

CHANGE

Customs Heritage Ancestry Nationality Gender Equality

County of San Bernardino

Department of Behavioral Health

Fall 2011

Office of Cultural Competence and Ethnic Services

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Culture Matters

Accounting for clients' backgrounds and values makes for better treatment.

By Michael Price, *Monitor Staff*, July 2008, Vol 39, No. 7, Print version: page 52

Psychologists should make an effort to "individualize clients without stereotyping them," Nolan Zane, PhD, told psychologists at a March 13-14 meeting in Bethesda, Md. The meeting, a collaboration of APA and several mental health organizations, examined topics such as cultural differences in therapy expectation and psychological measurement issues. The goal was to encourage researchers and practitioners to work together to make evidence-based practices relevant to all cultures, not just a few.

Zane, a psychologist at the University of California, Davis, and the meeting's co-chair, stressed that culturally informed treatments can be far more effective than "one-size-fits-all" methods. The first step, he said, is articulating how specific aspects of a client's culture might affect treatment.

For example, avoiding "face loss," the loss of respect and social credibility in front of one's peers, is an important component of Chinese social interaction, he said. If psychologists know how face loss influences a client's motivations, they can be better prepared to interpret that person's behavior. For instance, face loss is a major source of stress for many Chinese and Chinese Americans, but less so for Westerners, so stress management approaches will be different for these groups. Recognizing face loss gives therapists a specific tool as opposed to just chalking up the different approaches to divergent cultures.

"If you identify face loss, then you can talk about face loss, not just 'Chinese values,'" which lets therapists zero in on the best treatment options, said Zane. Cultural expectations also color treatment itself. In some cultures, Zane explained, suppressing one's emotions is an adaptive strategy for getting along in society. But psychotherapy

often tries to get people to emote more, which can be counterproductive. One way to help bridge the cultural gap is to empower clients in their treatment, said Margarita Alegria, PhD, a psychologist at Harvard Medical School.

"People need to be able to access information on their own, to develop their own solutions and solve their own problems," she said.

To that end, Alegria is working on the Right Question Project, which aims to teach clients to develop their own sets of questions they would like answered during treatment. Topics can include insecurities about mental health treatment through questions such as "Does mental illness ever really go away?" and even such basic questions as "What is my diagnosis?"

"Believe it or not, some people had never actually heard their diagnosis before participating in the program," Alegria said.

She found that Latino clients in the program's pilot study were three times more likely to keep going to sessions and were four times more likely to feel engaged in their treatment.

Incorporating cultural identity into treatments is also important, said Stanford University's Teresa LaFramboise, PhD. She's



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“culturally informed treatments can be far more effective than “one-size-fits-all” methods.”

Culture Matters continued...

Accounting for clients' backgrounds and values makes for better treatment. By Michael Price

developing American Indian Life Skills (AILS), an intervention curriculum that ties modern theoretical practices with traditional cultural values. For example, the AILS program explains how centuries of cultural, spiritual and economic loss in American Indian communities have contributed to high levels of domestic violence, child abuse and neglect on many reservations. Growing up seeing widespread poverty and unemployment breeds stress in many young people. Using traditional American Indian notions, such as "sanctuary" and "purification," and emphasizing the importance of family and tribe role models, LaFramboise's program aims to incorporate "cultural ways of knowing" into modern intervention practices. The program has already demonstrated success in reducing suicidal thoughts among American Indian youth, who are the most at risk for suicide in the nation. The program also fosters problem-solving skills and suicide-intervention techniques. LaFramboise sees the program's early success as validation for the idea that traditional cultural knowledge can be just as evidence-based as modern treatments.

