

CULTURAL COMPETENCE WEBSITES

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I. CULTURAL COMPETENCE

A. BACKGROUND

Why is there a Compelling Need for Cultural Competence?

The National Center for Cultural Competence identifies six of the most salient reasons for incorporating cultural competence into organizational policy. This information may be helpful in providing a framework and sense of purpose for individual or organizational efforts to increase cultural competency.

<http://www.athealth.com/Practitioner/particles/compellingneed.html>

Cultural Competence Online

The site provides information, resources and products for organizations, businesses, and training institutions. It is sponsored by CEO Services, which is committed to enhancing the cultural competence of businesses and communities in today's diverse society. For excellent overviews of key terminology and basic law and policy information relevant to cultural competence in health care, see Chin (2003) Multicultural Competencies in Managed Health Care, and 4Therapy.com, respectively:

<http://www.culturalcompetence2.com/articles/PopeCCManagedCare.doc>

<http://www.4therapy.com/professional/research/lawandethics/item.php?uniqueid=6281&categoryid=483&>

Diversity Rx

Subcategories: IMMIGRANT, RACE / ETHNICITY, TOOLS

This site promotes linguistic and cultural competence as a means of improving the quality of health care available to minority, immigrant, and ethnically diverse populations. Diversity Rx provides a summary of several strategies that may help providers and consumers overcome linguistic and cultural barriers to care, and describes their application in model programs around the country.

<http://www.diversityrx.org/HTML/DIVRX.htm>

The Provider's Guide to Quality and Culture

This website is designed to assist health care organizations throughout the US in providing high quality, culturally competent services to multiethnic and multicultural populations. Topics covered include health disparities in various cultural groups and the development of culturally competent organizations of care.

<http://erc.msh.org/mainpage.cfm?file=1.0.htm&module=provider&language=English&ggroup=&mgroup=>

Center for Effective Collaboration and Practice (CECP)

CECP provides a wealth of information on the issue area of cultural competence, including a discussion of the importance of cultural awareness in the provision of effective care, access to resources to assist programs in designing and implementing standards of competence, and research on the benefits of culturally competent health services.

<http://www.air.org/cecp/cultural/default.htm>

"The Many Faces of Diversity"

This issue of *Online Journal of Issues in Nursing* has several downloadable articles that discuss the many faces of cultural and racial diversity relevant to health care in the United States. The concept of cultural competence is discussed along with various means to increase competence, providing links to additional websites.

http://www.nursingworld.org/ojin/topic20/tpc20_2.htm

Transcultural Nursing: Basic Concepts & Case Studies

This site is intended to inform nurses and other healthcare professionals of the complexities involved in caring for people from diverse cultural backgrounds. There is a focus on the need to understand people's actions and experiences within the context of their cultural perspective(s).

<http://www.culturediversity.org/index.html>

B. LAW & POLICY

Assuring Cultural Competence in Health Care:

The Office of Minority Health: Recommendations for National Standards and an Outcomes-Focused Research Agenda: CLAS

Based on an analytical review of key laws, regulations, contracts, and standards currently in use by federal and state agencies and other national organizations, these standards were developed with input from a national advisory committee of policymakers, health care providers, and researchers. Each standard is accompanied by commentary that addresses the relationship of proposed guidelines to existing laws and standards, and offers recommendations for implementation and oversight that may be useful to providers, policymakers, and advocates.

<http://www.omhrc.gov/clas/>

National Standards for Culturally and Linguistically Appropriate Services (CLAS) in Health Care

Issued by the U.S. Department of Health and Human Services' (HHS) Office of Minority Health (OMH), these proposed standards are presented as guidelines for accreditation and credentialing agencies. The standards are intended as a means of comparatively assessing the cultural competence of providers and services, and also to ensure quality care for diverse populations.

<http://www.med.umich.edu/multicultural/ccp/CLAS.htm>

II. CULTURAL GROUPS

A. POPULATIONS DEFINED BY: AGE

1.) YOUTH

A Guide to Enhancing the Cultural Competence of Runaway and Homeless Youth Programs

Subcategories: TOOLS

The National Clearinghouse on Families & Youth (NCFY) prepared this guide to help local runaway and homeless youth agencies begin the process of enhancing the cultural competence of their staff and board members. The guide provides simple strategies for exploring cultural diversity; presents an overview of how to begin assessing the cultural appropriateness of program management and services; and offers strategies for moving an agency toward cultural competence. Also provides Assessment Questionnaires, National Resource Organizations and materials pertaining to cultural competence.

