

Effective Organizational Planning for Cultural Competence Implementation



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Purpose/Overview

- Mental health disparities
- Organizational and service provider assessment
- Use of data to reduce disparities
- Focus on utilization data and service provider assessment
- Data collection issues and strategies
- Helpful hints effective use of data
- Analysis of data

Surgeon General Reports Racial Ethnic Populations Disparities



- Availability of Care
- Access to care
- Less likely to receive needed mental health services
- Receive a lower quality of mental health care
- Underrepresented in mental health treatment
- Underrepresented in mental health research



Cultural Competence Planning Requirements

1. Population Assessment Data
 - County Pop. Demographics
 - Medi-Cal Beneficiaries
2. Utilization of Medi-Cal Specialty MH Services Data
3. Organizational and Service Provider Assessment
4. Standards



Cultural Competence 2003

Plan Submissions

- 1st 2003 Plan submissions Fall 2003
 - 50 % of counties did not meet criteria; half of plan components scored 50% or less
- Data and Data Analysis major problem areas.
- Major improvement in 2nd 2003 Plan resubmission Winter 2004
- Six counties scored 50% or less in 2nd plan submission



Development of Objectives Informed by Data Analysis

- Population Assessment Data
- Utilization Data
- Analysis of all Population Assessment Data
- Development of Measurable Objectives to address disparities in identified areas
- Improve access, quality of care for racial ethnic populations



Sacramento County Cultural Competence Plan

- Who was involved in creating Plan
- Structure
- Collaborative process



Data Analysis Process

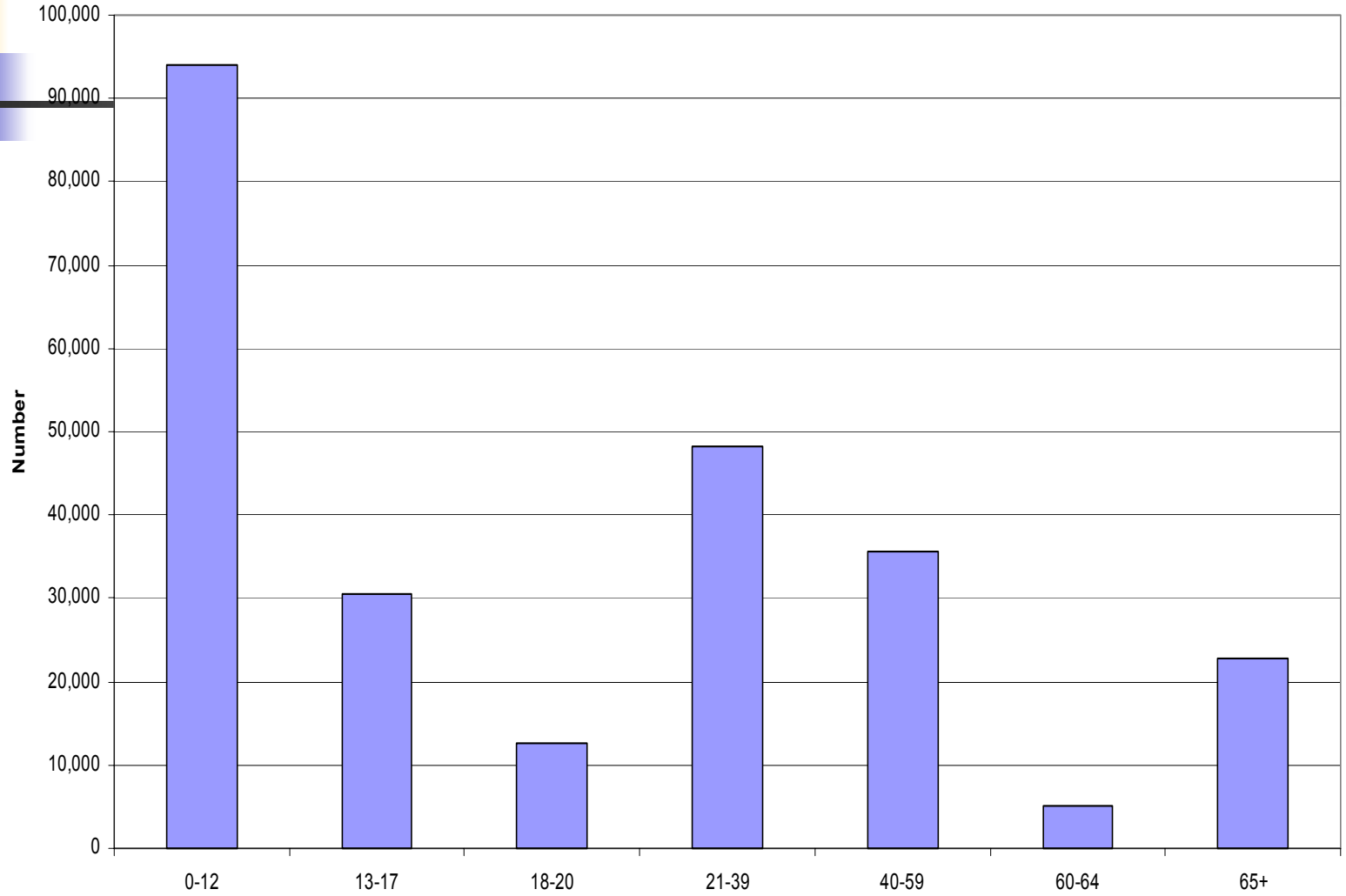
- Read through tool
- Gather data from all sources
- Determine which data belong in each section
- Determine most effective way to present data



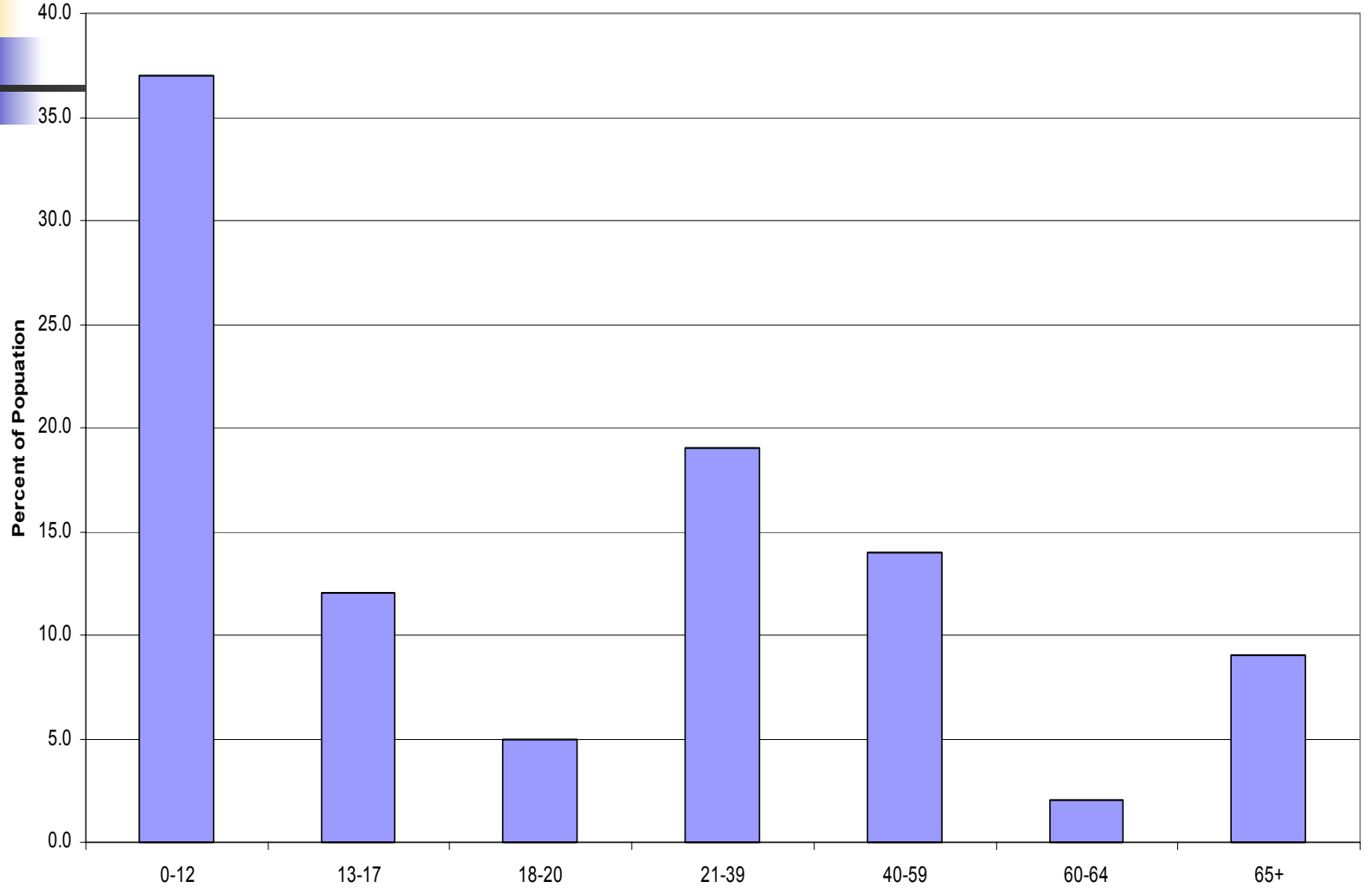
Presenting Data: Decisions to Make

- Numbers or percents?
- Graphs or tables?
 - Consistency in presentation
- How much in each graph/table?
 - Choosing categories to represent
 - Labeling