Psychologists need to publicize such culturally informed treatments, said keynote

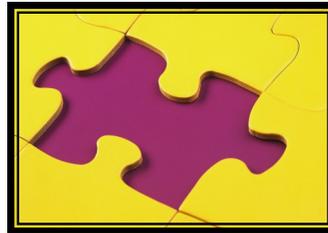
speaker Westley Clark, MD, JD, who directs the Center for Substance Abuse Treatment at the U.S. Department of Health and Human Services. Without the demand for such services, insurance agencies won't cover culturally informed treatments, he said.

Clark also asked researchers and clinicians to develop effective treatments together. Too often, he said, the translation of research into treatment is seen as a one-way street. Instead, clinicians can and should alert researchers if they notice trends in their practices.

"If clinicians wait for researchers to get around to it, they do their clients a disservice," he said, noting that the average time between research being published and its widespread clinical application is 17 years. "A [client's] family isn't going to care about theory. They're

going to ask, 'Did you help them?'"

<http://www.apa.org/monitor/2008/07-08/culture.aspx>



Department of Behavioral Health is now on Facebook & Twitter!

Department of Behavioral Health Office of Innovations

Facebook is the primary social networking site used for our Online Diverse Community Experience (ODCE) Project, funded by the Mental Health Services Act (Proposition 63) through the Office of Innovation. We post useful links and articles for culturally diverse communities including veterans, youth, consumers, family, and friends to share resources, break down the barriers of stigma, and promote resiliency, wellness, and recovery! Hasta tenemos una pagina en Español!

“Like” us on Facebook to join in our social networking!

ASIAN PACIFIC AMERICAN MENTAL HEALTH AWARENESS DAY RESOLUTION

WHEREAS, Since 1949 May has been celebrated as “May is Mental Health Month”;

WHEREAS, May also follows the Black April Memorial Week, the Week of April 23rd, Californians remember the countless lives lost during the Vietnam War era and to hope for a more humane and just life for the people of Vietnam;

WHEREAS, The Asian Pacific Islander population in the County of San Bernardino account for 7% of the total population; and

WHEREAS, The Asian Pacific Islanders account for only 2% of all Department of Behavioral Health consumers;

WHEREAS, Among these Asian Pacific Islander communities in the County of San Bernardino, the Vietnamese community is the largest, with the highest concentration in the Second District;

WHEREAS, The Asian Pacific Islander communities are historically underserved and under-represented in the public behavioral

health system due to the stigma associated with seeking behavioral health services;

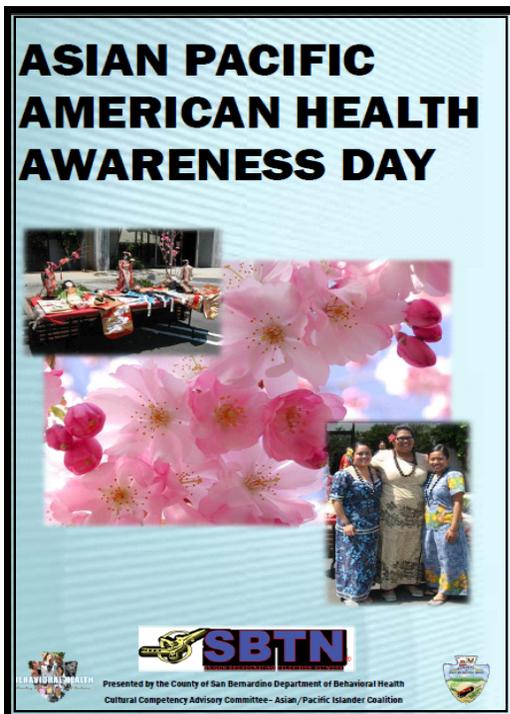
WHEREAS, Underutilization of early intervention and preventative behavioral health care results in inappropriate care; and

WHEREAS, The State of California desires to eliminate behavioral health disparities and barriers to access services in the Asian Pacific Islander communities and

WHEREAS, The State of California strives to provide quality behavioral health care to the Asian Pacific Islander communities;

NOW, THEREFORE, BE IT RESOLVED that the County of San Bernardino Board of Supervisors does hereby proclaim May 10th as “Asian Pacific American Mental Health Awareness Day” and **BE IT FURTHER RESOLVED**, that the County of San Bernardino will conduct activities promoting awareness through community education, screening and referral to culturally appropriate services, organized and implemented by community health, alcohol and drug, and mental health agencies.

