What is Going On In Mental Health Care?
How Cultural Competence Can Promote Effective Consumer-Family-Provider Engagement, Assessment, Treatment Planning & Recovery Processes Participant’s Workbook
Training Consists of Five Modules of Discovery:

1. What is the Cultural Landscape Looking like for the U.S. & New York State: Demographic Data & Factors that Impact Mental Health Care: Introduction of Cultural Competence as a (Solution).
2. How Cultural Competence can be Used in Engagement Process of Mental Health Care.
3. How Cultural Competence can be Used in Assessment Process of Mental Health Care.
4. How Cultural Competence can be Used in Treatment & Service- Delivery Process of Mental Health Care.
5. How Cultural Competence can be Used in Recovery Process of Mental Health Care.
Module #1: Social Foundation of Disparities Web Model

Disparities

- Language
- Ethnicity
- Religion
- Culture
- Diet & Lifestyle
- Health & Mental Health
- Behaviors
- Stress
- Living Conditions
- Incarceration
- Insurance Status
- Education
- Community
- Economics
- Employment
- Government & Policies
- SES
- Income
- Racism
- Transportation
- Genetics
- Government & Policies
- Economics
- SES
- Income
- Racism
- Transportation
- Genetics
Module #1: Cultural Competence: Use What You Know...

Knowledge, Information and Data From and About Individuals and Groups

Integrate & Transform

Clinical Standards & Skills
Evidence-based Practices
Service & Cross-Cultural Approaches & Techniques
Program Marketing

that match the individual’s culture and increases both the quality and appropriateness of health care and health outcomes.

Source: Market-Based Definition. (Davis, 2002)
(http://www.mentalhealthcommission.gov/presentations/davis.ppt)
Model #1: Cultural Competence Applications

Cultural Awareness

Cultural Knowledge

Cultural Sensitivity

(Adopted from Center for Effective Collaboration & Practice) (CECP), 2009
Module #2: Elements of Engagement

- Language
- Communication
- Listening

(http://en.wikipedia.org/wiki/Main_Page)
Module #2: Cultural Considerations “Primary and Secondary Dimensions”

Primary dimensions influence “who” an individual is.

Secondary dimensions influence an individual’s participation.

Model #2: Cultural Brokers

- What is a Cultural Broker?
- What Role(s) does a Cultural Broker Play in Engagement?

(Georgetown University NCCC, 2004)
(Cultural Broker Direct Link)
Module #2:
 Culturally and Linguistically Appropriate Services Under Title VI & [CLAS] Standards

- Culturally Competent Care.

- Legal Responsibility to Provide Language Access Services (Standards 4-7).
  - Provision of Language Assistance Services for consumers with Limited English Proficiency or for those with sensory deficits or impairments.

- Organizational Supports for Cultural Competence.

- Intent for Federal and State accrediting agencies to implement provider mandates.
Module #2

What Is NYS Mental Hygiene Regulation §527.4?

Handouts Provided
Module # 2:

Is It Important For Mental Health Service & Treatment Providers To Promote An Agency Cultural Environment That Starts At The Front Desk?

(Georgetown University (NCCC))

http://www11.georgetown.edu/research/gucchd/nccc/documents/FrontDeskArticle.pdf (Direct Link)
Module #2: Engagement Involves: Using What You Know...

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Source: Market-Based Definition. (Davis, 2002)
http://www.mentalhealthcommission.gov/presentations/davis.ppt
Module #3: Assessment with Consumers & Families at Intake and Beyond

Cultural Assessment:

- How would consumers describe themselves?
- Tell me about your family?
- What language do you speak at home, at work, or with friends?
- Is spirituality or religion important in your life?
- Do you have a religious or spiritual practice now?
- To whom or where do you go for comfort?
Module # 3

Connections
Disconnections
Module #3
Assessment Tools for Health Literacy

- **SAHLSA-50** (Short Assessment of Health Literacy for Spanish-Speaking Adults).

- **REALM-SF** (Rapid Estimate of Adult Literacy in Medicine-Short Form (SF) {English}).

- Test of Functional Health Literacy in Adults (English and Spanish versions, as well as a short version for literacy screening).

  (U.S. Department of Human Health Services, 2009)
Module #3: Assessment Involves: Using What You Know…

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**Source:** Market-Based Definition. (Davis, 2002)
(http://www.mentalhealthcommission.gov/presentations/davis.ppt)
Module #4: A Practical look at Cultural Competence in Treatment Planning Involves

- Examine all service components for practices that inhibit or prohibit engagement
- Seek meaningful inclusion of cultural considerations throughout the planning process
  - Intake
  - Informed Consent
  - Identification of Supports
  - Health Literacy
  - Diagnosis
  - Treatment and Medication
  - Active Consumer Participation in Treatment Decisions (Shared Decision-Making)
Module #4: Factors That Influence Medication Effectiveness

- Culture and ethnicity:
  - Lifestyle and everyday practices.
  - Natural healing practices.

- Environmental factors:
  - Diet, tobacco/substance abuse, exposures.

- Genetic factors:
  - Drug metabolizing enzymes, drug receptors, genetic polymorphisms.

- Biological factors:
  - Age, gender, disease state, physiology, other medical problems.
Module #4: Treatment and Service Delivery Planning Involves: Using What You now...

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Source: Market-Based Definition. (Davis, 2002) (http://www.mentalhealthcommission.gov/presentations/davis.ppt)
# Module #5: Recovery Outcomes Involve

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<th>Introductions and Engagement:</th>
<th>Resource Assessment &amp; Identification:</th>
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<tr>
<th>Determine Access to Resources:</th>
<th>Treatment Planning &amp; Service Delivery:</th>
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</table>
Knowledge, Information About Individuals and Groups

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Source: Market-Based Definition. (Davis, 2002) (http://www.mentalhealthcommission.gov/presentations/davis.ppt)
OMH Bureau of Cultural Competence
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Helpful Reference Links


- Center for Effective Collaboration and Practice (CECP): [http://cecp.air.org/cultural/Q_howdifferent.htm](http://cecp.air.org/cultural/Q_howdifferent.htm)

- Georgetown University: National Center for Cultural Competence [http://www11.georgetown.edu/research/gucchd/nccc/resources/publicationstitle.html](http://www11.georgetown.edu/research/gucchd/nccc/resources/publicationstitle.html)
Helpful Reference Links

  Operationalization of the Multicultural Counseling Competencies. AMCD: Alexandria, VA


- Wikipedia: (Definitions: Language, Communication, Active Listening)

Helpful Reference Links

- Georgetown NCCC:
  http://www11.georgetown.edu/research/gucchd/nccc/information/families.html
  “It Starts at the Front Desk”

- U.S. Department of Human Health Services:
  www.hhs.gov (REALM-SF & SAHLSA-50: Health Literacy Assessments)

- King Davis Market-Based Cultural Competence Models:
  http://www.mentalhealthcommission.gov/presentations/davis.ppt
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