

# UPDATE

A bi-monthly newsletter of the Solano County Health & Social Services Department.



Promoting Healthy Tomorrows

## LETTER FROM THE DIRECTOR: Cultural Diversity

Colleagues,

Diversity is generally defined as acknowledging, understanding, accepting, valuing, and celebrating differences among people with respect to age, class, ethnicity, gender, physical and mental ability, race, sexual orientation, spiritual practice, and public assistance status (Esty, et al., 1995).

I am in awe as I look around at the rainbow of cultures, colors and differences in our Solano County community. It is surprising to many to discover is that our county is the most diverse county in California. I embrace it and want our department to do likewise. I believe that our workforce should be a mirror of our community and be a reflection of our changing world.

I have formed the Committee on Cultural Excellence (CCE) to advise Health and Social Service Administration on policies and practices related to effective practices

and protocols for building, understanding, interacting and respecting cultural diversity in Solano County Health and Social Services.

**Solano County is the most diverse in California. The County's population is 46% white, 21% Hispanic, 16% Asian, and 12% African American. (2008 ESTIMATE)**

I have four specific goals for this committee:

1. Review our hiring practices and patterns to see if our hiring mirrors the populations that we serve. Look at ways that we can increase the pool of candidates so the hiring pool can come from many diverse groups. We always want to hire the best and by expanding our hiring pool, we can be assured of this result.
2. Educate our staff on diversity issues. By respecting individual differences, it will make the workplace a better, more inclusive place to work.
3. Review our staff training. Does the issue of diversity get included? As a standard practice diversity issues should be in each and every one of our curricula.

(Continued on page 2)

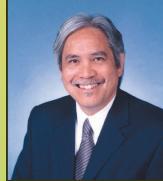
## IN THIS ISSUE

Letter From the Director	1
Customer Service	2
HSS Diversity Policy	3
Solano County Demographics	
Age	4
Gender	4
Household Type	4
Ethnicity	5
Ethnicity of Foster Children	5
Language	6
Nativity	6
Foreign Born	6
Region Of Birth	6
Disability	7
Veteran	7
Poverty	7
HSS Employees	
Ethnicity	8
Language	9
Committee on Cultural Excellence	9
Health & Social Services Index	10

## LETTER FROM THE DIRECTOR

(Continued from page 1)

4. Look at communication with our clients and between ourselves to review if diversity is built into our pictures and words.



I have formed this committee with a diverse group of representatives from each division. I have asked our Mental Health Cultural Competency Coordinator, Joseph Robinson to head this committee and Jorge Argumedo to act as the vice-chair. This group will be the steering committee for the Department. The Diversity Committee will work as the operations arm of the committee and will operate in concert and through the direction of this committee.

I expect the Committee on Cultural Excellence to make a difference for this department so staff feels their opportunities are unimpeded and the working conditions safe and inclusive for all.

Regards,

Patrick O. Duterte  
Director

## Customer Service

Over 1,500 H&SS clients were asked the question "**Staff respected my language, race and religion**" in June 2006. The response was overwhelmingly positive.

DIVISION	PERCENT YES
Substance Abuse	97%
Employment & Eligibility	97%
Mental Health	98%
Public Health	99%
ODAS	100%
Child Welfare	100%

Results from a new client satisfaction survey will be available later this spring.

# diversity

## **HEALTH & SOCIAL SERVICES DEPARTMENT DIVERSITY POLICY:**

The Solano County Health and Social Services Department is committed to diversity and to the provision of culturally competent services. Diversity acknowledges and values differences within an organization including, personal style, age, geographic origins, race, ethnicity, cultural background, gender, sexual orientation, language and physical ability/disability.

Cultural Competency is defined as the ability of organizations, providers and individuals to work effectively with diverse populations using cross-cultural or culturally specific approaches. It also refers to the ability to recognize, value and draw upon the attitudes, beliefs, behaviors, and communication patterns of its clients, their families, and its own diverse staff, to improve and strengthen services and programs, increase community capacity, and promote health and social effectiveness among all population groups.

The Health and Social Services Department will reflect these values in policies, practices, and programs.

### **We Believe That:**

Appreciation for diversity leads to self-discovery and is a skill that should be cultivated by organizations, providers, and individuals.

Respectful and effective interaction and communication is fostered with diverse communities.

A culturally competent organization recognizes and builds on strengths of communities.