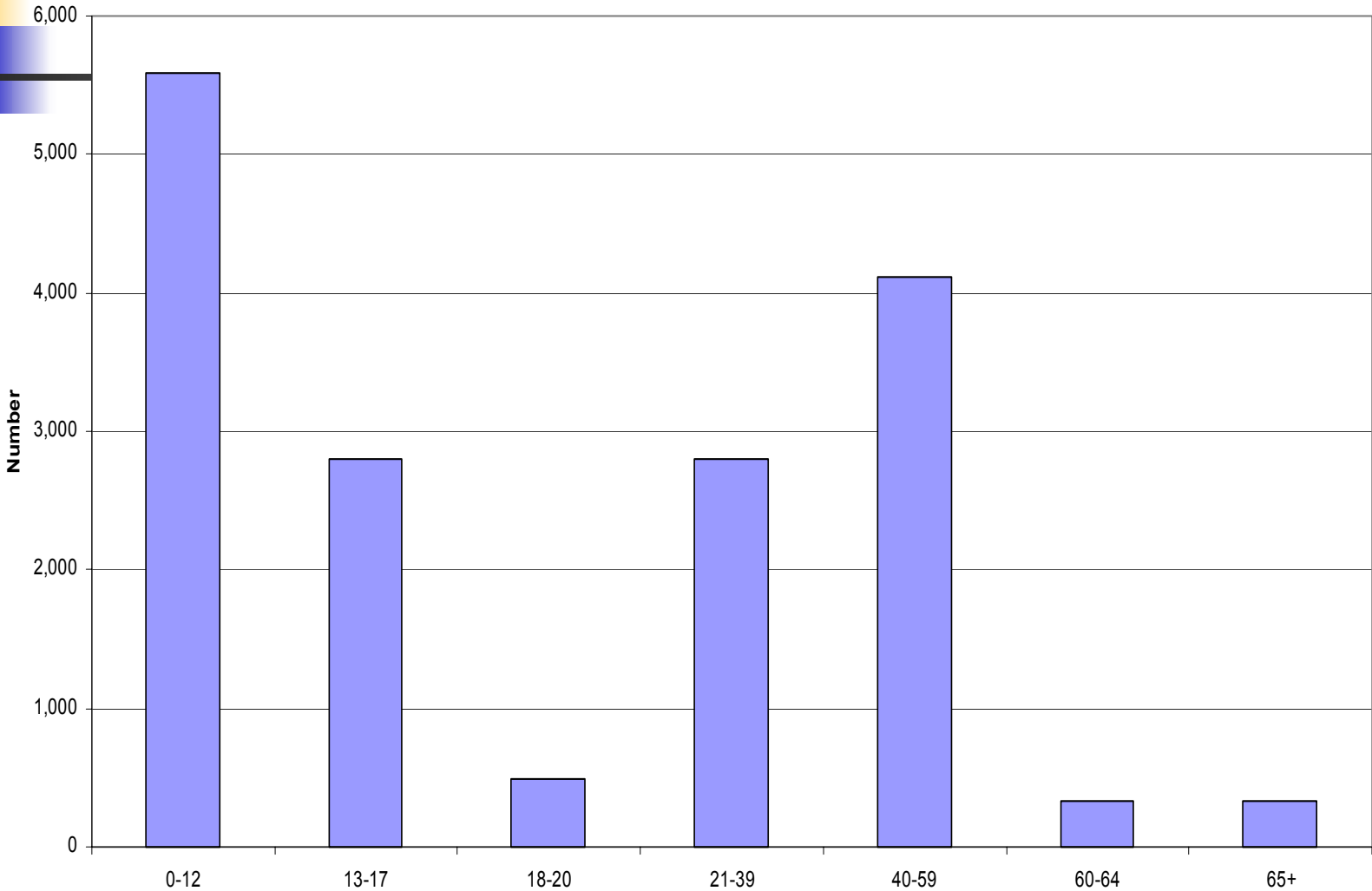
Age of Medi-Cal Eligible Beneficiaries in Sacramento County (N=254,132)



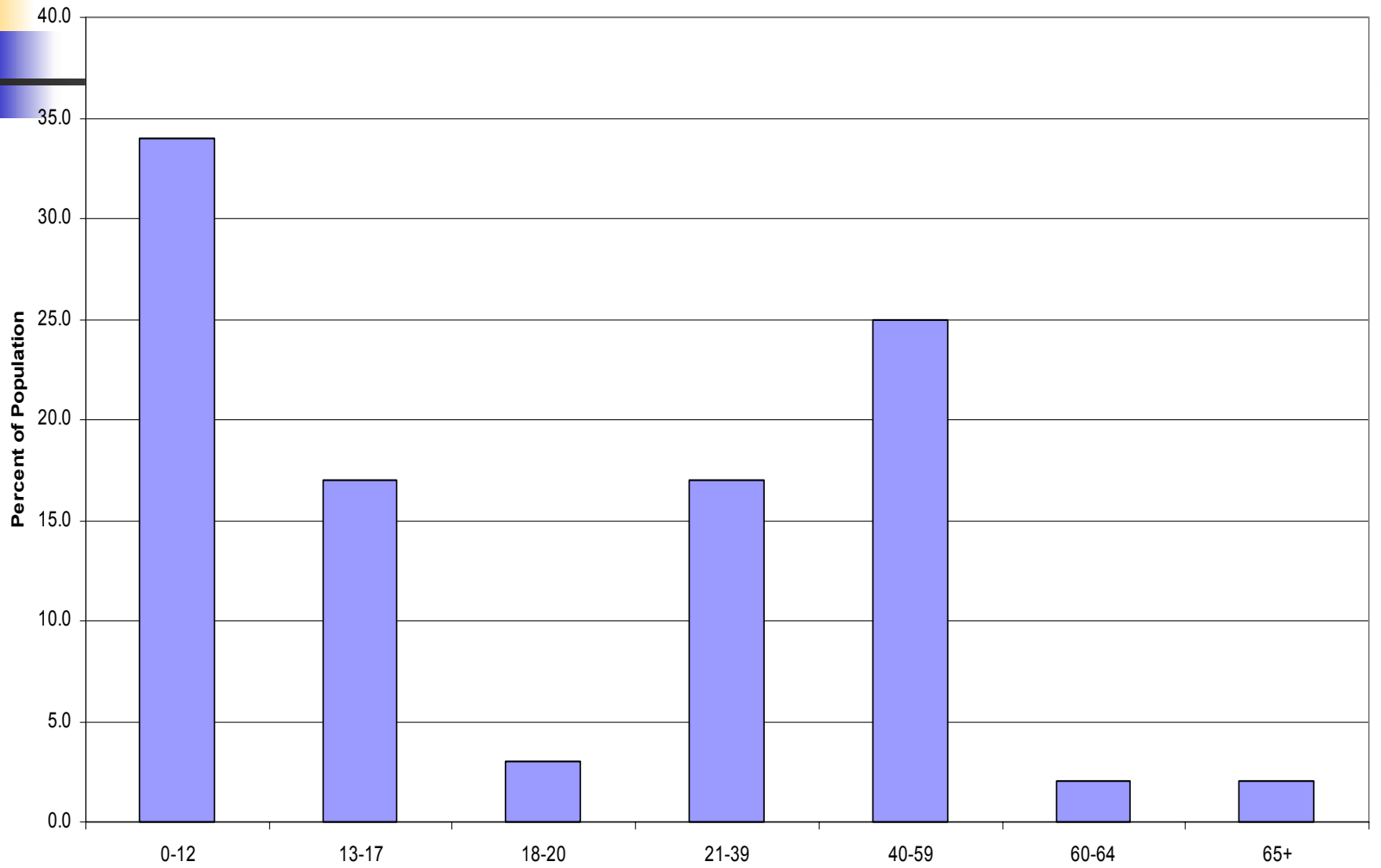
Age of Medi-Cal Eligible Beneficiaries in Sacramento County (N=254,132)



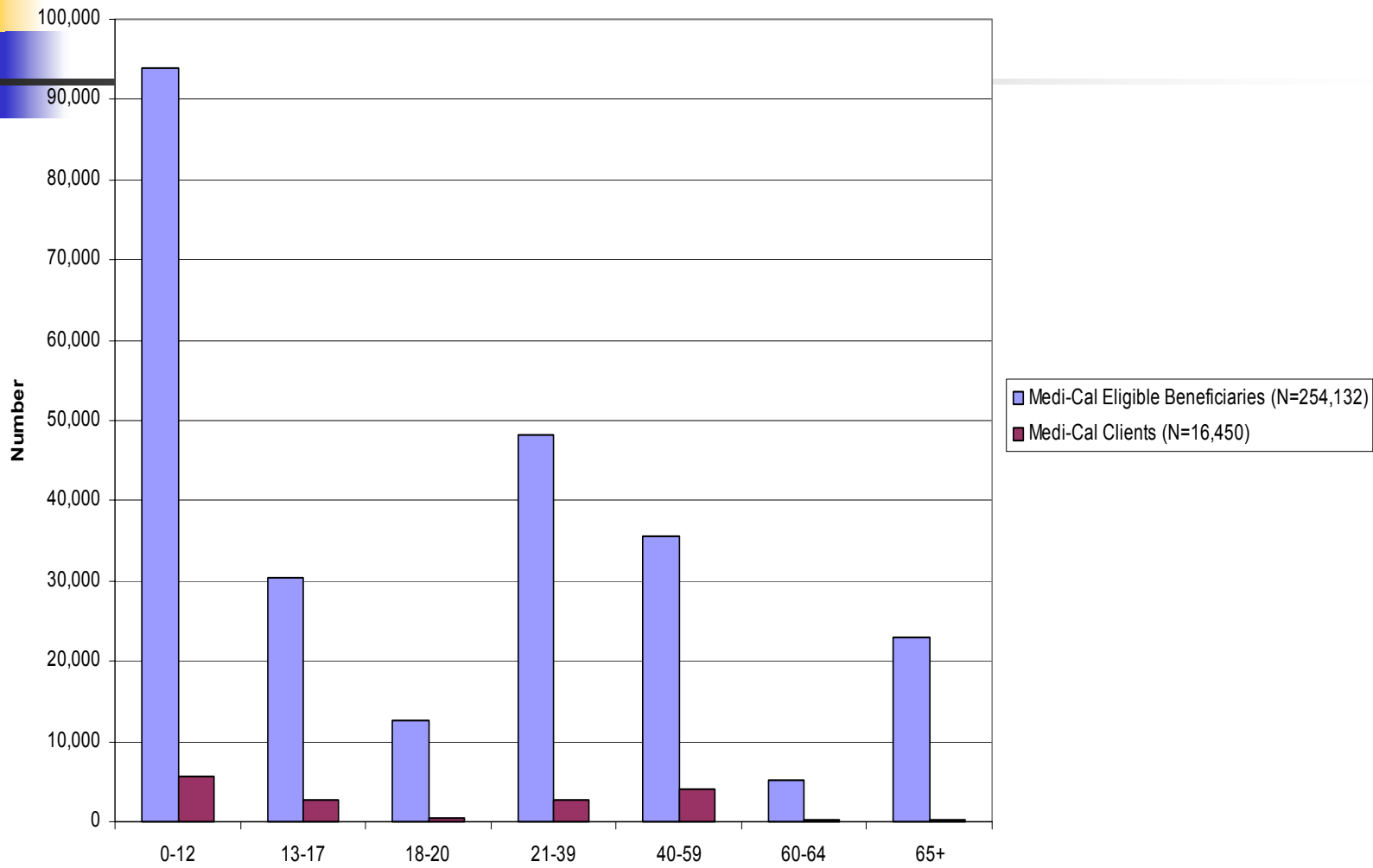
Age of Medi-Cal Clients in Sacramento County (N=16,450)