“County of San Bernardino Board of Supervisors does hereby proclaim May 10th as ‘Asian Pacific American Mental Health Awareness Day’”



Behavioral Health Commission Presentation of Resolution. (Left to right) Jennifer Gonzales, Veronica Kelley, Rasmey Sam, Sokha Chan, Talli Simmons Representative for Supervisor Neil Derry, Susan McGee-Stehsel



Presentation of Resolution at event. (Left to right) Jennifer Gonzales, Angel Baltazar Representative for Supervisor Josie Gonzales, Rasmey Sam, Laurretta Ross, Cathy Smith

ASIAN PACIFIC AMERICAN MENTAL HEALTH AWARENESS DAY

Over 100 clients and DBH staff gathered to raise awareness representing 7 different languages: Vietnamese, Cambodian, Mandarin, Indonesian, Japanese, Spanish, and English.

Overview of the Event:

- Resolution given by Board of Supervisors Josie Gonzalez Representative
- Interviews by event participants
- Halau Hula O Kapunawaiolu Dance,
- Presented by Hawaiian Dance Group
- Community Health Presentation by Herb Shon, Ph.D, LCSW
- Free Flu Shot Clinic
- Lunch provided by Hiep Thanh Supermarket
- Media by Saigon Broadcasting Television Network (SBTN)

Exhibitors:

- Asian American Resource Center
- County of San Bernardino Department of Aging and Adult Services
- County of San Bernardino Department of Public Health
- Inland Empire Health Plan (IEHP)
- Molina Health Care
- May Farr



Hawaiian Dance Group



Megan Cuy-Castellanos and Hanh Truong, Ph.D



May Farr



Loi Huynh, Christine Pham, Hoa Nguyen, and Rasmey Sam

Elevate Building community organizations to rise to new heights
 By Jonathan Buffong, Community Liaison, Office of Prevention & Early Intervention

Nonprofit organizations and faith base groups have been admired for their passionate commitment to addressing our current urgent social problems for many decades within the County of San Bernardino. From the High Dessert to the Basin, our community based organization groups are implementing programs that are improving the quality of life for thousands of our local families and residents. The fact that they are often doing so with very limited resources and growing needs is even more appreciated.

The County of San Bernardino Department of Behavioral Health has realized that as our community organizations increasingly play more important roles in providing local services, it is essential that they are given the opportunity for training and knowledge so that their programs and staff are effective and efficient. In 2009, lengthy discussions between the County of San Bernardino Department of Behavioral Health and the African-American Mental Health Coalition began the building of the framework for capacity building training at the grass roots level so that they could provide culturally competent mental health services to the African-American community. The prevention and early intervention component of the San Bernardino Department of Behavioral Health accessed MHSa Funding (Prop. 63) to hire Community Liaisons. These people had experience working with our diverse communities to create a program to prepare nonprofit organizations to become more successful in competing for public and private funding. A primary function of Elevate was to address prevention and early intervention needs of San Bernardino County residents by targeting groups in a much more culturally appropriate, open, and responsive manner.

The County of San Bernardino Department of Behavioral Health has realized that as our community organizations increasingly play more important roles in providing local services, it is essential that they

are given the opportunity for training and knowledge so that their programs and staff are effective and efficient. Elevate began providing training in a wide range of capacity building elements; forming a legal no profit agency, grant writing, strategic planning, fiscal accountability, recruiting, training, and maintaining effective board of directors. More than 150 representatives of San Bernardino County nonprofit organizations have received training.

