Schedule

Schedule an annual update to share wins, opportunities, etc.

## ESM Question 2

Will there be additional resources/staffing allocated to support ESMs? Facilitation in committees, stakeholder process, outreach & Education, planning events, providing training?

## ESM Question 3

Will there be a designed resources/staff allocated to complete required annual Cultural Competence Plan? Goals monitoring, tacking, collection data, post audit improvement projects?

Thank you  
Adelante  
(Lets move  
Forward)

Muchas  
Gracias

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(916) 662-1633

Gracias

