



CWTAC UPDATES

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REGIONAL INTERPRETER TRAINING OFFERED

The recruitment and retention of bilingual clinical staff has been a long-standing problem in California. At the same time, California counties have the responsibility to provide mental health services to children and families that are limited English speaking and/or speak no English. The Department of Mental Health Cultural Competency Plan requires counties to develop a plan for how they will address the language needs of their communities, with additional requirements for counties' threshold languages.

As a way to address this ongoing challenge, many counties rely on their bilingual staff and sometimes their support staff to meet the needs of their limited-English speaking clients. The effective use of interpreter services requires specialized knowledge and skills, both on the part of the interpreter and of the clinician. Without adequate training, interpreters and clinicians may be unaware of the role each must play in this interaction, and important clinical information may be lost. The therapeutic relationship can then become further compromised. While asking untrained bilingual staff to act as interpreters is not the optimal service delivery model, it is the situation that many counties in the central region currently face because of an ongoing scarcity of adequate human resources to effectively communicate with limited or non-English-speaking populations in our state. The central California region is attempting to improve the situation with a request for technical assistance from the Cathie Wright Technical Assistance Center.

In response to this request, the Cathie Wright Technical Assistance Center has contracted with Carl David Waddle, Ph.D. to provide in the central region two workshops designed to assist both untrained interpreters and clinical staff to work better together until appropriately trained staff can be recruited and hired. The workshops will be offered in Sacramento County

(Continued on page 3)

TBS SATELLITE TELECONFERENCE HIGHLIGHTS

The Cathie Wright Center for Technical Assistance to Children's System of Care, in cooperation with the California Institute for Mental Health and the California State Department of Mental Health recently hosted a satellite video teleconference entitled "*TBS - An Introduction to Therapeutic Behavioral Services.*"

The telecast took place on August 17, 1999, and represents the first phase of training that is being provided to counties to assist them as they implement therapeutic behavioral services (TBS), now available as an EPSDT reimbursable Medi-Cal service. The training was intended to provide county administrators that are responsible for implementing therapeutic behavioral services an orientation to administrative issues relevant to TBS.

The telecast featured presentations by Carol S. Hood, Assistant Deputy Director, and Nancy Mengebier, Staff Mental Health Specialist, Systems of Care, State Department of Mental Health, and Lisa Foster, Unit Manager, Child Welfare Services Bureau, Child and Family Services Branch, State Department of Social Services.

Following the presentations there were two question and answer sessions. The first offered a response panel made up of representatives from County Chil-

(Continued on page 2)

INSIDE THIS ISSUE

SAVE THE DATES!	2
CONFIDENTIALITY MANUAL NOW AVAILABLE!	3

TBS Teleconference (Continued from page 1)
 dren's Services Programs including Paul McIver, Program Manager, Children's System of Care, Los Angeles County Department of Mental Health, Kim Suderman, Children's Coordinator, San Joaquin County Mental Health Children & Youth Services, Tom Sullivan, Mental Health Services Director, Sacramento County Health & Human Services Department, and Pam Hawkins, Family Coordinator, Sacramento County.

In the second panel a former consumer and former consumer family member shared the benefits of their experiences with TBS-type services. Also present were representatives from three Children's Services providers, Ken Berrick, CEO, Seneca Center, Alameda County, Dave Fredrickson, Director of Campus Clinical Services, Edgewood Center, San Francisco, and Dennis Newlin, Manager, San Joaquin County Mental Health Children & Youth Services.

The telecast covered the following issues relevant to administration of TBS, including:

- An historical overview of changes to Medi-Cal and children's services over the last ten years, including the addition of therapeutic behavioral services.
- The state Department of Mental Health policies relevant to therapeutic behavioral services.
- The relationship of therapeutic behavioral services to other mental health services and state initiatives.
- The manner in which counties have begun to, or are planning to implement therapeutic behavioral services.
- The manner in which providers have implemented one-on-one behavioral services similar to therapeutic behavioral services.
- The manner in which children and families have benefited from one-on-one behavioral services similar to TBS services.

