

# MICHIGAN ASSOCIATION OF CMH BOARDS & THE MICHIGAN DEPARTMENT OF COMMUNITY HEALTH PRESENT:

## **“BUILDING CULTURALLY COMPETENT AND DIVERSE ORGANIZATIONS AND SYSTEMS OF CARE CONFERENCE”**

September 14, 2011

Kellogg Center, 55 South Harrison Road, East Lansing 48823

### Conference Objectives & Goals:

- Understanding of the importance of developing and sustaining culturally competent and diverse services.
- Identifying elements of a comprehensive cultural competency and diversity policy.
- Identifying steps of an action plan to develop cultural competent services specific to a local community.
- Developing relationships and resources to continue practitioners' professional growth in culturally competent knowledge and skill building.
- Presentation of the Michigan Department of Community Health's draft Cultural Competency Policy.

### Participants will Gain Knowledge of:

- Expectations regarding cultural competency and diversity-related policy and planning at the community level.
- Importance of providing culturally competent services in improving access and outcomes for persons served, particularly for underserved populations.
- Dimensions of cultural competency.

### Who Should Attend:

- Board members and senior management staff responsible for policy and action planning related to creating and sustaining culturally competent organizations and systems of care
- Licensed counselors, psychologists, social workers, nurses, career or academic advisors and other human services providers
- Educators and professionals providing cultural competency and diversity-related trainings and consultation

### Conference Registration Fee: (use separate registration form attached or visit [www.macmhb.org](http://www.macmhb.org), left column under conferences and trainings)

- Conference Registration Fee: **\$20**
- There is no charge for individuals receiving services or their family members.
- The Michigan Department of Community Health, through the Michigan Association of Community Mental Health Boards, has provided funding for this initiative through Federal Community Mental Health Block Grants.

### Hotel Information:

- The Kellogg Hotel & Conference Center ~ 55 South Harrison Road, East Lansing 48823
- Hotel Rate: \$78 per night
- Reservations: Call 517-432-4000 and mention the Cultural Competency Conference.

### Social Work CEU Credit:

- The Michigan Association of Community Mental Health Boards (MACMHB), provider #1140, is approved as a provider for social work continuing education by the Association of Social Work Boards (ASWB) [www.aswb.org](http://www.aswb.org), through the Approved Continuing Education (ACE) program. MACMHB maintains responsibility for the program. ASWB Approval Period: 11/10/10-11/10/13. Social workers should contact their regulatory board to determine course approval. Social workers will receive **1.5** continuing education clock hours in participating in this course. **Evaluation:** There will be an opportunity for each participant to complete an evaluation of the course and the instructor. If you have any issues with the way in which this training was conducted or other problems, you may note that on your evaluation of the conference or you may contact MACMHB at 517-374-6848 or through our webpage at [www.macmhb.org](http://www.macmhb.org) for resolution.

### For Updated Conference Information:

- [www.macmhb.org](http://www.macmhb.org) OR (517) 374-6848

## **CONFERENCE AGENDA:**

8:30am – 9:30am **Conference Registration and Continental Breakfast**

9:30am – 11:00am **Conference Welcome**

- *Ed Woods, President, Michigan Association of CMH Boards*

### **Keynote Presentation: “A View from the Other Side of the Table”**

- *Joanne Hodder (YaYa)*

YaYa (Grandmother in greek) will share how the introduction of "help" into her family conflicted with her Native American culture, and the ways her team worked to honor those values and support her vision of the future. She will highlight the importance of honoring individuals, and helping as they work to restore their power and individuality. Finally, YaYa will touch upon the need to remind ourselves that our efforts to help are not routine to those whose paths we cross, and should not be routine for us.

**Keynote Presentation: “Building a Home for Cultural and Linguistically Competent Practice: The Role of Policy”**

- *Dr. Vivian H. Jackson, National Center for Cultural Competence, Georgetown University Center for Child and Human Development*

One of the first steps in any organization to pursue growth and development in cultural and linguistic competence is to engage the workforce in “CLC Training”. But is that sufficient? What happens when the “trained” worker discovers that organizational policies preclude him or her from pursuing what he or she was “trained” to do?!!! Dr. Jackson will explore the role of organizational infrastructure to support and promote quality practice that incorporates the role of culture and language in the service experience.

