

Building a Racial-Equity Approach to Full Service Partnerships (FSPs)

Multi-County FSP Innovation Project

March 4, 2021

Welcome & Introductions

Presenters



Aurelle Amram
Director
Third Sector



Maria Lorente Foresti
Dir. Office of Diversity & Equity
San Mateo County BHRS



Julie Leung
Human Services Program Planner
Sacramento County BHS



Dr. Jonathan Sherin
Director
Los Angeles County DMH



Christopher Dirks
Program Director
Caminar, Inc.



FSP Client
Asian Pacific Community
Counseling Transcultural
Wellness Center

Response Panel



Nicole Kristy (Moderator)
Director
Third Sector



Doris Estremera
MHSA Manager
San Mateo County BHRS



Mary Nakamura
Cultural Competence/Ethnic Services Manager & Workforce
Education and Training Health Program Manager
Sacramento County BHS



Lisa Wong
Senior Deputy Director
Los Angeles County DMH



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Stafford Elahi
FSP Client
San Mateo County



Dr. Dawnté Early
Chief of Research and Evaluation
MHSOAC

Today's agenda

 **10 mins**

Introduction & Project Overview

Third Sector introduces the history and importance of counties' and MHSA's outcomes-oriented journey, from LACDMH to the Multi-County FSP INN project

35 mins

Promising Approaches to Reducing Mental Health Disparities

San Mateo, Sacramento, and Los Angeles counties share promising approaches to reducing disparities, including system-wide and FSP-specific opportunities

15 mins

Reflections from FSP Provider & Client Community

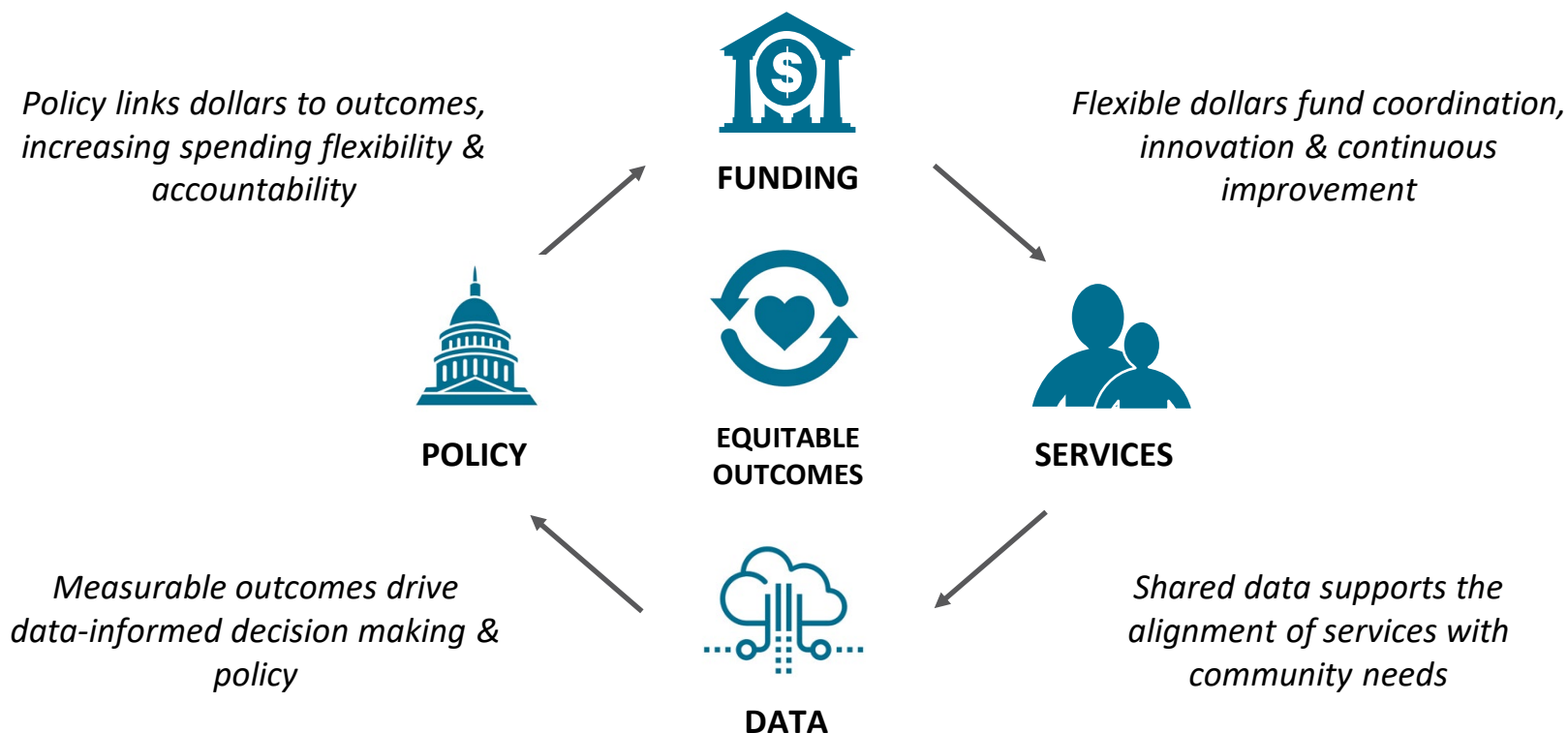
Christopher Dirks from San Mateo's Caminar FSP program describes his experience collaborating with the county to improve cultural competency; A client from Sacramento's APCC TWC program shares his experience with FSP

