

# Delivering Culturally and Linguistically Appropriate Care in a Community Mental Health Setting



Opioid  
Response  
Network  
STR-TA

[www.OpioidResponseNetwork.org](http://www.OpioidResponseNetwork.org)

[www.ATTCnetwork.org/midamerica](http://www.ATTCnetwork.org/midamerica)



Addiction Technology Transfer Center Network  
Funded by Substance Abuse and Mental Health Services Administration

## Click on the session dates below to register!

[Session 1: December 16, 2020 \(CST\)](#)

[Session 2: January 6, 2021 \(CST\)](#)

[Session 3: January 13, 2021 \(CST\)](#)

All sessions take place from **11:30  
am - 12:30 pm (CST)**.

**CEU:** Participants must attend all  
three sessions in order to receive  
continuing education credits!

**Questions:** Contact Sherrie  
Watkins at [watkinssh@umkc.edu](mailto:watkinssh@umkc.edu)

## Presenter Bio:

**Gabriela Flores, MSM,** Gabriela Flores has twenty-five years of experience working in the area of health and human services, specifically with refugee and immigrant populations in the Kansas City metropolitan area. Her area of emphasis has been in language access, diversity and health equity. Ms. Flores currently serves as the Director for the Office of Equity and Diversity at Children's Mercy Kansas City. Her role is to create and implement an organizational framework across the health system focusing on health equity, diversity and inclusion, which includes strategies specifically related to community engagement. Previously, Ms. Flores served as the Director of Interpreter Services for Truman Medical Centers (TMC), a Level I trauma center and safety net hospital for Kansas City, Missouri. In addition, Ms. Flores has served as adjunct faculty at Johnson County Community College for the Healthcare Interpreting Program for Spanish Interpreters as well as in a similar adjunct capacity at the Metropolitan Community Colleges. Ms. Flores holds a Bachelor's degree in Anthropology, a Master's in Business Management, and has completed the American Hospital Association's Cultural Competency Leadership Fellowship (2006). Ms. Flores is also a KC Chamber Centurion Alumni. Currently, Ms. Flores serves on the board of directors for Girls on the Run KC, Gilda's Club KC, Hope Wrx Food Pantry, and Latina Giving Circle of Greater Kansas City.

## About:

You are invited to participate in a 3-part training series, *Delivering Culturally and Linguistically Appropriate Care in a Community Mental Health Setting*. The goal of this series is to enhance treatment through meaningful therapeutic services via interpretation including how to be culturally appropriate with an emphasis on ethical considerations.

## Accreditation:

Participants must attend all three (3) sessions in order to receive continuing education credits.

### Continuing Nursing Education:

The University of Missouri-Kansas City School of Nursing and Health Studies is accredited as a provider of continuing nursing professional development by the American Nurses Credentialing Center's Commission on Accreditation.

This activity offers up to 3.0 credit hours for nurses.

### NAADAC:

This course has been submitted to NAADAC for approval by the Addiction Technology Transfer Center (ATTC) Network Coordinating Office, as a NAADAC Approved Education Provider, for 3.0 CE(s). NAADAC Provider #64973, Addiction Technology Transfer Center (ATTC) Network Coordinating Office, is responsible for all aspects of its programming.

### National Association of Social Workers:

This activity is pending approval from the National Association of Social Worker

The Missouri Credentialing Board and Iowa Board of Certification are pending approval. The series will be accepted by the Kansas Behavioral Sciences Regulatory Board and is deemed alcohol and drug specific and will be accepted for continuing education for licensed alcohol and drug counselors in Nebraska.

Funding for this initiative was made possible by grant no. 6H79TI080816 and grant no. 5UR1TI080208-03 from SAMHSA. The views expressed in written conference materials or publications and by speakers and moderators do not necessarily reflect the official policies of the Department of Health and Human Services; nor does mention of trade names, commercial practices, or organizations imply endorsement by the U.S. Government.

# Delivering Culturally and Linguistically Appropriate Care in a Community Mental Health Setting

## Session Objectives:

### Session 1: Unconscious Bias for Healthcare and Mental Health Professionals

By the end of the 60 minute session, the learner will be able to:

- Describe the effects of unconscious bias and identify two ways it can present in everyday interactions with patients, students, colleagues, and team members.
- State two critical decisions in a clinical setting where results can be impacted by the unconscious mind.
- Identify two relationships where personal and structural unconscious biases may reside across the organization.
- Name at least one way that bias can impact care and treatment, especially in the treatment of opioid use disorders (heroin, prescription medication, etc.).
- Identify two strategies to correct and mitigate personal unconscious biases and practice more conscious awareness.

### Session 2: Language Access - Delivering Culturally and Linguistically Appropriate Care Through an Interpreter

By the end of the 60 minute session, the learner will be able to:

- Identify two strategies to effectively identify your patients' cultural and language needs.
- State two tools or resources to help meet their cultural and language needs, specifically during time of pandemic precautions.
- Describe one of the regulatory drivers of language access and services.
- Analyze relevant case studies in order to apply one strategy to address the cultural and language needs of patients, specifically those with substance use disorders.
- Recognize two infrastructure elements needed to deliver culturally and linguistically appropriate services.
- Identify two clinical areas and touch-points where language services are critical.
- Explore collaborative solutions between providers and interpreting staff and name two.

### Session 3: Providing Supportive Mental Health Services to Refugee and Immigrant Communities

By the end of the 60 minute session, the learner will be able to:

- Examine three ways healthcare professionals can address mental health among ethnically diverse patients and families.
- Identify a Trauma-Informed Framework for delivering care to refugee and immigrant communities and apply three elements of the model using case scenarios.
- Describe three stressors that refugees face during their migration process, with specific attention to pandemic challenges.
- State at least one stigma associated with delivery of mental health care in refugee and immigrant communities.
- Identify three resources for mental health providers to learn about refugee and immigrant communities.



[www.OpioidResponseNetwork.org](http://www.OpioidResponseNetwork.org)

[www.ATTCnetwork.org/midamerica](http://www.ATTCnetwork.org/midamerica)



Funding for this initiative was made possible by grant no. 6H79TI080816 and grant no. 5UR1TI080208-03 from SAMHSA. The views expressed in written conference materials or publications and by speakers and moderators do not necessarily reflect the official policies of the Department of Health and Human Services; nor does mention of trade names, commercial practices, or organizations imply endorsement by the U.S. Government.