



UC DAVIS
HEALTH

Center for Reducing
Health Disparities



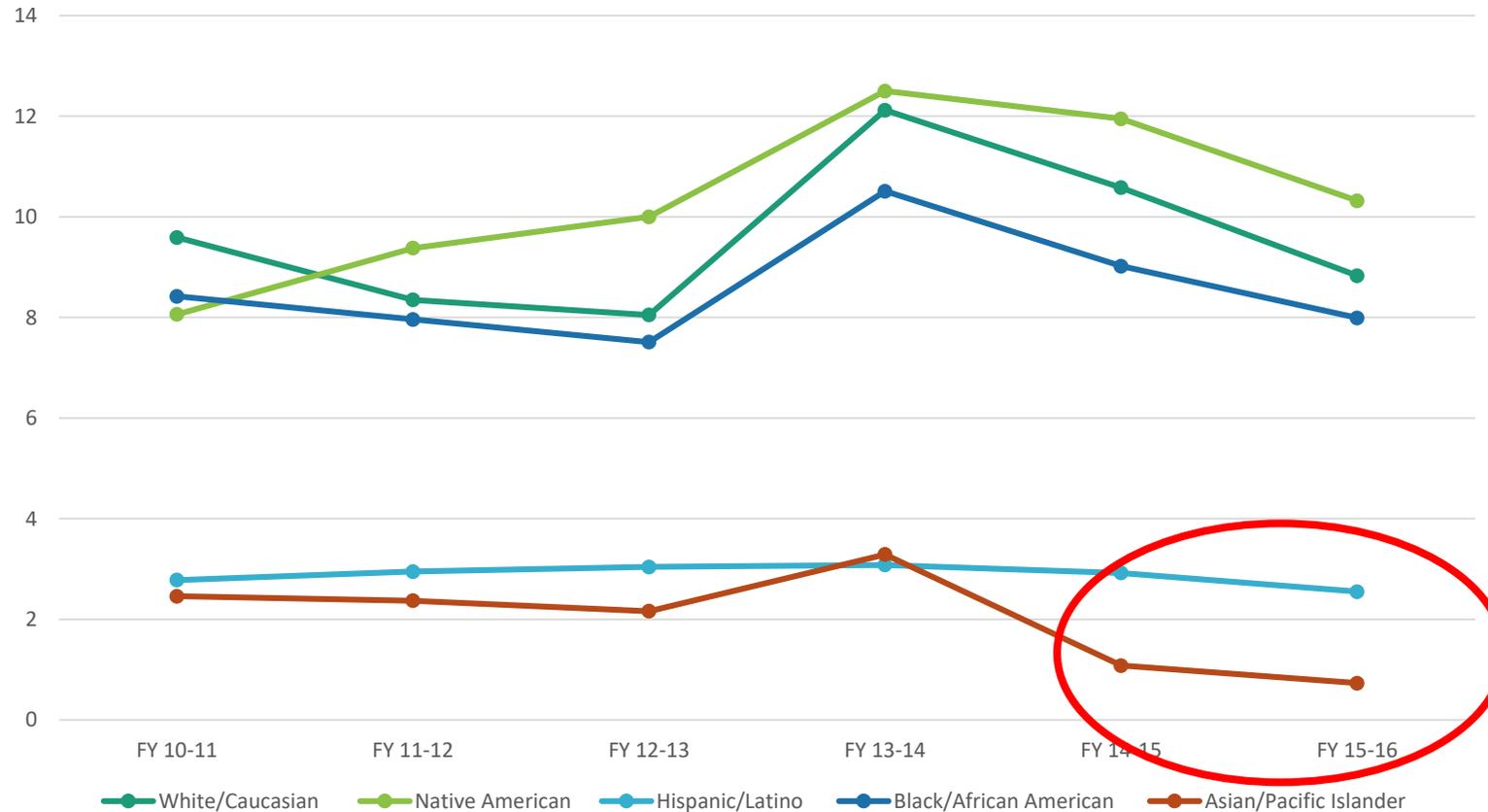
WELLNESS • RECOVERY • RESILIENCE

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

MHSOAC Cultural and Linguistic Competency Committee | March 11, 2021

Why the ICCTM Innovation Project?