60 min

Response Panel & Public Comment

Third Sector is a 501(c)3 non-profit organization that helps government and communities leverage data and lived experience to improve outcomes

Data-Driven Feedback Loop



INTERNAL CULTURE

drives and empowers outcomes orientation

EXTERNAL RELATIONSHIPS

shape how outcomes orientation is implemented

LA County first applied this outcomes focus to FSP, inspiring six additional counties to build the Multi-County FSP INN project

LA County Dept. of Mental Health (LACDMH)

- Third Sector and LACDMH are transforming FSP contracts and services to ensure an outcomes focus, via:
 - Increased focus on relentless engagement
 - Team-based service model
 - Re-designed funding and incentives
 - Improved data and continuous improvement systems

Multi-County FSP Innovation Project

- Fresno, Sacramento, San Bernardino, San Mateo, Siskiyou, and Ventura counties are building outcomes-oriented, data-driven FSPs, with support from Third Sector, RAND, CalMHSA, and the MHSOAC
- Implementation priorities include:
 - Clarifying eligibility, service, and graduation guidelines
 - Improving data collection and measurement strategies
 - Developing a statewide vision for FSP data, outcomes, and continuous improvement



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The San Mateo County Office of Diversity and Equity applies a system-wide approach to improving equity, with planned improvements in data-driven decision making



SAN MATEO COUNTY HEALTH
**BEHAVIORAL HEALTH
& RECOVERY SERVICES**



Workforce Development and Training

Application of an equity lens to all trainings and professional development offered to staff and contractors in addition to robust one-on-one support to promote cultural humility and inclusiveness



Organizational Policies

Institutional change across agencies that touch behavioral health clients (e.g., Cultural Competence Plan requirement of all contractors, Cultural Humility and Inclusion Policy)



Strategic Partnerships

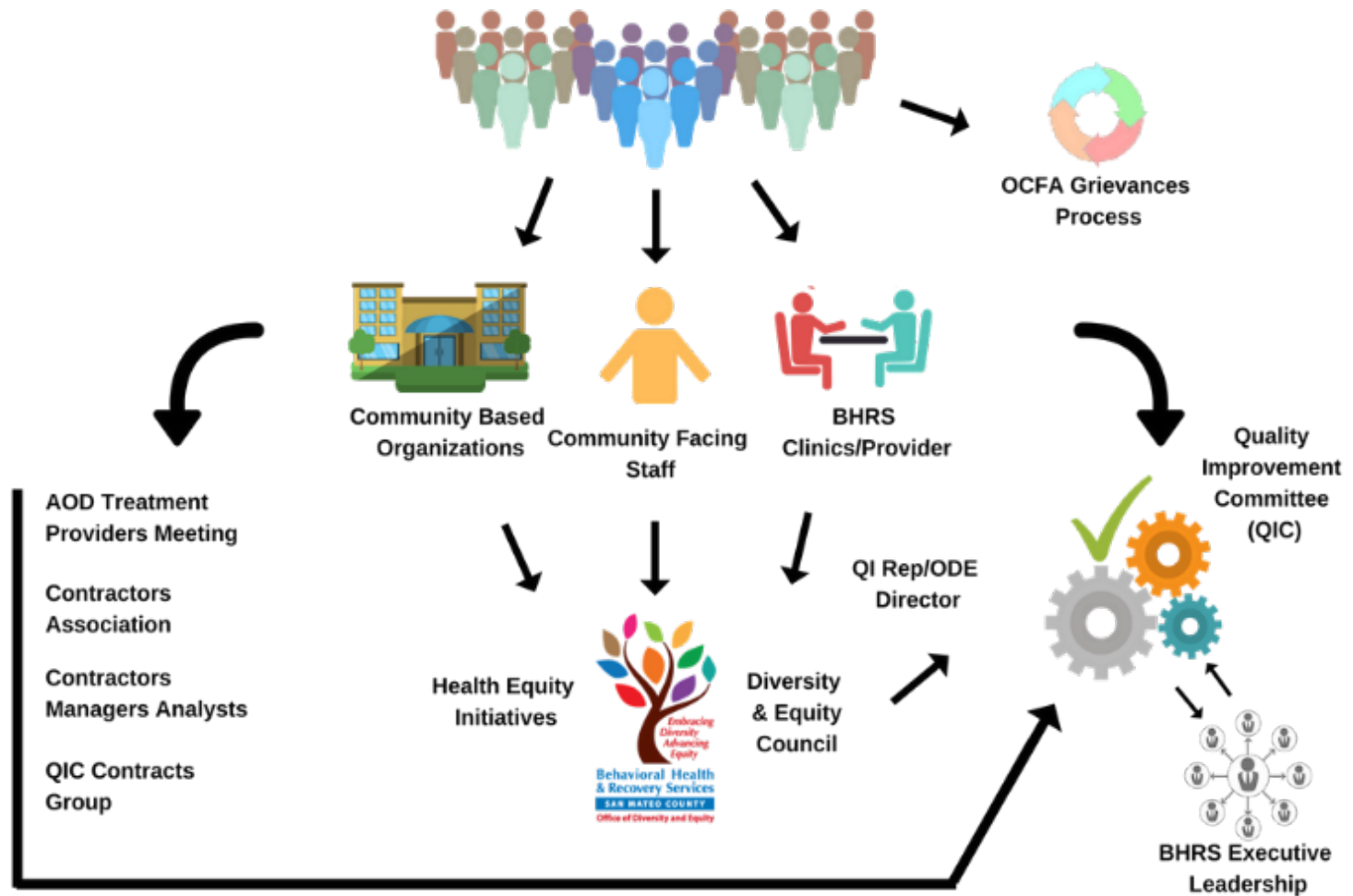
Advancement of racial equity through the Diversity and Equity Council (DEC), and Health Equity Initiatives (HEI's) collaboratives of staff, partner agencies, clients and community



