



Cultural
Competence
**Journey
Award**

*Kristin M. Woodlock, RN, MPA
Acting Commissioner*

2012-2013
*NYS Office of Mental Health
Bureau of Cultural Competence*

*Marisol Núñez-Rodríguez,
Acting Chief Diversity Officer
Hector Pabon, BCC
Frances S. Priester, BCC
Deirdre Goss, BCC*

It's A Journey



*Cultural Competence
is...*

What Does A Culturally Competent Program Look Like?

Rainbow Heights Club

Thank you for all the
nominations we have
received!!

*High Performance and
Leadership allow us to
recognize the exemplary
work being done!!*

Thanks to our Selection Committee

- ❖ **Doris Cheung: Director of Multicultural Affairs Binghamton MHA Mental Health Association of the Southern Tier**
- ❖ **Kimberly A. Bobb : Director of Operations and Board of Relations, Family Planning Advocates of NYS**
- ❖ **Loretta Poole: OASAS, Director of NYC Community Affairs & Acting AA Coordinator**
- ❖ **Hextor Pabon: Education and Training Coordinator, Bureau of Cultural Competence**
- ❖ **Deirdre Goss: Office Manager, Bureau of Cultural Competence**



Individual Award

Lenora Reid-Rose MBA

Nominated by: Carole E. Siegel, Director of Nathan Kline Institute, Center of Excellence Cultural Competence

Cultural and Linguistic Accomplishments and Attributes

Lenora has been working in Monroe County for Coordinated Care Services Inc. (CCSI) for over 20 years and has held various senior positions (e.g., Director of Cultural Competency and Diversity Initiatives) in the organization related to ensuring that the services of the County and its neighboring counties are culturally competent. She has been a co-director of the Nathan Kline Institute Center of Excellence in Culturally Competent Mental Health since it began in 2005, improving its research focus and enhancing the impact of Center activities across New York State.

Lenora is nationally known for her contributions to Cultural Competence in NYS especially within a local force in upstate NY in the CCSI County Network. She is generous in her mentoring efforts and has worked with several persons who have held CC positions in the state. She is critical to the NKI Center of Excellence in Culturally Competent Mental Health and has made its work meaningful and relevant as well as participated in the details of the research that is conducted. She is passionate and enthusiastic in her pursuit of CC for NYS residents in need of behavioral healthcare.



Provider Award

Nassau County Family Support System of Care

Nominated by: Norissa Atingdui, Director of Cultural Competence

Cultural and Linguistic Accomplishments and Attributes:

Nassau County Family Support System of Care (NC-FSS) is a collaborative effort of multiple child & family serving agencies throughout Nassau County. Funded by a SAMSHA grant, the NC-FSS has been charged with infusing certain principles into the systems that provide care for children with mental health needs in Nassau County. These foundational principles are: 1) youth driven 2) family guided 3) community based & 4) culturally and linguistically competent services.

The notion of having services “youth driven” & “family guided” speaks to the notion that families should be involved in the development, offerings & future directions of mental health services that are being offered to help meet their needs. With respect to this charge, NC-FSS has developed youth & family support groups, youth & family workgroups, & focus groups that involve family members at all levels of service delivery from receipt of services to participation in the evaluation of services, development of new programs & seats at system of care governance meetings.

Cultural Competence is a central focus of the work that they do. Committed to this charge, this organization will continue to work towards integrating culturally competent services, practices & procedures in the service delivery system in Nassau County.

Facility Award

Rochester Psychiatric Center

“Cultural, Linguistic and Respect (CLR) Committee is an integral part of all Operations at Rochester Psychiatric Center”

Nominated by: Betty Suhre, Executive Director, Rochester Psychiatric Center

Cultural and Linguistic Accomplishments and Attributes

Founded in 2006, the Cultural, Linguistic and Respect (CLR) Committee is an integral part of all operations at Rochester Psychiatric Center. Its' mission is to facilitate the collection, measurement and analysis of data; to implement and improve processes, to improve outcomes assisting the facility in improving cultural, linguistic and respect competencies. The committee is comprised of Individuals in care from both the Regional Forensic Unit and the Civil Adult Services Unit, along with representatives from each of the clinical disciplines.

The CLR Committee instituted a "lunch and learn" and educational processes that were provided to staff, patients, family members, and local community with an emphasis on cultural and linguistic competence. The committee was a major contributor to the facility's Strategic Plan. As the facilities understanding of Culture, Linguistic and Respect issues grew and evolved, so did the expectations of our committee. The current strategic plan incorporated CLR objectives into all areas of the plan including Communication, Program Redesign, Peer and Family Advocacy, Nursing and Trauma informed Care. It has become clear that in order to be most impactful, the committee goals must be interwoven with facility-wide goals thus eliminating the silo effect of separate initiatives. CLR has become ingrained in the everyday operations at Rochester PC making positive impact on the lives of the patients, family members and the local community of Rochester.



Cultural Competence Award Champions

Individual Award:

- 2010 William Henry, South Beach Psychiatric Center, Individual Award
- 2011 Doris Cheung, Mental Health Association of the Southern Tier
- 2012- 2013 Lenora Reid-Rose

Facility Award:

- 2011 Creedmoor Psychiatric Facility
- 2012-2013 Rochester Psychiatric Facility

Provider Award:

- 2011 South Shore Association for Independent Living Inc.
- 2012-2013 Nassau County Family support System of Care