

DEPARTMENT OF BEHAVIORAL HEALTH

Dawan Utecht, Director/Public Guardian



THE COUNTY OF FRESNO
Department of
Behavioral Health

Our Mission, Vision and Goals

Mission:

DBH, in partnership with our diverse community, is dedicated to providing quality culturally responsive behavioral health services to promote wellness, recovery and resiliency for individuals and families in our community.

Vision:

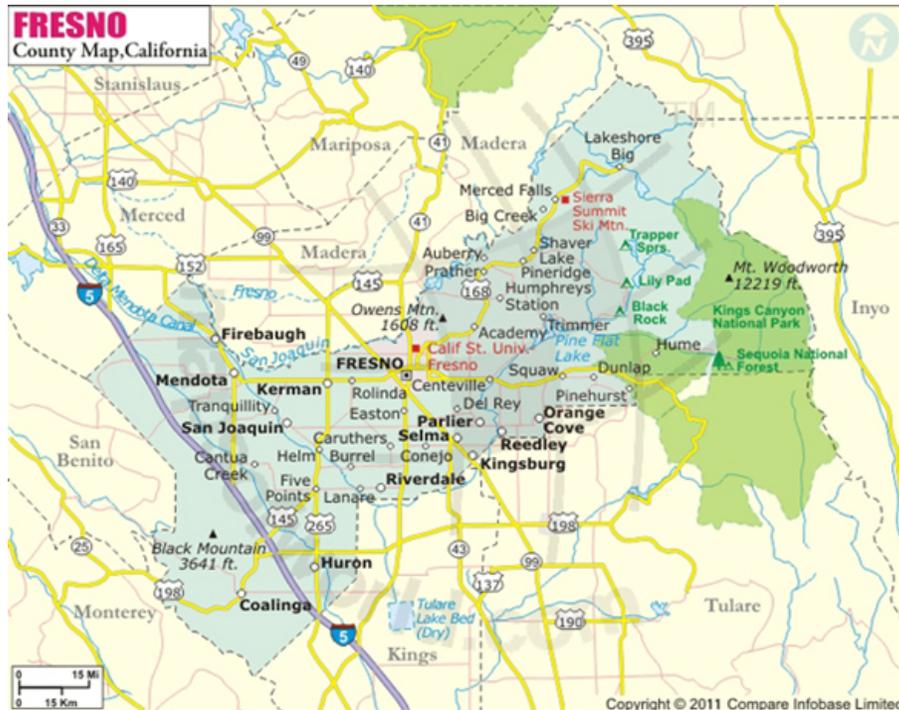
Health and well-being for our community

Goals: Quadruple Aim

- **Deliver quality care**
- **Maximize resources while focusing on efficiency**
- **Provide an excellent care experience**
 - **Promote workforce well-being**



Background on Fresno County



Fresno County Facts:

- **Total Population: ~1M**
- **Over 6,000 square miles**
- **15 cities, ~30 towns/unincorporated towns**
- **11 Police Departments, 1 Sheriff**
- **9 Acute General Hospitals**
- **2 Psychiatric Health Facilities (16-bed adult and 16-bed adolescent)**
- **1 64-bed adult psychiatric hospital (DPU)**
- **33 School Districts**



**Fresno County Mental Health Penetration
Rates by Gender, Age, Race/Ethnicity, and
Language** (Population Source: 2010 Census)

	Fresno County Population 2010 Census		All Mental Health Participants FY 2017/18		Fresno County Population Mental Health Penetration Rate FY 2017/18
Age Distribution					
0 - 15 years	229,429	24.7%	6,502	32.4%	6,502 / 229,429 = 2.8%
16 - 25 years	156,596	16.8%	3,258	16.2%	3,258 / 156,596 = 2.1%
26 - 59 years	411,057	44.2%	8,947	44.6%	8,947 / 411,057 = 2.2%
60+ years	133,368	14.3%	1,355	6.8%	1,355 / 133,368 = 1.0%
Total	930,450	100.0%	20,062	100.0%	20,062 / 930,450 = 2.2%
Race/Ethnicity Distribution					
African American/ Black	44,662	4.8%	2,350	11.7%	2,350 / 44,662 = 5.3%
Alaskan Native/ American Indian	6,513	0.7%	182	0.9%	182 / 6,513 = 2.8%
Asian/ Pacific Islander	86,532	9.3%	1,170	5.8%	1,170 / 86,532 = 1.4%
Caucasian/ White	304,257	32.7%	5,349	26.7%	5,349 / 304,257 = 1.8%
Hispanic/ Latino	468,016	50.3%	9,979	49.7%	9,979 / 468,016 = 2.1%
Other/ Not Reported	20,470	2.2%	1,032	5.2%	1,032 / 20,470 = 5.0%
Total	930,450	100.0%	20,062	100.0%	20,062 / 930,450 = 2.2%
Language Distribution					
English	-	-	16,656	83.0%	-
Spanish	-	-	2,214	11.0%	-
Hmong/Lao	-	-	441	2.2%	-
Other/Not Reported	-	-	751	3.8%	-
Total	-	-	20,062	100.0%	-
Gender Distribution					
Male	464,811	50.0%	9,857	49.1%	9,857 / 464,811 = 2.1%
Female	465,639	50.0%	10,106	50.4%	10,106 / 465,639 = 2.2%
Total	930,450	100.0%	20,062	100.0%	20,062 / 930,450 = 2.2%