In 2010, Elevate was expanded to include the creation of an “academy type program” that contained two levels of training: Aspire, which is designed to train forming and emerging nonprofit organizations, and Prime Time, which is designed to train experienced nonprofit leaders on partnering, policies and procedures, forming strategic collaborative teams, developing communication and budget plans, and providing technical assistance on other areas of nonprofit management and leadership.

With the objectives of increasing leadership, administrative, and fiscal management capacity, this year’s Aspire students are setting their sights beyond just achieving organizational missions. Aspire hopes to assist our organizations to secure additional funding and resources by strengthening board functioning, executive level skills, and increasing our leader’s skills to track and report on fiscal operations and services.

Many of our recent Aspire graduates have been publicly recognized for demonstrating increased capacity to deliver culturally appropriate and effective



Aspire Graduation Celebration

ELEVATE :
increasing leadership, administrative, and fiscal management capacity



Aspire students working on Mission Statements

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Latino Health Coalition *Strength in Unity*

By Larisa Crossno, Community Liaison, Prevention Early Intervention Program

On August 25th, 2011, the Latino Health Coalition held a meeting to invite diverse community leaders to join the Coalition, so it becomes a larger and stronger organization.

Alex Fajardo, Chair of the Latino Health Coalition emphasized the Coalition mission, which is to “advocate for the development, implementation and evaluation of high quality mental health services that are cultural and linguistically competent to meet the needs the diverse Latino communities in the County of San Bernardino.” Very enthusiastically, Alex encouraged everyone to become a voice for Latinos in the County of San Bernardino, which will bring benefits to all: Coalition members and community.

Maribel Gutierrez from the Office of Cultural Competence and Ethnic Services, San Bernardino County Department of Behavioral

Health, talked about the history of the Coalition and goals achieved in the past, such the implementation of the Promotores de Salud Program (Community Health Workers). She also explained the important role the Latino Health Coalition plays as part of Cultural Competence Advisory Committee.

More than 30 people attended the meeting, who showed true enthusiasm and participation. Everybody enjoyed delicious food representative from various Latin-American countries. Among the attendees were Ms. Carolina Zaragoza, Consul from the Mexican Consulate in San Bernardino, Reverend Rafael Garcia Solis from the “La Cuna del Señor” a Latino church located in San Bernardino, Francisco Espinoza from Latino Health Collaborative, and many members of El Sol Neighborhood Educational Center. ■

About the Native American Resource Center



The Native American Resource Center is a Prevention & Early Intervention program that began July 1, 2010. The center is funded through the Mental Health Service Act and is just one of the many Resource

Centers located in San Bernardino County.

Here at Native American Resource Center the program objective is to offer expanded and new programs for all age groups for the Native Indian/Alaskan Native in San Bernardino County. The Native American Resource Center provides mental health and

substance abuse prevention, teen pregnancy prevention & education, cultural activities, talking circles, family night, and other early intervention services, and work to reduce mental health stigma and discrimination by offering a variety of behavioral health services and activities in a culturally congruent environment.

The Native American Resource Center is located at 2210 East Highland Ave, in San Bernardino. For more information contact (909) 864-1097 ext. 3328. ■



ELEVATE *BUILDING COMMUNITY ORGANIZATIONS TO RISE TO NEW HEIGHTS*

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Services. Executive Director of Healthy Heritage Movement, Phyllis Clark, was honored with the Medicine and Health Award from the Riverside Branch NAACP. Mujeres de Valor, an agency dedicated to domestic violence prevention has been recognized by the Mexican Consulate. Executive Director of the Black Voice Foundation Hardy Brown Jr. has received numerous awards as well as additional funding from prestigious private companies like

Southern California Edison and Southwest Airlines. The Open Arms Make a Difference, Inc, who was awarded a prestigious local award called the Black Rose, is just another accomplishment out of the many of the fourteen Aspire Graduates which illustrates the power of connecting passionate community based organization leaders with leadership and administration training to empower agencies to become sustainable. ■