<http://www.ncfy.com/pubs/culguide.pdf>

American Academy of Child & Adolescent Psychiatry (AACAP)

Subcategories: TOOLS

The AACAP developed Facts for Families to provide concise and up-to-date information on issues that affect children, teenagers, and their families. Useful as a resource that providers can give to consumers and their families, and also for increasing providers awareness of how common mental health issues may be experienced and recognized in children and adolescents. This information is available in English, Spanish, German, and French.

<http://www.aacap.org/publications/factsfam/index.htm>

The Health and Well Being of Children in Immigrant Families

Subcategories: IMMIGRANTS & REFUGEES

Despite being the fastest-growing segment of the US population under the age of 18, the well-being of children of immigrant families is seldom investigated at a national level. The research on this site examines the well-being of children in immigrant families using data from 1999 National Survey of America's Families (NSAF), which includes data from 11 million children of immigrants.

http://www.urban.org/UploadedPDF/310584_B52.pdf

NIMH: Helping Children and Adolescents Cope with Violence and Disasters

Provides free access to a booklet that describes the impact of violence and disasters on children and adolescents, including how to recognize and improve maladaptive coping strategies. Suggestions for minimizing long-term emotional harm are discussed.

<http://www.nimh.nih.gov/publicat/violence.cfm>

SAMHSA's National Mental Health Information Center: Child and Adolescent Mental Health

Provides information that can help service providers understand the unique aspects and risks of mental health issues in children and adolescents, and offers links to additional campaigns, programs and informational resources.

<http://www.mentalhealth.samhsa.gov/child/childhealth.asp>

Child Mental Health

A good resource for current literature on mental health issues in children, this site can help familiarize service providers, parents and families with recent research on the differential effects of some psychoactive medications on children, common mental illnesses found in children and how these may be uniquely experienced or recognized in children.

<http://www.childadvocate.net/childmentalhealth/>

12.) OLDER ADULTS

Achieving Cultural Competence: A Guidebook for Providers of Services to Older Americans and Their Families

Subcategories: RACE / ETHNICITY

This guidebook by the Administration on Aging (AoA) is designed for providers of services to racially and ethnically diverse older adults. The AoA website is intended to provide a comprehensive overview of a wide variety of topics, programs and services related to aging.

http://www.aoa.gov/prof/adddiv/cultural/addiv_cult.asp

The National Institute on Aging (NIA)

Subcategories: RACE / ETHNICITY

One of the 25 institutes and centers of the National Institutes of Health, the NIA leads a broad scientific effort to understand the nature of aging and to prolong the healthy and active years of life. The NIA disseminates information and communicate with the public and interested groups on health and research advances and on new directions for research. Particularly relevant to providers of mental health services for racially and ethnically diverse older adults is the NIA Minority Research and Training Newsletter:

<http://www.nia.nih.gov/news/wgma/>

The American Geriatrics Society (AGS)

Subcategories: RACE/ETHNICITY

The premier professional organization of health care providers, AGS is dedicated to improving the health and well-being of all older adults. This website provides numerous links to older adult health-related websites. The most useful section for providers of services to ethnically and racially diverse older adults is that on ethnogeriatrics, which delineates culturally appropriate and competent care for several of the major ethnic and racial groups in the US.

<http://www.stanford.edu/group/ethnoger/>

NIMH: Older Adults: Depression and Suicide Facts

Offers a comprehensive account of the prevalence of depression and suicide in older adults, as well as a discussion on the contributing bio-psycho-social risk factors that effect older adults.

<http://www.nimh.nih.gov/publicat/elderlydepsuicide.cfm>

Depression, Mental Health, and Psychosocial Well-being Among Older African Americans

This publication by Mills, T.L. recognizes the need for increased awareness of mental health issues in older African Americans in the context of the expanding elderly population in the United States. Differences in the social construction of depression among African Americans as compared to majority groups are portrayed.

<http://www.rcgd.isr.umich.edu/prba/perspectives/springsummer2000/tmills.pdf>

B. POPULATIONS DEFINED BY: GENDER

1.) MEN

Ask NOAH About: Men's Health

Subcategories: TOOLS

A bilingual health information site is made available by New York Online Access to Health (NOAH). Includes basic information on medical health concerns of men and may be particularly useful for service providers working with Spanish-speaking consumers.