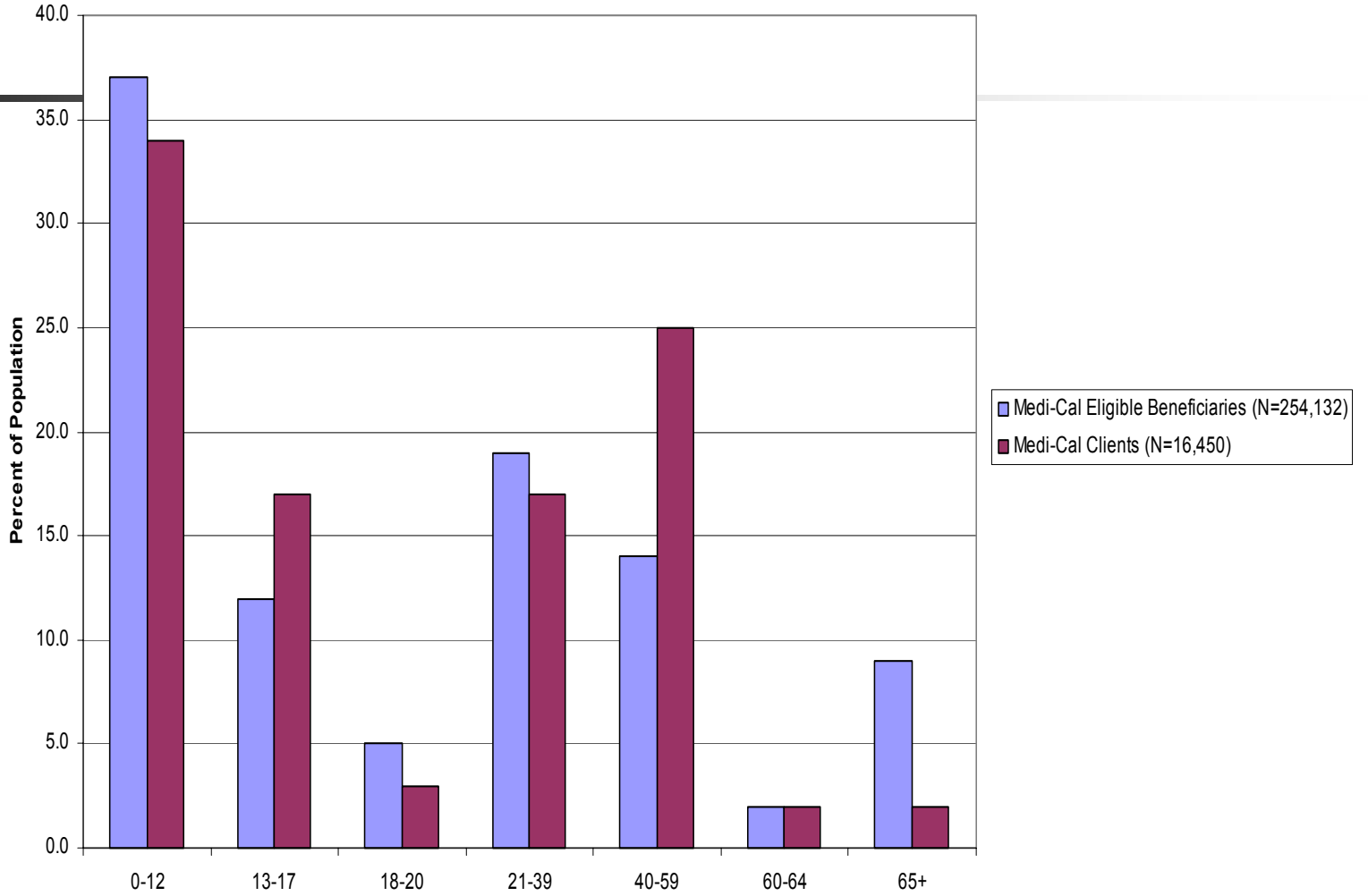
Age of Medi-Cal Eligible Clients in Sacramento County (N=16,450)



Age of Medi-Cal Eligible Beneficiaries and Clients in Sacramento County

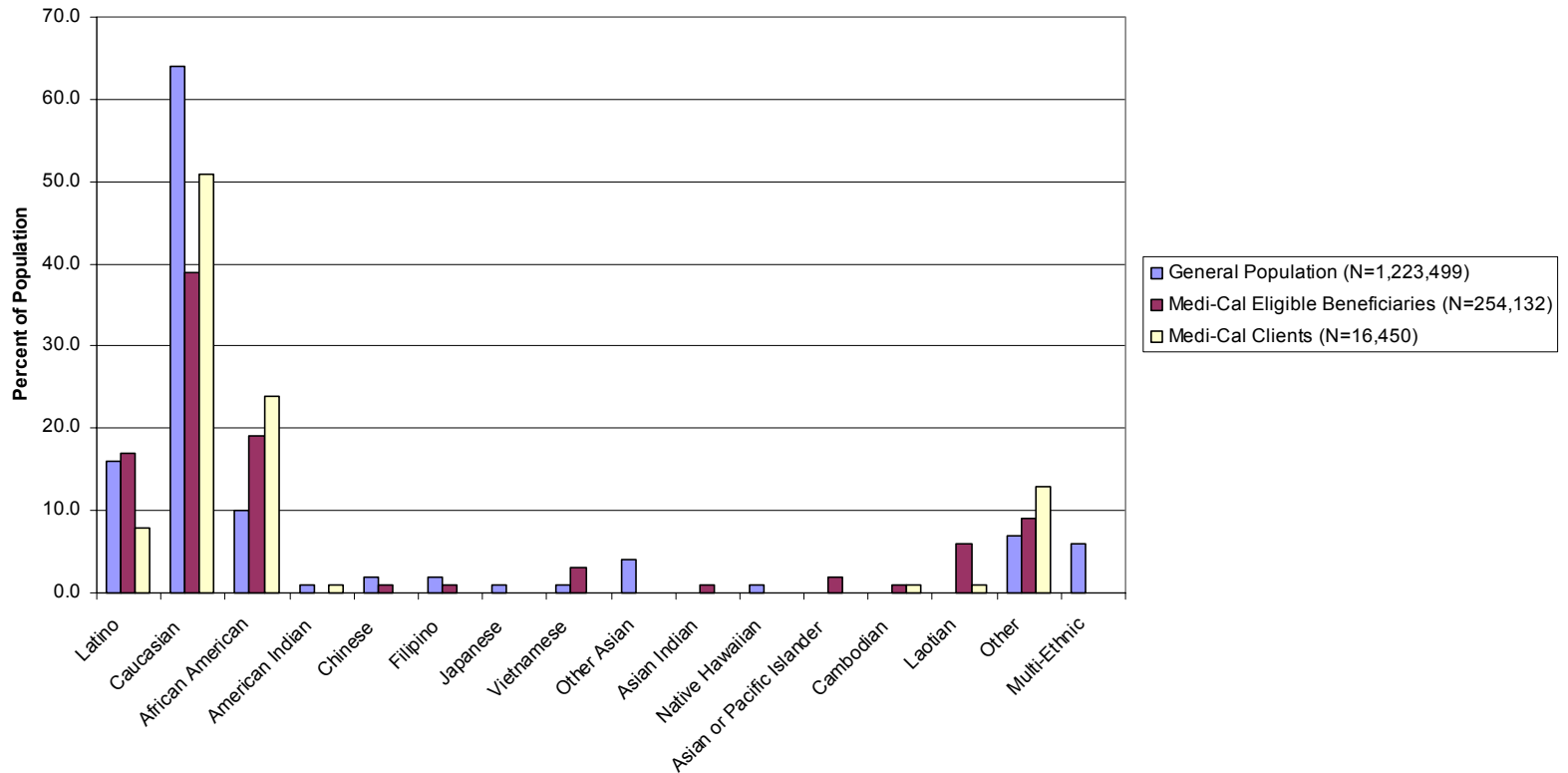


Age of Medi-Cal Eligible Beneficiaries and Clients in Sacramento County



Data and Analysis: Demographics

Ethnicity of General Population, Medi-Cal Eligibles and Medi-Cal Mental Health Clients in Sacramento County



Organizational and Service Provider Assessment:

