



California Mental Health Directors Association

Framework for Eliminating Cultural, Linguistic, Racial & Ethnic Behavioral Health Disparities

County Mental Health Service (CMHS) Implementation Checklist

The attached Framework Implementation Checklist offers County Mental Health Directors and their Cultural Competence/Ethnic Services Managers a tool to evaluate their progress toward achieving the elements of the Framework for Eliminating Cultural, Linguistic, Racial & Ethnic Behavioral Health Disparities. In and of itself, the Implementation Checklist does not propose any standard or expectation. Instead, it reflects those standards and expectations endorsed by CMHDA and memorialized in the current version of the Framework Document. The Implementation Checklist organizes those standards under four broad categories: Identification of Disparity, Reduction of Disparity, Organizational Competence and Operational Competence. This categorization is intended to assist Directors and CC/ESMs as they evaluate their Cultural Competence work plans.

In the introduction to the Framework Document, it is stated:

It is important to recognize this Framework as a living document. As the field of cultural competence evolves, this document must remain flexible and able to respond to new challenges and to incorporate new and/or more sophisticated perspectives and strategies. At a local level, a county will have latitude to address the recommendations of this Framework based on assessment of local needs and resources. As in the original 1988 document, this version preserves a county's prerogative to craft locally responsive adaptations.

Like the Framework Document, the Implementation Checklist should be considered as a flexible guide. It is understood that counties will vary in terms of the communities served and the available resources to serve those communities at any given time. Individual Directors and their CC/ESMs should use the Implementation Checklist both to evaluate their “locally responsive” cultural competence work plan and to assist in the identification of new areas of focus to be included in subsequent iterations of the county’s work plan.

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DIRECTIONS:

- € _____ Check if technical assistance is needed to advance progress in this topic area
_____ Fill-in estimate of percentage of topic area completed at time this time

Date of Assessment:

Identification of disparity:

- € _____ Local CMHS collects, compiles and analyzes population statistics across language, ethnicity, socio-economic status markers and catchment area and compares them to County Client Services Information data across same statistical areas.
- € _____ Local CMHS evaluates needs and strengths within the cultural, ethnic, linguistic and regional communities served.
- € _____ Local CMHS assesses and monitors access, outreach, engagement, retention and outcome data across and within cultural, ethnic, linguistic and regional communities served.

Reduction of disparity:

- € _____ Local CMHS develops, implements and monitors strategies (including advancing strengths, resources and resiliency factors pertinent to communities of color and other underserved communities) for the reduction of identified disparities.
- € _____ Local CMHS develops and monitors the outcomes of partnerships/collaborations with existing community organizations. These partnerships are designed to maximize the delivery and effective outcome of culturally, ethnically and linguistically appropriate care.

Organizational competence:

- € _____ The Cultural Competence/Ethnic Services Manager is defined as part of the CMHS' management team.
- € _____ Local CMHS reflects its commitment to cultural and linguistic competence in all policy and practice documents including its mission statement, strategic plan and budgeting process.
- € _____ The local CMHS supports evaluation, research and investigation of culturally and linguistically competent best evidence-based practices and practice-based evidence.
- € _____ The local CMHS utilizes human resource recruitment strategies that ensure adequate and commensurate cultural and linguistic representation in the workforce.
- € _____ Professional, administrative, consumer/peer and support staffs employed by the local CMHS reflect the diversity present in the county population and clients served.
- € _____ The local CMHS employs human resource strategies designed to retain and advance a culturally and linguistically diverse workforce.

Operational competence:

- € _____ Oversight of cultural and linguistic competence activities is provided by the Cultural Competence/Ethnic Services Manager.
- € _____ Monitoring of the Cultural Competence Plan is an integral component of Quality Improvement in the CMHS.
- € _____ System-wide and regional operations of the CMHS are grounded in identifiable goals, objectives, procedures and functions that are designed to enhance and monitor cultural and linguistic competence.
- € _____ Local CMHS focuses ongoing training and quality improvement initiatives on issues related to cultural and linguistic competence for professionals, consumers/peers, administrative and support personnel.
- € _____ Local CMHS implements strategies for obtaining client, family, community and staff input related to cultural and linguistic competence planning, implementation, monitoring and evaluation.
- € _____ Cultural, racial, ethnic and linguistic populations served by the CMHS participate as active partners in all aspects of the service delivery operation.
- € _____ Local CMHS evaluates workplace design and service delivery locale to promote access and engagement of cultural and linguistic communities served.
- € _____ Local CMHS operates its service delivery locales to remove geographic and time-of-day impediments that differentially affect specific consumer groups.
- € _____ Local CMHS employs assessment and treatment protocols that are appropriate and sensitive to historical, cultural and spiritual experiences of the diverse populations served.
- € _____ Local CMHS is responsive to the variety of stressors that may have differential and deleterious impacts on the emotional and psychological state of individuals from cultural, linguistic, racial and ethnic communities served.