<http://www.noah-health.org/english/wellness/healthyliving/menshealth.html>

MEDLINE Plus - Men's Health Topics

Includes information on common medical ailments found in males. May be useful to help service providers to familiarize themselves with those medical conditions that may have direct relevance to the psychological well-being of males.

<http://medlineplus.nlm.nih.gov/medlineplus/menshealth.html>

Poor Men's Plight: Uncovering the Disparity in Men's Health.

Series of Community Voices, February 2002. W. K. Kellogg Foundation

By John Rich and Marguerite Ro.

Subcategories: RACE/ETHNICITY

This report provides information on specific health issues as experienced by men of color. The paper focuses on the measurable disparities in health status and access to health care of Black, Hispanic, Asian, Native Hawaiian or other Pacific Islander, and American Indian/Alaska Native (AVAN) men.

<http://www.wkkf.org/pubs/Health/CommunityVoices/Pub3678.pdf>

Mental Health Resources: Men's Mental Health Resources

Provides links to current literature covering a diverse array of mental health issues common to males, including a discussion of common barriers to treatment and the influence of male gender roles on male mental health.

<http://mentalhealth.about.com/od/mensmentalhealth/>

2.) WOMEN

The National Women's Health Information Center (NWHIC)

Subcategories: RACE / ETHNICITY, TOOLS

A service of the Office on Women's Health in the Department of Health and Human Services, the NWHIC provides a gateway to the vast array of women's health information resources. Particularly useful is the section on Mental Health, which includes information on body image, age-related concerns, and minority women's mental health. Health information is in English, Spanish and Chinese.

<http://www.4woman.gov/mh/>

Ask NOAH About: Women's Health

Subcategories: TOOLS, GENERAL HEALTH RESOURCES

The New York Online Access to Health (NOAH) is a bilingual (English and Spanish) health information site that may be useful for service providers working with Spanish-speaking consumers. Contains basic health information for women about normal conditions, such as puberty, sexuality, pregnancy, birth control/contraception, and menopause. Also contains information about abnormal conditions, such as eating disorders, endometriosis, menstruation problems and concerns, osteoporosis, sexually transmitted diseases, and urinary tract infections.

<http://www.noah-health.org/english/wellness/healthyliving/womenshealth.html>

HHS Office on Women's Health

Subcategories: HIV / AIDS, OLDER ADULTS, YOUTH

The Office on Women's Health (OWH) in the Department of Health & Human Services (HHS) works to redress inequities in research, health care services, and education that have compromised the medical and mental health of women. Contains links to National Centers of Excellence in Women's Health, National Community Centers of Excellence in Women's Health, minority women's health, girl and adolescent health, older women's health, reproductive health, violence against women, HIV/AIDS in women, breast health, environmental health, international health, and much more.

<http://4woman.gov/owh/index.htm>

NIH Office of Research on Women's Health

Subcategories: RACE / ETHNICITY, OLDER ADULTS

Link provides access to the *Agenda for Research on Women's Health for the 21st Century: Executive Summary* of the NIH. This report offers an account of the recent history of research on women's health care and the collaborative efforts between the NIH and the greater health care community in identifying target areas for continued improvement in women's medical and mental health.

<http://www4.od.nih.gov/orwh/report.pdf>

Women of Color Health Data Book

Subcategories: RACE / ETHNICITY

This 2002 publication is a valuable study on women's health in the United States. Originally published by the National Institutes of Health in 1997, this updated look at women's health takes into account culture, ethnicity, race, socioeconomic background, geographic location and other social and economic factors as important contributors to the health status of women of color.

<http://www4.od.nih.gov/orwh/wocEnglish2002.pdf>

National Asian Women's Health Organization (NAWHO)

Subcategories: NATIONAL MENTAL HEALTH RESOURCES, LAW/POLICY

NAWHO was founded to achieve health equity for Asian Americans by raising awareness about the health needs of Asian Americans through research and education; supporting Asian Americans through leadership development and advocacy; and strengthening systems that serve Asian Americans through partnerships. This site includes information on mental and medical health research, policy initiatives, community programs and a comprehensive resource library.

<http://www.nawho.org>

NIMH: Women Hold Up Half the Sky

An informational database containing the rates of specific mental health concerns in women, the differential experience of these mental health problems in women, and the biological and psychosocial risk factors that predispose women to experience various mental health problems. This site uses recent research in the field and provides supporting statistical data.

