

Reason for the presentation and purpose:

- Cultural and linguistic appropriateness of mental health services that ensures the perspective and on-going participation of individuals and families from racial, ethnic, and cultural communities and across the lifespan is one of the most important elements in the crafting and delivery of quality services to our diverse communities;
- needs to be a significant factor in all of the Commission's program, policy, and evaluation decisions and recommendations.
- Culture affects people's willingness to seek and receive mental health services.
- Culture is much more than race, ethnicity or age; it involves history, norms, practices.
- It is not a static identity: the ever-changing quality of culture helps shape our behaviors and interactions with others, defining roles and offering opportunity for inclusion that leads to the ability to thrive.
- Culturally and linguistically competent providers understand the importance of responding to the unique needs and values of individuals and families from diverse cultures in all phases of the engagement relationship and treatment process: from accessibility to the approach of cultural humility, and responsive delivery in order to produce positive outcomes.
- Engaging, educating and informing community members and both public and private providers about health disparities from a holistic perspective and working with local, state and national health care advocates create dynamic partnerships to strategically address these differences.
- The Commission can achieve meaningful on-going participation from individuals from diverse cultural communities who are receiving or have received public mental health services through their effective organizing and participating in activities and tasks that will produce mutual learning related to cultural and linguistic competence;
- Also, how the MHSA and all public mental health services are impacting members of racial, ethnic, cultural, and linguistic communities across the state, ensure that individuals have access to culturally competent and appropriately responsive services.

Intended Outcomes:

- Intent of this presentation is to provide information to the Commission about effectiveness in reducing mental health disparities, that include access; quality of care focused on safety, timeliness and client centeredness; and outcomes.
- Practical application of the CLAS standards offer opportunities and benefits, as well as challenges, for organizations.
- To make cultural competence training more effective, the practice of cultural humility must be present.

- **Exploring self-awareness and reflection on cultural differences can help to make providers, policy makers, and others use approaches of a respectful attitude toward diverse points of view. This attentiveness is useful in any encounter.**
- **Having a greater understanding of culture and its relevance is essential in increasing awareness and having mental health providers fully embrace cultural competence.**
- **Cultural and linguistic competence must be a (guiding) principle embedded in systems, so that service planning and delivery are culturally sensitive to provide appropriate outreach, assessment, prevention, and intervention.**
- **In our roles as mental health advocates we know that outreaching, engaging and providing services in ways consistent with the person's and family's values and needs are essential to achieving healthy outcomes for all communities.**