Penetration Rates Solano County Mental Health Plan by Race/Ethnic Group by Year Pre Project

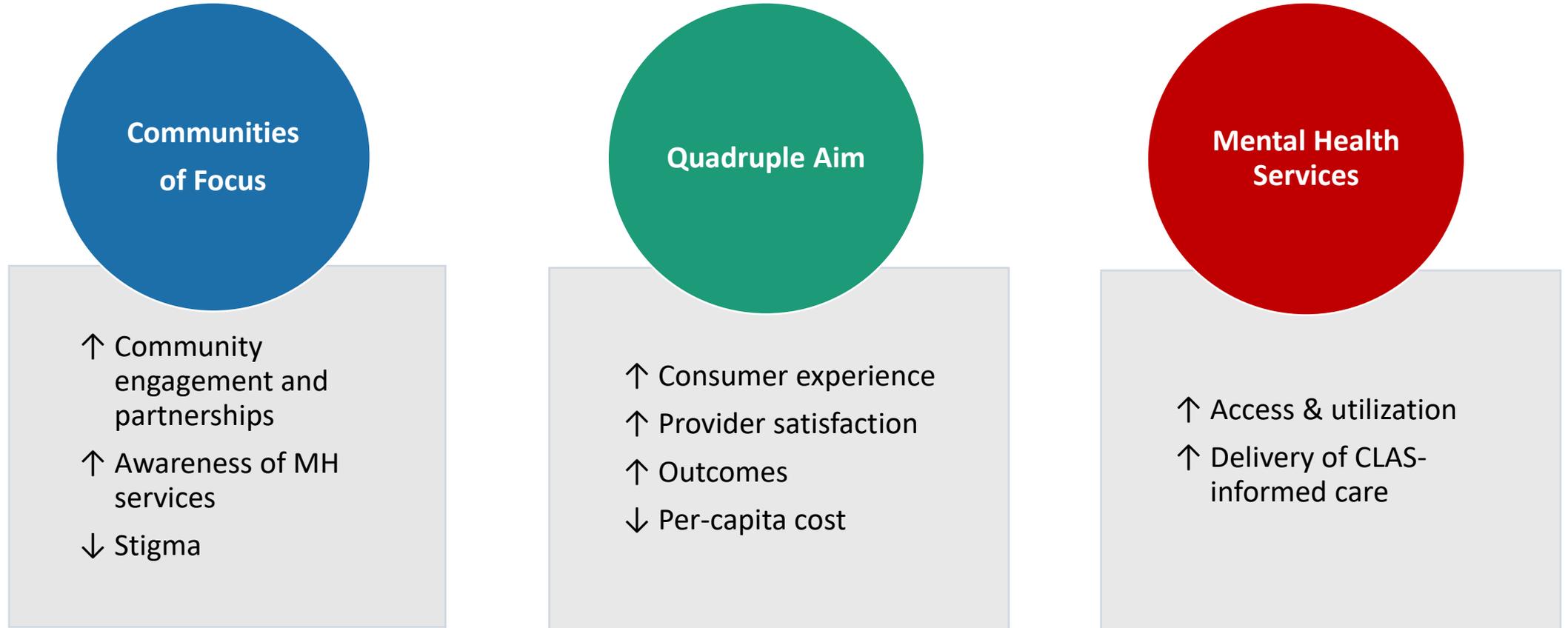


- Ethnic minority groups are generally under-served in healthcare. To improve health outcomes we needed to improve their access to care.
- Latinos and Asians (i.e., Filipinos) in Solano County were much less likely to utilize mental health care, but they are not less likely to have mental health conditions.
- LGBTQ+ individuals are widely understood to be under-served, though there was no historical data available in Solano County.