<http://www.nimh.nih.gov/publicat/womensoms.cfm>

Examining Depression Among African-American Women From a Psychiatric Mental Health Nursing Perspective

This article discusses how the symptoms of depression are manifested differently among African American women and how the root of their symptoms frequently is not explored.

http://www.healthyplace.com/communities/depression/minorities_8.asp

3.) TRANSGENDER (See also: SEXUAL ORIENTATION)

LGBTHealth Channel: Transgender Health

This site provides information on common medical and mental health concerns of transgender individuals and addresses the roles and responsibilities of mental health care providers when working with transgender clients.

<http://www.gayhealthchannel.com/transgender/index.shtml#mental>

Public Health Seattle & King County: Transgender Health

Subcategories: SEXUAL ORIENTATION

Addresses the prevalence of mental health issues in this population and identifies the most common mental and medical health concerns as well as barriers to seeking treatment commonly experienced by transgender individuals.

<http://www.metrokc.gov/health/glbh/transgender.htm#mh>

Towards a Transpositive Therapeutic Model: Developing Clinical Sensitivity and Cultural Competence in the Effective Support of Transsexual and Transgendered Clients

The model is developed by Raj, R. (2002) presents a trans-affirmative model of generic transpositive therapy in an effort to promote a clinical orientation that recognizes and is responsive to the needs of an increasingly diverse trans population.

http://www.symposion.com/ijt/ijtvo06no02_04.htm

The Standards of Care for Gender Identity Disorders

The Harry Benjamin International Gender Dysphoria Association has composed a comprehensive account of the standards of care that are essential for effective medical and psychological care of consumers struggling with gender dysphoria. This is an excellent resource for service providers working with children, adolescents and adults with gender identity disorders.

<http://www.tc.umn.edu/~colem001/hbigda/soc9.pdf>

C. POPULATIONS DEFINED BY: RACE/ETHNICITY

Culture Clues©

Subcategories: OLDER ADULTS

The University of Washington Medical Center's Patient and Family Education Services website provides clinicians with Culture Clues©, tip sheets designed to increase awareness about concepts and preferences of patients from diverse cultures. With additional ones in progress, there are currently ten cultures represented: Albanian, African American, Chinese, Deaf, Hard of Hearing, Korean, Latino, Russian, Somali, Vietnamese, End of Life Care: The Latino Culture, and End of Life Care: The Russian Culture.

<http://depts.washington.edu/pfes/cultureclues.html>

1.) *AMERICAN INDIAN / ALASKA NATIVE*

Indian Health Service (IHS)

An agency within the Department of Health and Human Services, the mission of IHS is to raise the physical, mental, social, and spiritual health of American Indians and Alaska Natives to the highest level. The HIS Surveillance for Health Behaviors of American Indians and Alaska Natives discusses the most prevalent medical and mental health problems and barriers to seeking treatment that exist in this cultural group.

http://www.ihs.gov/generalweb/webapps/sitelink/site.asp?link_gov=http://www.cdc.gov/mmwr/preview/mmwrhtml/ss5207a1.htm

American Indian and Alaska Native Programs

Subcategories: OLDER ADULTS

Provides links to various American Indian and Alaska Native health research centers at the University of Colorado Health Sciences Center. The National Center for American Indian and Alaska Native Mental Health Research (NCAIANMHR) is sponsored by the National Institute of Mental Health and is the only program of this type in the country focusing specifically on American Indian and Alaska Native populations. The Resource Center for Minority Aging Research (RCMAR) also has a program that focuses on Native elder health and is accessible through this site.

<http://www.uchsc.edu/ai>

Index of Native American Health Resources on the Internet

Subcategories: TOOLS

This site is constructed primarily to provide informational resources to the Native American community, making it a good resource for providers to give to consumers. Various resources can be found related to Tribal/Native Health Organizations, University Programs, Indian Health Boards and Centers, and Public Health/Government Resources.

<http://www.hanksville.org/NAresources/indices/NAhealth.html>

Providing Culturally Competent Services to American Indians

This publication by Witko, T.M. outlines the necessary basic tenants to providing culturally competent services to American Indians. There recommendations are made in the context of a succinct ethnographical history of American Indians.

