

Training & Continuing Education Bulletin

Orange County Health Care Agency Behavioral Health Services

December 2008

Upcoming Trainings

January

Illness Management and Recovery Training

Immersion Training

MHSA Training Website

BHS Training Website: http://www.ochealthinfo.com/ Behavioral/TrainingActivities

To register for all trainings please email to mtrainingprogram@ochca.com

If you have any questions or concerns, please call (714) 667-5600.

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MHSA Workforce Education and Training

Most of the training that is advertised in this newsletter and which is conducted or sponsored by this training department is funded through Proposition 63, the Mental Health Services Act, or MHSA. The MHSA funding that is devoted to training is actually earmarked for



workforce development and training and can be used for training staff, training consumers and family members, and for training the community, as well as promoting the training and hiring of staff who can fill hard to fill or hard to retain positions. The activities we carry out to accomplish this were chosen through a community stakeholder process that resulted in a formal plan, which was approved by the California Department of Mental Health in August of this year. Everything we do must have been described and approved in this plan. Over the next several years, our MHSA Workforce Education and Training activities, as described in this plan, will include the following:

<u>Development of a Recovery Education Institute</u> – This will be a program where adults, older adults and young adults can take workshops in how to improve their quality of life and manage their illness in preparation for taking vocationally oriented courses that will bring them into the mental health system as paraprofessionals.

<u>Training staff in evidence-based practices</u> – Which practices we will choose have not yet been determined, but the aim is to train staff so that they actually alter the kinds of interventions they are able to offer clients. Most trainings will involve selecting staff who are in clinical sites where a practice would be appropriate, training the staff, and then providing ongoing support and follow-up to insure implementation of the new practice.

<u>Training provided by consumers and family members</u> - Persons who have lived the experience of having a mental illness or a family member of a person with a mental illness have unique things to teach each other, our mental health staff, and the rest of the community. We will be working with our consumer and family member community to determine some trainings that they can offer.

<u>Cultural Competence</u> – Trainings that improve the ability of our mental health staff to work with persons from other cultures, persons with disabilities, or persons for whom English is not their first language are funded in this category, as is translation of training materials into other languages.

<u>Training for foster parents or persons who work with foster parents</u> – This will be training chosen by HCA and SSA that is particularly helpful for foster families or the persons who work with them.

<u>Mental health training for law enforcement</u> – This training, which has already begun, will train local law enforcement officers throughout the county in how to work with mental health clients in crisis.

<u>Training consumers to work in the mental health system</u> – As part of our effort to strengthen our mental health workforce, we have been and will continue to train mental health consumers and family members to become members of our professional workforce, using a model that teaches them in a college setting and then places them in a paid internship for on-the-job training.

<u>Fostering an interest in mental health careers in high school students</u> – We plan to work with local school districts to develop a mental health track in high school career academies and to assist high school counselors to provide information to students about mental health careers and post secondary education.

Assisting community college certificate and AA programs in developing mental health training programs

<u>Increased supervision of student interns, practicum students and unlicensed staff</u> – We are able to provide additional funds for supervision of students and staff in an effort to increase the quality of our mental health workforce.

<u>Financial aid programs</u> – These programs will be available to students who are pursuing degrees in mental health fields and fit the criteria for the kind of staff we find difficult to hire or retain (including being bilingual, or being a consumer or family member), and to county and county contract agency staff who want to go to school in order to gain positions of increased skill and responsibility within our Behavioral Health system.

<u>Community psychiatry fellowship program</u> – This is a program we will develop along with UCI Medical School.

Most of the above programs are only in the planning stages right now. We will keep staff posted as they are developed.

BHS MHSA Training Team

Casey Dorman, Ph. D. Admin. Manager II Training Coordinator

Joshua Taylor, Psy. D. Assistant Training Coordinator

Zanetta Moloi Program Supervisor

Richard Krzyzanowski Consumer Employee Advocate

Minh-Ha Pham Research Analyst III

Dung Le Mental Health Worker III

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Establishing Culturally Sensitive Professional and Supportive Relationships with Iranian Clients

Date and Time: December 11, 2008 1:00 p.m. - 4:00 p.m. **Location:** 405 W. 5th Street, Suite 433, Santa Ana, CA 92701

Presenter: Faye Hezar, Psy.D.