Community Empowerment

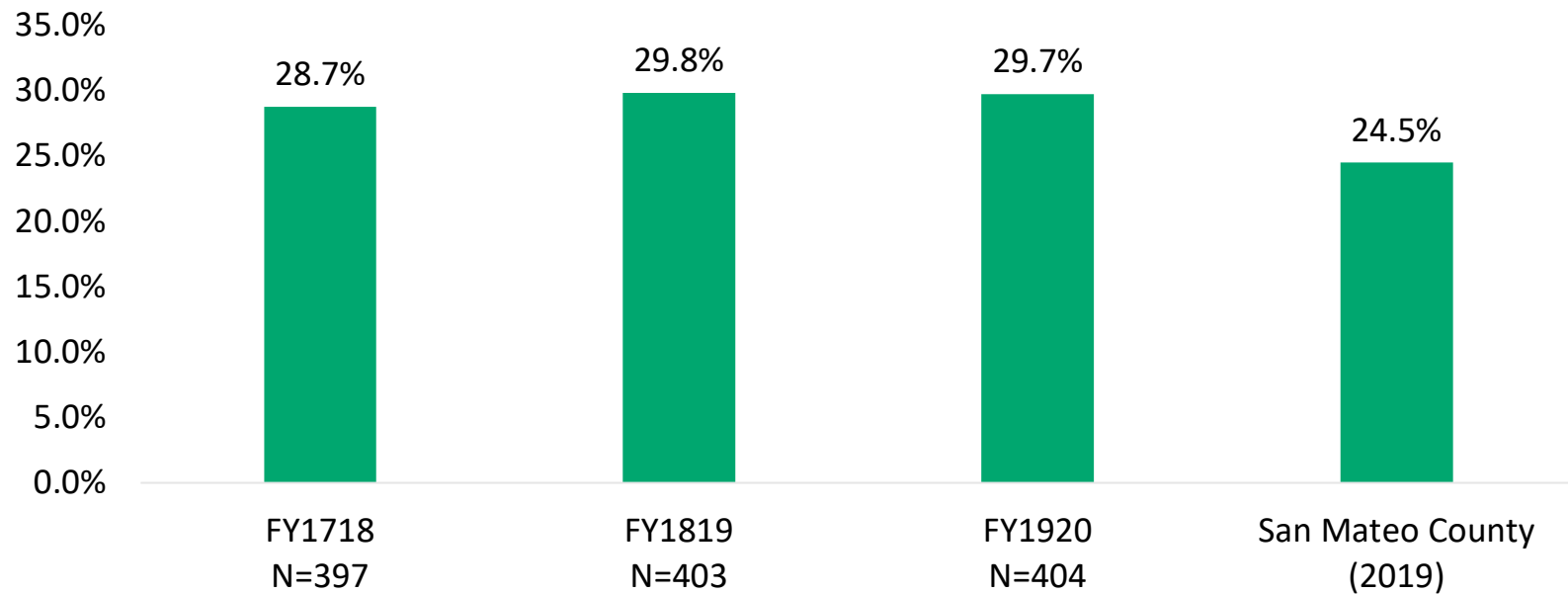
Programming to support engagement in decision-making and capacity building for clients and community in partnership with the Office of Consumer and Family Affairs (e.g. Lived Experience Academy, Health Ambassador Program)

Across San Mateo's system of care, cultural competency compliance is focused on quality improvement