<http://www.apa.org/divisions/div31/CoOpArticles/California/ProvidingCulturallyCompetentServices.pdf>

Cultural Competence Standards in Managed Mental Health Care Services for Native Americans

The Center for Mental Health Services, Substance Abuse and Mental Health Services Administration of the U.S. Department of Health and Human Services has composed a set of guidelines to be implemented by service providers in their efforts to achieve cultural competence standards in managed care mental health services for each of the four main underserved/underrepresented racial/ethnic minority groups. The following link will direct to those standards for Native Americans.

http://www.wiche.edu/MentalHealth/Cultural_Comp/ccsnatoc.htm

2.) ASIAN AMERICAN / PACIFIC ISLANDER

National Asian American Pacific Islander Mental Health Association (NAAPIMHA)

Subcategories: TOOLS, NATIONAL MENTAL HEALTH RESOURCES

NAAPIMHA advocates on behalf of AAPI mental health issues and serves as a forum for effective collaboration and networking among community based organizations, consumers, families, service providers, program developers, researchers, evaluators and policy makers. This website includes a list of common symptoms and medical conditions in 5 different languages, mental health information, and a resource library.

<http://www.naapimha.org/index.html>

The Association of Asian Pacific Community Health Organizations (AAPCHO)

AAPCHO strives to increase access to information relevant to improving the health status of Asian Americans, Native Hawaiians and Pacific Islanders within the United States. This website is a vehicle for AAPCHO and other organizations to share their expertise in providing culturally competent, linguistically accessible and affordable primary health care services. The link below directs to the AAPI Health Literature Database, which contains information on cultural attitudes and barriers to care among Asian Pacific populations.

<http://www.aapcho.com/links/DataWebPages/Webpages/lithome.htm>

Care of Asian Americans

This 2003 paper by Chin, JL and Bigby, J. (in Bigby, J. (2003) *Cross-Cultural Medicine*) is intended to enhance the understanding of the health care challenges, within group diversity and the sociocultural factors that influence the health and wellness of Asian Americans.

http://www.culturalcompetence2.com/articles/BigbyCare_of_Asian_Americans.doc

Assessment of Cultural Competence in Mental Health Systems of Care for Asian Americans

This 2002 paper by Chin, J.L. (in Kurasaki, K. S., Okazaki, S., & Sue, S. (Eds) [Asian American Mental Health: Assessment Theories and Methods](#)) is intended to serve as a guide for providers and mental health systems of care to assess their cultural competence in working with Asian American consumers.

http://www.culturalcompetence2.com/articles/Kurasaki_Chpt_20-J_Chin1.doc

Cultural Competence Standards in Managed Care Mental Health Services for Asian and Pacific Islander Americans

The Center for Mental Health Services, Substance Abuse and Mental Health Services Administration of the U.S. Department of Health and Human Services has composed a set of guidelines to be implemented by service providers in their efforts to achieve cultural competence standards in managed care mental health services for each of the four main underserved/underrepresented racial/ethnic minority groups. The following link will direct to those standards for Asian and Pacific Islander Americans.

http://www.wiche.edu/MentalHealth/Cultural_Comp/ccsasiantoc.htm

3.) AFRICAN AMERICAN

BlackWomensHealth.com

Subcategories: WOMEN

This is an interactive web site dedicated to promoting the physical, mental and spiritual wellness of today's African American woman. The site sets out to educate and empower women on ways to improve their health status in an effort to live happier, more productive lives. This site contains a "Spiritual and Mental Health" section as well as various mental health related references. May be most useful as a resource that providers can make available to consumers.

<http://www.blackwomenshealth.com/>

African American Mental Health

This publication by Williams, D.R. provides a brief epidemiological and ethnographical history of the mental health of African Americans.

<http://www.rcgd.isr.umich.edu/prba/perspectives/spring1995/dwilliams.pdf>

Intelihealth: Clinical Depression in African Americans

This site is dedicated to increasing awareness about the prevalence of clinical depression among African Americans. It includes a discussion of common reasons for misdiagnosis of this mental health issue, and culture-based attitudes toward depression among members of this population.

<http://www.intelihealth.com/IH/ihtIH/WSIHW000/8596/8836.html>

Consumer-Driven Standards and Guidelines in Managed Mental Health for Populations of African Descent

The Center for Mental Health Services, Substance Abuse and Mental Health Services Administration of the U.S. Department of Health and Human Services has composed a set of guidelines to be implemented by service providers in their efforts to achieve cultural competence standards in managed care mental health services for each of the four main underserved/underrepresented racial/ethnic minority groups. The following link will direct to those standards for populations of African descent.

http://www.wiche.edu/MentalHealth/Cultural_Comp/ccsaftoc.htm

4.) HISPANIC / LATINO

Latinomentalhealth.net

Subcategories: CULTURAL COMPETENCE, AGE, GENDER

This website has been designed to assist service providers, policy makers, researchers and consumers to take steps to improve the mental health of Latinos in the United States. This site is intended to educate providers, policy makers, consumer advocacy groups and communities about the mental health needs of Latinos. The available data can also be used to help in the writing of grant proposals or in making presentations.

