



It's a journey, not a destination.



“The seeking, the learning, and the changing sustained over time are the essence of the journey. Organizations and systems that embark on this journey may differ in their point of departure and their estimated time of arrival for achieving specific goals and outcomes.”

— National Center for Cultural Competence

WHERE IS THE JOURNEY TAKING US?

- Toward cultural competence, which is being able to...**
 - Function effectively—as individuals and organizations—in the context of cultural differences and cross-cultural situations.
- Toward linguistic competence, which is being able to...**
 - Communicate in a manner that is easily understood by persons of limited English proficiency, literacy or ability.
- Toward multi-cultural organizational development, which is being able to...**
 - Engage in a process of organizational change— so that socio-cultural similarities and differences can be understood and valued, and patterns of oppression can be dismantled.



WHERE HAVE WE BEEN?

The Mental Health Connection convened a Learning Community that concluded a system of care would be ineffective unless its practices were culturally competent. An Implementation Team was then convened to operationalize the Learning Community's vision.

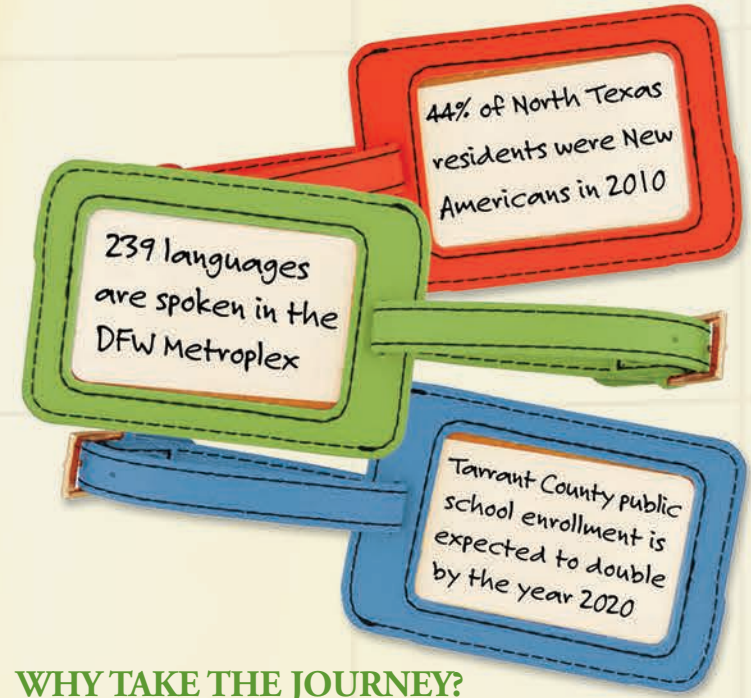
In the Fall of 2009, 45 executives from 18 agencies began the conversation. In addition, 38 front line staff participated in a four-day retreat conducted by Dr. Gloria Morrow, Master Trainer for the California Brief Multicultural Competency Scale (CBMCS).

Each of these experiences left the participants with a sense of urgency that “something must be done”. To affect a culturally competent system of care, a coordinated and strategic effort was needed.



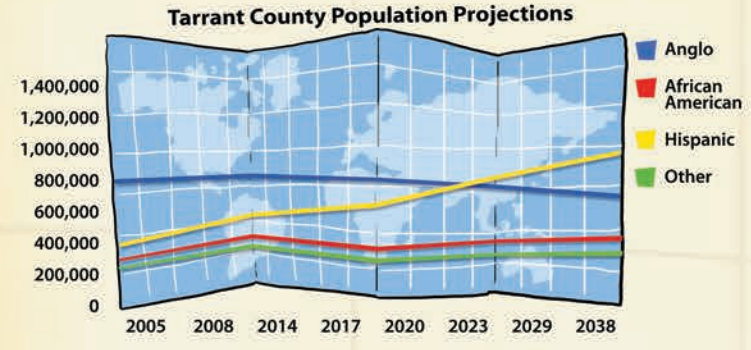
CBMCS is a powerful 4 day multi-cultural workshop that provides mental health practitioners a valuable tool in working with diverse populations by exploring cultural barriers and the role of power and privilege, and being responsive to all consumers regardless of gender, race, ethnic background, culture, sexual identity, age or ability.

- Multi-agency Cultural Competency Training Team**
A CBMCS training team was selected, trained, and supervised by Dr. Morrow. By the end of 2011, 250 staff from Mental Health Connection member agencies and stakeholder groups have participated in the training. A number of agencies have reached the goal of having trained their entire staff.
- Technical Assistance from National Experts**
A “Visioning Forum” was lead by two consultants from the Georgetown University National Center for Cultural Competency. A group of 35 community leaders met for a day long visioning and action planning process with the goal of building on our current efforts to incorporate cultural and linguistic competence at the organizational and system levels.



WHY TAKE THE JOURNEY?

- As human beings and human service practitioners and organizations, we are morally, ethically and professionally compelled to take this journey.
- Research highlights the persistent nature of disparities in health care accessibility and effectiveness based on race, class, age, and other factors. And while often unintentional and unconscious, the impact is that people are denied equal access to quality care.
- This journey directs us toward cultural, linguistic and multi-cultural organizational development and makes it possible for all members of the community to receive services that are accessible, affordable, and understood - regardless of gender, race, ethnic background, culture, sexual identity, age or ability.
- The face of Tarrant County is changing.



WHERE ARE WE NOW?

- CBMCS Training Continues with an additional 300 practitioners anticipated to participate.
- CBMCS Training Academy to provide training, coaching, and supervision to new trainer recruits.
- An Executive Breakfast group meets bi-monthly to discuss progress and challenges as efforts continue to move forward.
- Consultation with National Experts Continues.
- Continuing the Conversation Series has been initiated, including Book Studies and discussions.
- “In-house” work groups and activities developed specifically to promote internal progress around cultural proficiency.
- Agencies participating in Organizational Assessments.



WHAT DO WE NEED TO PACK?

Achieving cultural and linguistic competence requires strong and informed leadership to spur the necessary changes within systems, organizations, policies, and practice.

- If you choose to take the journey, you must bring a willingness to...
- Hear the life experiences and perspectives of persons different from you.
 - Share honestly and courageously from your own experiences and perspectives.
 - Commit to the work with energy and enthusiasm.
 - Share both knowledge and skill.
 - Challenge the status quo.
 - Have fun in the process.

Don't get left behind...

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BOARDING CLOSES 15 MINS BEFORE DEPARTURE

Carrier: **MENTAL HEALTH CONNECTION**
 Name: **YOU**
 From: **SYDNEY** To: **FORT WORTH**
 Flight: **QF 21** Date: **18MAY**
 Seat: **36A**
JOIN THE JOURNEY
 Service Information: **2105**

An Exploration in Human Understanding
 Insert Please be at the board

PASSPORT



CulturalConnection
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14	15
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Visas	Visas
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