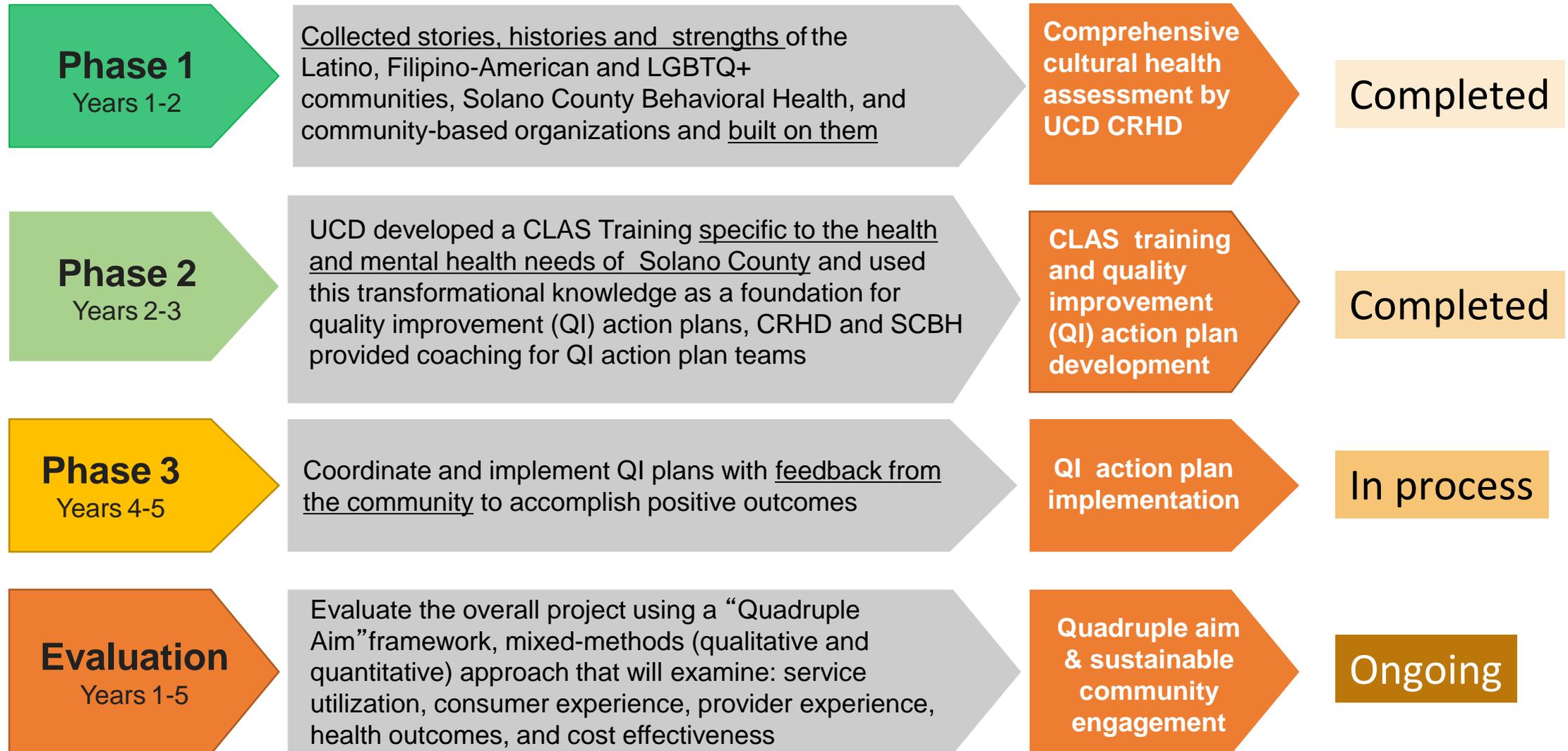
ICCTM Project Overview

- 5-Year Multi-Phase MHSA Innovation Project focused on three 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 populations of focus in the first year
 - Community forums and focus groups throughout the project
 - Development and facilitation of a Solano-specific CLAS training for cross-sector participants representing the community
 - Community-informed culturally and linguistically relevant quality improvement (QI) action plans designed to improve mental health service delivery for consumers