Description: Cultural competence is a set of academic and interpersonal skills that allow an individual to increase their understanding and appreciation of cultural differences and similarities within, among and between groups. This 3-hour training has been designed to assist clinicians incorporate the cultural perspective into the course of treatment in order to facilitate mindful treatment that is both effective and culturally appropriate for Iranian American Clients.

Participants can expect to:

- Become familiar and have an understanding of Iranian culture and traditions.
- Learn basic fundamental skills on engaging, building trust, and establishing relationships with Iranian clients.
- Apply treatment strategies that are relevant while culturally appropriate for this population.

About the presenter: Faye (Fariba) Hezar was born in Iran and graduated from high school in Iran prior to moving to the United States in 1978. She holds a doctorate in clinical psychology from American Behavioral Institute. Ms. Hezar completed her internship at the OMID Institute (a private practice facility in Irvine), IMCES Institute for multicultural counseling and educational services in Los Angeles and in various domestic violence shelters in Orange County. In addition, she is a certified instructor for parent-training classes for foster and adoptive parents. Dr. Hezar has been extremely active in both the Iranian and the American community. She is a founding board member of the Iranian Recovery Center, a non-profit organization, and has held positions as president, secretary and treasurer. Dr. Hezar is a member of the Iranian-American Psychological Association and the Orange County Psychological Association. She has organized and presented educational workshops on the topics of drug and alcohol addiction and prevention in the Iranian community. In addition, Dr. Hezar has translated various informational materials from English to Farsi in order to educate and assist the Farsi speaking population in the United States.

3 CME credits have been approved for Physicians.
3 Continuing Education Credits have been approved for Psychologists, LCSWs, MFTs, and RNs.

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). Provider approved by the California Board of Registered Nursing, Provider No. CEP 15019 for 3 contacts hours, 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. The County of Orange Health Care Agency is accredited by the Institute for Medical Quality/California Medical Association (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.

Working with Vietnamese Clients – A Family Member Perspective

Date and Time: December 12, 2008 9:00 a.m. - 12:00 p.m. **Location:** 405 W. 5th Street, Suite 433, Santa Ana, CA 92701 **Presenters:** George Nguyen, Chon Cao, and Daniel Vu

Moderator: Hanh D. Truong

Description:

Understanding cultural and family components that shape the individual's coping mechanism with stress is the critical factor in the development of culturally competent clinicians. Traditionally, the treatment of mental health issues has been primarily focused on the clinical aspect without much input from the family members and caregivers' cultural perspectives. This 3-hour training has been created to assist clinicians in recognizing and incorporating family members and caregivers' cultural perspectives into the course of treatment in order to facilitate meaningful treatment strategies that are both effective and culturally appropriate for Vietnamese American clients. Different cultural perspectives of mental health issues, treatment approaches, and coping strategies will be presented and discussed throughout this training session.

Participants in the training can expect to:

- 1. Identify the role of cultural influences on stress and the coping paradigm
- 2. Become familiar with cultural interpretation from a family member/caregiver's perspective.
- 3. Become familiar with collective coping strategies beyond a Western cultural perspective.
- 4. Consider incorporation of family members' cultural input into the treatment plan process as well as the course of treatment for Vietnamese American clients.

About the presenters:

Mr. George Nguyen is the current President of the Orange County Association for Vietnamese Mental Health Awareness and Support, Inc. (OCAVMAS), a non-profit organization in Orange County serving Vietnamese clients and family members who are affected by mental health issues. Mr. Nguyen has been active in the Vietnamese community in Southern California over the past 10 years. He has worked with the Social Services Agency helping Vietnamese war veterans resettle in California and apply for social benefits. Mr. Nguyen also has a daughter who is currently receiving mental health services in Orange County. His daughter has been the main source of inspiration for him to form the association as well as outreaching and educating the community at large about mental health illness and how it affects families and communities as a whole.

