



DIVERSITY, EQUITY, AND INCLUSION

...a newsletter to address cultural issues that enable us to effectively work in cross cultural situations.

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Quality Services and Compliance and the Role of the CCESJC

by Ruben Imperial, MBA, Director of Behavioral Health & Recovery Services

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ANNOUNCEMENT

MHSA RSSC Stakeholder Meeting

Please save the date for the MHSA Representative Stakeholder Steering Committee on September 18, 2020 from 2:30pm to 4:30pm via Zoom. We will be covering MHSA Updates and the MHSA Community Planning Process. For more information, please contact the MHSA Planning Office at 209-525-6247 or visit us on www.stanislausmhsa.com

The Cultural Competency, Equity, and Social Justice Committee is a requirement as part of the County’s Mental Health Plan agreement with the State of California to provide specialty behavioral health services for the Stanislaus County Medical beneficiaries. As part of this agreement, Behavioral Health and Recovery Services is required to establish a CCESJC to carry out various planning activities to support the department’s overall effort to promote and enhance awareness of and improve competency for cultural and linguistic diversity. The CCESJC participants should be reflective of the community and actively participate in the planning and implementation of services. The [BHRS Cultural Competency Plan \(CCP\)](#) provides a roadmap for these efforts. It is updated on an annual basis with pertinent data and an overview of the department’s progress with the implementation of the CCP strategies. Each year the department undergoes an External Quality Review Organization (EQRO), or more commonly known as the EQRO Audit, to assess the department’s cultural competency efforts to ensure compliance with State regulations. As a result of the EQRO Audit, the department may receive recommendations for improvements and opportunities for learning in the area of cultural competency. The department is required to report to the State on strategies and progress made to address the audit’s recommendations for improvement. With the recent focus in our community and across the nation on racism and the impacts of Covid-19 on diverse communities, the CCESJC will play a vital role in the department’s efforts over the next several months to strengthening our capacity to provide behavioral health treatment services to our community’s diverse populations.



Behavioral Health and Recovery Services

COVID-19 Behavioral Health Response and Reaching our Diverse Communities

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BHRS rapidly increased telehealth (video/phone) based services as a safety measure to reduce the risk of clients and staff exposure to Covid-19. As the department builds its telehealth treatment capabilities with investments in technology and training, the CCESJC will turn its focus towards ensuring that these new and emerging tools are meeting the treatment needs of our diverse communities and clients with severe mental illness. Over the next several months, the CCESJC meetings will focus on reviewing best practice approaches and timely data to learn how effective these new treatment approaches are serving BHRS clients. Through a partnership with the Mental Health Oversight and Accountability Commission, BHRS requested an initial review of best practice guidance on telehealth. The MHSOAC partnered with SocialFinance.org to research and compile best practices information for county behavioral health departments. BHRS requested guidance on the topics listed below. Make sure to click through the links to read the source material that informs the recommendations.

- [Best Practice Guidance on for serving Latino Population, SUD Services and individuals' cognitive impairment due to Severe Mental Illness](#)
- [Best practices in delivering virtual peer support groups](#)



BEST PRACTICES IN DELIVERING POPULATION-SPECIFIC TELEHEALTH SERVICES

JUNE 2020

10 Milk Street, Suite 1010, Boston, MA 02108

BEST PRACTICES IN DELIVERING VIRTUAL PEER SUPPORT GROUPS

JUNE 2020

10 Milk Street, Suite 1010, Boston, MA 02108

If you have questions or suggestions regarding Cultural Competence, please e-mail:
Mayra Mendoza, mmendoza@stanbhrs.org