<http://www.latinomentalhealth.net/Home.htm>

Voices Latino Issue NEW YORK CITYVOICES: January/March 2004

An issue of New York City Voices (Jan/Mar 2004) that discusses what mental health means to the Latino community.

<http://www.newyorkcityvoices.org/2004janmar/latinoissue.html>

Cultural Competence Standards in Managed Mental Health Care Services for Latino Populations

The Center for Mental Health Services, Substance Abuse and Mental Health Services Administration of the U.S. Department of Health and Human Services has composed a set of guidelines to be implemented by service providers in their efforts to achieve cultural competence standards in managed care mental health services for each of the four main underserved/underrepresented racial/ethnic minority groups. The following link will direct to those standards for Latino populations.

http://www.wiche.edu/MentalHealth/Cultural_Comp/ccslattoc.htm

D. POPULATIONS DEFINED BY: SEXUAL ORIENTATION

1.) *Lesbian/Gay/Bi-sexual/Transgender*

Gay and Lesbian Medical Association

The Healthy People 2010 Companion Document for LGBT Health is a comprehensive account of the multicultural LGBT community. It is written by and for health care consumers, providers, researchers, educators, government agencies, schools, clinics, advocates, and health professionals in all settings

<http://www.glma.org/policy/hp2010/index.shtml>

Culturally competent care for GLBT people: Recommendations for health care providers

Subcategories: CULTURAL COMPETENCE, TOOLS

This site is made available by Public Health of Seattle & King County to present mental health providers with a sample in-take form for use with GLBT consumers, information on various Gay, Lesbian, Bisexual and Transgender issues, and links to GLBT health related websites.

<http://www.metrokc.gov/health/glbt/providers.htm>

The Lesbian, Gay, Bisexual & Transgender Community Center

Located in New York City, this organization provides a home for the birth, nurture and celebration of LGTB organizations, institutions and culture; cares for individuals and groups in need; educates the public and the community; and empowers individuals and groups to achieve their fullest potential.

<http://www.gaycenter.org/>

The Lesbian and Gay Aging Issues Network (LGAIN)

Subcategories: OLDER ADULT

LGAIN works to raise awareness about the concerns of lesbian, gay, bisexual and transgender (LGBT) older adults and the unique barriers they encounter in gaining access to housing, healthcare, long-term care and other needed services. LGAIN seeks to foster professional development, multidisciplinary research and wide-ranging dialogue on LGBT issues in the field of aging through publications, conferences, and cosponsored events. This sites also has links to advancing a new standard of professionalism in aging, with diversity and cultural competence at its core

<http://www.americansocietyonaging.org/networks/lgain/lgainhome.cfm>

Growing Pains: The Culture of Sexual Minority People with Major Mental Illness: Mental health services for gay, lesbian, bisexual, and transgender individuals needed

Subcategories: NATIONAL MENTAL HEALTH RESOURCES

An issue of NEW YORK CITYVOICES (April/June 2003) that discusses the issues faced by the sexual minority culture with major mental illness in New York City.

<http://www.newyorkcityvoices.org/2003apriun/20030606.html>

**New data on Lesbian, Gay and Bisexual Mental Health:
New Findings Overturn Previous Beliefs**

This paper by Tori Deangelis uses the results of several breakthrough studies to demonstrate that the social stigma felt by LGB people has important mental health consequences. Researchers say these studies demonstrate the need for better, more tailored psychological treatment for lesbian, gay and bisexual (LGB) people

<http://www.apa.org/monitor/feb02/newdata.html>

Black C.A.R.E. (Community AIDS Research and Education)

Subcategories: RACE/ETHNICITY

Black C.A.R.E. has a long history of education, research, advocacy and health care policy development in the Black community. This site provides many resources and links to information on ethnic minority, LGBT and HIV-related health issues, with an emphasis on scientific literature and research.

