Culturally & Linguistically Responsive Services

County of Fresno
Department of Behavioral Health
Presented By:

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Innovative Mental Health Service

- What is a Community-Defined Service Model?
- Holistic Mental Health Service Approach
- Elements of Culturally/Linguistically Responsive Mental Health Service
- Video & Questions/Answers
What is a Community Defined Service Model?

California Reducing Disparities Project (CRDP) – API Report

- Service design is identified & recognized by community members/cultural groups.
- Address community-defined needs & community-driven solutions
- Culturally competent & have relevance in supporting the overall wellness in the community
What is a Community Defined Service Model?

California Reducing Disparities Project (CRDP) – API Report (3/2013)

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Holistic Cultural Education Wellness Center

“The Holistic Center”

- Innovative service design & delivery methods
- Based on community planning process
- Link cultural groups that currently do not engage in traditional behavioral health services
- A form of complementary service for wellness and treatment options/approaches that are tailored to the unserved and underserved cultural groups

MaryAnn Le & Connie Cha, 3/16/17
Cultural & Linguistic Competence:

• Compliance with Title 6, Civil Rights Act of 1964
• Develop Policies/Procedures for ensuring access & appropriate use of trained interpreters & material translation services, including accessing the cultural & linguistic needs of its clients;
• Minors shall not be used as interpreters;
Cultural & Linguistic Competence CONT:

• Develop infrastructures to meet the cultural & linguistic needs of participants, including incorporation of cultural competency in the mission of the Holistic Center;

• Dedicate a staff to attend the Fresno County Behavioral Health Cultural Diversity Committee for ensuring adequate updates of cultural competence knowledge, skills & communication and development of competent workforce.

• Subjected to all County, State & federal mandates as County service requirements.
Primary Focus

• Provide education & training in group activities & community outreach
• Referral/linkage to other community services
• Accountable for evaluation/participant longitudinal research efforts
• Participant Record Management System
Program Goals

Elements of Culturally & Linguistically Responsive Mental Health Services

- Community Collaboration
- Cultural-based
- Client Driven Services
- Wellness, recovery & resilience focused services
- Integrated service experience;
- Receiving Support from a Holistic Advisory Council
Competence of Cultural Brokers

- Trained in identifying signs/symptoms of mental illness that affect members in the community;
- Demonstrate knowledge & expertise in holistic approaches to wellness & recovery based on established community standards & training received;
- Possess strong behavioral health background, including staffing & consultation of physical health care, peer support, health education & substance abuse & other subject matter experts;
Competence of Cultural Brokers CONT:

• Strong collaboration & support for client wellness/safety with referrals to other service and complementary cultural & spiritual holistic service in the community

• Reflect the clients served by the program
Elements of Culturally & Linguistically Responsive Mental Health Services

Outcome Measurements for the Holistic Center:

- Adopt a "help first system" vs a "fail first system"
- Reduce cultural & linguistic barriers among various groups served by DBH leading toward a more welcoming environment, reducing stigma & increasing access to services
- Increase Access to services for cultural groups: Native American, Southeast Asian, African American, Hispanic, Punjabi & other cultures.
Outcome Measurements for Individuals:

• Increase knowledge of risk & resilience/protective factors

• Increase overall mental health awareness

• Develop coping skills and build resiliency

• Learn how to identify early signs/symptoms of mental illness in order to be linked to timely interventions and treatments
Outcome Measurements for Program/System:

- Promoted collaboration between various community organizations at the Holistic Center
- Increased number of programs and activities that are directed toward un-served & underserved cultural communities
- Increased number of clients/families from un-served & underserved communities, who receive complementary holistic services, including those living in rural Fresno County
- Improve access to holistic education and improved linkage for the population groups
Outcome Measurements for Long Term Impact on Community:

- Increased cultural competence & understanding
- No one-size-first-all model for delivery of holistic complementary services in mental health
- Reduced stigmatizing attitudes towards mental health illness
- Reduced discrimination against those with mental illness within and across diverse cultural populations
- Improved access to holistic education and improved linkage for underserved and un-served groups
Service Coordination & Site Location:

- Must provide & coordinate referral/linkages to agencies other than DBH
- Clearly coordinate service for clients between DBH, vendors, contracted providers, primary care and complementary healers or other agencies as applicable
- Culturally conducive to the clients/families served at different sites throughout Fresno County
VIDEO

The Holistic Center & Questions/Answers
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