11:15am – 12:00pm

**Keynote Presentation, “Presentation of the Michigan Department of Community Health’s Draft Cultural Competency Policy”**

- *Price Pullins, MA, LLP, Chief Psychologist Consultant, Office of Medical & Psychiatric Services, Michigan Department of Community Health*

12:00pm – 1:00pm

Lunch (provided)

1:00pm – 2:30pm

**Concurrent Workshops:**

**1. Evidence-Based Treatment?, Community Defined Practice?, Culture-Specific Practice? How Does it Matter in Services for Children, Youth and Their Families?**

- *Dr. Vivian H. Jackson, National Center for Cultural Competence, Georgetown University Center for Child and Human Development*
- *Joanne Hodder (YaYa)*

This workshop will examine critical issues related to the intersection between evidence-based treatments, community defined practice, culture-specific practices and cultural and linguistic competence. Presentation will include examples of these types of interventions and the manner in which culture matters. Parent and/or youth will describe their own experience in services and share how the cultural issues of importance to them were or were not addressed.

**2. A Divided Church - A Divided People**

- *Ron Landfair, MPS, Director, Multi-Cultural Evangelization, Catholic Diocese of Lansing*

This workshop will examine the issues of diversity from a faith-based perspective and how our response to the "fact" of diversity helps or hinders our efforts towards "the least" of our communities.

**3. The Culture of Incarceration: Working with Justice-Involved Consumers**

- ❖ Qualifies for 1.5 CEU hours
- *Barbara Glassheim, LMSW, EBP Consultant, Saginaw County CMH Authority*
- *Steve Gonzalez, LMSW, Supervisor, Saginaw County CMH Authority*
- *James Livingston, Saginaw County CMH Authority*
- *Morgan Notestine, Certified Peer Support Specialist, Saginaw County CMH Authority*

The psychological consequences of incarceration can have a profound effect on consumers and function as significant impediments to community reintegration and engagement in mental health treatment. Providers who are unaware of the coping strategies used to survive in correctional institutions may misinterpret institutionally adaptive behaviors as evidence of resistance, a lack of motivation for treatment, or symptoms of a mental illness and fail to cultivate effective and empathic working relationships with consumers resulting in unwarranted safety concerns, lost opportunities to promote positive behavior change, and provide effective treatment for mental illnesses and co-occurring substance use disorders. Research shows that sensitivity to the cultural factors of incarceration is as important as cultural sensitivity to racial and ethnic characteristics. Participants will be able to: 1) Identify a minimum of four behavioral effects of incarceration on consumers; 2) Identify at least three barriers to engagement and treatment of consumers with histories of incarceration; and 3) Identify at least three culturally competent, effective strategies to help consumers become engaged in and benefit from treatment.

1:00pm – 2:30pm

## Concurrent Workshops (continued)

### 4. Understanding and Supporting Lesbian, Gay, Bi-Sexual, Transgender and Questioning (LGBTQ) Youth and Adult Individuals and Their Supports/Families

❖ Qualifies for 1.5 CEU hours

- *Connie Conklin, LMSW, Director of Programs of Children with a Serious Emotional Disturbance*
- *Marcia Probst, Certified Peer Support Specialist, Recovery Institute of Southwest Michigan*

This workshop will help participants develop a better understanding of lesbian, gay, bisexual and transgender youth and adult individuals and their families. It will focus on creating an understanding of the needs, challenges and strengths of LGBTQ individuals and how to support them more effectively. Research and statistics regarding risk factors will also be highlighted as well as ways agency, staff and communities can create a supportive environment. Participants will be able to: 1) Understand definitions/terms of LGBTQ individuals; 2) Identify three main needs of LGBTQ individuals and their families; 3) Identify at least three ways participants can support LGBTQ individuals and their families; and 4) Identify two unique needs of youth that are LGBTQ and their families.

### 5. Growing and Nurturing Cultural Competency: A View from Urban Native American Perspectives

❖ Qualifies for 1.5 CEU hours

- *Jerilyn Church, BA, MSW, Ex. Dir., American Indian Health & Family Services of SE Michigan*
- *Karen Pace, MA, Program Leader, Michigan State University Extension*
- *Joshua Schuyler, BA, Parenting Program Coordinator, American Indian Health & Family Services of SE Michigan*

American Indian Health & Family Services, through its Circles of Care grant, and a Parenting Education grant through Administration for Native Americans, has worked with Michigan State University Extension to carry out a Cultural Competency training program specifically oriented to mental health and youth service providers and related to dispelling stereotypes while learning about indigenous Native culture, beliefs, preferences, challenges and opportunities. Participants will be able to: 1) Explore four levels of oppression and change: personal, interpersonal, institutional and cultural; 2) Learn how one health/mental health agency is reaching out to share and teach culturally diverse approaches to understanding meanings of cultural competency as it applies to American Indians today; and 3) Identify what sensitivity to Native cultural background means and how it affects the ability to use and accept services.

