

NYAPRS PROS Academy 2011

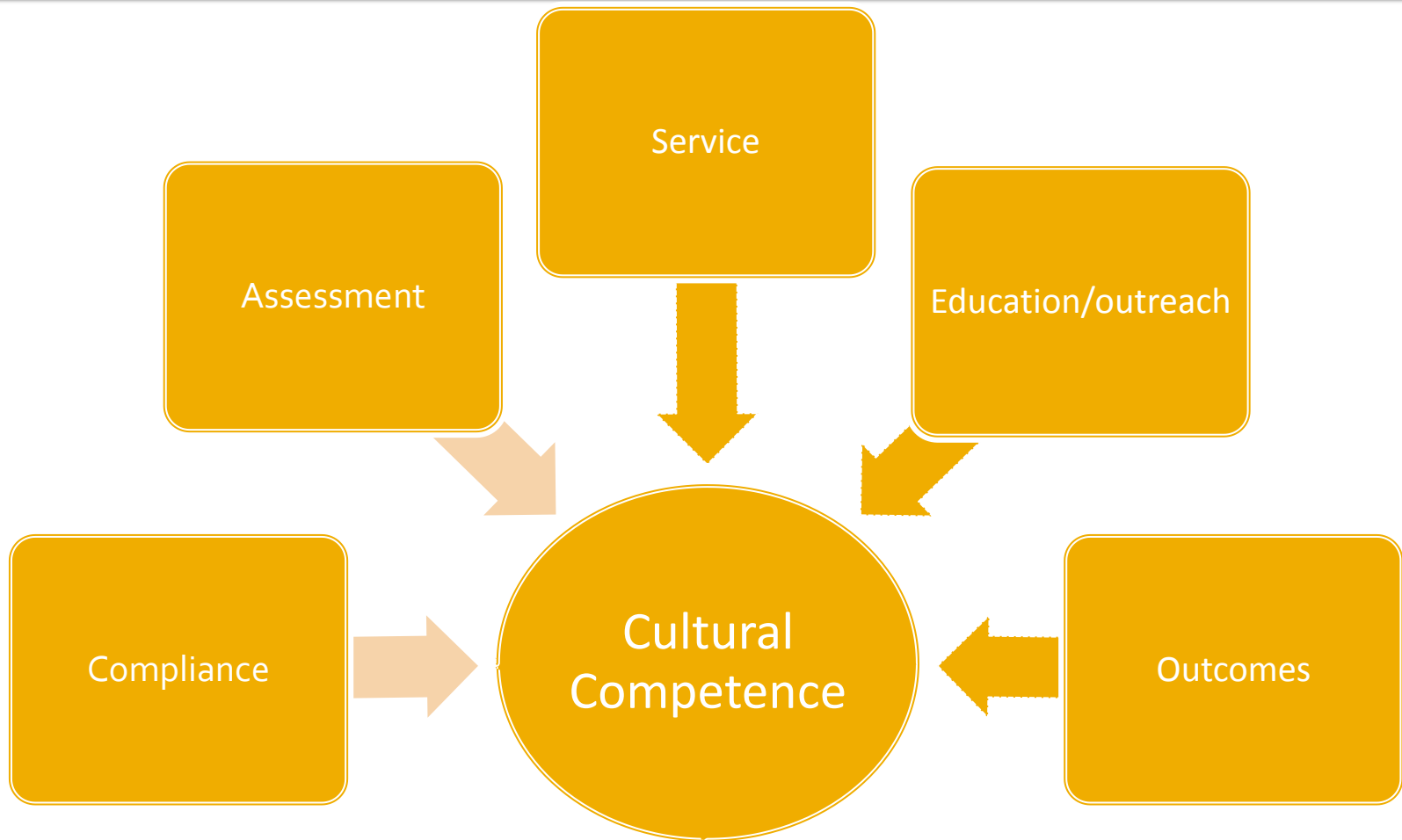
NYS Office of Mental Health Bureau of Cultural Competence



Regional Facility Affirmative Action Administrators (11)

Technical Oversight to all licensed mental health facilities and agencies

Division of Diversity Management – Bureau of Cultural Competence/Diversity Planning and Compliance Standing Goals



Cultural Competence

The attributes of a behavioral healthcare organization that describe the set of congruent behaviors, attitudes, skills, policies, and procedures that are promoted and endorsed to enable caregivers at all levels of the organization to work effectively and efficiently with persons and communities of all cultural backgrounds.

An important element of cultural competence is the capacity to overcome structural barriers in healthcare delivery that sustain health and healthcare disparities across cultural groups. (Adapted from Cross et al, 1989)

Demographics of proposed service area

- Race
- Ethnicity
- Religious groups
- Economics

Assessment

- Race
- Ethnicity
- Spiritual practices
- Linguistic
- Sexual orientation
- Family involvement

How will the information be integrated into services?

- Community resources and organizations
- Individual Recovery Plan
- Treatment Services
 - Groups
 - Peer services
 - Family involvement
- Discharge Plan

Providing Linguistic Services

- Consider your population and their language needs
- Bilingual Staff
- Telephonic/Video interpreting
- Face to Face Interpreters
- Deaf and/or hard of hearing

Training

- Cultural Competence training should include but not limited to:
 - Laws/regulation
 - Cultural Competence standards:
 - Demographics for your service area
 - Assessment
 - Resources
 - Linguistic services