

Missouri Cultural and Linguistics Competence (Intelligence) Toolkit

Section 1: Toolkit Overview

The Cultural and Linguistics Competence (Intelligence) Workgroup is a collaboration of Community Mental Health Centers and the Missouri Department of Mental Health.

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INTRODUCTION

This Cultural Literacy and Competency Toolkit was developed for Missouri’s behavioral health organizations.

This section includes:

- Definition of Cultural Competency
- Overview of how to use the toolkit

PREFACE

During Missouri’s application process in the Excellence in Mental Health Act, there was an opportunity for growing culturally responsive skills to improve consumer engagement, enhance the therapeutic relationship between consumer and provider, and improve treatment and outcomes. In response to this, the Cultural and Linguistics Competence Workgroup was developed.

This toolkit was developed to assist behavioral health organizations evaluate their cultural competency and have access to tools to enhance their ability to engage all consumers.

OVERVIEW

There are three sections to this toolkit:

Section 1: Toolkit Overview

Explains the purpose of the toolkit and how to use it.

Section 2: Examining Cultural Characteristics

Provides steps and tools to examine the core cultural characteristics for both the people currently being served and in their surrounding communities.

Section 3: Resources

State and Federal resources to enhance an organization's cultural competency.

DEFINITION

The definition of Cultural Competence.

The Office of Minority Health (OMH 2000) defines cultural and linguistic competence as:

"...a set of congruent behaviors, attitudes, and policies that come together in a system, agency, or among professionals that enables effective work in cross-cultural situations. 'Culture' refers to integrated patterns of human behavior that include the language, thoughts, communications, actions, customs, beliefs, values, and institutions of racial, ethnic, religious, or social groups. 'Competence' implies having the capacity to function effectively as an individual and an organization within the context of the cultural beliefs, behaviors, and needs presented by consumers and their communities."

At the core of this definition is the idea of having the ability to provide effective services; being responsive to the unique cultural needs of people.

HOW TO USE THIS TOOLKIT

Organizations taking part in the Certified Community Behavioral Health Center (CCBHC) initiative are all CARF or Joint Commission accredited. These accreditations require and evaluate basic standards of cultural competency within organizations.

Section 1: Toolkit Overview

This section has defined cultural competency and the basic state standards of cultural competency.

Section 2: Examining Cultural Characteristics

This section explains how to examine the core cultural characteristics of the people an organization is currently serving and the community it operates in. Each characteristic has locations or links on where to find population data. Organizations can then use these examinations to identify disparities.

Section 3: Resources

A collection of state and national resources to help organizations to develop congruent behaviors, attitudes and policies to work effectively in multicultural environments. These resources range from SAMHSA products to a list of Missouri subject matter experts on specific topics of cultural competency.