



**Mental Health America Multi-State Initiative:
Eliminating Behavioral Health Disparities
among Racial and Ethnic Minority Populations
in Rural Communities**

**March 18-19, 2008
Albuquerque, NM**



Hogg Foundation for Mental Health

***Building Culturally and Linguistically
Competency Organizations:
Getting Started!***

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Ice Breaker



The Case for CLC

- Increasing racial and ethnic diversity of U.S. population
- Demands new skills from health care workforce
- Lack of cross-cultural training programs
- Enhance providers' communication skills
- Improve overall health status of racial and ethnic minority populations
- Close the gap between minority and non-minority populations



Current State of CLC...

- Widely used term, but poorly implemented
- Implementation mostly consists of training, training, and more training
- Least developed at the community level
(*organizational/provider realities: responsible person to lead; stretched resources; competing priorities*)
- Has utility as an approach to start with values, strengths and assets of various groups and for understanding of within group variations
- Need to better operationalize & put into practice
- Better link with outcomes



Multicultural Organizational Development

Realities: Dynamics of difference are constantly in operation and impact organizational interactions, structures, policies, cultures, and practices.

- **Influences Principles** - incorporated into the organization's mission, vision, value, and strategic plan
- **Influences Structures** - developed for accountable and inclusive decision-making strengths and growth areas
- **Influences Programs and Services** - data on different groups collected/analyzed to evaluate outcomes and identify disparities; shift resources; develop & implement new programs & services
- **Influences Organizational Culture** – establish organizational priorities and responsiveness to communities served; values and practices of CLC become part of the organizational norms
- **Influences Policies** – may lead to changes in: organizational mission, policies, structures and procedures; staffing patterns; position descriptions and personnel performance measures; delivery of service and supports; outreach and dissemination approaches; composition of advisory boards and committees; professional development and inservice training activities; and MIS and telecommunication systems

Multicultural organizational development must occur on different and interrelated levels, including the individual, interpersonal, and organizational levels!



Self Assessment: Benefits



- a strategic organizational plan with clearly defined ST and LT goals and measurable objectives
- identifies organizational strengths, current capacities, and areas for development/ improvement
- enhanced consumer and community partnerships
- provide a vehicle to measure outcomes for personnel, organizations, population groups and the community at large

Self assessment is an ongoing process, not a one-time occurrence. It offers organizations and their personnel the opportunity to assess individual and collective progress over time.



Operationalizing CLC: Getting Started!



- Leadership CLC position
- CLC Steering Committee
- Organizational Assessment
- Policy development
- CC Training
- Linguistic Competence
- Adoption of CLC Standards
- Budget
- Data
- Quality Improvement
- Contracts



Data to Inform

- Census demographics
- Compare member demographics by race/ethnicity; by language (*include ASL*); by gender; by region/zip code (*GEOMAP technology*); penetration rates
- Member totals and broken out by each affiliate Statewide & Regionally
- Compare with WF Diversity & WF language capacity of affiliates



Closing thoughts...

- Be strategic; be realistic
- Difficult work; resistance
- Local planning; collaborate with key stakeholders who can influence buy in
- Feedback on performance
- Sustainability; Keep on keepin' on!
- Collective efforts will make a difference in closing the disparities gap!



Resources

- U.S. Dept. of Health and Human Services, OMH: www.omhrc.gov
- Cross Cultural Health Care www.diversityrx.org
- National Center for Cultural Competence: <http://www11.georgetown.edu/research/gucchd/nccc/>
- Health Resources Service Administration: Quality Health Services for Hispanics: The Cultural Competency Component <http://www.hrsa.gov/culturalcompetence/qualityhealthservices/>
- TA Partnership for Child and Family Mental Health <http://www.tapartnership.org/cc/default.asp>





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