THE COUNTY OF FRESNO
**Department of
Behavioral Health**



THE COUNTY OF FRESNO
Department of
Behavioral Health

FRESNO
HEALTHCARE
COALITION

CENTRO LA FAMILIA
ADVOCACY SERVICES
FAMILIA

Medi-Cal in Fresno County

994,400

Total Fresno County Population



419,572

Individuals who are utilizing the
Medi-Cal Program in Fresno County



219,105

Individuals ages 18-64 using Medi-Cal



18-64

200,467

Children ages 0-17,
Adults 65+ covered by Medi-Cal



98,511

Working Individuals



84,622

Working Families with at least
one member using Medi-Cal



\$4,704

Projected annual cost to employers
to provide healthcare per employee
(Covered California Silver Plan, \$392/mo)

\$463 million

Projected cost paid by employers to provide the
same coverage Medi-Cal currently provides.
(\$4704 x 98,511)

Sources: Department of Social Services, County of Fresno (November 2019), Covered California, U.S Census Bureau (2017)

Cultural Responsiveness with Humility



County of Fresno
Department of Behavioral Health
Behavioral Health System of Care

CULTURALLY RESPONSIVE PLAN
Delivered with Humility
FY 2018/2019

FINAL
December 03, 2018

- **Elevated Ethnic Services Manager Role within Organizational Structure**
- **Hired a Diversity Services Coordinator**
- **Created Core Cultural Competency Training Requirements**
 - 2-day Health Equity and Multi-Cultural Diversity Training
 - Implicit Bias Training
 - Behavioral Health Interpreter Trainings
 - Culturally and Linguistically Appropriate Services (CLAS) Training
- **Variety of Advanced Trainings Available**
 - Cultural issues in Treatment for Paraprofessionals
 - A Culture-Centered Approach to Recovery
 - Advocacy and Multicultural Care
 - Historical Trauma Training
 - Infusion of Culturally Responsive Practices
 - Another Kind of Valor Veterans Training
 - LGBTQ+ Training



THE COUNTY OF FRESNO
**Department of
Behavioral Health**

Cultural Responsiveness with Humility

- Conducted market research groups with ethnic groups to understand their perception of mental health, substance use disorder and our department
- Completion of 2nd annual Cultural Humility Survey
- Completion of Mental Health Services Act Community Planning Process with focus on increasing inclusion and access to underserved populations and geographic areas
- 3rd Annual Statewide Asian Pacific Islander Mental Health Empowerment Conference



Cultural Responsiveness with Humility

- All of these efforts simply laid a *foundation*
- NOT a 'one and done' effort....
- Still struggled to find culturally appropriate providers
 - County run programs
 - Contracted providers
 - Non-responsive RFP



Then COVID hit and we had an *incident* and *George Floyd was murdered*

- **February: A departmental incident occurred within a supervisor-run internal staff workgroup**
 - Debrief
 - Provided HR and Diversity Services Coordinator Support
 - Planned higher level interaction with group, then....
- **March: COVID happened**
 - Rapid shift to telehealth
 - Disproportionate impact on certain ethnicities
 - Early prison releases occurred
- **May: George Floyd was murdered on heels of Ahmaud Arbery, et al**



Since then.....