March 2011 Cultural Competency Excellence Award Recipient



Veronica Kelley, Cheryl Placide, Susan McGee-Stehsel, Michael Janzen, Keith Proster, and Allan Rawland

Officer Michael Janzen of the San Bernardino Police Department was the March the Cultural Competency Excellence Award Recipient. His nomination letter reads, "Officer Janzen

responded to an incident at the TAY Center to help address the needs of a TAY client who was starting to behave inappropriately. Officer Janzen began to talk to our TAY partner in efforts to calm the partner down. Officer Janzen was able to talk the TAY into complying with his instructions, ultimately ending a physically violent episode. Officer Janzen's response to the incident was appropriate, text book crisis intervention at its best. His professionalism and understanding in responding to our challenging DBH TAY partners is greatly appreciated by all of us who work with this population."

Officer Michael Janzen retired from the Air Force in 1994 and has served with the San Bernardino Police Department over 16 years. Congratulations and thank you for your service Officer Janzen! ■

April 2011 Cultural Competency Excellence Award Recipient

Catherine Palmer, Clinical Therapist I, with Phoenix Community Counseling Center was the April Cultural Competency Excellence Award Recipient. Catherine works with schools to help them understand why children behave the way they do. In addition, Catherine advocates for children by educating schools on not treating children based on their diagnosis. Catherine nomination letter reads, "Catherine provides excellent service to all her clients and families. She works tirelessly with diverse families who sing her praises. She works with very challenging situations at a very challenging time. She is able to assist diverse families and children and works well with outside educational partners a very trying time." Thank

you Catherine for advocating for San Bernardino's youth. ■

Domingo Rodriguez, Veronica Kelley, Susan McGee-Stehsel, Catherine Palmer, Gil Navarro, and Allan Rawland



May 2011 Cultural Competency Excellence Award Recipient



Veronica Kelley, Colleen Alton, Irene Garnica, Susan McGee-Stehsel, and Tanya Bratton

Irene Garnica, Community Liaison for Chino Valley Unified School District is the May Cultural Competency Excellence Award Recipient. Irene assists families with clothing, food, and resources through home visits and phone calls with the families of children when they are absent from school. As a Spanish speaker she has been able to connect with Latino families and build bonds enabling her to bring students back to school. Thank you Irene for assisting families and students with their education! ■

June 2011 Cultural Competency Excellence Award Recipient



Ray Culberson, Director of Student Services for San Bernardino Unified School District is the June Cultural Competency Excellence Award Recipient. His nomination letter states, "Ray provides services with various social issues including truancy and homelessness. Ray is also known nationally as a motivational speaker." Thank you Ray for your contributions to the community. ■

Ray Culberson and Veronica Kelley

July 2011 Cultural Competency Excellence Award Recipient

The Knotts Family Agency was the July Cultural Competency Excellence Award Recipient. Their nomination letter states, "A group of CSUSB Nursing Students were assigned to the Knotts Family Agency and Resource Center. The Knotts professionals collaborated regarding communication concerns in a way that was supportive, educational, and specific to the community served. They were able to use particular events to assist the students to bridge the gap between the academic setting and community activity in a way that was protective of vulnerabilities and enhancing for the community,

agencies, students and faculty. As a result, the educational fair was a success for all, our relationships have grown, and new and motivated professionals will serve the community in a culturally competent manner. Thank you to the large number of participants from all of the agencies and the students for being open to new concepts in learning. I want to especially commend the work of Gwen Knotts, Jean Kayano, and Alex Avila." Congratulations and thank you Knotts Family Agency! ■

