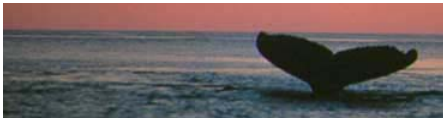


Eliminating Disparities: Multicultural Strategic Summit

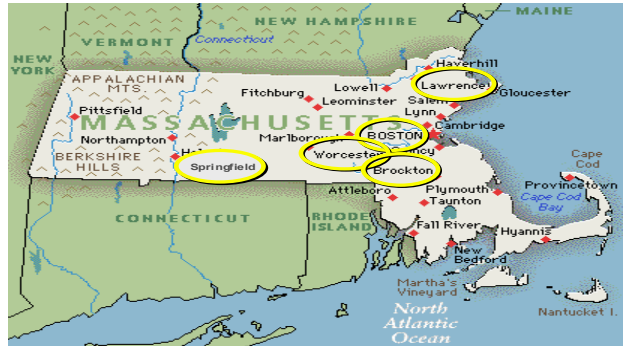
NAMI

Best Practices in Multicultural Advocacy
and Treatment



Massachusetts





Massachusetts Department of Mental Health
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Department of Mental Health

Definition of Cultural Competence

The integration and transformation of knowledge, information and data about individuals and groups of people into specific clinical standards, skills, service approaches, techniques and marketing programs that match the individual's culture and increase the quality and appropriateness of health care and outcomes (Davis, 1997).