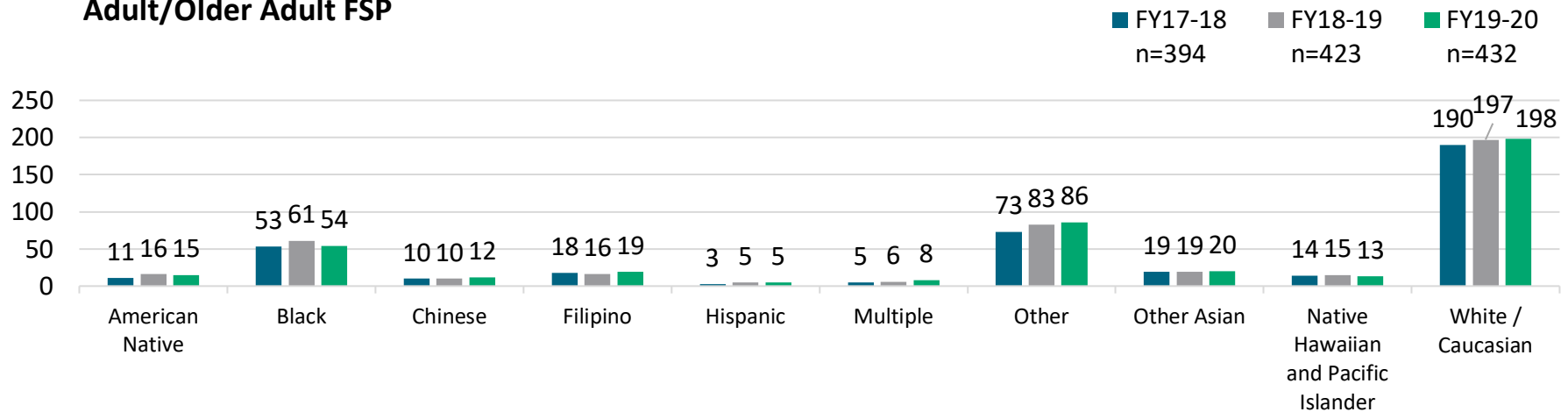
San Mateo County sees opportunity to continue using the principles of data-driven decision-making to ensure equitable services

San Mateo County FSP Participants
Ethnicity (Hispanic Origin) % Hispanic or Latino