<http://web.stat.ucla.edu/~cochran/blackcare/blackcare.html>

**New York City Department of Health and Mental Hygiene
HIV Prevention Program
Gay and Lesbian Health Report**

This is a report on the health needs of the lesbian and gay community in New York City that addresses and reflects current knowledge on some of the most significant health issues for these communities. It concludes with a number of recommendations on public health actions that could improve health status and access for lesbians and gay men.

<http://www.ci.nyc.ny.us/html/doh/html/ah/glreport.html#mental.html>

**Mind: For Better Mental Health
Web-Site based in England**

This website contains universal information on gay, lesbian, and bisexual mental health. Mind is the leading mental health organization in England and Wales. Its mission is to create a better life for everyone with experience of mental distress by challenging discrimination and promoting inclusion, influencing policy through campaigning and education, and inspiring the development of quality services which reflect expressed need and diversity. Mind also provides useful information on ethnic communities.

<http://www.mind.org.uk/Information/Factsheets/Diversity/>

2.) LESBLIAN

Office of Women's Health

The Institute of Medicine released a report, "Lesbian Health, Current Assessment and Directions for the Future" in January 1999. The report identified several reasons for directing attention to the study of lesbian health issues: to gain knowledge to improve the health status of lesbian women, to confirm beliefs and counter misconceptions about the health risks of lesbians, and to identify health risks for which lesbians are at risk or tend to be at greater risk than heterosexual women or women in general. The website below contains information from the IOM report.

<http://www.4woman.gov/owh/pub/factsheets/Lesbian.htm>

National Lesbian Health Organization Promoting Lesbian Health through Research, Advocacy, Education & Direct Services

Founded in 1990, the Mautner Project is the only national organization dedicated to lesbians with cancer, their partners and caregivers. The NLHO's mission is to improve the health and well-being of women who partner with women (WPW) and their families by promoting lesbian/WPW health through research, advocacy, and activism. This site is intended to educate service providers of the diversity within the Lesbian community, the cultural competency necessary to adequately serve this group, and the factors that influence access to health care among lesbians/WPW.

<http://www.mautnerproject.org/barriers.html>

Ten Things Lesbians Should Discuss With Their Health Care Providers

A survey of members of the Gay and Lesbian Medical Association (GLMA) documented the top10 health care concerns lesbians should include in discussions with their physicians or other health care providers.

<http://www.glma.org/news/releases/n02071710lesbianthings.html>

3.) GAY MEN

Gay Men's Health Crisis (GMHC)

Subcategories: HIV/ AIDS, LESBLIAN

GMHC is a not-for-profit, volunteer-supported and community-based organization committed to national leadership in the fight against AIDS. Their mission is to reduce the spread of HIV disease, help people with HIV maintain and improve their health and independence, and keep the prevention, treatment and cure of HIV an urgent national and local priority. In fulfilling this mission, they prioritize fighting homophobia and affirming the individual dignity of all gay men and lesbians.

<http://www.gmhc.org>

Individual Practice With Gay Men

This article illustrates that there is no one typical kind of gay man nor one typical presenting problem for gay men seeking social or psychological services. This chapter summarizes the variety of issues (beyond the most commonly discussed issue of HIV/AIDS), dynamics and techniques required to work effectively with adult gay men at different points in their development and life cycles.

<http://www.gaypsychotherapy.com/MALLON.htm>

4.) BI-SEXUAL

Bisexual Mental Health by Lizz Kopecny

This article explores bisexuals and homosexuals as separate groups, which is rarely done in research projects. As a result, the researchers have been able to tease out some of the subtle differences between the bisexuals and gays/lesbians. The findings from the research will provide direction for health care providers and administrators in addressing issues that are specific to bi-sexual individuals.

<http://www.bi.org.au/community/activate/mentalhealth.htm>

5.) TRANSGENDER

Transgender Identity Affirmation and Mental Health

This paper by Larry Nuttbrock, Ph.D; Andrew Rosenblum, Ph.D and Rosalyne Blumenstein, MSW formulates a social psychological perspective for the mental health functioning of transgender persons. It is asserted that affective symptomatology in this population is significantly affected by the extent to which transgender identity is successfully incorporated in social roles and relationships. The broad construct of *transgender identity affirmation* is defined, and the importance of affirmation of identity is posited to be crucial for emotional well-being.

http://www.symposion.com/ijt/ijtvo06no04_03.htm

E. POPULATIONS DEFINED BY: PHYSICAL DISABILITY, DEVELOPMENTAL DISABILITY, AND CHRONIC ILLNESS

1.) PHYSICAL DISABILITY

Language Matters - Guidelines for the Use of Non-Discriminatory Language at UTS

This web-site proved a short, concise and accessible language guide to make your organization and staff more friendly, welcoming, aware and accountable to people with disabilities.