2:45pm – 3:45pm

### Keynote Presentation: “FY12 Cultural Competency Action Plan”

- *Michael Vizena, Executive Director, Michigan Association of CMH Boards*

This presentation will outline the MDCH/MACMHB planning for FY12 activities related to supporting organizations and systems to enhance their access and service outcomes through cultural competency-related training and technical assistance. Conference participants will be encouraged to provide input on services and supports they have identified within their organizations and communities that have assisted in their efforts.

3:45pm

## Conference Adjourns

### About Our Keynote Presenter:

- **Dr. Vivian Jackson, Senior Policy Associate, National Center for Cultural Competence  
Georgetown University Center for Child and Human Development, Washington, DC**

Vivian Jackson is a member of the faculty of the National Center for Cultural Competence and the National Technical Assistance Center for Children’s Mental Health, where she provides technical assistance and consultation related to cultural and linguistic competence for the SAMHSA Child Mental Health Initiative. Ms. Jackson is a social worker with over 30 years of experience as a practitioner, supervisor, manager and trainer in health, mental health, substance abuse, child welfare, managed care, system reform and cultural competency. Former positions include Director, Office of Policy and Practice, National Association of Social Workers and Child Welfare Advisor, National Resource Network for Children’s Mental Health at the Washington Business Group on Health. Her publications include Cultural Competence in Managed Behavioral Health Care (Manisses Communications), Managed Care Resource Guide for Social Workers in Agency Settings (NASW Press), and Getting Started. Moving On: Planning, Implementing and Evaluating Cultural and Linguistic Competency for Comprehensive Community Mental Health Services for Children and Families (NCCC). Ms. Jackson is currently a member of the National Association of Social Workers, National Committee on Racial and Ethnic Diversity and of the NASW Presidential Initiative Task Force on Weaving the Fabrics of Diversity. She is a doctoral candidate at Case

Western Reserve University, Mandel School of Applied Social Sciences. Her dissertation topic is An Exploratory Study of the Meaning of Culture in Family Preservation and Kinship Care Services: An Afrocentric Translation.

**“Building Culturally Competent and Diverse Organizations and Systems of Care Conference”**

**Attention – Georjean Knapp**

**September 14, 2011 ~ Kellogg Hotel & Conference Center**

**9:30am – 3:45pm (8:30 registration and continental Breakfast)**

**3 EASY WAYS TO REGISTER!!!!**

**ONLINE:** WWW.MACMHB.ORG  
(Click on to conferences & trainings)

**FAX:** 517-374-1053

**BY MAIL:** MACMHB  
426 S. Walnut, Lansing, MI 48933

**Registration Fee includes continental breakfast, lunch and training materials.**

**Please check appropriate box:**

\$20

\$0 There is no charge for individuals receiving services or their family members.

First/Last Name: \_\_\_\_\_ Title: \_\_\_\_\_

Agency/Board: \_\_\_\_\_

Address: \_\_\_\_\_ City/State/Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

**Special Needs:** If you have special needs, please specify: \_\_\_\_\_

Arrangements for special needs will be honored for those written requests received 10 business days prior to the training. Clearly state your specific needs for dietary restrictions, mobility assistance, interpreters, etc. All attempts for on-site requests will be made.

**Emergency Contact Name:** \_\_\_\_\_

(Day Phone): \_\_\_\_\_ (Evening Phone): \_\_\_\_\_

**Billing Agency** (if different than above): \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

**Cancellation Policy:** Substitutions are permitted at any time. No shows will be billed at the full training rate. Cancellations must be received in writing at least 10 business days prior to the training for a full refund less a \$5 administrative fee. If the cancellation is received less than 10 business days prior to the training, no refund can be given.

**Evaluations:** There will be an opportunity for each participant to complete an evaluation of the course and the instructor. If you have any issues with the way in which this training was conducted or other problems, you may note that on your evaluation of the training. You may also contact MACMHB at 517-374-6848, or through our webpage at [www.macmhb.org](http://www.macmhb.org) for resolution.

**Payment Method:** Register now to reserve your spot at this training. Payment does not need to accompany registration form; however, payment or purchase order must be received by the day of the training. For onsite payment, you must pay with check, money order or cash. Please note that confirmation letters are NOT sent. If you require confirmation, please contact MACMHB at 517-374-6848.

[ ] Check enclosed (made payable to MACMHB)

[ ] Purchase order (attached)

[ ] **PAYPAL – If you would like to pay by credit card, you must make an online payment through PayPal.** A PayPal account is not required. Go to [www.macmhb.org](http://www.macmhb.org); click on “2011 Events Payment Page” and scroll down to the appropriate training. Follow the prompts to complete the process. PLEASE NOTE: **No on-site credit card payments will be accepted.**

**Questions?? Call MACMHB at 517-374-6848**