August 2011 Cultural Competency Excellence Award Recipient

Sherman Garnett is the August Cultural Competency Excellence Award Recipient. Mr. Garnett's nomination submission reads, "Mr. Garnett trains school district personnel up and down the State of California and at the National level. He is an expert on child welfare and attendance. He is the. He has written the hand books used by every school district in SB County, Riverside County and districts in the state on "Guidelines to Pupil Records" and "The Guidelines for Suspension and Expulsion". He has impacted every ethnic student by his training on diversity to others around the State and Nation. He is a foremost expert on educational laws and ensures that school practitioners are up to date on legislation that will impact all students such as the new health legislation on Whooping Cough

etc. He is culturally competent and culturally relevant in all of his trainings." Thank you Sherman for all your work in the community! ■



Veronica Kelley,
Susan
McGee-Stehsel,
Dr. Roberto
Casas, Sherman
Garnett, and
Allan Rawland

HISTORY OF CALIFORNIA

Prior to gold rush of 1849



Cultural Competency Excellence Award

Do you work with someone who exemplifies Cultural Competency? Someone who is both sensitive and respectful to persons of all cultures, whether colleague or consumer? If so, the Office of Cultural Competence and Ethnic Services would like to formally acknowledge these individuals.

Please fill out the necessary information below, send it back to us and we will make sure this employee or consumer gets acknowledged in our next newsletter.

Awardees will also be honored at the Behavioral Health Commission meeting. Thank you.

Nominee's Name: _____

Work Location: _____

Phone #: _____

E-Mail: _____

Why you believe he/she is Culturally Competent:

Example of dedication to Cultural Competency:

Nominated By: _____

Inter-office: 0026

US Mail: 268 W Hospitality Lane, Ste 400
San Bernardino, CA 92415

Email:

cultural_competency@dbh.scbounty.gov



COUNTY OF SAN BERNARDINO

DEPARTMENT OF BEHAVIORAL HEALTH

Office of Cultural Competence and Ethnic Services (OCCES) Training Institute
1950 South Sunwest Lane, Suite 200
San Bernardino, CA 92415

Phone: 909-382-3100
Fax: 909-382-3105
E-mail:

cultural_competency@dbh.sbcounty.gov



Community Events...

Cultural Competence Advisory Committee (CCAC)

3rd Thursday of the month
1:00-2:30 PM
BHRC Room F119/120
Info: (909) 382-3100

Diwali Celebration

Date: Tuesday, November 1, 2011
Time: 4:00 pm to 5:00 pm
Location: Eastvale Public Library,
Corona, CA

Coalitions and Sub-Committees...

High Desert African American Mental Health Coalition

Meeting times/dates TBA
Location TBD
Info: Stephen Garrett
(760) 245-4695

Native American Sub-Committee

3rd Tuesday of the month
2:00 - 3:30 PM
Native American Resource Center
Info: Maribel Gutierrez
(909) 252-4003

API Coalition

2nd Tuesday of the month
10:00 AM-12:00 PM
Vista Community Counseling
Info: Edwn Lemus
(909) 252-4005

Spirituality Sub-Committee

2nd Tuesday of the month
1:00-2:30 PM
Behavioral Health Resource Center (BHRC)
Info: Edwin Lemus
(909) 252-4005

Disabilities Sub-Committee

Meeting times/dates TBA
Info: Edwin Lemus
(909) 252-4005

Co-Occurring Substance Abuse Committee

2:30 - 3:30 PM
Behavioral Health Resource Center (BHRC)
Info: Greg Dorst (909) 421-7120

Latino Mental Health Coalition

4th Thursday of the month
10:00-11:30 AM
Meeting times TBA
Info: Maribel Gutierrez
(909) 252-4003

Transitional Age Youth (TAY) Sub-Committee

Meeting, times/dates TBA
Location San Bernardino TAY Center
Info: Maribel Gutierrez (909) 252-4003

LGBTQ Coalition

Meeting times/dates TBA
5:30-6:30PM
Info: Edwin Lemus
(909) 252-4005

Women's Sub-Committee

Meeting, times/dates TBA
Behavioral Health Resource Center (BHRC)
Info: Jennifer Gonzalez (909) 252-4004