

# **Training & Continuing Education Bulletin**

**Orange County Health Care Agency Behavioral Health Services** 

January 2008

#### **Upcoming Trainings**

### 2008 Immersion Training

January 7, 8 and 9, 2008 Location: 744 N. Eckhoff, Orange, CA 92868

Please log in to our training website for information regarding the Immersion Training and how to register.

Web Address:

http://www.ochealthinfo.com/ prop63/training/

#### **MHSA Training Website**

#### **BHS Training Website:**

http://www.ochealthinfo.com/ Behavioral/TrainingActivities

#### Email:

mtrainingprogram@ochca.com

## **Inside This Issue**

Poem

Benefits Planning Training (a training for staff and consumers)

Cultural Guide to Understanding Client Culture

Placement and Housing Assistance Training

Message Boards & Adolescent Trauma

Mentoring and Clinical Supervision

Involuntary Hospitalization (5585) and QRTIPS

CONSUMED!

Your Culture and Mine

#### **New Year's Poem**

Work as though you do not need money;
Love as though you never knew a broken heart;
Dance as though no one could see you;
Sing as though no one could hear you;
Live as though this earth is the ultimate paradise.
On the step of the new year,
I wish you all the very best:
All the beauty and promises that I hope life will bring
To you and all mankind.

Anonymous

The County of Orange Health Care Agency is an approved provider of continuing education credits for the California Board of Behavioral Sciences (provider no. PCE389), the California Board of Registered Nursing (provider no. CEP5694), and is approved by the American Psychological Association to sponsor continuing education for psychologists. The Orange County Health Care Agency maintains responsibility for this program and its content.

## **Essential Learning**

Website:

http://essentiallearning.net/student

Login:

Name of Company: HCA
Company Password: orange
Enter your First & Last Name
Your Password:
If you are a County
Employee
Enter your employee
number. If you work for one
of our contract programs
enter the password assigned
to you.

Accessing online courses:
From the main page
(Learner Profile), click on
Other Courses Offered by
HCA and click on GO button
to view all online trainings.
You can narrow the selection
by specifying the
accreditation or subject
categories.

Please e-mail or call with any questions or concerns: All registrations are done via essential learning or e-mail. **No phone registrations** 

mtrainingprogram@ochca.com or call (714) 796-0179

# Benefits Planning Training (a training for staff and consumers)

**Presenter:** Joe Hennen and Carol Bowman, trainers in the Department of Mental Health. Department of Rehabilitation Cooperative Program

Date and Time: January 14 or January 15, 2008 9:00 a.m. - 4:00 p.m.

(pick one date to attend, not both)

Location: 505 East Central Ave., Santa Ana, CA 92707

(Delhi Community Center)

As we promote recovery and services that support this process it becomes clearer and clearer that Benefits Planning is a crucial service. We also know and have known for years that there is a significant shortage of knowledge and expertise in this area. This training will address services that help clients know what resources are available, including cash benefits, healthcare insurance, housing, and food stamps, and help them in applying for those benefits. The training will also tell providers and clients about services aimed at employment support, how to balance employment and benefits, and where services that provide further education can be found. Both service providers and consumers of mental health services will benefit from this training.

Target audience: Care coordinators and licensed mental health providers who work with adult or transitional age youth and consumers of mental health services who wish to learn more about benefits. Staff may sign up through Essential Learning. Consumers may register for the training by calling 714-796-0179.

6 continuing education credits will be available to Psychologists, LCSWs, and MFTs. Credits for RNs have been applied for.

### **BHS Training Team**

Casey Dorman, Ph. D. Training Coordinator

Joshua Taylor, M.A. Assistant Training Coordinator

Zanetta Moloi Staff Specialist

Anthony Perera Research Analyst III

**Dung Le**Mental Health Worker III

Joaquin Granado Mental Health Specialist

Guadalupe Montoya Office Assistant

**Hiromi Williams** Information Processing Specialist

Contact MHSA's Training Staff Main Line: 714 796-0179 Fax: 714 568-8781 mtrainingprogram@ochca.com

# **Understanding Client Culture:** An Experiential Workshop\*

Presenter: Minh-Ha Pham, Psy.D., Cultural Competency
Date and Time: January 14, 2008 9:00 a.m. - 12:00 p.m.
Location: 405 W. 5th Street Suite 433A, Santa Ana, CA 92701

Co-Presented By: Theresa Boyd, OC Mental Health Board Hannah Ngo, Staff Assistant, MHSA Program Kymberly Kercher Smith, OC Mental Health Board, MHSA Wellness Planning Committee

This experiential workshop highlights personal stories narrated from the Client (Consumer/Patient) and family system perspectives. Clients' values, beliefs, adjusted lifestyles, and resilience that are molded in part by the clients' personal experiences with mental illness, the mental health system, and their own ethnic cultures will be explored.