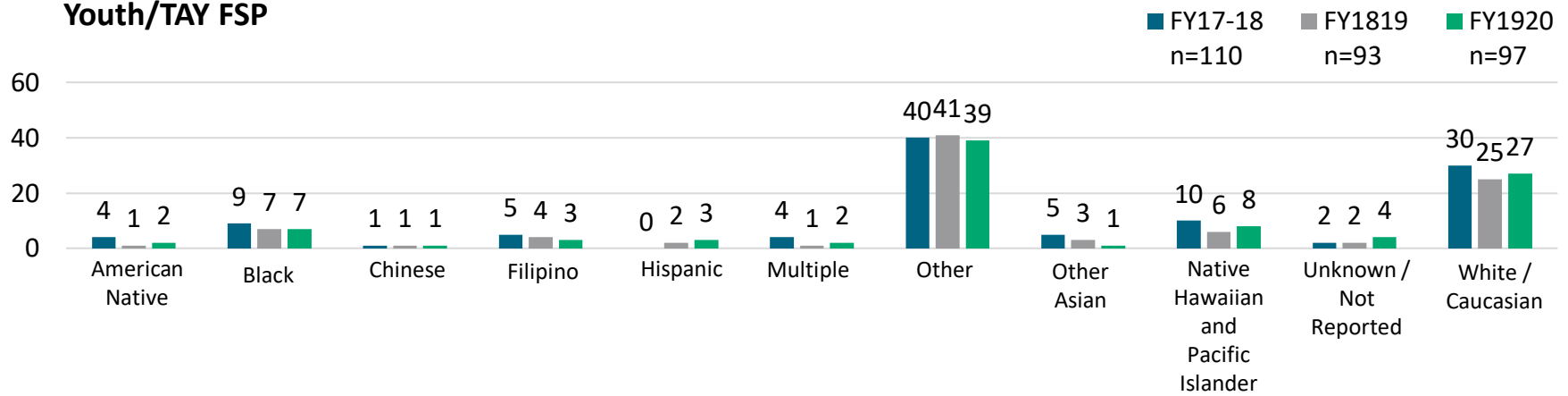


San Mateo County examines utilization trends by race to drive equitable services

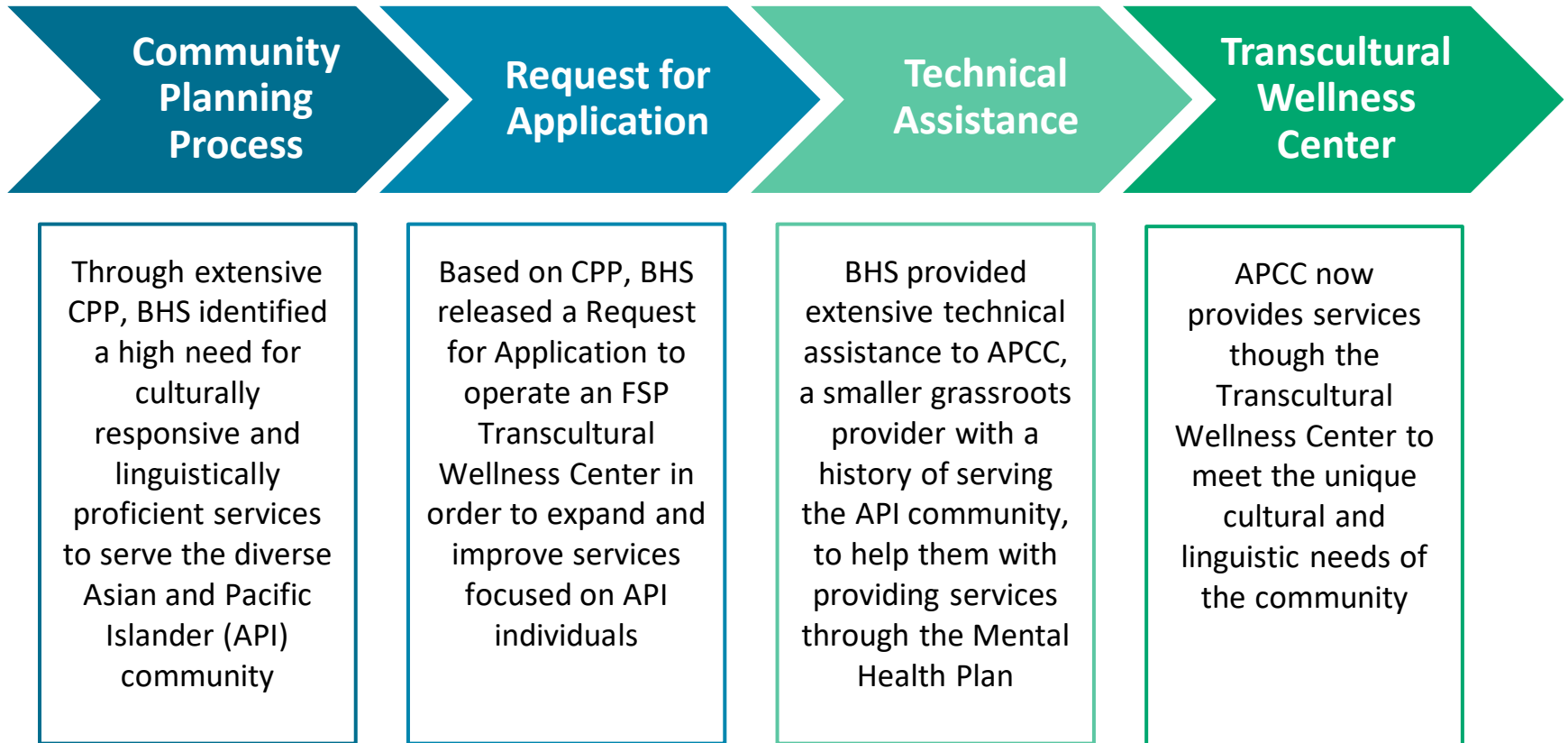
Adult/Older Adult FSP



Youth/TAY FSP

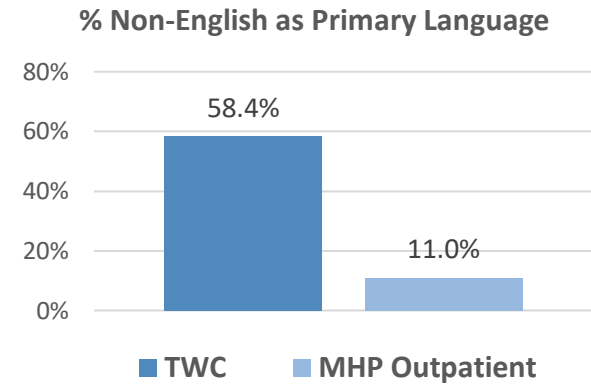
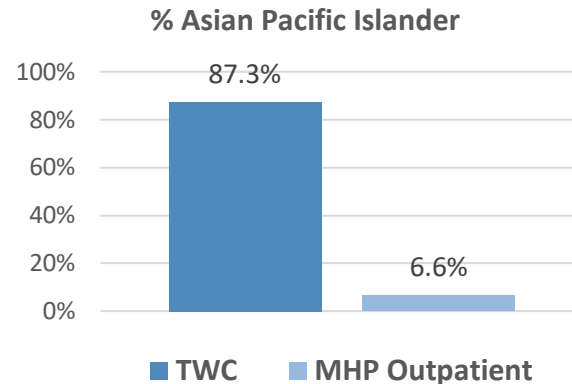


Sacramento County BHS has provided targeted technical assistance to specific providers with the goal of improving service equity



Through the Transcultural Wellness Center and other targeted support, Sacramento BHS continues to explore ways to better serve and improve outcomes for its diverse community