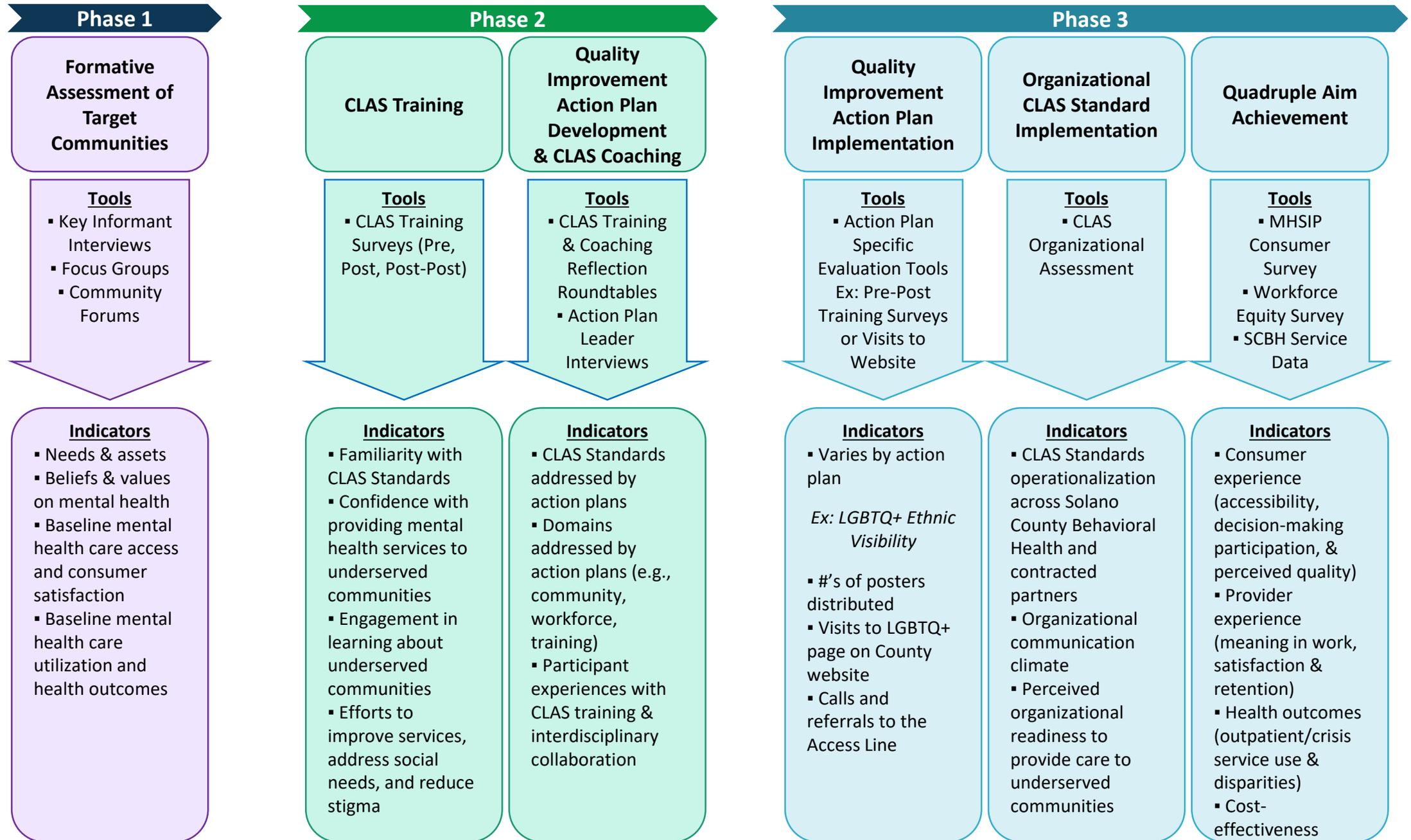
ICCTM Project Goals



Project Timeline



ICCTM Innovative Project Evaluation Framework



QI Action Plans



SOMOS UNO



Familia.
Amistad.
Comunidad.