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Mr. Chon Cao is the current Vice President of the OCAVMAS in Orange County. Mr. Cao is a Longevity Stick Master (Thầy dạy gậy dưỡng sinh). He has over 10 years of experience teaching Longevity Stick and relaxation techniques to help clients to exercise while coping with their stress and mental challenges. Mr. Cao has a son who has a long history of mental illness. His son is currently receiving mental health services in Orange County. Mr. Cao has much to offer in his wisdom and experiences on how to live with a family member who has a mental health condition. Mr. Cao is a respected member of his family and community. He has volunteered his time to teach Longevity Stick method and relaxation techniques in Southern California for many years for everyone, especially the older population and the culturally different.

Mr. Daniel Vu is a current member of the OCAVMAS in Orange County. Mr. Vu received his formal education from California State University, Long Beach. Thereafter, he has worked in the workforce as an engineer throughout his career. In his retirement, Mr. Vu volunteers his time to serve the Vietnamese community in different capacities including educating, outreaching, and advocating for mental health clients. Recently, Mr. Vu completed the Clinical Para-Professional training program offered by Pacific Clinics and went on to complete his internship with the Orange County Health Care Agency – Behavioral Health Services under Dr. Casey Dorman in the training department. In addition, Mr. Vu also completed the training program through NAMI of Orange County to be a trainer for the Family to Family program to care for mental health patients. Mr. Vu has a son who was diagnosed with a mental illness who is currently receiving services in Orange County. Mr. Daniel Vu, along with Mr. George Nguyen and Mr. Chon Cao, has appeared on multiple radio networks throughout Orange County to educate and outreach to the Vietnamese community about mental health issues and services.

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

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QRTIPS

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

Dear Happy to Help,

I am new to the county and I can't quite figure out what the "S" in the SIROP, SIP or SOAP of the progress note is supposed to include. Signed,

Needing to be Enlightened

Dear Needing to be Enlightened,

The question you ask is a very good one. We have noticed that there are a variety of different interpretations even among experienced clinicians of what the "S" is about. For one thing, I need to clarify that the paragraph at the top of the progress note which gives the identifying information, diagnosis/symptoms/behaviors is **NOT** the "S" but is *required* for the note to qualify as a stand alone note. The "S" is simply whatever the client brings to the session that particular day of service. For example the "S" could start with "today client/parent report that client...." In other words the "S" includes the symptoms, behaviors or problems that the therapist worked on that particular day in treatment with the client.

Signed,

Happy to Help



Dear Happy to Help,

I have had several notes returned to me because they were "blended." I am soooo busy, what is the big deal?

Signed,

FLUSTERED



Dear Flustered,

I totally understand your frustration and time constraints. The problem with blended notes is that by definition the two different services are billed at different rates. For example: If you conduct a case management service in the middle of a therapy session and then bill the whole time as a therapy session there is a problem because the CM service is paid at a lower rate but being billed at a higher rate! As you may guess this presents a problem when the notes get audited. This, of course, also applies to medication services. For example if an M.D. writes a note that looks like a bit of therapy was conducted but the corresponding ED indicates a medication service was conducted we again have a problem because therapy is billed at a lower rate than medication services. I hope this clarification will help you avoid the need to have to rewrite any more notes in the future.

Signed,

Happy to Help



Dear Happy to Help,

I am stumped as to what a "transitional goal" is supposed to look like. Signed,

Without a Clue

Dear Without a Clue.

Here are some ideas that may stimulate many more for your individual clients:

- By month/year client will talk to school counselor about enrolling in ROP classes to increase employability following completion of High School.
- 2. By month/year client will utilize public transportation in order to decrease dependence on parent for transportation.
- 3. By month/year client will obtain DMV booklet and study to get his/her drivers permit
- 4. By month/year client will explore educational options following high school graduation
- 5. By month/year client will complete X number of applications for summer job or volunteer opportunity
- 6. By month/year client will begin to take meds as prescribed with minimal prompting of parent/ without reminders of parent

Signed,

Happy to Help