

Ohio

Department of
Mental Health

Ted Strickland, Governor
Sandra Stephenson, Director

Client Advocacy: Today's Issues and Innovations

March 5, 2010



*An Overview of Cultural
Competence and Mental Health
Advocacy Resources*

Learning Objectives

- Provide background information on ODMH's approach to cultural competence
- Identify advocacy and client rights resources
- Identify specific services provided by MACC designed to help boards and provider agencies improve their delivery of culturally competent behavioral health services

The Ohio Department of Mental Health

Mission

Our Mission is the promotion and establishment of mental health as a cornerstone of health and wellness for individuals, families, and communities throughout Ohio.

VISION

We envision a sustainable system of care where recovery is expected for people with mental illness and all Ohioans can access quality treatment and supports that are responsive to their cultures, preferences and values.



***Director Sandra
Stephenson***



***Deputy Director
Debbie Nixon-
Hughes***

Defining Cultural Competence

➤ **Cultural Competence** is a continuous learning process that builds knowledge, awareness, skills and capacity to identify, understand, and respect the unique beliefs, values, customs, languages and traditions of all Ohioans in order to provide effective programs and services.

Background & History

- In 1984 established the Minority Concerns Committee to begin assessing mental health utilization by minorities
- In 1989 ensured that cultural specific programming information was included in Board community plans
- In 1994 began a competitive funding process to identify cultural competence mental health programs for adults and children in local systems

Background & History

- In 1997 co-sponsored the first Bi-Annual Cultural Diversity Institute
- In 2000 focused efforts on developing a cultural competence assessment tool for use in Ohio.

Crossing Divisions

➤ Human Resources

-Create ongoing staff development within ODMH that assures cultural and other targeted competencies are met

➤ Hospitals Services

-Develop a culturally-competent patient-centered care plan at regional psychiatric hospitals

➤ Program and Policy Development

-Integrate cultural competency into standard practices/protocols and policies to reduce disparities of treatment

Statewide Advocacy

- Multiethnic Advocates for Cultural Competence (MACC)
- Deaf & Hard of Hearing Support Services
 - Establish a consumer voice in the system
 - Provide Referrals to behavioral health services
 - Provide training to consumers & interpreters on the mental health system
 - Provide training to boards and providers on culturally & linguistic appropriate practices associated with delivering services to deaf consumers



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Transformation

- In 2006 ODMH partnered with MACC and other community stakeholders to form the TSiG Cultural Competence Content Working Group CWG.

Transformation

- Senate Bill 158
- Developed a uniform statewide cultural competence definition
- Statewide “Learning Your Needs” Cultural Competence Needs Assessments
- Research Advisory Committee (RAC)
- Somali Rapid Response Systems Service Coordination Team (RRSSCT)
- C.A.R.E Columbus Cultural Competence Training

Transformation/Client Rights Resources

- Translation of materials & resources into multiple languages:
 - Grievance Process - (Somali & Spanish)
 - Hospital Client Rights Blue Book - (Somali & Spanish)
 - "How to Navigate Social Services in Ohio" Bi-lingual Guide for the Somali Community"

Other Resources

- Mental Health Guide-contains the 22 Community Rights (Somali & Spanish)
- It's Your Right! Rights in the Mental Health System for People who are Deaf or Hard of Hearing (ASL)
- Network of Care



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