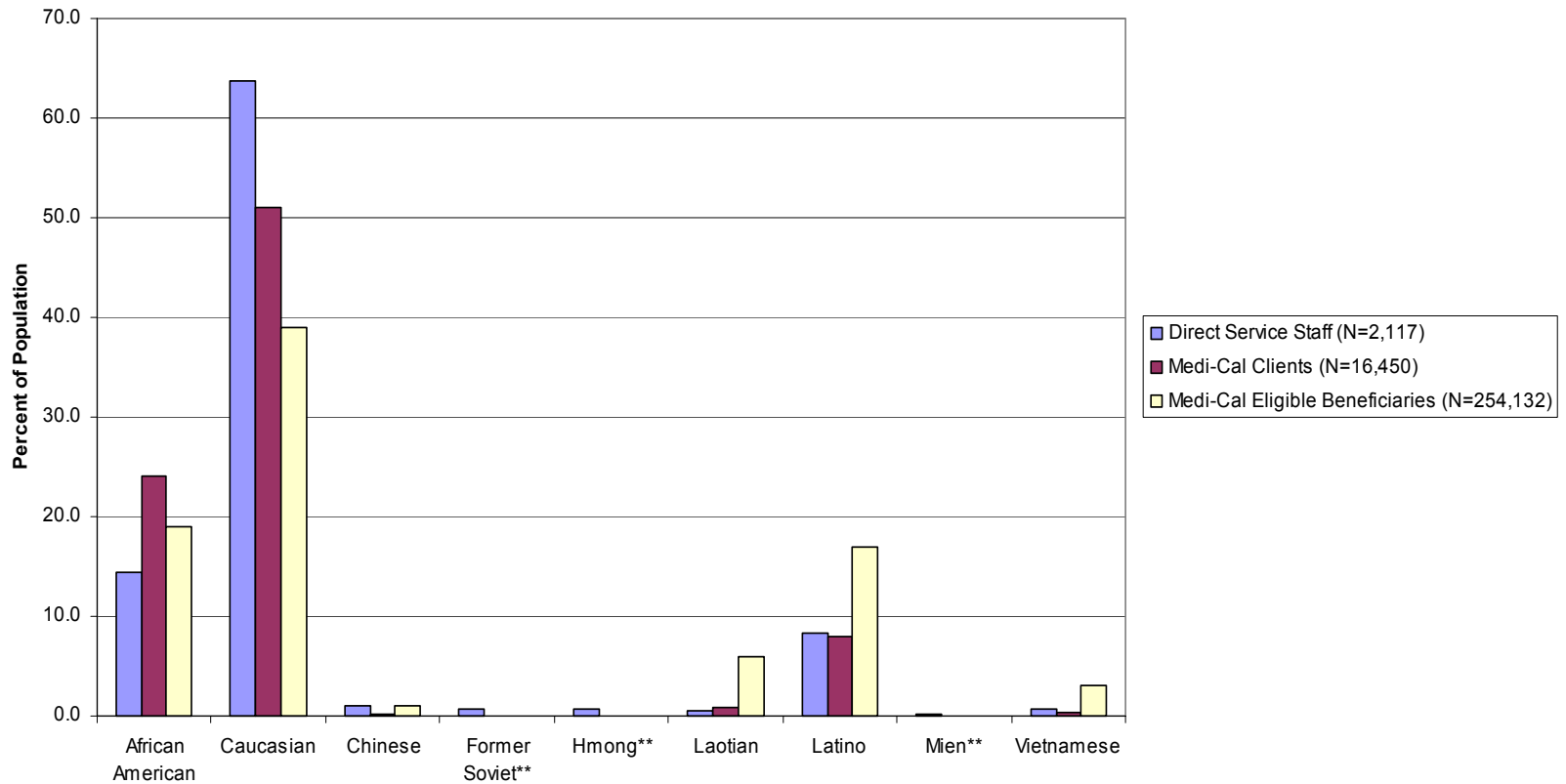


Human Resources Survey

- Conducted Annually
- Modified over time

Service Provider Assessment: Ethnicity

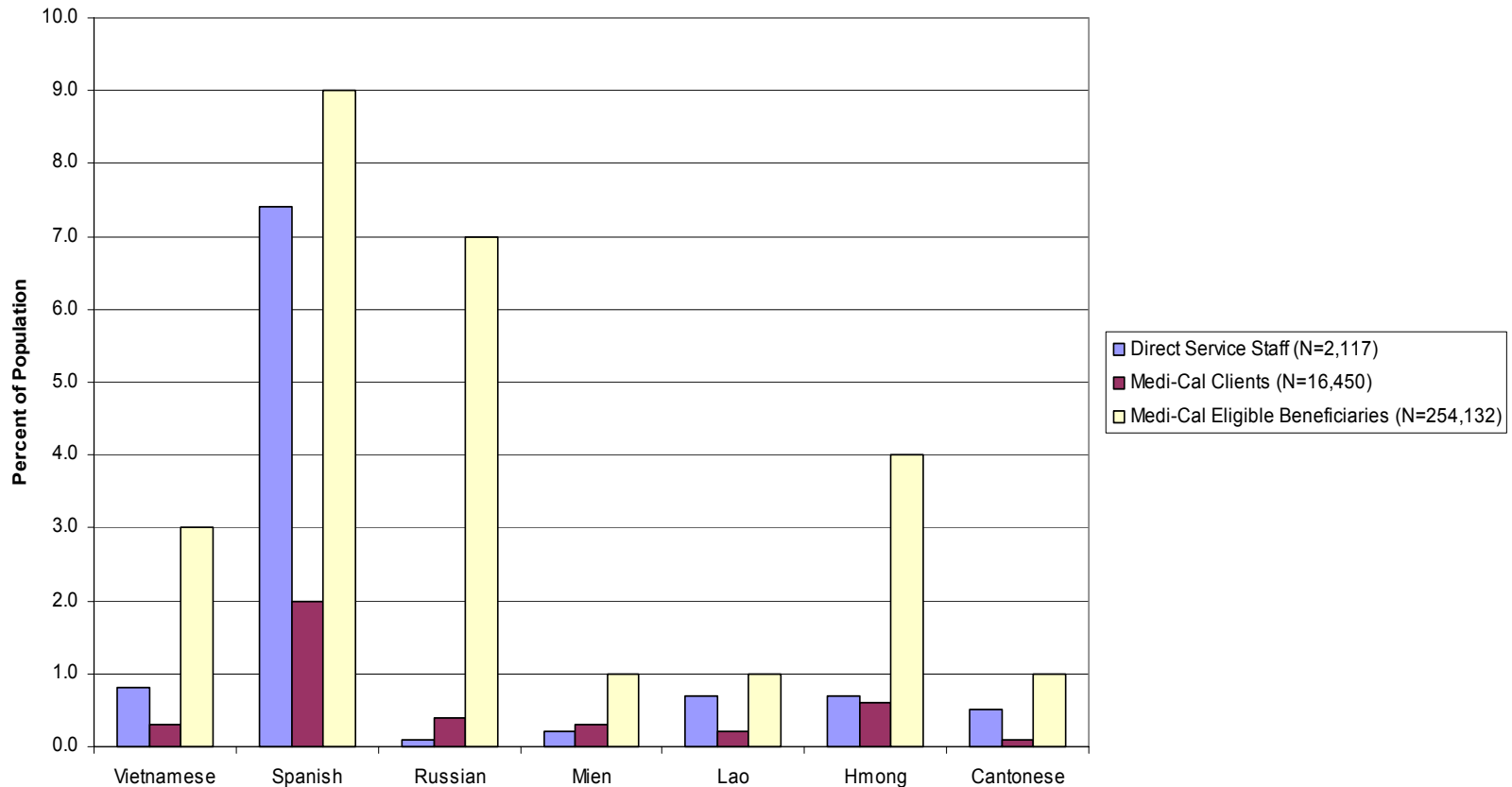
Ethnicity of Direct Service Staff, Medi-Cal Clients, and Medi-Cal Eligible Beneficiaries



** Indicates category not available in MEDS

Service Provider Assessment: Language

Language Ability of Direct Service Staff and Primary Language of Medi-Cal Clients and Medi-Cal Eligible Beneficiaries





Organizational and Service Provider Assessment:

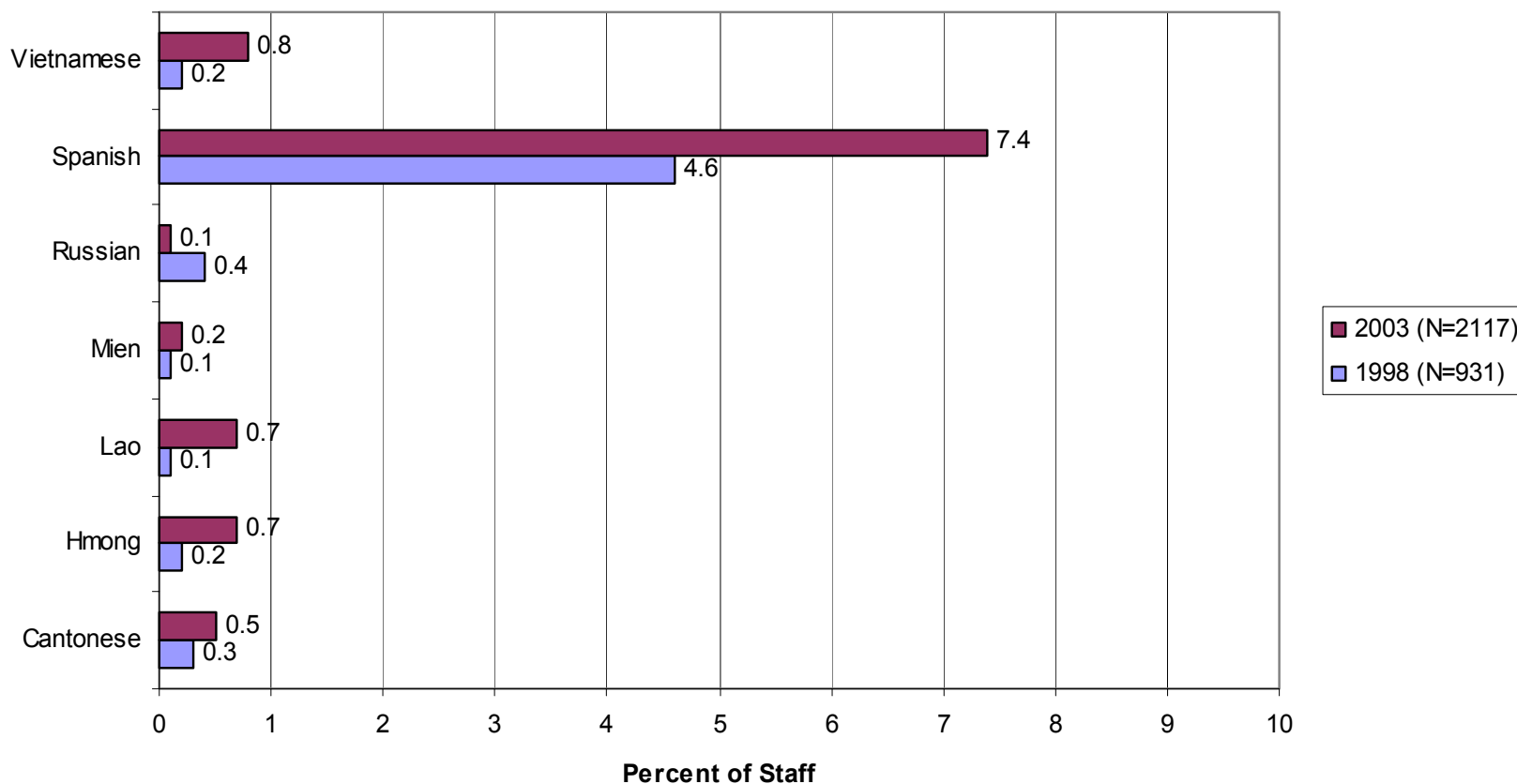
Objective I

- Developed from data
- Increase the percentage of direct service staff by 5% annually to reflect the racial and ethnic makeup of the communities speaking threshold languages until the proportions of direct service staff equal the proportions of Medi-Cal beneficiaries

Organizational and Service Provider Assessment:

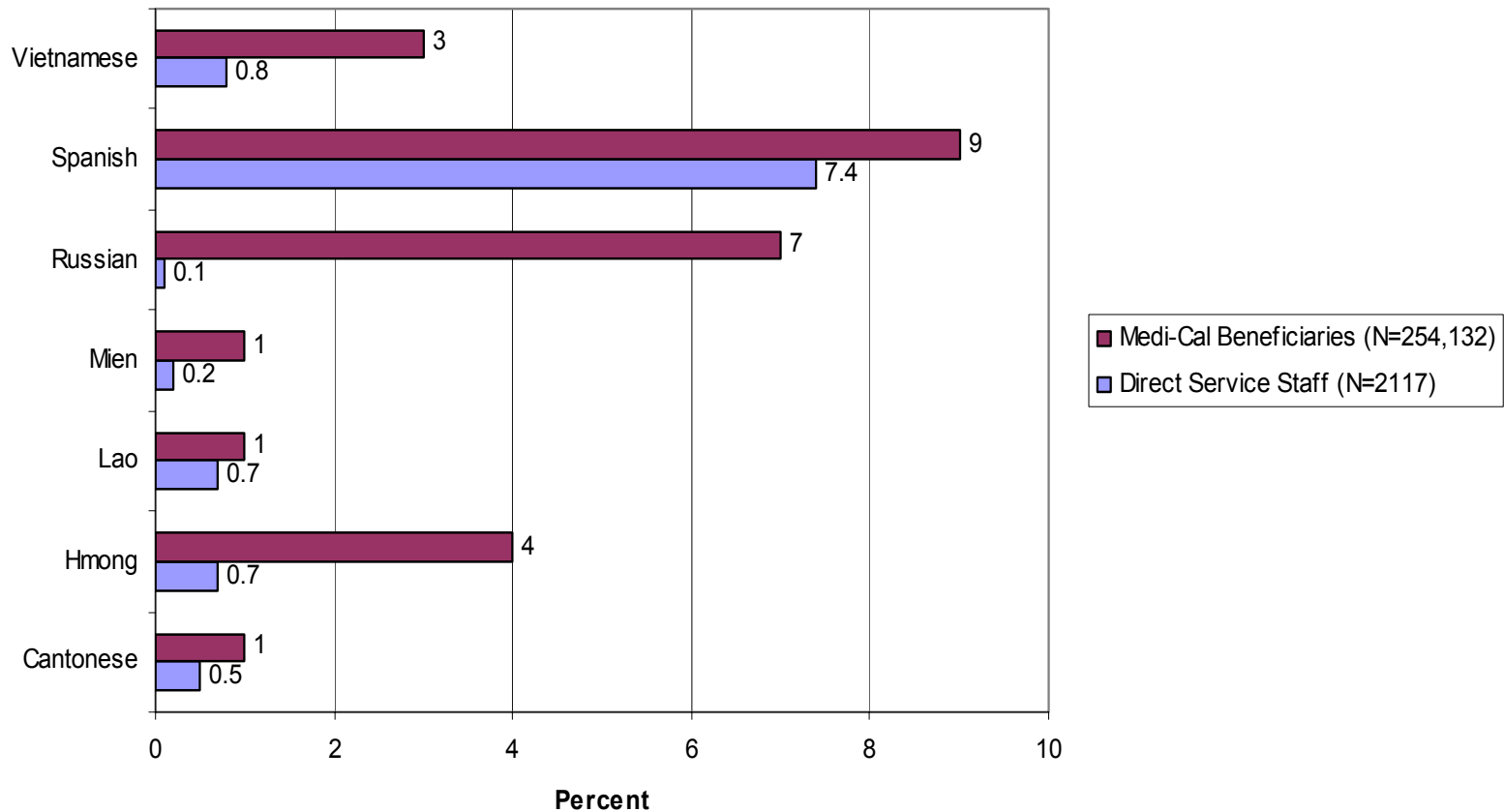
Objective I

Figure 83: Percent of Direct Service Staff With Oral Language Ability in Threshold Languages



Organizational and Service Provider Assessment: Objective I

Figure 84: Primary Language Comparison: Human Resources versus Medi-Cal Beneficiaries





Cultural Competence Plan

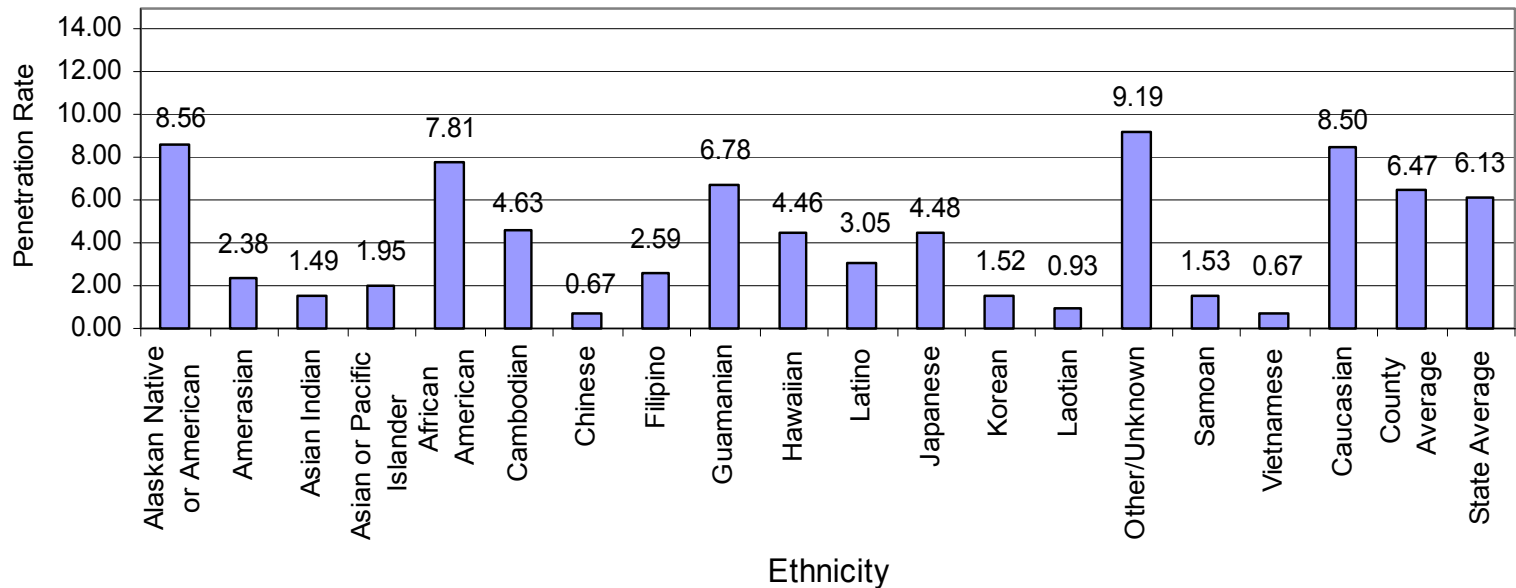
Selected Requirements:

Penetration Rates

- Definition: (total number of persons served) ÷ by (number of persons eligible)

