



STANISLAUS COUNTY BEHAVIORAL HEALTH AND RECOVERY SERVICES
CULTURAL COMPETENCY UPDATE

...a newsletter to address cultural issues that enable us to effectively work in cross cultural situations.

The Empowerment Center
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Peer Support is an invaluable tool in the journey of recovery. Some may even refer to it as significant in maintaining their recovery as well. In a NAMI (National Alliance on Mental Illness) blog, *Spreading Hope through Peer Support* by Michael Haines (3-31-17), peer support created an opportunity for this individual that experienced psychosis. The blog shares the unfamiliar place the writer experienced with their diagnosis and the huge impact peer support played in getting through this difficult time. Here is the link to this insightful article: <https://www.nami.org/Blogs/NAMI-Blog/March-2017/Spreading-Hope-Through-Peer-Support>.

CAMPYRO (California Association of Mental Health Peer-Run Organizations) describes that through MHSA (Mental Health Services Act) many models of support have been designed and implemented to promote concepts key to the recovery for individuals who have mental illness; hope, personal empowerment, respect, social connections, self-responsibility, and self-determination. While focusing on a family and consumer support approach; peer support has been integral in opening communication and establishing support to those impacted by Mental Illness. The Consumer Empowerment Center (CEC) is a Community Service & Support program contracted by BHRS. The CEC is a drop in center that provides behavioral health consumers and family members a safe and friendly environment where they can flourish emotionally while developing skills. It is a culturally diverse place where individuals gain peer support and recovery-minded input from others to reduce isolation, increase the ability to develop independence and create linkages to mental health and substance abuse treatment services. CEC is 100% staffed by behavioral health consumers and family members. Continuing opportunities are available that promote self-determination, empowerment, lifelong learning, employment and training.

When folks come into the CEC, it is common they feel out of place in their community and that they feel misunderstood. Folks may be experiencing increased symptoms of their illness and are in need of reconnecting to services, or may have not established these services yet and are just beginning this journey at the CEC. As many folks are in different phases in their life with Mental Illness, they find that others have “been there too” and talk to each other about it. Many connections to one another are made at the CEC and develop into ongoing peer support.

BHRS Cultural Competence, Equity and Social Justice Committee meets on the 2nd Monday of each month from 9:00 a.m. to 10:30 a.m. in the Redwood Room, 800 Scenic Drive



The CEC hosts several peer support based groups each week and have steadily branched into other topics of interests based on folk’s requests to explore these discussions at a deeper level. Our support groups include topics that identify Season Support, of which folks can share their feelings around the winter and holiday seasons. Also there are the Goal Setting groups, Conflict Resolution Groups and PTSD groups. We have groups that focus on Men’s and Women’s needs as well as Meditation and Journaling.

Mon	Tue	Wed	Thurs	Fri
Meetings/Celebrations/ Closings: 11/16 - Friends Circle Presentation 11/18 - CLOSED FOR STAFF TRAINING 11/23 - 24 - CLOSED FOR THANKSGIVING 11/30 - Advisory Committee/Behaviors				
8 Goal Setting/Check In Group 9:00-10:00 Conflict Resolution 11:00-12:00 PTSD/Leas Support 1:00-2:00	7 Seasonal Support 9:00-10:00 Women's Group 10:30-11:30 Same Day! Meditation/Journaling Group 1:00-2:00	6 Dementia Support 9:00-10:00 Peer Support 10:30-11:30 Art's & Crafts 1:00-2:00	4 Addictive Support 2:00-3:00 Karaoke 12:00-2:00	3 Art's Support 9:00-10:00 Support Meeting 10:30-11:00 Movies 10:00-11:00 Karaoke 12:00-2:00
10 Goal Setting/Check In Group 9:00-10:00 Conflict Resolution 11:00-12:00 PTSD/Leas Support 1:00-2:00	CENTER CLOSED FOR STAFF TRAINING		15 Dementia Support 9:00-10:00 Peer Support 10:30-11:30 Art's & Crafts 1:00-2:00	17 THANKSGIVING PARTY 11:00-2:00
20 Goal Setting/Check In Group 9:00-10:00 Conflict Resolution 11:00-12:00 PTSD/Leas Support 1:00-2:00	21 Seasonal Support 9:00-10:00 Women's Group 10:30-11:30 Same Day! Meditation/Journaling Group 1:00-2:00	22 Dementia Support 9:00-10:00 Peer Support 10:30-11:30 Men's Group 12:00-1:00 Art's & Crafts 1:00-2:00	23 CENTER CLOSED IN RECOGNITION OF THANKSGIVING HOLIDAY	24 CENTER CLOSED IN RECOGNITION OF THANKSGIVING HOLIDAY
27 Goal Setting/Check In Group 9:00-10:00 Conflict Resolution 11:00-12:00 PTSD/Leas Support 1:00-2:00	28 Seasonal Support 9:00-10:00 Women's Group 10:30-11:30 Same Day! Meditation/Journaling Group 1:00-2:00	29 Dementia Support 9:00-10:00 Peer Support 10:30-11:30 Art's & Crafts 1:00-2:00	30 Advisory Committee 8:00-10:00 Peer Support 10:30-11:30 Addictive Support 2:00-3:00	