Department of Mental Health

Definition of Mental Health Disparities

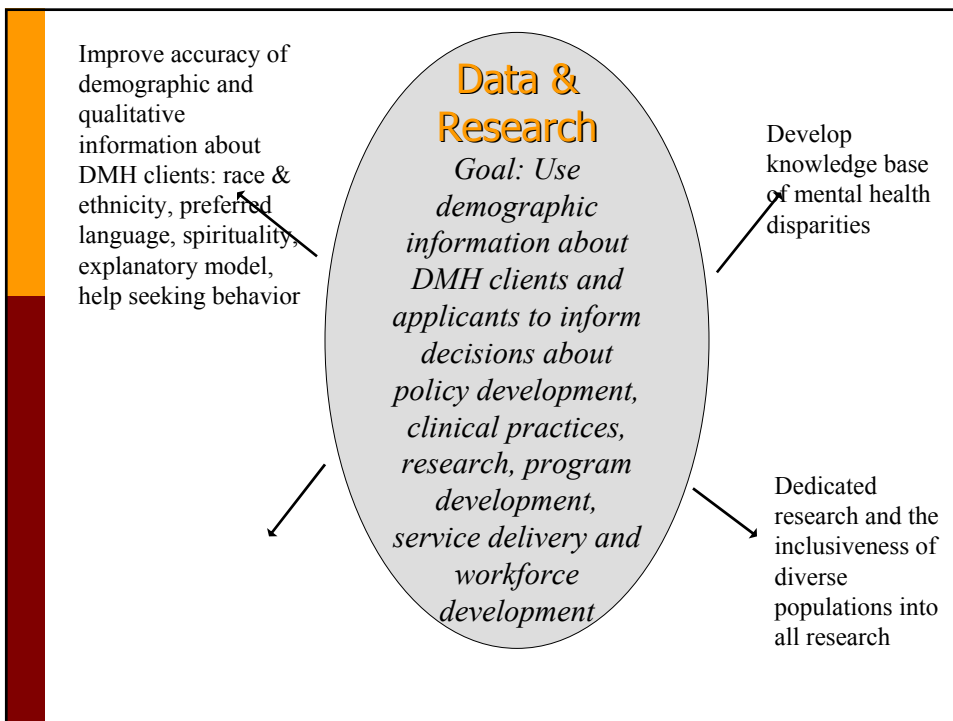
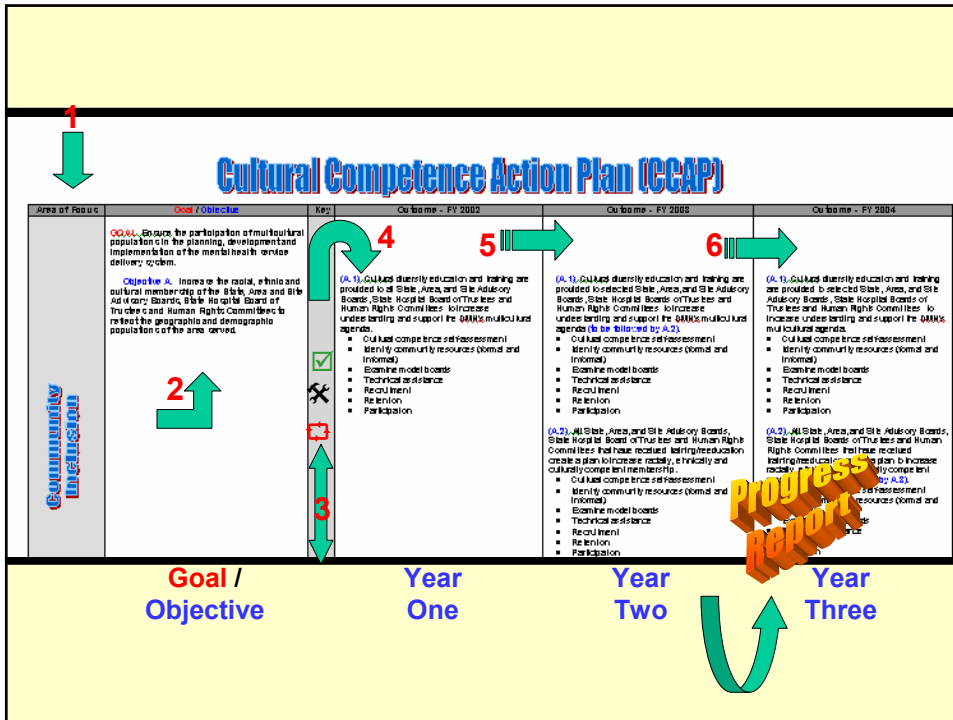
"Disparities" reported in the President's New Freedom Commission on Mental Health (2003), Unequal Treatment, Institute of Medicine (2002), and Mental Health: Culture, Race and Ethnicity, A Supplement to Mental Health: A Report of the Surgeon General (2001); Disparities conceptualized in areas of prevalence, incidence, services, treatment, rehabilitation, recovery, prevention, participation, outcomes, acceptable norms, personal choice and racial causation (Davis, 2003)