A culturally competent organization is customer focused and is designed to increase organizational, staff and provider effectiveness.

Cultural competence is a developmental process and leads to measurable outcomes.

Our goal is to develop and promote the building of a culturally competent system of care for the residents of Solano County. The following characteristics of a culturally competent provider and/or organization are essential to reaching this goal:

Respects members of our communities and exhibits sensitivity to their diverse backgrounds;

Incorporates cultural knowledge and strengths into policy and practice; thus creating access to equal services and resources for all groups regardless of language or culture;

Develops and supports a work force at all levels which reflects the diversity of the population;

Provides ongoing staff development and education to enhance knowledge and effectiveness of service delivery to diverse populations;

Supports programs that strengthen the ability of diverse communities to promote health and self-reliance;

Establishes policies and procedures to promote participation of under-served communities in the allocation of resources, the design and implementation of Departmental interventions;

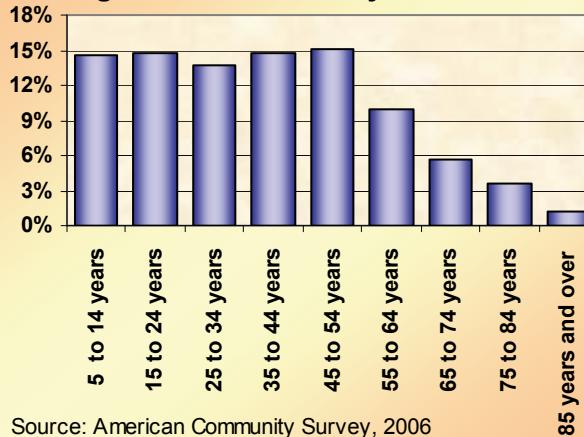
Evaluates the effectiveness of its programs in improving the health and self-sufficiency of its populations;

Creates an ongoing process to monitor its level of cultural competency, including the recognition of achievements and the identification of unmet needs;

Promotes unity through the celebration of diversity.

# Solano County Population

## Age of Solano County Residents



Source: American Community Survey, 2006

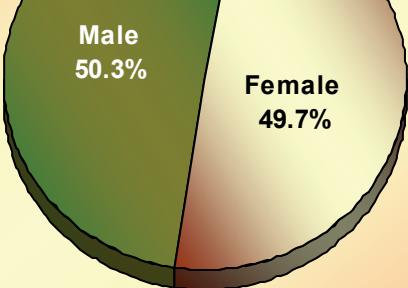
## Age

- Age diversity recognizes the importance of generational differences in the community.
- The number of Solano County residents ages 5 to 54 divided into 10 year age brackets varies by 1.3% (5,598 persons) ranging from a low of 56,305 persons in the 25 to 34 age bracket to 61,903 persons in the 45 to 54 age bracket.
- There is a sharp drop in the number of persons in each 10 year age group beyond age 54.

## Gender

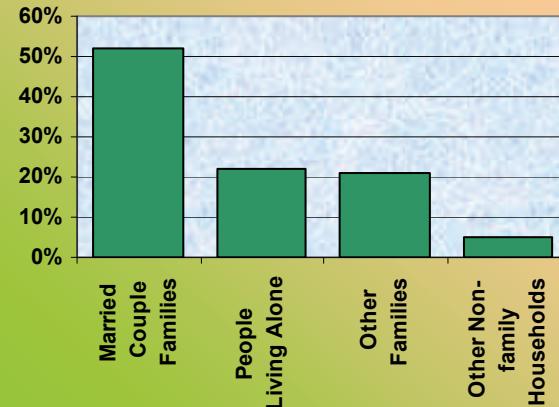
- The gender of persons in Solano County is nearly evenly divided: 50.3% male and 49.7% female.

## Gender



Source: American Community Survey, 2008

## Type of Household



Source: American Community Survey, 2006

## Household Type

Married couples head 52.0% of Solano County households.

People living alone make up 22.0% of the households.

Other families comprise 21.0% of the households.

Other non-family households are 5% of the Solano county households.

