

Cultural and Ethnic Communities Leadership Council (CECLC) Meeting Minutes
February 20, 2015 from 11:30 until 2:00, Wilder Foundation
<http://www.dhs.state.mn.us/CulturalEthnicLeadershipCouncil>

Members Present: Titi Bediako, Hector Garcia, Paula Haywood, Rev. Janet Johnson, Pa H. Lor, Anna Mazig, Nathan Moracco, Vayong Moua, Rep. Joe Mullery, Kamala Puram, Maria Sarabia, Pahoua Yang,

Members Absent: Annastacia Belladonna, Sen. Michelle Benson, Rep. Matt Dean, Tenzin Dolkar, LaRone Greer, Muriel Gubasta, Kamaludin Hassan, Sia Her, Ann Hill, Annamarie Hill, Rep. Tina Liebling, Rep. Diane Loeffler, Sen. Tony Lourey, Rep. Tara Mack, Edward McDonald, Bauz Nengchu, Sen. Julie Rosen, Saciido Shaie, Sen. Kathy Sheran, Lajuana Whitmore

Acting Chair: Mitchell Davis Jr.

DHS Staff: Antonia Wilcoxon, Denise Flock, Tim Quan

Guests: Dave Haley (council volunteer advisor), Carrie Vogelsang, Karen Schirle (DHS), Sida Ly-Xiong (MDH), Robert Lloyd (DHS - presenter), Phyllis Sloan, Vivian Jenkins Nelson (contributors from the African American community to the Child Protection Task Force)

1. Welcome/Lunch/networking
 - a. Mitchell Davis as acting chair walked us through an exercise with a piece of paper. Listening to his instructions as we folded the paper and tore it as Mitchell indicated with our eyes closed. His message was to make sure and listen carefully to directions and key topics that people present to the council.
2. Review Minutes From December 19, 2014
 - a. Motion to accept with change: Correction of spelling of Pahoua Yang under number 8.
 - b. Motion to pass minutes with changes mentioned above: Pa Lor
 - c. 2nd – Vayong Moua
 - d. Motion Passed
3. Review Proposed Agenda for today's meeting
4. Executive Team: Antonia and Tim Quan have been working on the equity reports for DHS leadership and the council recommendations in preparation for the meeting with Exec. Team. Next week representatives from each subcommittee are going to meet with the Executive Team of DHS (February 26)
 - a. Preparation: topics to discuss prior Exec Team meeting:
 - i. Council's hoped for outcomes: influence agency mgmt. and policy
 - ii. Identify two-three major priorities high impact to achieve equity at DHS
 - iii. Suggested topics to discuss at Exec. Team meeting:
 1. Partnership over the long term.
 2. Management challenges? Policy challenges exec team faces in working for Equity?

3. Subcommittees present 1 to 2 high priorities.
- b. Tim handed out some brochures. Both are findings of the DHS equity questionnaire as well as the recommendations that emerged from this council to DHS. This will be one of the documents discussed at the Exec. Team meeting.
- c. Antonia can meet separately regarding this so you are familiar with what we are doing and finding, before the Feb 26 meeting.
5. Robert Lloyd presented about the CAHPS survey. For the council's information:
 - a. The CAHPS survey is a satisfaction survey of MHCP managed care adults enrollees who were continuously enrolled over the last 6 months. DHS contracts with a certified CAHPS vendor to annually administer the survey using CAHPS 5.0 Medicaid core questionnaire survey instrument supplemented with additional CAHPS and DHS questions. Each year, approximately 28,000 enrollees are mailed surveys with an overall response rate of 37%.
 - b. Surveys are mailed to respondents containing instructions in English and Spanish. There are provisions to administer the survey in Hmong, Russian, Somali and Vietnamese using a language block. Telephone interviews are followed-up with after the mailing.
 - c. DHS wants to know how to better collect satisfaction information pertaining to minority issues.
 - i. Alternative measures to mitigate these issues were presented. Data collection methods that could provide additional information
 - ii. Race/ethnic focus groups to provide qualitative feedback but is expensive and time consuming, plus specific to respondent's background
 - iii. Clinic level provider surveys about cultural competences which would help reduce number of CAHPS questions but is expensive
 - iv. Enrollee survey to assess their health literacy and LEP of which most clinics are have some Culturally and Linguistically Competent Service CLAS competency but would similarly be difficult to implement and costly.
 - v. Survey asking about consumer experiences with cultural competences would help ensure "adequate" minority response if implemented correctly but would be costly
 - d. Council members cited a number of issues:
 - i. There is a concern that not everyone who needed an interpreter for the CAHPS survey always got an interpreter as noted in the table of results
 - ii. Some mentioned the lack of respondents whose language spoken at home was anything other than English
 - iii. Furthermore, language services need to be expanded to account for languages in addition to those listed in the language block (Spanish, Hmong, Russian, Somali and Vietnamese)
 - iv. Are interpreters readily available at time of clinic visit? And can family members be considered interpreters? How does this get accounted for in the CAHPS survey?
 - v. The overall cultural competence of the survey came into question, especially whether some individuals were comfortable answering some of the questions