For the fiscal year of 2016-2017, the CEC has had 891 (unduplicated) individuals come in for support services. Of those individuals, over 13,000 visits have taken place. Further breakdown of those who visit the CEC show they may have come in anywhere from one initial visit to up to 226 visits within this fiscal year. According to our most recent reporting processes, 86% of individuals feel satisfied with CEC services.

Many of the CEC members share that they feel “heard and supported” by their peers. They have voiced that they have a safe place to go during the day and not have to “pretend” to be someone they are not. They have shared that they do not feel judged and they can talk about anything they have going on openly. Many of the CEC staff had begun their journey with employment by being members and then becoming volunteers. In this environment, they shared that they developed confidence in their personal growth and well-being from their peers and felt support with their movement into unknown roles. Even once staff has become established in more professional roles, it is encouraged to continue peer relationships with those within the same role. As staff, we honor the peer relationship in the workforce; as it generates mutual respect and continued learning. The CEC staff works to prioritize the support with one another to model appropriate peer support and maintain wellness, especially in the field of work we are in.

If you would like to learn more about the CEC, you can join us anytime from Monday through Friday from 7:30am-3pm. We would look forward to providing you and your folks with peer support as well as foster opportunities to encourage more peer support in our community! Our Interim Activities Coordinator, Alicia Silva is available for presentations to your agencies and participants. She can be reached via email, aliciasilva@tcp.org or 209-544-1913, extension 2308.



Referrals to the CEC can be made in person by interested individuals at our location at 1001 Needham St. in Modesto. There is no payment for services as the program is funded through MHSA funding streams, contracted to Turning Point Community Programs.

Highlights of October Cultural Competency, Equity and Social Justice Committee (CCESJC) Meeting



October CC Special Edition:

In recognition of the upcoming Stanislaus County 2017 Diversity Week Celebration, October 2nd – 6th, the following were a few of the highlights of amazing presentations and knowledge shared through the Cultural Competence Equity and Social Justice Committee (CCESJC) sponsored by Behavioral Health and Recovery Services:

- “Homeless Person Memorial Day” Presentation
- CCESJC Cultural Competence Champion Award
- Latino Behavioral Health Conference
- Cultural Competence Summit
- Life Path Program Presentation
- 2016 Dionicio Cruz Award

Increasing diversity awareness gives us great opportunities to further know and appreciate cultures and ethnicities that are different from our own. Individuals that participated in Diversity Week spoke about what their office displays.

CLAS Standards 6-8:

CLAS Standard 6: Inform all individuals of the availability of language assistance services clearly and in their preferred language, verbally and in writing.

CLAS Standard 7: Ensure the competence of individuals providing language assistance, recognizing that the use of untrained individuals and/or minors as interpreters should be avoided.

CLAS Standard 8: Provide easy-to-understand print and multimedia materials and signage in languages commonly used by the populations in the service area.

**If you have questions or suggestions regarding Cultural Competency, please e-mail:
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