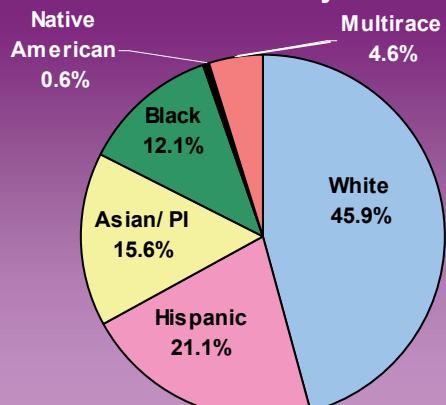
# Solano County Population

## Ethnicity

The California Department of Finance's 2008 estimate of the ethnicity of the Solano County's population is as follows:

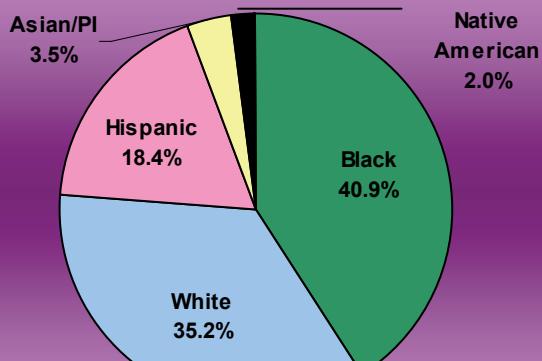
- Whites 45.9 %,
- Hispanics 21.1%,
- Asian and Pacific Islanders 15.6 %,
- Blacks 12.1%,
- American Indians 0.6 %, and
- Multi-race 4.6 %.

## Ethnicity



Source: California Dept of Finance, 2008 estimate

## Ethnicity of Children in Foster Care



Source: American Community Survey, 2006

## Ethnicity of Children in Foster Care

The ethnicity of Solano County children in Foster care:

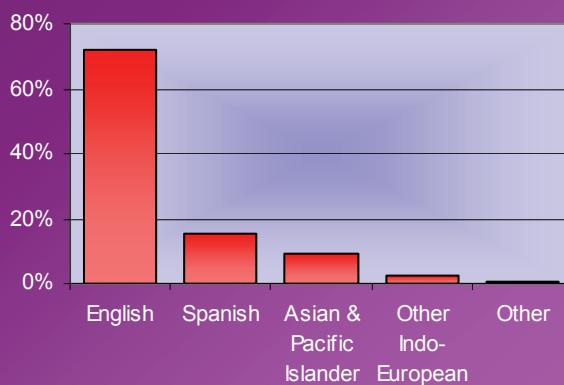
- Blacks 40.9 %,
- Whites 35.2%,
- Hispanics 18.4%,
- Asian and Pacific Islanders 3.5%, and
- American Indian and Alaskan Natives 2.0%

## Language

The language spoken at home by Solano County residents 5 years and over:

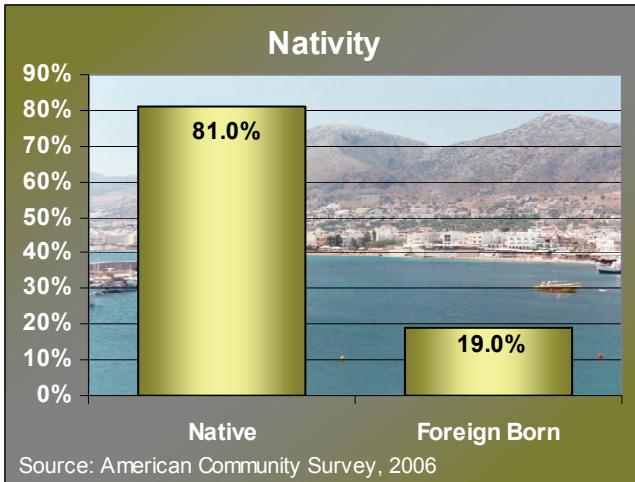
- English 72.1%,
- Spanish 15.3%,
- Asian/Pacific Island languages 9.3%,
- Other Indo-European languages 2.7%, &
- Other languages 0.6%.

## Languages Spoken at Home (Population 5 Years and Over)



Source: American Community Survey, 2006

# Solano County Population



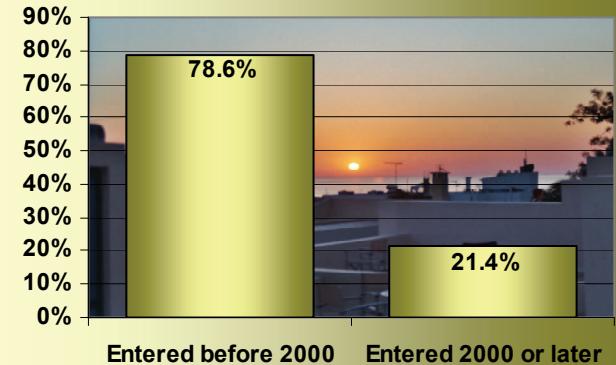
### Nativity

- Within Solano county, 81.0% of the population is native born, while 19.0% is foreign born.
- Since coming to the United States, 47.4% have become naturalized U.S. citizens, while 54.6% remain non-citizens.