The Cathie Wright Center for Technical Assistance to Children's System of Care will be offering as follow-up to the telecast training:

- Copies of the telecast for counties that were unable to view the telecast live
- A written summary of the telecast
- Regional trainings followed by county-specific

training designed to assist counties in implementing therapeutic behavioral services.

More specific information concerning the regional and county-specific trainings will be available at a future date. ♦

Save the Dates!

Upcoming Events for Fall, 1999:

September 22nd – 24th
CMHAOA

(California Mental Health Advocates for Older Adults)

“A Mission of Advocacy – Empowerment of Self”

Historical Mission Inn,
 Riverside, California

November 2nd – 3rd
Rose Jenkins Conference
“The Role of Mental Health in Infancy & Early Childhood”

Sacramento DoubleTree Hotel,
 Sacramento, California

November 29th – December 1st
Cultural Competence Summit VII

Oakland Marriott Hotel,
 Oakland, California

For registration information contact:
 The California Institute for Mental Health
 (916) 556-3480

Interpreter Training (Continued from page 1)

on September 10, 1999, and in Merced County on September 17, 1999. Each workshop will consist of a morning session from 9:00 a.m. to 12:00 p.m. and an afternoon session from 1:00 p.m. to 4:00 p.m. The morning session is designed for interpreters interested in improving their skills. Those attending the morning session will receive information that will assist them in becoming better interpreters. In addition, the trainer will break the group into smaller workgroups and address the concerns interpreters have in working with clinicians and assist them in developing strategies to work more effectively with the clinicians.

The afternoon session is designed for clinical staff who work with interpreters. Those attending the afternoon session will receive information on issues such as being cognizant of the difficulties of literal translation. In addition, the trainer will break the group into smaller workgroups to assist clinical staff in developing strategies to work more effectively with interpreters.

There is no cost to those who choose to attend these workshops. Please contact Chuck Anders at (916) 657-3995 to obtain registration materials if you are interested in attending either of the workshops. ♦

Copies of the TBS satellite video teleconference "TBS – An Introduction to Therapeutic Behavioral Services" are now available! If you missed the live telecast and are interested in obtaining a copy of the video contact:

Melanie Manus,
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 FAX: (916) 446-4519

CONFIDENTIALITY MANUAL NOW AVAILABLE!

The much-anticipated "*A Manual for the Exchange of Information in a California Integrated Children's Services Program*," by James Preis, JD, is currently in print, and will be available for distribution mid-September.

The manual, a guide to confidentiality issues in integrated children's services programs, is being produced by the Cathie Wright Technical Assistance Center on behalf of the California State Department of Mental Health's Children's System of Care program.

The issue of confidentiality has been complicated by the fact that prior to the current emphasis on integrated children's services, each service sector had its own set of rules, oftentimes more than one set, regulating the exchange of confidential information. Although there have been legislative attempts to accommodate interagency collaboration, these rules are still in effect. The challenge, therefore, in developing an integrated service program for children and their families is to incorporate the confidentiality rules of each participating sector into a workable interagency protocol.

In the manual Mr. Preis addresses this challenge in a number of ways. He analyzes the concepts of privacy, confidentiality and testimonial privilege, and the importance of the free exchange of information between agencies and of confidentiality and the protection of privacy. In addition he discusses the recently adopted rules governing the exchange of information within an integrated children's services program and the confidentiality statutes governing each of the individual sectors of an integrated service system.

Mr. Preis then offers recommendations for imple-

(Continued on page 4)



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Confidentiality (Continued from page 3)

mentation of an interagency confidentiality policy, including development of a Memorandum of Understanding (MOU) and an authorization for release of information. The manual concludes with a series of questions and answers related to confidentiality issues, many of which have been posed by counties currently in the process of developing their integrated children's services programs.

To order a copy of the manual please contact:

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