Más Fuertes Juntos
LesbianGayBiTransQueer

Ley de servicios de salud mental
Departmento de Salud Mental del Condado de Solano

Para más información
solanocounty.com/lgbtq

SANA ALAM MO...



We are happy.
Family is still our priority.
We want you to ask about our lives and include us

Bakla is Love

Mental Health Services Act
Solano County Behavioral Health

For more information:
solanocounty.com/lgbtq

SOMOS UNO



Familia.
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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



TRUEcare Roadmap: QI Action Plan



TRUEcare Roadmap: QI Action Plan

TRUEcare Map

Culture Matters

Solano Pride Center	707-707-3430
Culturally Specific Outreach	CLAS@SolanoCounty.com
Tribal TANF - Solano	707-421-8379

Crisis Support

National Suicide Prevention Lifeline	800-273-TALK (8255)
TrevorLifeline (LGBTQ support)	866-488-7386
TrevorText Line	Text "START" to 678678
Trans Lifeline	877-565-8860
Crisis Text Line	Text "HELLO" or "START" to 741741
Lifeline for Deaf & Hard of Hearing	800-799-4889
Institute of Aging Friendship Line	800-791-0016
Teen Line	Text "Teen" to 839863
Solano County Crisis Stabilization Unit	707-428-1131

Basic Needs

Solano Food Bank	707-421-9777
Medi-Cal Eligibility	707-784-8050
Help Me Grow Solano	800-501-KIDS (5437)
SolanoCares Network	www.solanocares.org
Solano Public Health	info@vibesolano.com
Women, Infants & Children (WIC)	707-784-8130
Benicia Family Resource Center	707-746-4352
Cleo Gordon FRC-Fairfield	707-421-3961
Dixon Family Services	707-678-0442
Fairfield Healthy Start	707-421-3224
Rio Vista CARE	707-374-5243
Suisun Healthy Start	707-421-4399
Vacaville Family Resource Center	707-469-6608
Fighting Back Partnership-Vallejo	707-648-5230

Access to Behavioral Health Services

Solano County Behavioral Health Access Line*	800-647-0495
Healthy Partnership Substance Use Services	707-355-4059
Beacon Health Options*	855-765-9703

*To request both mental health and substance use services

Support and Advocacy

NAMI Solano County	707-422-7792
Solano County Wellness & Recovery Unit	WRU@SolanoCounty.com
Solano Legal Access Center	FLF@solanocourts.ca.gov
California Peer Run Warm Line	855-845-7415
Legal Services of Northern California	707-643-0054

Housing & Homeless Support

Resource Connect Solano	707-652-7311
County Youth Homeless Outreach	YouthARCH@SolanoCounty.com
County Homeless & Housing Support	Housing@SolanoCounty.com

Abuse Prevention

Solano Child Welfare Services	800-544-8696
Solano Older & Disabled Adult Services	707-784-8259
Solano Advocates for Victims of Violence	707-820-7288
Solano Family Justice Center	707-784-7635
National Domestic Violence Hotline	877-799-7233
Rape, Abuse & Incest National Network (RAINN)	800-656-4673
National Human Trafficking Hotline	888-373-7888



SOLANOCOUNTY.COM/ACCESS



Available in Spanish and Tagalog



Cultural Game Changers: QI Action Plan

- **Part I focused on recruitment, hiring and retention practices**
 - Job Postings
 - Change job descriptions
 - Hiring questions focused on cultural responsiveness and competencies
- **Part 2 focused on developing career pipelines**
 - Middle & High schools
 - Community Colleges
 - State colleges