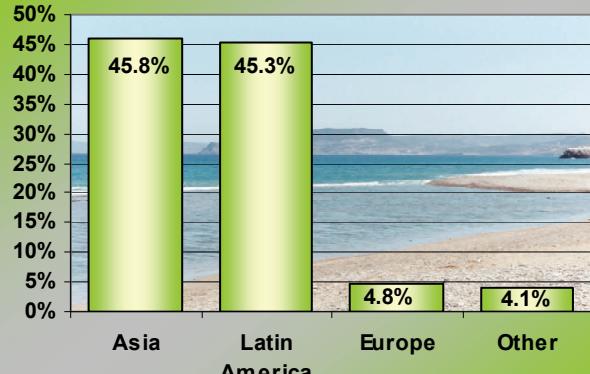
### Foreign Born

Of those in Solano County who were foreign born, 78.6% came to the United States before 2000.

### Foreign Born



### World Region of Birth of Foreign Born



### Foreign Born Region of Birth

The world region of birth of the foreign born: Asia 45.8%, Latin America 45.3%, Europe 4.8%, and Other 4.1% (includes: Oceania 1.8%, North America 1.2%, and Africa 1.1%).

# Solano County Population

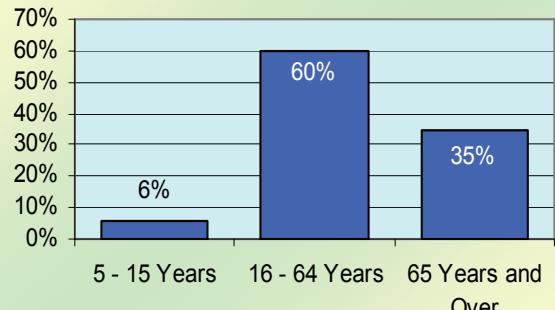
## Disability

There are over 55,600 non-institutionalized Solano County civilians who are disabled. Of these:

- 5.6% are between ages 5 and 15 years,
- 59.6% are between 16 and 64 years, and
- 34.9% are age 65 and over.

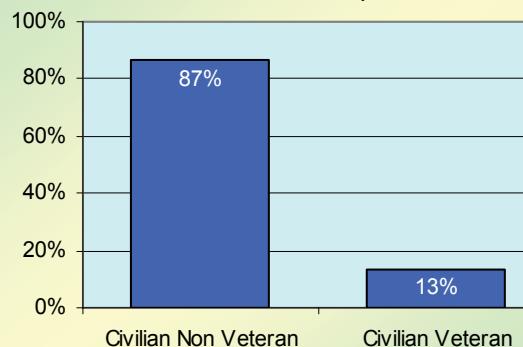
The 19,048 disabled persons over age 65 are 45.1% of the total population age 65 and over.

### Disability Status of the Civilian Non-Institutionalized Population



Source: American Community Survey, 2006

## Veteran's Status (Civilian population 18 Years and Over)



Source: American Community Survey, 2006

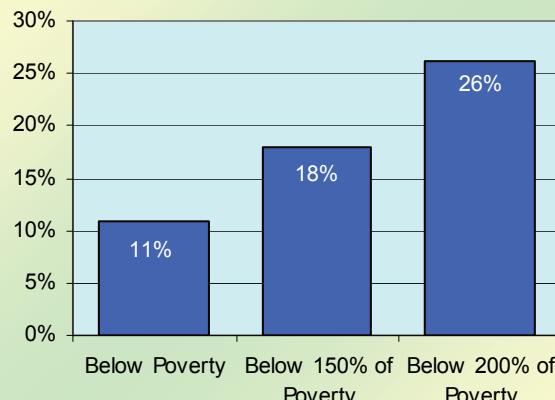
## Veteran Status

There are 39,420 (13.1%) veterans among the civilian population age 18 years and over in Solano County.