- e. Council members brought up suggestions on how community based organizations and other culturally-based groups can assist in facilitating a better response rate as well as having a side benefit of educating the community on healthcare. The lack of DHS staff resources was noted by some members as a barrier. Other concerns highlighted the inflexibility of the survey instrument and the need for population-specific questions. Council members and Robert Lloyd will return for more discussion to address these issues.
 - f. Feedback on which of these alternatives would be valuable for the dept. to pursue. If you have more ideas, those would be helpful.
 - g. Robert will return for more discussion and to hear suggested choices by council members on the options presented.
 - h. Discussion about the cover letter sent with the survey.
 - i. The council has requested to see the cover letter. Possibly help with the wording.
 - j. Antonia will send the questions to everyone from the Page 10. He had passed them around.
 - k. What is CECLC's link to the plans?
 - i. This has been tabled for discussion and next steps. We should do some work ourselves (CECLC) and have Robert come back again to do more work on this.
 - l. DHS needs long lead time to make changes to the survey.
 - m. The next cycle CECLC could affect is one year from now.
 - n. Council made it clear to Robert that if his area needs any help, please let us know. We can be involved right now.
6. Leadership Policy Institute De-Brief:
- a. Key take-aways:
 - i. Purpose of evidence.
 - ii. Learning how to get people to listen to you. We could really make a change.
 - iii. All policy proposals have almost by nature a disparate impact on communities. Use the cultural lenses early on in the conversation and admit it upfront. Get it on the table and assess those policy proposals from a cultural perspective. Encourage that we as a council be forthright and upfront in looking at policies.
 - iv. What was learned resonates with the work at DHS. The trade-offs piece.
 - v. How using the equity lenses make policies look very different and realize how there is an equity impact to every policy.
7. Review sample equity analysis
- a. The council leadership subcommittee will use the DHS bill analysis as a template to develop an equity analysis for DHS to explore using it.
 - b. How would we apply what we learn to how DHS feels and assess policies they are given.
 - c. When a bill comes up – a group called BLWG (Budget Legislative Work Group) looks at it. DHS has a Legislative Director (Amy Dellwo) who coordinates this group.
 - d. There is a Bill Analysis form.
 - e. What if we created an Equity Analysis form?
 - f. Send the bill analysis to the full council.

8. Open Forum:
 - a. Rep. Moran and Sen. Sheran have been asking Antonia about DHS's consulting with the council regarding the Child Protection Task Force.
 - b. Presentation by Phyllis Sloan and Vivian Jenkins Nelson
 - i. They are working on finding persons within the community and utilizing them as navigators to support families around issues they are facing.
 - ii. We are asking for an Ombudsman for children – regardless of which cultural community they come from. Increased supervision of all the counties in regards to child protection.
 - iii. Contact Phyllis Sloan if you are interested in discussing this further.
(Phyllis.s@lacrechekids.com)
 - iv. Big questions in discussion around matters of family assessment. How children should or should not be interviewed. Who is present during these interviews?
 - v. Phyllis can send Antonia the contacts of who to contact if questions.
 - vi. Tim has been tracking bills regarding the Children Task Force. Tim will forward those bills to the council.
 - vii. Asking for input if you know families who would like to help with this. If they have interesting patient stories for panels and committees so that individual consumers can provide input.
9. Next meeting will be March 20, 2015: This will be a strategic planning meeting and will run from 11:30 to 4:30.
10. Adjourn