Learning Objectives: At the end of the training session, the participants will have an understanding of:

- 1. Clients' worldviews, self concept, and relationship dynamics within their cultural and family systems
- 2. Clients' resilience and journey of recovery
- 3. The personal challenges that exist within the mental health care system for individuals with mental illness or as a care giver or as a parent of a family member with mental health issues
- 4. Cultural consideration, sensitive communication and quality of care required in working with individuals and families within the mental health system

\*This Training meets the State Cultural Competency Mandate requiring BHS Providers of specialty mental health services to be trained in the specifics of client culture

3 Continuing Education Credits are available for Psychologists, LCSWs, and MFTs. Credits for RNs have been applied for.

# **Placement and Housing Assistance Training**

**Date and Time:** January 16, 2008 1:00 p.m. - 4:00 p.m. **Location:** 405 W. 5th Street Suite 433A, Santa Ana, CA 92701

This training is for Care Coordinators, Service Chiefs, or Program Directors in County or Contracted Clinics who want to learn or refresh everything they've ever wanted to know about Behavioral Health Services' Residential Care and Housing Programs.

We are unable to validate parking.

Target Audience: Care coordinators & mental health professionals who have not previously attended this training

3 Continuing Education Credits are available for LCSWs and MFTs.

# Message Boards & Adolescent Trauma

"Depression, Self-Injury, and Suicide"

Presenters: Joshua Taylor, Psy.D,

Date and Time: January 23, 2008 8:00 a.m. - 12:00 p.m. Location: 744 N. Eckhoff (Auditorium), Orange, CA 92868

The training will focus on emerging research discussing the influence of message boards and social networking sites and the impact they can have on adolescents dealing with depression, self-Injurious behavior, and suiciadality. A panel of teens will discuss issue facing them in today's *wired* world.

This training should be attended by anyone who is interested in developing a more comprehensive understanding of the complexities of teenage culture and how the internet is influencing their behavior.

Learning Objectives: After attending this training, participants will be able to:

- 1. Describe the impact of the internet on adolescents
- 2. Understand the culture of teens in an internet age
- 3. Describe the parts of the brain and brain functioning that is influenced by internet use

Target audience: Psychologists, social workers, marriage and family therapists, psychiatric nurses, probation officers, alcohol and drug abuse counselors, and students

4 continuing education credits are available for Psychologists, LCSWs, MFTs, and Alcohol & Drug Abuse Counselors> Credits for RNs have been applied for.

#### Bio:

Dr. Taylor is a Clinical Psychologist and Assistant Training coordinator for Orange County Health Care Agency, Behavioral Health Services. In this role he assists in the administration of BHS training activities and the implementation of the Mental Health Services Act. His research interests are in Trauma and its effects across the lifespan and career.

In addition to being a mental health provider, Dr. Taylor served in the United States Air Force as a military police officer, specializing in K-9 bomb detection. He is CISM certified and has been deployed to local disasters, officer involved shootings and other traumatic events.

He serves as an Advisory Board member to the Undergraduate psychology program for Argosy University and is an Adjunct Faculty member for the Riverside Community College, California Pacific College of the Performing Arts, and the University of Phoenix where he teaches a variety of psychological courses.

# **Mentoring and Clinical Supervision**

**Presenter:** Julie Reeker, Ph.D., Licensed Psychologist, Manager of the Pediatric Psychology Department at Children's Hospital of Orange County

**Date and Time:** January 24, 2008 9:00 a.m. - 4:00 p.m. **Location:** 744 N. Eckhoff (Auditorium), Orange, CA 92868

The supervision seminar will provide education to supervisors in the following areas: models of supervision, setting up the supervisory relationship, developmental stages of supervision, diversity issues related to supervision, dealing effectively with conflict in supervision, providing targeted feedback related to improvement of skills, eliciting constructive feedback in supervision, and ethical issues related to supervision. Course participants will take an in depth look at various models and theories of individual as well as group supervision. The experience of supervision, including an examination of assessment, intervention, and evaluation procedures and processes will also be explored. Supervisor-supervisee diversity and dynamics, particularly as these processes are enacted within the context of professional experience (i.e. gender, age, sexual orientation, disability status, and religious affiliation) will also be investigated.