Solano County Inclusion Statement

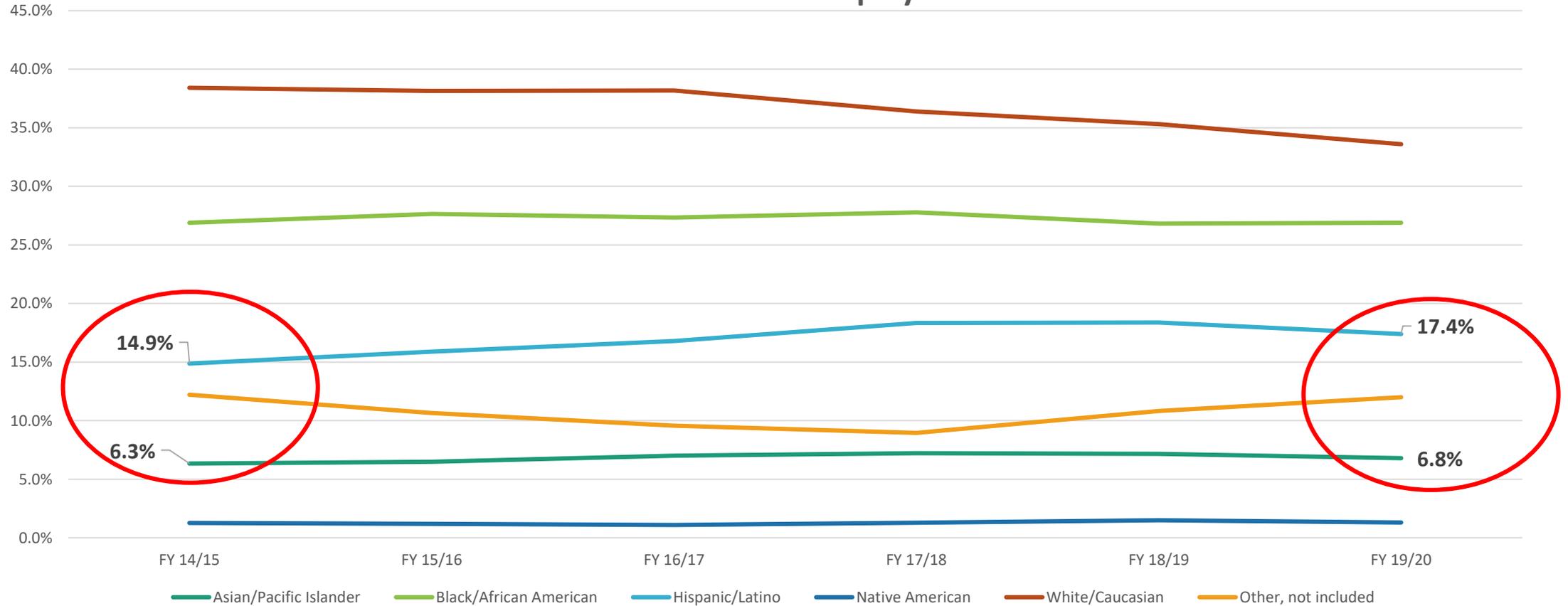
Solano County Behavioral Health is committed to equity, diversity, and inclusion. Our services aim to empower all community members throughout their journey towards wellness and recovery.

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.

ICCTM Outcomes

Utilization of Solano County MHP Services by Race/Ethnicity Group by Year



7.9% increase in Asian/Pacific Islander consumers served and a **16.9% 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 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”



Proposed ICCTM Learning Collaborative

- ▶ COVID-19 has highlighted disparities: excess mortality for Latino, African American and Native American communities
- ▶ Racial unrest and police violence contributing to increased mental health conditions for communities of color
- ▶ A goal of Innovation projects is to share lessons learned
- ▶ MHSOAC COVID-19 funds were approved for a proposed ICCTM Learning Collaborative to scale up core components of the Solano County project
- ▶ Goal to support Counties to develop future Innovation projects focused on addressing health equity

Proposed ICCTM Learning Collaborative Components

Trainings

Overview of the Solano
ICCTM Project

The Impact of COVID

Social Determinants of
Health

Implications of Trauma on
Marginalized Communities

CLAS Standards

Quality Improvement &
MHP Equity Data

Community Engagement
Models

ICCTM Sustainability

Practice & Support

Between Community
Engagement sessions counties
will be able to practice skills
with local communities

Learning Collaborative
Meetings

Frequency TBD

Questions & Discussion



Key ICCTM Contacts

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