▶ Transcultural Wellness Center (TWC) focus on serving API Community¹



▶ Utilization of Traditional Healing Practices

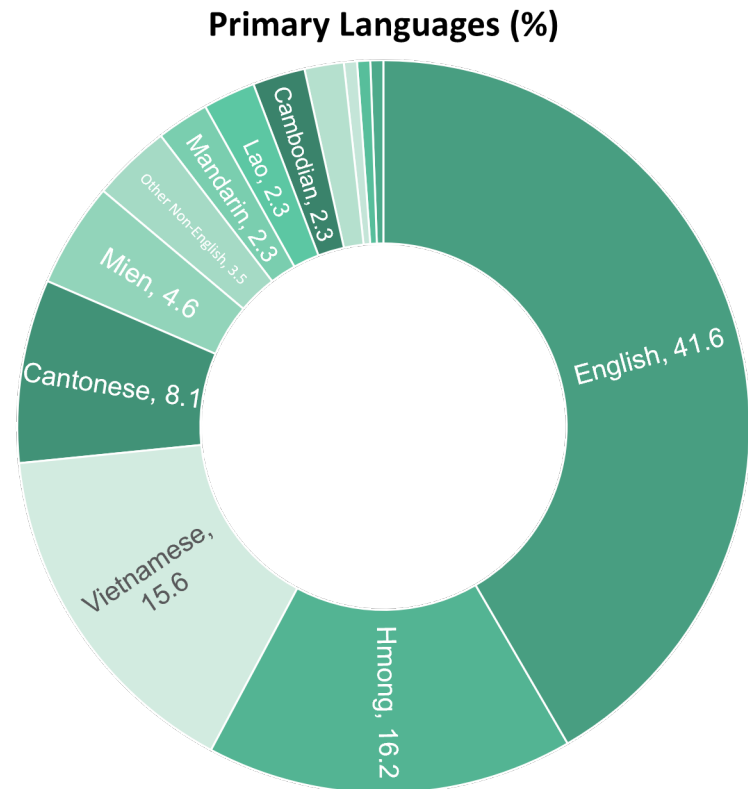
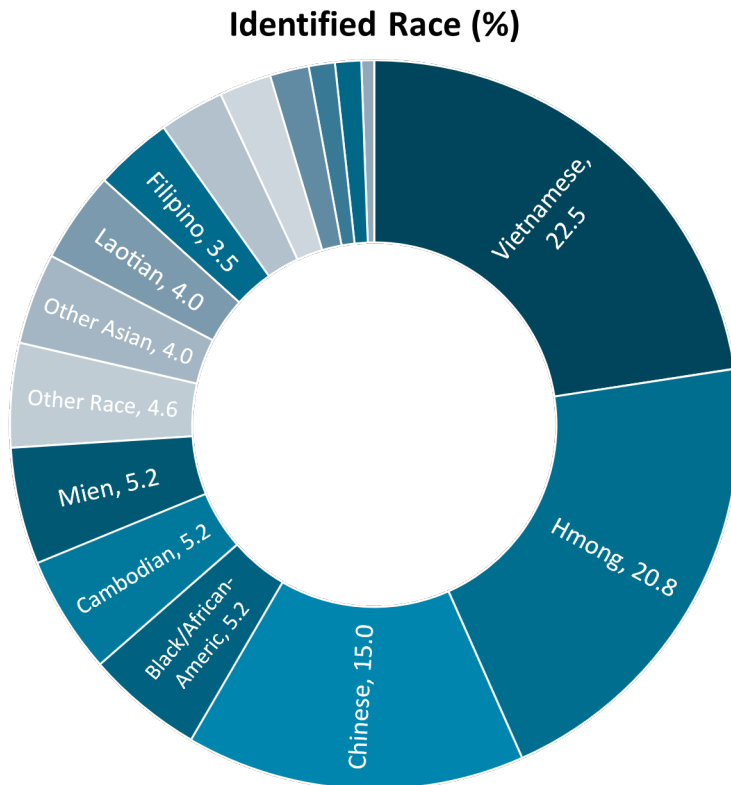
▶ Additional TA for culturally-specific PEI Programs

▶ Partnerships with culturally specific community-based organizations using community-defined evidence practices (<https://cultureishealth.org/>)

¹ Transcultural Wellness Center (TWC) Population vs Mental Health Plan (MHP) Outpatient Population (as of FY 19/20)

APCC serves a wide range of API populations, with over half of the clients being monolingual

APCC: Race and Language Distribution



LA County DMH's FSP transformation will raise the quality of FSP services by leveraging accountability, incentives, and continuous improvement



FSP Transformation to Support Continuous Quality Improvement

- Focusing on FSP focal populations: homeless, justice involved, high-utilizers of emergency or high acuity mental health services
 - De-emphasizing “at risk” populations
 - Team-based service approach
 - Relentless outreach and engagement
 - Bonus payments for achieving key life outcomes
 - Continuous quality improvement to support improved outcomes and reduced disparities
- To reduce disparities and improve outcomes, we must improve the quality and reliability of FSP data *and* use that data to improve FSPs.
 - We can currently disaggregate FSP access, service, and outcomes data by race, but data are not consistently available.
 - Going forward, submitting data will be a requirement to receive bonus payments.
 - This will allow us to quickly understand and impact any racial disparities.