- **More work with group involved in departmental incident**
- **Closely tracking service impact**
- **Development of Equity Library in partnership with County Library**
- **LGBTQ and African American Support**
- **Genuine engagement, discussion and culture change**





CULTURAL HUMILITY CAN'T STOP WITH COVID-19

A QUICK REFERENCE GUIDE AMID THE PANDEMIC

APRIL 2020



WHAT'S INSIDE

Resources specific to culture

Tools for collecting cultural information

Links for more detailed information



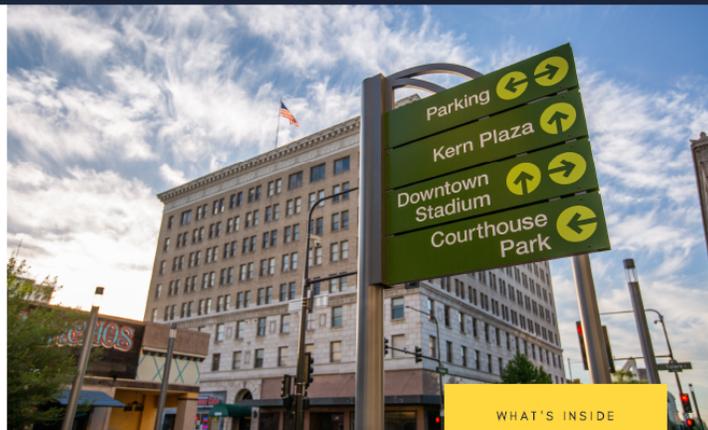
[Click to access more detailed resources](#)

This is a quick reference guide that includes resources to consider how COVID-19 might be impacting different communities. This tool is not intended to replace experience, education, and/ or cultural humility trainings.



CULTURAL HUMILITY AND COVID-19

QUICK REFERENCE GUIDE PART II • APRIL 2020



Quick Reference Guide Part II

QUICK REFERENCE GUIDE **PART I**

Click throughout for more detailed information

This is a quick reference guide that includes resources to consider how COVID-19 might be impacting different communities. This tool is not intended to replace experience, education, and/ or cultural humility trainings.

WHAT'S INSIDE

TABLE OF CONTENTS

People Experiencing Homelessness • P. 2

Veterans • P. 3

Individuals involved with the Justice System • P. 4

Foster Youth • P. 5

Faith Based Communities • P. 6

Older Adults • P. 7



THE RAVEN APPROACH

The R.A.V.E.N. Framework provides practical ways to respond to micro-aggressions both in the work place and on-line.

Micro Aggression - a statement, action or incident regarded as indirect, subtle or unintentional discrimination against members of a marginalized group.

REDIRECT

Redirect the interaction to prevent further harm from occurring.

"Can I speak with you over here for a second?"

ASK

Ask probing questions that help the aggressor understand their statements are hurtful & problematic.

"Were you suggesting they shouldn't attend this college because English isn't their native language?"

VALUES CLARIFICATION

Values Clarification - Identifying and clarifying that the organization values are not aligned with their actions.

"In training, we all agreed to contribute towards a safe and well coming environment. Your statements do not uphold these values."

EMPATHIZE

Empathize with your own thoughts and feelings. Using I statements, explain how you were affected by the aggressors hurtful statements: "I think" "I feel" "I was hurt" "I was disappointed"

"When you said Juan was actually articulate, I felt hurt that your expectation was for him to not be"

NEXT STEPS

Next Steps - Suggesting to the aggressor what they could do to correct their behavior moving forward.

"I think you should be more aware of how your words can effect the people around you. It would be a good idea to apologize."

R.A.V.E.N. is not a step by step process. It's a general guide to provide us all with some options and actions that we can engage in to respond and (in time) eliminate microaggressions from our workplace. You can use whichever parts of R.A.V.E.N. that may work for the current situation. The work with microaggressions are not sought to be a tool to address intentionally discriminative behaviors and/or belief systems towards marginalized groups.

RAVEN Approach is adapted from Dr. J. Luke Wood and Dr. Frank Harris III of San Diego State University.

Next Steps

- Working with a minority business to analyze our RFP process
- Bringing in an outside consultant to work with management teams on confronting racism in our department
- New Workforce Education and Training Plan with equity focus (\$1,144,445 over 5 years; \$766,768 OSHPD Grant and \$377,677 local match)
 - Pipeline development, scholarships, stipends, loan repayment and retention activities



Next Steps

- **Whole Person Care Pilot**
- **Continue Sequential Intercept Mapping Plan to include a Jail to Community Transition Process**
- **Looking at MHSA Innovation Projects to:**
 - **Create sustainability around the local efforts toward the California Reducing Disparities Project Plan/Goals**
 - Use of Cultural Navigators and Peers/Lived Experience
 - **Develop a Justice Involved MAP (Multi-Agency Access Program)**



Questions?

Thank You!



THE COUNTY OF FRESNO
Department of
Behavioral Health