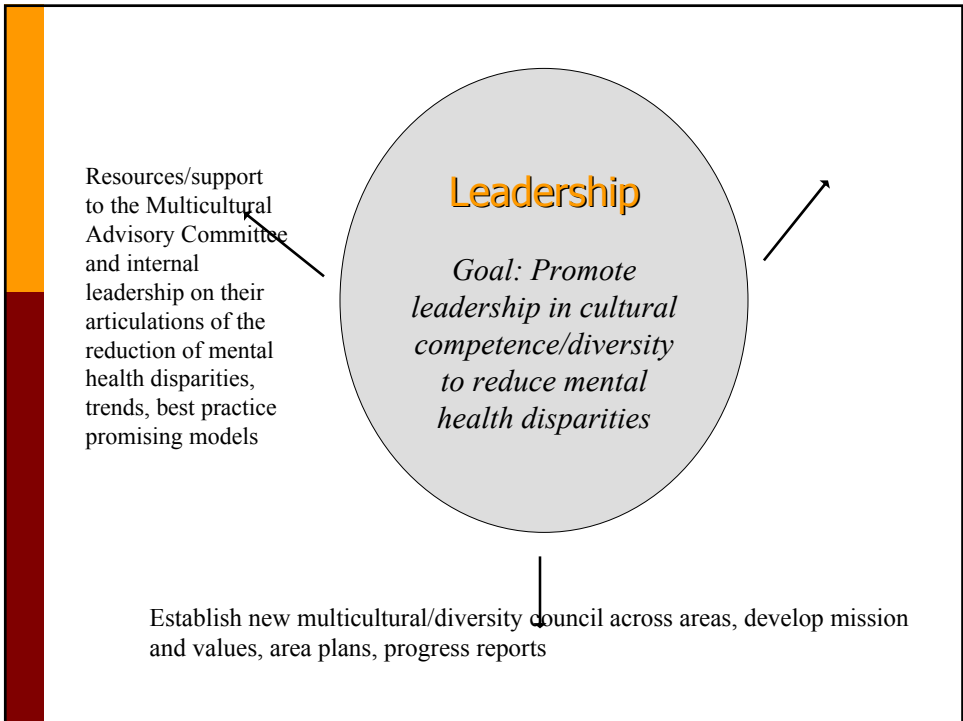
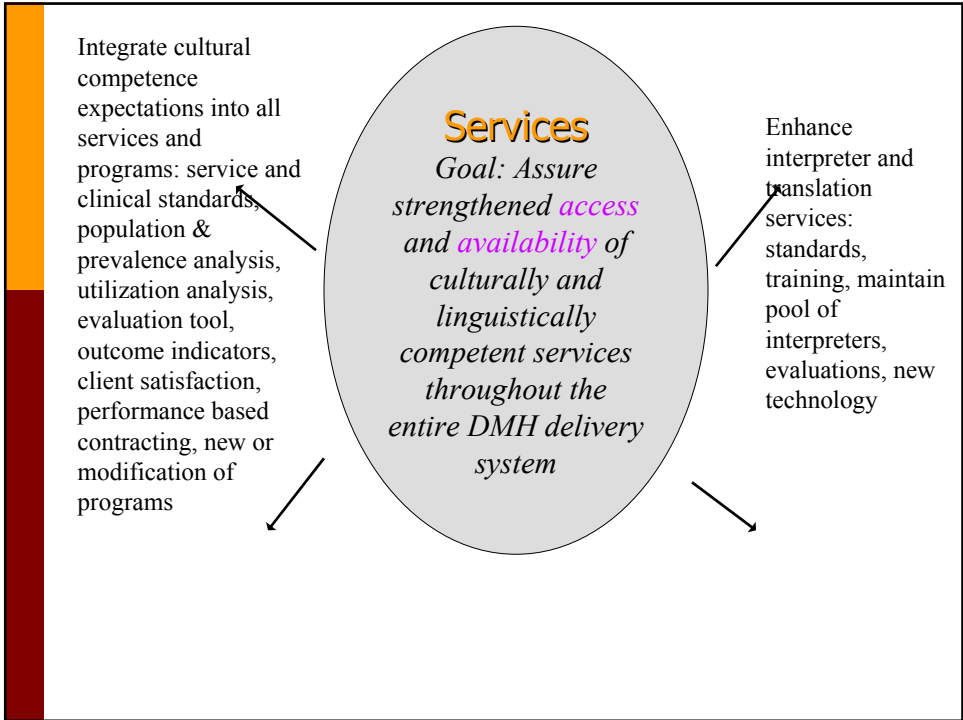
Cultural Competence Action Plan (CCAP)