Building a Statewide Vision for Advocacy, Innovation, & Peer Learning

LA County DMH is thrilled to see other counties statewide adopting this data-driven, outcomes-oriented approach to FSP services. Collecting consistent data across California's FSP programs will allow us to

- Look at racial / ethnic and other disparities
- Use this data to inform state-level advocacy and local program improvements

Across all counties, collecting, disaggregating, and discussing data will allow us to translate and share best practices for driving equitable outcomes

LACDMH and the Multi-County FSP INN project are both prioritizing collaborative continuous improvement processes that examine and address outcomes disparities.



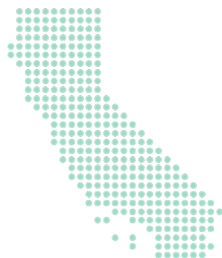
LACDMH's FSP transformation includes new regular reports that disaggregate data to understand disparities in outreach, access, and outcomes.



LACDMH and UCLA will lead collaborative discussions with providers to understand and learn from the reports.



Providers will have an opportunity to share successful approaches with their peers, improving outcomes and reducing disparities over time.



The Multi-County FSP INN project leverages these same principles statewide by:

- Building shared outcomes and metrics that can be disaggregated to understand disparities
- Using these new comparable data to compare results and share ideas, over time translating the most successful approaches statewide

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60 min

Response Panel & Public Comment



Our divisions



Family & Children Services
of Silicon Valley



A Caminar program



Caminar Diversity Equity and Inclusion in FSP Programs

Chris Dirks, MA, FSP AOT Program Director (CDirks@Caminar.org)

Ann Rawley, PhD and Amanda Russell, PsyD

Caminar and FSP Team Approach

Diversity, equity, inclusion (DEI) and cultural humility are prioritized at Caminar following CLAS (Culturally and Linguistically Appropriate Services in Health and Healthcare) standards.

FSP programs weave in DEI starting with collaboration during the referral process, assessment, service/treatment planning, and in all services.

Approaches include:

- **Cultural curiosity:** how does the individual identify culturally, ethnically, racially
- **Identity, across many realms** that inform each individual's values and goals, is incorporated in services
- **Cultural, ethnic, racial background and strengths; Acculturation** experience
- Involving **family of birth** (whenever possible) and/or the **family of choice**

Services are strengths-based and trauma-informed

Cultural strengths, resilience, and connections are supported

Societal stigma of behavioral health issues - along with other life **experiences and trauma related to prejudices- are addressed**

Increasing meaningful activities that support wellness includes **culturally relevant/informed referrals** and Caminar's supported education, employment, and housing programs

Goals are pursued while addressing barriers/symptoms as needed with **cultural issues integrated ongoing**



Agency-wide DEI efforts including at FSP Programs

Regional and Agency Diversity, Equity and Inclusion Committees - **SM DEI Committee has met monthly for 10+ years**

Open communication between staff, such as on-going discussions in staff meetings on issues related to diversity and inclusion, including the sociopolitical context of healthcare

Peer Support positions (Wellness Support Specialists) for individuals with lived experience of behavioral health symptoms to support and increase the motivation of individuals with similar issues

Feedback-informed treatment/services and piloting other **person-centered, evidence-based practices to strengthen services and workplace culture**

Environments that reflect diversity such as with art, publications, and translated materials (forms, signage etc.) **are inclusive and welcoming**

Policies and procedures include and address DEI issues

Recent DEI trainings with culturally diverse trainers

- Examining **micro and macro aggressions**
- **Cultural Humility and Interpreter training** by SMC BHRS trainers to enhance client motivation and engagement in services
- **Welcoming and Inclusive Intervention Skills** to address hurtful speech
- **Cultural Assessment of Suicide Risk and effectively working with underserved communities; Integrating and Documenting Culture in Services**

