



**2017**

**Broome County Mental Health  
Central Region Multicultural Advisory  
(CRMAC) Committee  
Annual Report**

**January 2018**

**Prepared by: Chair of CRMAC  
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## Summary

This report details the activities of the Central Region Multicultural Advisory Committee (CRMAC) during 2018. CRMAC is made up of 35 colleagues from local non-profit agencies, hospitals, colleges, government offices and consumers in the Southern Tier. The committee meets 3 to 4 times annually to focus on creating and supporting a diverse mental health system by promoting cultural and linguistic competency among mental health professionals, program staff, consumers and the community.

## Introduction

In 2013, Doris Cheung, PhD, Case Manager/Advocate at Binghamton University and Lynne Esquivel, MPA, Quality Improvement Manager of the Broome County Mental Health Department (BCMHD) renamed the BCMHD Cultural Competency Committee to the Central Region Multicultural Advisory Committee. Doris Cheung, PhD, stepped down from her chair position in 2016 and Holly Welfel, Cultural Diversity Director, Mental Health Association of the Southern Tier began in 2018.

Lynne and Holly chair the quarterly meetings and are active members of the Statewide Multicultural Advisory Committee (MAC) which meet monthly via in-person and through Webex.

## Meetings and Activities

In 2018, CRMAC met in March, June, September and December.

Meetings: On March 20, 2018, CRMAC Committee Members met. Presenter Robert Statham, NYAPRS. His presentation was on Cultural Competency I: Infusing Into Practice to lay a foundational concept of cultural competence and develop your consciousness about culture. Assure your organization's understanding of and ability to meet Culturally and Linguistically Appropriate Services (CLAS) standards and much more.

On June 7, 2018, CRMAC Committee Members met. Presenter Robert Statham, NYAPRS. His presentation was on Cultural Competency 2: LGBTQ Awareness to increase the understanding and ability for organizations to become inclusion of and accessible to people of the LGBTQ community. Language and terminology are reviewed along with concerns, needs and expectations of the community.

On September 24, 2018, CRMAC Committee Members met. Presenter Robert Statham, NYAPRS. His presentation was on Cultural Competency 3: The "isms" of Inequality which addresses Racism, Sexism, ageism, Slurs, harassment, discrimination. It used to be so easy to know when someone was inappropriate with their colleagues, or disrespecting the people they serve. But as we have moved to a more diverse, "cultural competent" environment, these problems have not disappeared. They've evolved into subtler, but just as damaging practice that can chip away at morale and quality of our workforce and damage our ability to effectively work with the people we serve. In this training, we examine the face of hostility and discrimination

today, and we review ways to understand and address it in our effort to move beyond Cultural Competence towards Anti-Racism.

On December 13, 2018, CRMAC Committee Members met.

Other Activities: Lynne Esquivel is involved in the NYS OMH Regional Multicultural Advisory Committee Quarterly Meeting via a Telephone Conference held by Frances PriesterMoss, Bureau of Cultural Competency. There are 6 Regional Multicultural Advisory Committees and each committee holds a monthly or quarterly meeting. The Regional MAC is an organized, diverse body established by the local community members within a county that are designed to strengthen the community's voice, knowledge, and understanding of cultural and linguistic competence. The Bureau of Cultural Competence began its community outreach for the creation of the Regional MAC on April 11, 2011. The Office of Mental Health embraces community based service delivery as we transition to a managed care environment that promotes and include the voice of the local community. Each Regional MAC engages in a variety of activities in their county and region.

Lynne attended the Statewide Multicultural Advisory (SMAC) Committee Meeting in Albany on June 12 (Call-in) and September 11, 2017. These are the quarterly meetings held in Albany at the OMH Field Office to discuss SMAC business.

Lynne also sits on the Care Compass Network Cultural Competency & Health Literacy Committee (represents the Southern Tier region of DSRIP) which meets as needed (weekly to monthly) to discuss Cultural Competency and Health Literacy under DSRIP with several project deliverables due quarterly.

In January 2018, Lynne welcomed Holly Welfel, Cultural Diversity Director at Mental Health Association as the new co-chair of the CRMAC. Holly and Lynne plan to revamp the quarterly meetings to address the provider's cultural and linguistic needs for each agency. Also, continue with a training focused model that includes discussion/conversation to better serve our community with cultural and linguistic needs.

## Conclusions

CRMAC will continue to coordinate with NYS OMH Bureau of Cultural Competency and NYS Multicultural Advisory Committee to help providers and community members learn/implement cultural competency and linguistic best practices.

Meetings for 2019 are as follows: March 20 at 10am to noon in the Decker Room, June 7 at 10am to noon in the Exhibit Room, September 24 at 10am to noon in the Decker Room, December 13 at 10:30am to 11:30am in the Exhibit Room.

All meetings are held at the Broome County Public Library at 185 Court Street, Binghamton, NY 13901