Goal / Objective	Key	Outcome - FY 2002	Outcome - FY 2003
<p>Ensure the participation of multicultural persons in the planning, development and evaluation of the mental health service system.</p> <p>Objective A. Increase the racial, ethnic and cultural membership of the State, Area and Site Advisory Boards, State Hospital Board of Trustees and Human Rights Committees to reflect geographic and demographic diversity of the area served.</p>		<p>(A.1) Cultural diversity education and training are provided to all State, Area, and Site Advisory Boards, State Hospital Board of Trustees and Human Rights Committees to increase understanding and support the DMH's multicultural agenda.</p> <ul style="list-style-type: none"> • Cultural competence self-assessment • Identify community resources (formal and informal) • Examine model boards • Technical assistance • Recruitment • Retention 	<p>(A.1) Cultural diversity education and training are provided to selected State, Area, and Site Advisory Boards, State Hospital Boards of Trustees and Human Rights Committees to increase understanding and support the DMH's multicultural agenda (to be followed by A.2).</p> <ul style="list-style-type: none"> • Cultural competence self-assessment • Identify community resources (formal and informal) • Examine model boards • Technical assistance • Recruitment • Retention

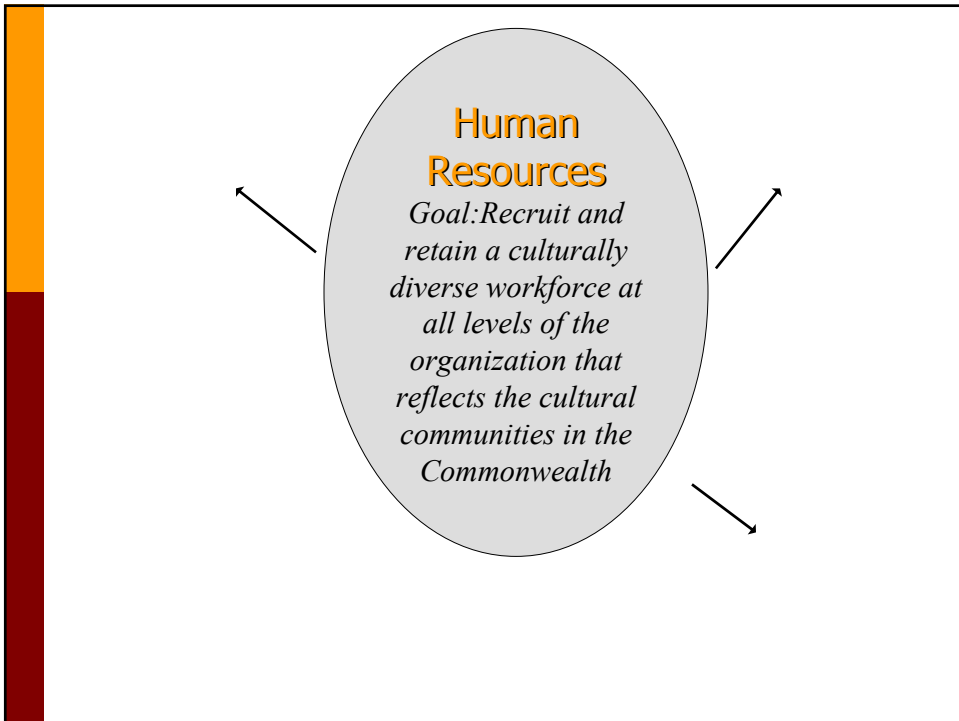
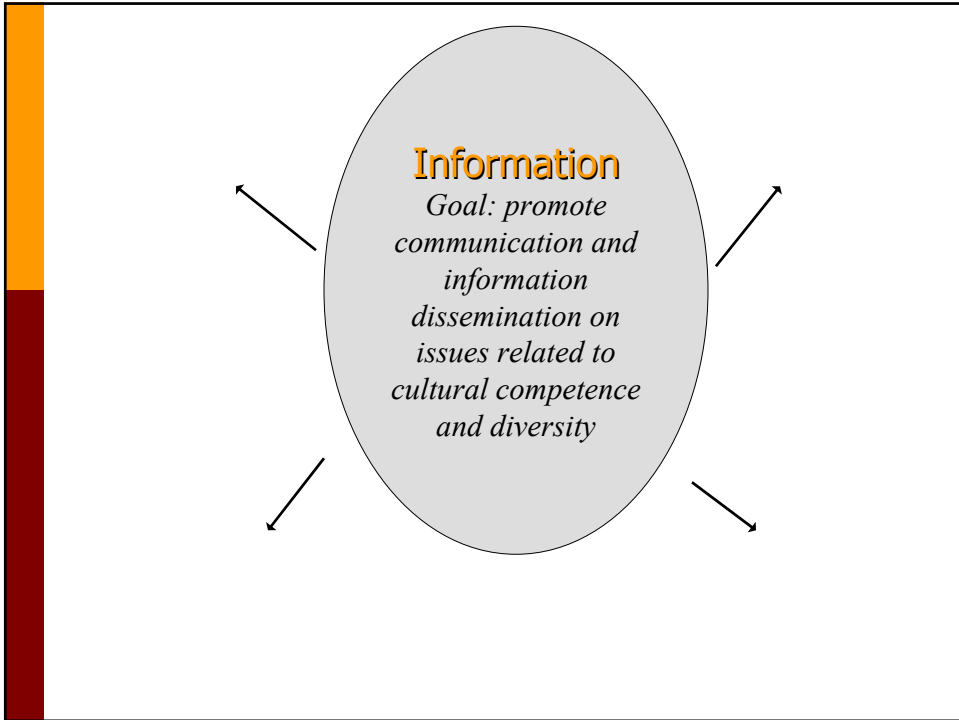
Areas of Focus

- Community Partnerships
 - Services
 - Leadership
 - Information
 - Human Resources
 - Data and Research
 - Training and Education
- Mass.gov/DMH (Cultural Competence)











Massachusetts