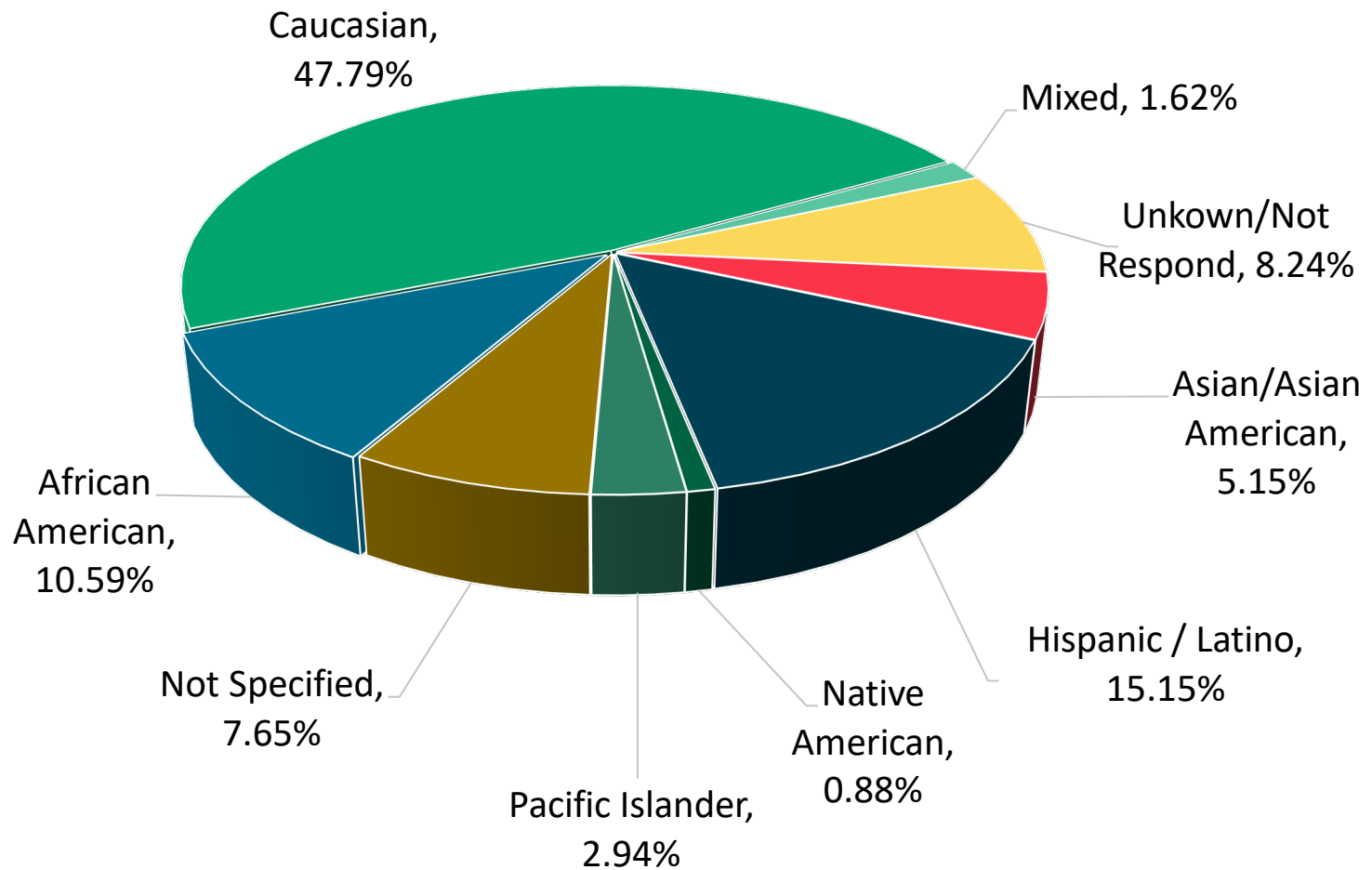
Recruiting, hiring and retaining a diverse, inclusive workforce

- **Staffing objectives reflect cultural and linguistic diversity of clients** and having the capacity to provide culturally appropriate services; interview questions address diversity, inclusion and equity
- Caminar uses a **variety of resources to attract diverse candidates** -links with professional associations, reaching out to schools and training programs, networks of existing staff
- **Collection and assessment of community, staff, and client cultural demographic data is ongoing to assess trends** re: race, ethnicity, primary language, gender, sexual orientation - such as the example on the next slides

Comparison of Caminar SM Staff and SMC Demographics

Demographic Group	SM County 7/1/2019	Caminar SM Staff % 9/1/2020	Caminar SM Staff # 9/1/2020
White	37%	47%	77
African American	3%	5%	8
American Native/ Indian/Alaska	1%	0%	0
Asian	30%	22%	36
Hawaiian/Pacific Islander	1%	1%	2
Two or More Races	5%	3%	5
Hispanic/Latinx	23%	21%	35
Unknown/Unspecified	0%	1%	2
Total	103%	100%	165

Caminar FY 2018-19 Persons Served Race/Ethnicity



A Sacramento Hmong client from the Asian Pacific Community Counseling Transcultural Wellness Center program shared his experience in FSP



The interview was conducted in Hmong, but for ease of viewing only the English translation of the questions is included in the video.

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THANK YOU!



Get Involved: Join the Multi-County FSP Innovation Project

Beginning in the summer of 2021, Third Sector hopes to bring a second cohort of counties into the project. Counties will focus on using data to improve FSP services and outcomes, building upon the existing efforts of LA County and the first FSP cohort while also supporting individual county context and priorities. Stanislaus County is already committed to joining this next cohort and welcomes other interested counties.



For more information please contact Aurelle Amram and Nicole Kristy

aamram@thirdsectorcap.org | nkristy@thirdsectorcap.org

Visit <https://www.thirdsectorcap.org/Multi-County-CA-FSP-INN>

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