## Poverty

- 10.8% of the population are below the Federal Poverty Level (Currently \$21,200 for a family of four).
- 17.9% are below 150% of the Federal Poverty Level.
- 26.2% of the population (110,474 people) in Solano County are below 200% of the Federal Poverty Level.

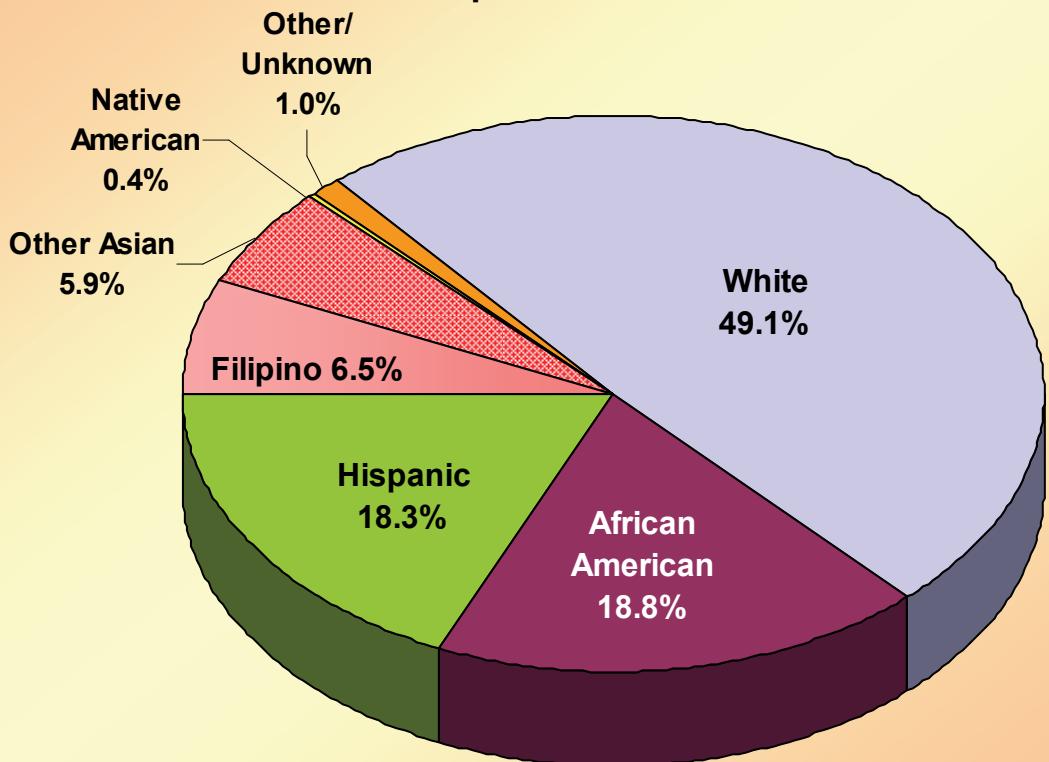
### Poverty



Source: American Community Survey, 2006

## Health & Social Services Department Employees

Racial/Ethnic Breakdown of H&SS Employees  
April 2008



diver

## H&SS's Committee on Cultural Excellence

The Committee on Cultural Excellence (CCE) is a committee of the Solano County Health and social services Department established to advise the H&SS administration on policies and practices related to the effective practices and protocols for building, understanding, interacting and respecting cultural diversity in H&SS. The Committee on Cultural Excellence serves as a forum for the discussion of policy and H&SS service delivery matters that affect county operation and administration of programs to those that they serve. The committee's work assists department divisions in setting policies that are culturally effective in the efficient administration of county responsibilities under the California Welfare and Institutions Code and other relevant statutes governing human services in California.

The committee works with other organizations to promote clear and consistent interpretation and application of law, policy, standards and practices related to cultural competency. The committee seeks to advance the knowledge and dissemination of best practices to the H&SS Department. Events are held on a regular basis.

The Diversity Committee is a subcommittee of the CCE and is responsible for the technical and implementation aspects. The Diversity committee sponsored the following workshops and activities:

Most recently — April 22 — the committee sponsored a workshop titled “Gay, Lesbian, Bisexual and Transgender Issues”.

Other recent workshops and activities include:

- Hosting a Multicultural Fair at the Government Center last October.
- A presentation by the Vallejo Intertribal Council last April on the Native American experience in Solano County.