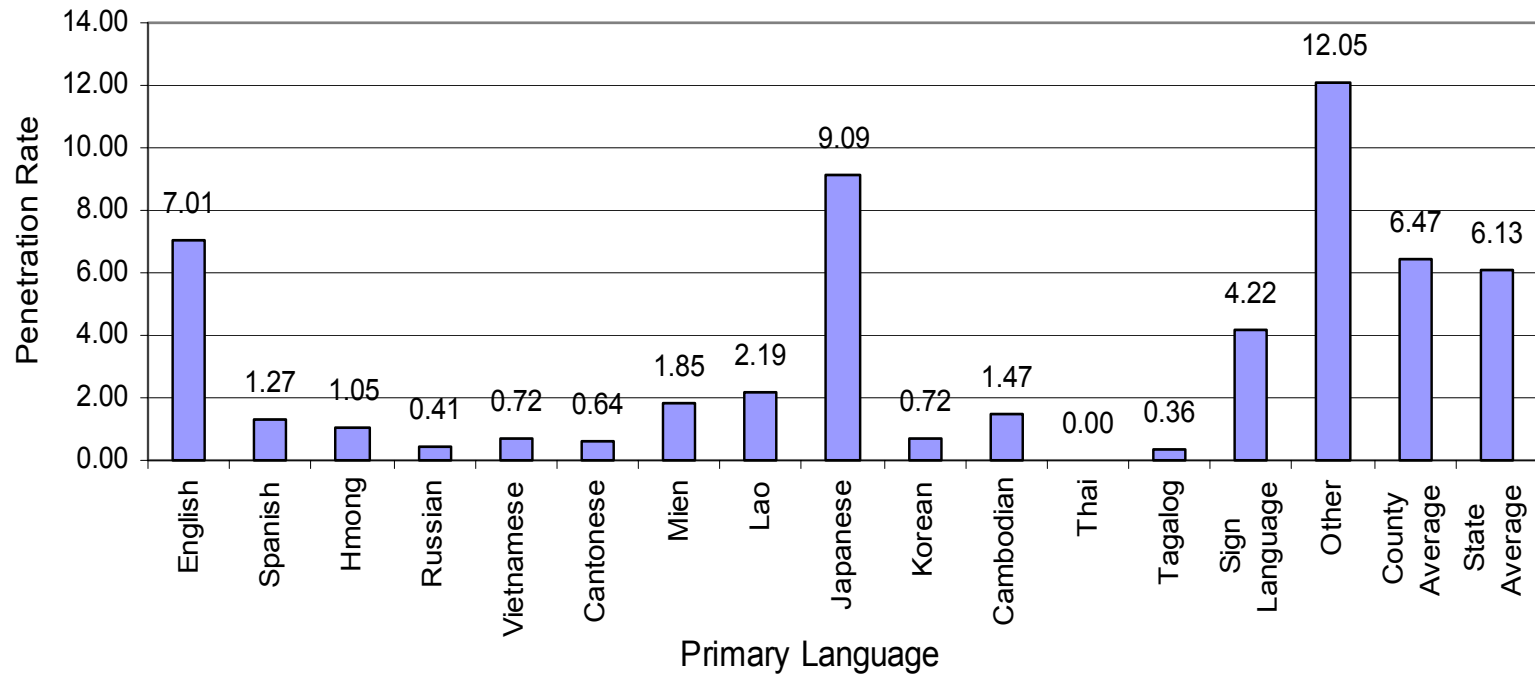
Cultural Competence Plan Selected Requirements: Penetration Rates, Ethnicity

Figure 88: Penetration by Ethnicity



Cultural Competence Plan Selected Requirements: Penetration Rates, Language

Figure 90: Penetration by Primary Language

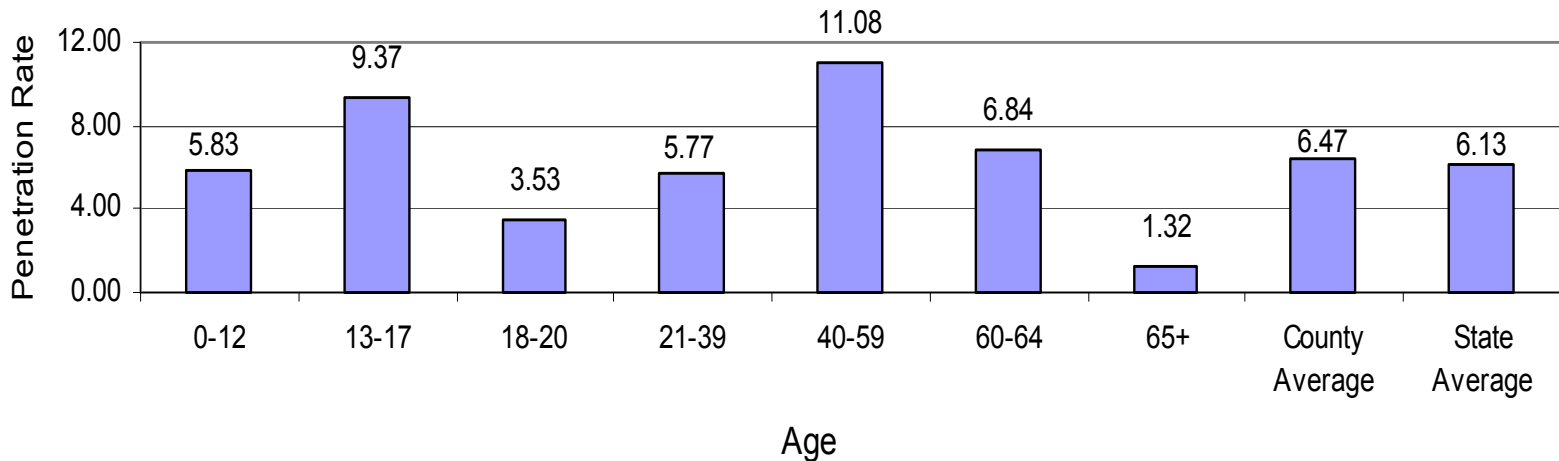


Cultural Competence Plan

Selected Requirements:

Penetration Rates, Age

Figure 89: Penetration by Age

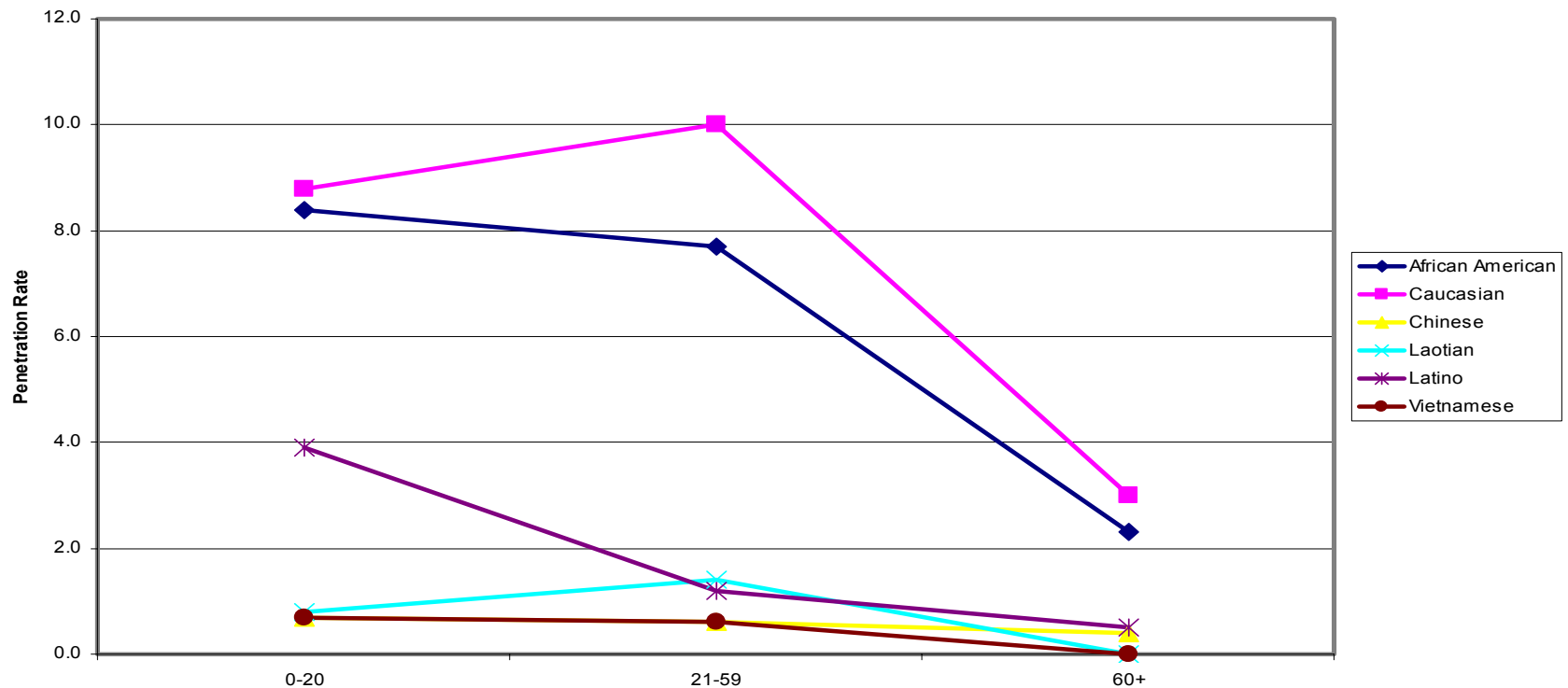


Cultural Competence Plan

Selected Requirements:

Penetration Rates, Ethnicity & Age

Penetration Rate is Affected by Age and Ethnicity

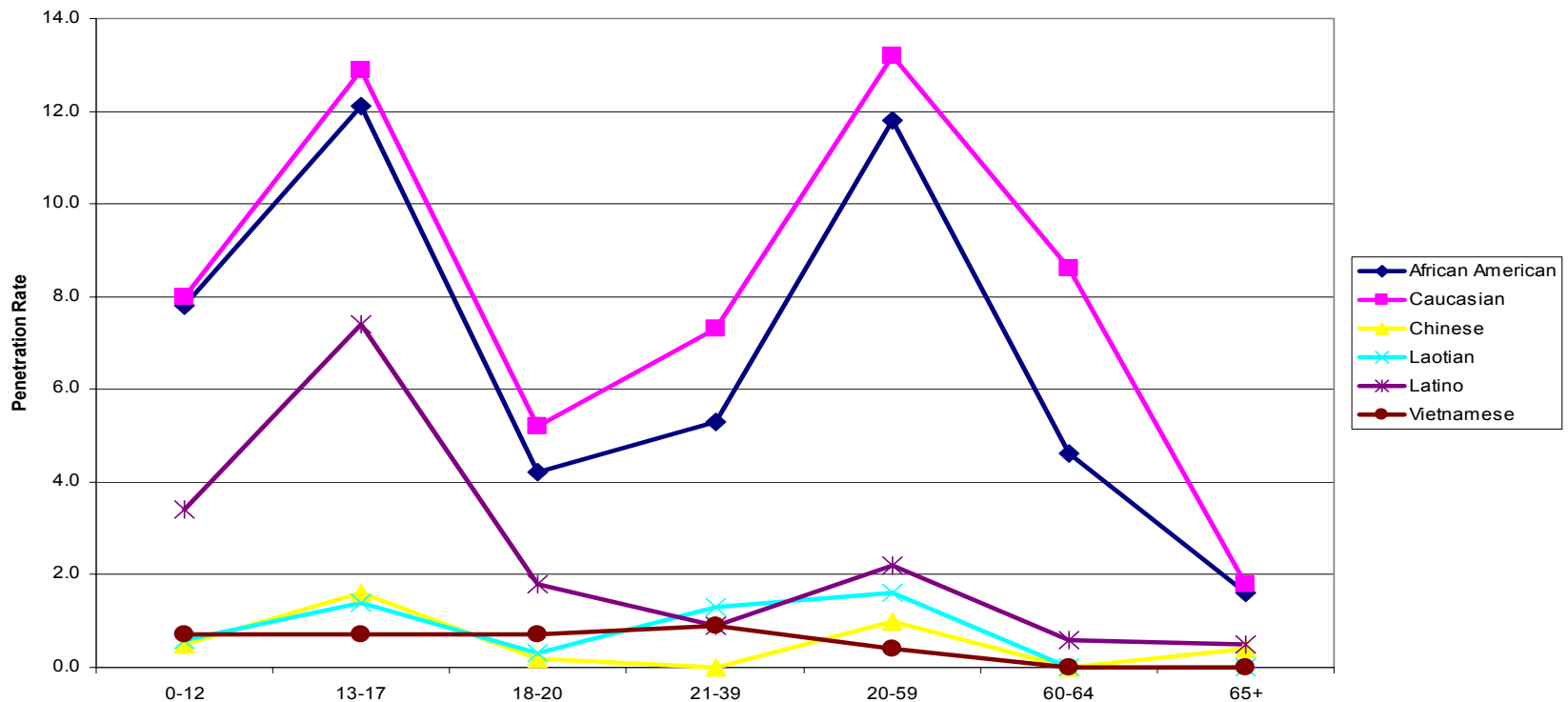


Cultural Competence Plan

Selected Requirements:

Penetration Rates, Ethnicity & Age 2

Penetration Rate is Affected by Age and Ethnicity





Cultural Competence Plan

Selected Requirements:

Penetration Rates Objective III

- Increase the penetration rate in underserved populations by 1.5% as measured for
 - Ethnicity
 - Language
 - Age



Cultural Competence Plan

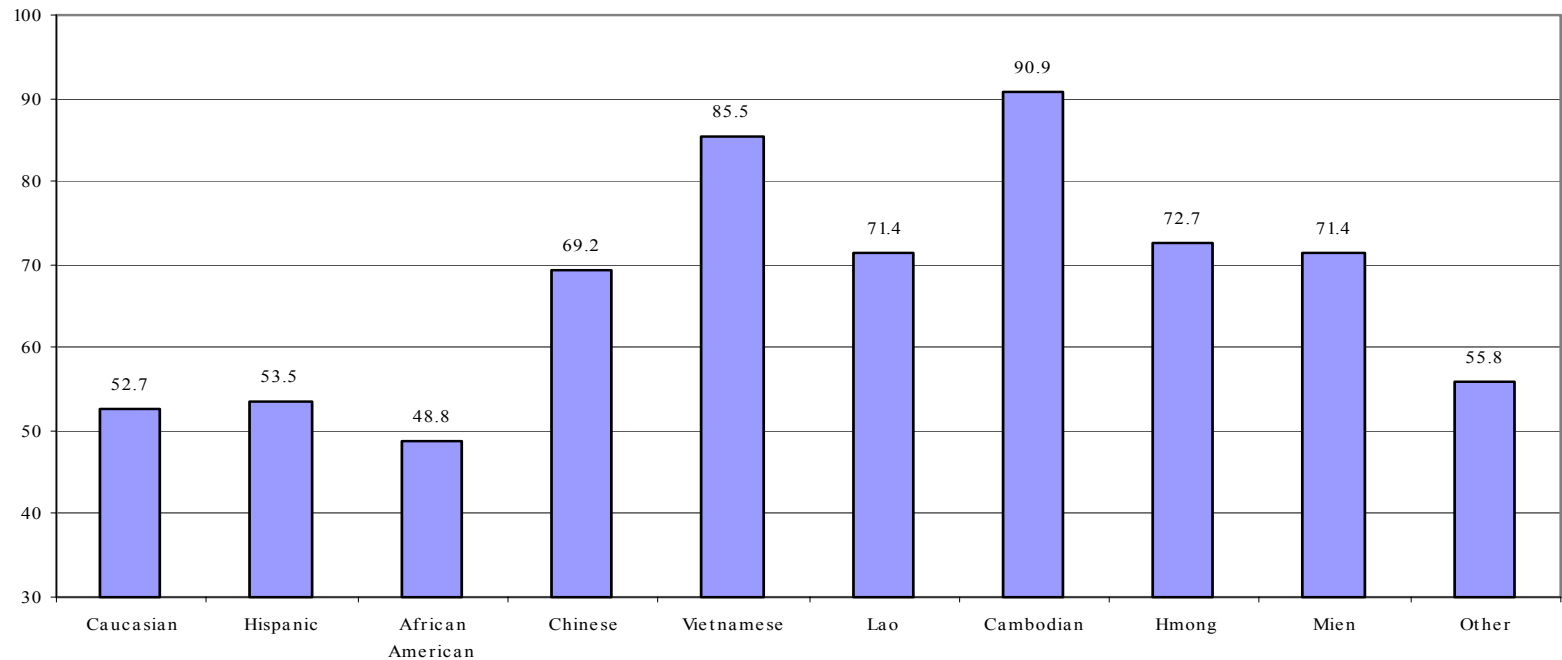
Selected Requirements

Retention Rates--Adults

- Definition: the % of new clients in a fiscal year who had 2 or more outpatient visits in a six month period following an initial non-crisis, outpatient contact. This measures the rate new clients are maintained in the system.

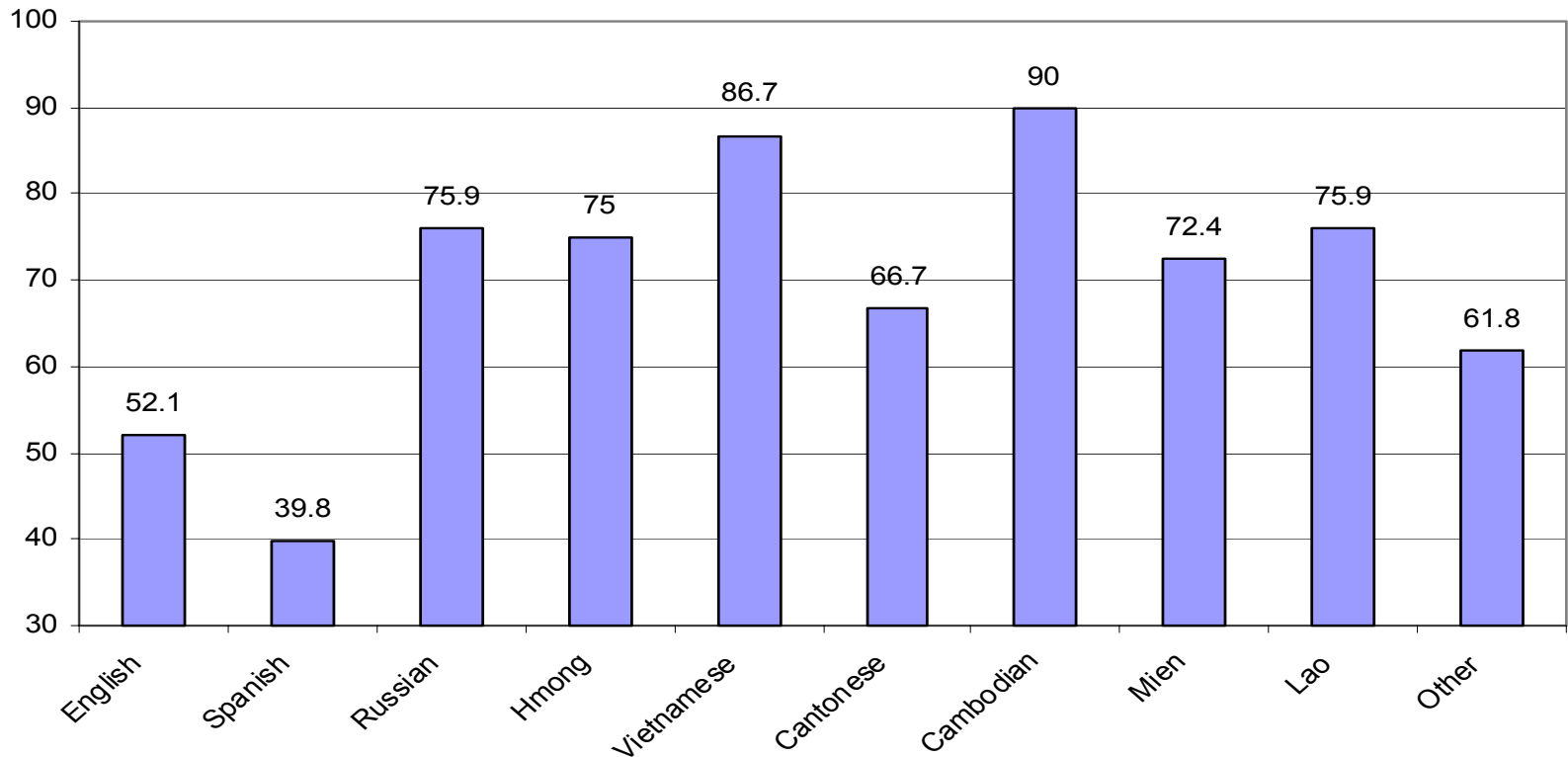
Cultural Competence Plan Selected Requirements Retention Rates—Adults, Ethnicity