#### Course objectives:

- 1. Describe models, styles and developmental stages of supervision
- 2. Describe how to set up the supervisory relationship
- Describe how to provide targeted feedback related to improvement of skills
- 4. Describe how to deal effectively with conflict in supervision
- 5. Describe how to elicit constructive feedback in supervision
- 6. Describe diversity issues related to supervision
- 7. Describe different roles and theoretical orientations in supervision
- 8. Describe ethical and legal issues related to supervision

Target audience: Licensed psychologists, social workers and marriage and family therapists who supervise students and interns.

6 continuing education credits are available for Psychologists, LCSWs, and MFTs.

# **Involuntary Hospitalization (5585)**

Presenter: Manny Robles, LCSW, Diane McDowell, Ph. D.

Orange County Health Care Agency

Date and Time: January 29, 2008 9:00 a.m. - 12:00 p.m. Location: 744 N. Eckhoff (Auditorium), Orange, CA 92868

This is a mandatory workshop for all county staff who have recently become certified to hospitalize patients without their consent or who will become certified in the next 3 months. The workshop will cover the 5585 laws, the latest CYS policies, and the clinical procedures for determining that a client is dangerous to themselves or to others.

#### Course objectives:

- 1. Be able to describe the clinical situations in which a person should be hospitalized against his or her will
- 2. Be able to describe the laws relating to involuntary hospitalization
- 3. Be able to identify the forms and procedures for carrying out an involuntary hospitalization

3 continuing education credits are available for Psychologists, LCSWs, and MFTs. Credits for MDs and RNs have been applied for.



The County of Orange Health Care Agency is accredited by the (IMQ/CMA) to provide continuing medical education for physicians. The County of Orange Health Care Agency takes responsibility for the content, quality and scientific integrity of this CME activity.

## **QRTIPS**

This section provides monthly critical reminders in relation to documentation standards.

#### **Progress Notes:**

Progress notes **must** be submitted and entered into IRIS within 72 hours of when the service was provided.

#### **TBS Services:**

TBS services must be included in the CYS Master Treatment Plan.

#### Medi-Cal will not reimburse for the following activities:

- 1) Billing for making corrections to an evaluation after the Service Chief/Program Director has reviewed it.
- 2) Billing for a progress note that describes transporting a client and buying him/her lunch.
- 3) Billing for an assessment session when the progress note only clearly describes treatment.
- 4) Billing for services when the client service plan is completed and signed after the due date.
- 5) Billing for a case management note that is not tied to the mental health condition.
- 6) Billing for group therapy when this type of service is not included in the Client Service Plan.

Page 6 of 8

## **CONSUMED!**

By Richard Krzyzanowski, Consumer Employee Advocate

In our culture, describing someone as being "two-faced" is usually not a positive observation, implying duplicity and a lack of honesty: someone who perhaps says one thing and does another, or makes commitments he or she has no intention of keeping. Yet, I would argue that having two -- even three or more -- faces could be a distinct advantage at times, and at least reflects the reality of our existence in the complex world we inhabit.

Take the case of Janus, the old Roman god of endings and beginnings; of transition and **transformation**. You might have seen him: One head, two faces, one pointed right and the other left. Our modern month of January is named in his honor, but it is really that brief period -- in which the old year comes to a close and the new year is born -- that is his realm.

Now, I'm sure being two-faced comes naturally to Janus, and, from my reading of mythology, his unusual appearance was more of an advantage than a disability. He still managed to live the good life: wife and 2.5 Roman kids, good job with the County, driver's license, etc.

While we may not envy him his appearance, perhaps we should consider some of the advantages and skills Janus acquired as a result. His image reminds us that, when we transact the tricky business of change, it is worthwhile to look both forward and back, and to learn from the inescapable foundation of our past as we construct our future. Something to think about as we transform this system of ours, making it better without losing sight of past achievements.

