

- Advisory Committee – CCTF
- Population Assessment
- Organizational Assessment
- Cultural Competency Plans
- CC Plan Reviews
- Implementation Reviews
- Office of Multicultural Services

- Local Cultural Competence Plan
- Cultural/linguistic Services and Providers
- Language Accessibility
- Consumer and Family Participation
- Quality of Care – Competence
- Cross-cultural Instruments

**Structure**

**Practice**

**Policy**

**Attitude**



- DMH Strategic Plan
- DMH Mission Statement
- Cultural Competence Plan Requirements
- Cultural Competence Policy
- Federal and State Statutes
- Managed Care Regulations

- Self-Assessment
- Institutionalize Cultural Knowledge
- Training Plan
- Staffing