Figure 91: Adult Retention Rate by Ethnicity



Cultural Competence Plan Selected Requirements Retention Rates—Adults, Language

Figure 92: Adult Retention Rate by Primary Language





Cultural Competence Plan

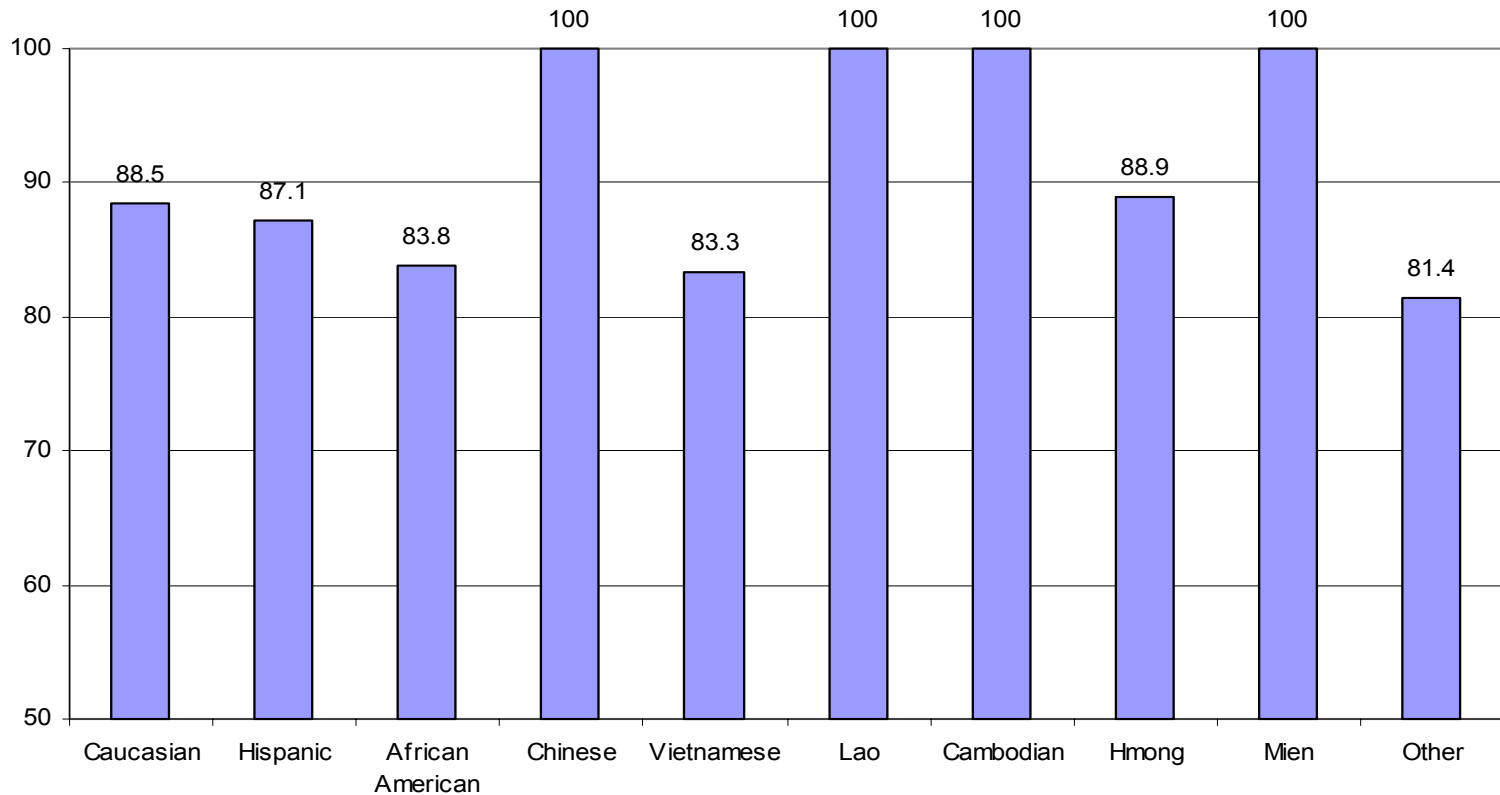
Selected Requirements

Retention Rates--Child

- Definition: the % of new clients in a fiscal year who had 2 or more outpatient visits in a four week period following an initial non-crisis, outpatient contact.

Cultural Competence Plan Selected Requirements Retention Rates—Child, Ethnicity

Figure 95: Child Retention Rate by Ethnicity

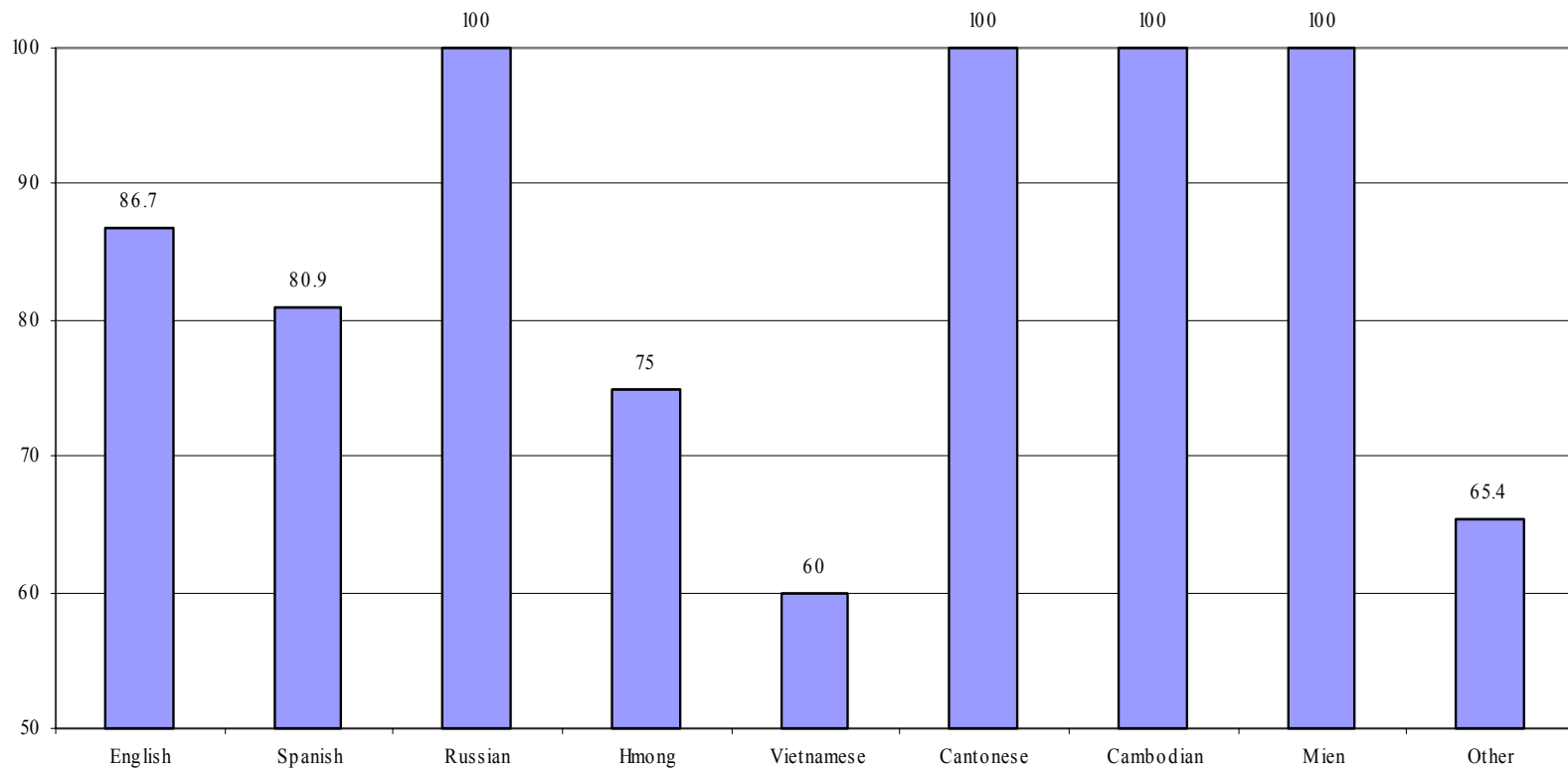


Cultural Competence Plan

Selected Requirements

Retention Rates—Child, Language

Figure 96: Child Retention Rate by Primary Language





Cultural Competence Plan

Selected Requirements:

Retention Rates, Objective IV

- Increase the retention rate in underserved populations:
 - By ethnicity, all adult consumers will be retained by at least the 53 point level
 - By primary language, all adult consumers will be retained by at least the 50 point level
 - By primary language, all children and youth will be retained by at least the 77 point level



2003 Plan Objectives Data Sources

Objective I	% direct service staff reflect cultural and linguistic make-up of beneficiaries	New to 2003 Plan
Objective II	90% interpreters trained	Continuation from earlier plan
Objective III	Increase penetration rates	New to 2003 Plan
Objective IV	Increase retention rates	New to 2003 Plan
Objective V	Client outcomes equivalent regardless of ethnic/language group	New to 2003 Plan, extension of current practice
Objective VI	Complete biennial Agency Self-Assessment	Continuation from earlier plan

Finding/Getting Sacramento's Plan

- Type in the link : <http://www.sacdhhs.com/article.asp?ContentID=482>
- The main page for the Dept. of Health and Human Services will appear. Go to the top of the page and select "Mental Health" from the divisions listed;
- The Mental Health Division main page will appear. On the right side of the page, in the "Highlights" section, go to the 5th heading and select "Cultural Competence Information";
- The Cultural Competence main page appears. Underneath the photograph of the teenagers, contained within the text, is an underlined listing, "Cultural Competence Plan Update September 2003"--click on this listing;
- A blank screen appears. Depending on the speed of your computer, it may be a bit slow to open because of the contents (many colored graphs) and size of the file.
- Wait until the file is completely open before downloading, as early downloading will cause it to lose some graphics.



Questions?

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