And the image of multiple faces illustrates the reality that all of us juggle many roles in life, playing different parts in the arenas of one's home, workplace, amongst friends and in one's social life. Our word **personality** comes from the Greek, **persona**, which was the mask worn by actors in the classical theater, signifying the role, not the actor. Hmmm.

Those of us who carry the label of "consumer" often ponder the implications of that word. First of all, it sounds so passive, which is an impression many of us have striven to get away from. But what are the alternatives? "Client?" We could be anyone's "client." On parts of the East Coast, we are "recipients." Yuk. Sounds weird and still implies passivity. Personally, I'm lobbying for us to become "patrons." We are or have been **patrons** of mental health services, like we could be "patrons of the arts." I think it sounds more empowering than the alternatives mentioned.

My ultimate vision, however, is that, as we successfully transform our mental health system -- in part by enfranchising and employing consumers and family members -- such labels will increasingly lose their meaning and impact as we rise to the challenge and show our non-consumer colleagues what we can do, and how our skills complement theirs.

But, in the meantime, I'm sure ol' Janus would tell us that we, as complete and intricate human beings, add up to something much greater and grander than the sum of the many labels we carry through life.

Richard Krzyzanowski is the Consumer Employee Advocate for HCA's Behavioral Health Services. He can be reached at (714) 796-0138, or at <a href="mailto:rkrzyzanowski@ochco.com">rkrzyzanowski@ochco.com</a>. He welcomes your comments and suggestions, and is available to assist all consumer employees, their coworkers and supervisors.

## **Your Culture and Mine**

By Minh-Ha Pham, Psy.D., Cultural Competency Department

Meanings and Scope of Being Cultural Competent

Culture has been defined as the shared attributes of a group of people including their beliefs, norms, and values. Over time a number of terms such as "cultural awareness, cultural sensitivity, cultural diversity" have been used to refer to cultural competency and the concepts associated with the interactions between and among people of different cultures. The differences in the meanings of these terms, however, are quite important. Cultural awareness suggests that it may be sufficient to be conscious, cognizant and observant of differences and similarities among cultural groups (Goode, Sockalingam, Brown, & Jones, 2001). Hernandez and Isaacs (1998) coined "cultural sensitivity" as the ability to empathize with and understand the needs and emotions of one's own culture as well as the struggles, problems and joys in the cultures of others. Cultural competence on the other hand actually implies a broader concept. The word competence per se means the capacity to function effectively both at the individual and organizational levels. "Competence" is associated with "culture" to emphasize that being aware of and sensitive to the cultural differences is not nearly enough. Instead health providers are urged to collectively acquire a set of values, behaviors, attitudes, and practices within a connective system of program, agency, and organization to work effectively together across cultures. In order to achieve this vision, a quality level of knowledge, skills, attitudes, organizational structures and policies would be required in order to responsibly and responsively deliver thoughtful and meaningful care tailored to meet the real needs of our culturally diverse populations.

Nearly twenty years ago, Cross and colleagues (1989) called upon individuals and organizations to value cultural diversity, to be aware of cross-cultural dynamics in order to effectively assess diverse cultures, develop accurate cultural knowledge in order to adapt and gain the capacity for service delivery that reflect real understanding of cultural diversity within our population. The continuum of cultural competence into the 21st century is a dynamic process that requires multiple levels of achievements. Having language capacity to meet diverse language needs and the ability to translate and interpret materials from one language into the next are extremely helpful. Even though the process of individual and organizational development via training and education is ongoing and positive, there is also a real need for altering our thinking and overcoming stigma and biases about cultures on the basis of what we've learned within our own family systems and cultural worldviews. This change is one that requires deep insights with the level of the self, with the ways in which we interact and connect with others that reflect an awareness and openness, a kindness, thoughtfulness, loving understanding, a tender level of sensitivity and compassion beyond tolerance and toward acceptance to the differences in others as well as to the diversity of cultures.

#### References

Cross, T.L. (1989). Towards a culturally competent system of care. Vol. I: A monograph of effective services for children who are severely emotionally disturbed. Washington, D.C.: Georgetown University Child Development Center.

Goode, T., Sockalingam, S., Brown, M., and Jones, W. (2001). Policy Brief 2: Linguistic competence in primary health care delivery systems: Implications for policy makers. Washington, D.C.: National Center for Cultural Competence.

Hernandez, M., and Isaacs, M. (1998). Promoting cultural competence in children's mental health services. Baltimore, M.D.: Paul H. Brookes Publishing.