

**Table I: Cultural Competence Best Practices from the Seven County Study**

<b>FOCUS AREA</b>	<b>BEST PRACTICES</b>	<b>EXAMPLES FROM SEVEN COUNTIES</b>
<b>DOMAIN 1: Communication</b>		
Understanding of Different Communication Needs and Styles of Client Population	<ul style="list-style-type: none"> <li>• System for access to trained interpreters</li> <li>• Linguistically competent services provided</li> <li>• Staff demonstrates/applies effective communication styles with diverse groups</li> </ul>	<ul style="list-style-type: none"> <li>• Services provided in Spanish and interpreters for other languages - BHS/StanWORKS (Stanislaus County)</li> <li>• Multicultural treatment approach with ethnically matched therapist-consumer dyads for African Americans (Tri-Cities)</li> </ul>
Culturally Competent Oral Communication	<ul style="list-style-type: none"> <li>• Mechanisms for providing access to trained interpreters</li> <li>• Trained bi-lingual staff</li> </ul>	<ul style="list-style-type: none"> <li>• Program for Vietnamese and Latino adults and older adults - Josefa Chaboya de Narvaez Mental Health Center (Santa Clara County)</li> </ul>
<b>DOMAIN 2: Staff Development</b>		
Training Commitment	<ul style="list-style-type: none"> <li>• Provides basic/initial and periodic cultural competence training for all staff</li> <li>• Offers regular opportunities for staff to interact with community</li> <li>• All staff complete basic/initial and periodic cultural competence training</li> </ul>	<ul style="list-style-type: none"> <li>• Comprehensive staff training modules for cultural competency (Tri-Cities)</li> <li>• Clinic targeting Southeast Asians; staff speak all languages of consumers; staff interact with community and know other community resources – Asian Community Mental Health (Alameda County)</li> </ul>
<b>DOMAIN 3: Services/Interventions</b>		
Client/Family/Community Input	<ul style="list-style-type: none"> <li>• Obtains client, family, patient advocate input regarding care planning and treatment, as appropriate</li> <li>• Care and treatment plan agreed on by client/family and amended with client/family input, as appropriate</li> <li>• Tailored outreach and community health education initiatives</li> </ul>	<ul style="list-style-type: none"> <li>• Outpatient program targeting American Indians of all ages - Indian Health Center (Santa Clara County)</li> <li>• Use of local Spanish language stations as outreach tool - Proyecto Radionovelas (Butte County)</li> <li>• Substance abuse prevention program targeting Latinos; family as protective factor - Ceña Con Sus Hijos (Kern County)</li> </ul>
Screening/Assessment/Care Planning	<ul style="list-style-type: none"> <li>• Identifies community/client beliefs, practices and culture-related factors</li> <li>• Addresses systematic cultural/ethnic factors in screening/assessment/care planning</li> <li>• Focused prevention/treatment/maintenance plans reflecting cultural competence-related factors</li> </ul>	<ul style="list-style-type: none"> <li>• Program targeting both bilingual and monolingual (Spanish) youth and adults - La Clínica Casa Del Sol (Alameda County)</li> <li>• Parenting skill building program developed for Spanish-speaking parents – Los Niños Program (Kern County)</li> <li>• Program designed for Latina female youth; focus on suicide prevention - Pacific Clinics (Los Angeles County)</li> </ul>



<p>Treatment/ Follow-up</p>	<ul style="list-style-type: none"> <li>• Practice guidelines and treatment framework that account for differences related to culture</li> <li>• Makes accommodations to and integrates client's traditional health beliefs and practices, as appropriate</li> <li>• Utilizes community resources as treatment partners, as appropriate</li> <li>• Individualized interventions applied in a patient- and family-centered fashion</li> </ul>	<ul style="list-style-type: none"> <li>• Program targeting African American youth and adults- West Oakland Community Mental Health (Alameda County)</li> <li>• Program targeting rural, Spanish-speaking population – Adult Services West Kern Team (Kern County)</li> <li>• Program provides multilingual mental health and social services to Asian and Pacific Islander communities – WRAP (Los Angeles County)</li> <li>• Program targeting Latinos and Asians of all ages – Gardner Family Care, Centro de Bienestar (Santa Clara County)</li> <li>• Targeted mental health services to Cambodian and Hmong adults with persistent and serious mental illness – West Modesto Regional Team (Stanislaus County)</li> </ul>
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