### Language

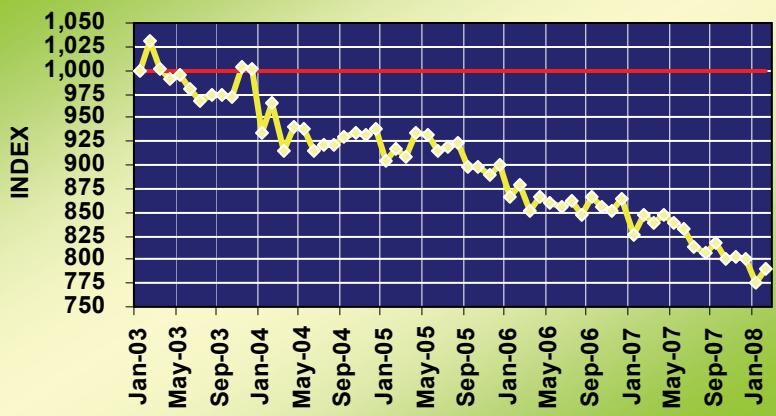
DID YOU KNOW THAT 1 OUT OF  
EVERY 5 H&SS EMPLOYEES IS  
CERTIFIED BILINGUAL?

### 208 H&SS Employees are Certified Bilingual.

- 173 speak Spanish
- 27 speak Tagalog
- 5 speak Vietnamese
- 1 speaks Hmong
- 1 speaks Portuguese
- 1 speaks Punjabi



## Health & Social Services Index



The **Health & Social Services (H&SS) Index** combines workload data from 15 key services provided by H&SS, along with data on unemployment in Solano County, to provide a monthly indicator of community demand for health and social services.

All of the monthly numbers — clients served, program caseloads, number of unemployed, referrals, etc. — are added together and then converted into an index score. The January 2003 total serves as the index bench line figure of 1,000. The index scores for subsequent months reflect change from the January level. Like the Dow Jones or NASDAQ, higher scores suggest positive developments — fewer people looking for work or requiring the services that H&SS provides, for example. Falling numbers suggest increasing need for H&SS's safety net services.

**Please note:** The index is not a direct measure of need. Many socioeconomic factors influence need. At the same time, various factors, such as eligibility guidelines and available revenues, influence the amount of service that H&SS can provide regardless of need or demand for service. (Some Medi-Cal enrollment figures for more recent months are estimates or projections based on historical trends. Some other recent data is preliminary and may change.)

INDICATOR	Jan-03	Jul-03	Feb-04	Sep-04	Apr-05	Nov-05	Jun-06	Jan-07	Aug-07	Jan-08	Feb-08
Number Unemployed	13,800	13,800	13,300	11,000	11,300	10,700	10,600	11,300	11,800	13,400	12,800
Number of I&R Calls	2,772	2,906	1,997	2,416	1,369	1,855	2,460	2,605	2,073	1,081	1,047
CalWORKs Cash Assistance Recipients	9,405	9,753	10,131	11,135	11,141	11,777	12,291	12,555	12,949	13,523	13,588
New CalWORKs Applications & Restoration Requests	521	530	357	474	488	482	479	455	586	555	421
Food Stamp Recipients	11,515	12,836	13,721	15,773	16,220	18,307	19,501	20,964	21,151	22,612	22,983
General Relief Recipients	256	325	354	428	483	689	636	709	768	763	763
Medi-Cal Enrollment*	49,059	50,977	52,507	54,382	54,996	57,724	57,402	57,501	58,710	58,766	57,325
Elder or Dependent Adult Abuse Referrals	98	110	73	95	115	93	101	99	108	122	108
Elder or Dependent Adult Abuse Confirmed	40	20	29	39	31	27	24	28	46	24	32
In-Home Supportive Services (IHSS) Authorized Cases	2,254	2,231	2,324	2,347	2,451	2,523	2,518	2,602	2,627	2,733	2,718
Child Abuse Referrals	390	324	394	372	393	275	312	332	252	314	354
Medical Clinic Visits	2,595	2,496	2,331	2,811	2,471	2,242	2,673	2,742	3,228	3,317	3,098
Dental Clinic Visits	447	425	340	335	310	355	391	332	475	366	393
Mental Health Clients	2,701	2,753	2,655	2,637	2,554	2,471	2,710	2,636	2,713	3,078	2,653
Substance Abuse Clients	699	534	581	690	732	732	712	780	824	831	638