<http://www.equity.uts.edu.au/resources/ablist.html>

Review of the Literature on Topics Related to Increasing the Utilization of Rehabilitation Research Outcomes among Diverse Consumer Groups

There are two sections in this text that address issues related to cultural competency and working with rehabilitation system, in general. The two sections are “Cultural and other considerations that can influence effectiveness within the rehabilitation system” and “Characteristics of effective systems and relationships”.

<http://www.ncddr.org/du/products/dddreview/toc.html>

Parents with Disabilities Online

Subcategories: TOOLS

“The Internet's One-Stop Resource for Parents with Disabilities” provides information, support, and resources for parents with disabilities. Also available are listings of other web sites for parents with disabilities, or general disability web sites that have information or resources for parents.

<http://www.disabledparents.net/>

HalfthePlanet Foundation

Subcategories: TOOLS

Disability information, advocacy and services for people with disabilities, health care professionals and the public. HalfthePlanet is the authoritative online source of reliable tools for independent living for the disability community. They are dedicated to the belief that only when the barriers to accessibility are removed and practical solutions to everyday life are provided can all people live independent and fulfilling lives.

<http://halftheplanet.org/index.html>

Intergrading Community-Clinical Approaches for Serving the Deaf and Hard of Hearing: A Model for Psychological Services for Culturally Isolated Populations

Subcategories: NATIONAL MENTAL HEALTH RESOURCES

This article in the Community Psychologist examines the development of a program for mental health services for the Deaf and hard of hearing (DHH), which integrated clinical and community approaches and created a model as a guide for serving these and other isolated populations.

<http://www.gsu.edu/~wwwcct/Images/DEAF1.PDF>

Counseling Deaf and Hard of Hearing Persons with Substance Abuse and/or Mental Health Issues: *Is Cross Cultural Counseling Possible?*

Subcategories: MENTAL HEALTH/SUBSTANCE ABUSE

The purpose of this article is to discuss the complex issues for clinicians providing cross culturally sensitive counseling to chemically dependent deaf and hard of hearing individuals who represent an additional variety of ethnic, racial or cultural minority groups. Specific examples are shared as well as suggestions for delivering effective clinical services to this population.

http://www.mncddeaf.org/articles/crossculture_ad.htm

2.) *INVISIBLE DISABILITY/DEVELOPMENTAL DISABILITY*

The National Association for the Dually Diagnosed

Dedicated to advancing the mental health and well-being of persons with developmental disabilities, this site offers information, resources, research, and mental health links that may be useful for mental health service providers working with developmentally disabled individuals.

<http://www.thenadd.org/>

3.) *PEOPLE LIVING WITH CHRONIC ILLNESS OR HIV/AIDS*

Children and Chronic Illness

Subcategories: *YOUTH, TOOLS*

This site provides a wealth of resources for service providers and parents of children with chronic illnesses. Resources include recent research, assessment tools for diagnosing depression and other mental health issues in children with chronic illnesses, and tools for fostering the development of resiliency and coping skills.

http://www.athealth.com/Consumer/newsletter/FPN_4_5.html

Mental Health and Cancer

This site discusses the prevalence of anxiety and depression disorders in people living with cancer, the unique needs of this population, and also lists some strategies that mental health service providers can use to aid in the recognition and appropriate diagnosis of mental health problems in people living with cancer.

http://www.peoplelivingwithcancer.org/plwc/MainConstructor/1,1744,12-001021-00_14-00Mental+Health+and+Cancer-00_17-001029-00_21-008,00.asp

Health Resources and Services Administration's (HRSA) HIV/AIDS BUREAU (HAB)

Subcategories: *GAY / BISEXUAL, CHRONIC ILLNESS, RELIGION, SUBSTANCE ABUSE*

HAB is committed to ensuring access to quality HIV health care and related supportive services for persons with HIV/AIDS and their families. Quality care means access to HIV services, information, and materials delivered by competent providers in a manner that factors in the language. Their website provides *HRSA Care Action Issues* you can download, which cover various topics including cultural competences, mental illness, spirituality, Gay/Bisexuality, and multi-lingual resource materials for providers and consumers. HRSA redirects programs that improve the Nation's health by expanding access to comprehensive, quality health care for all Americans.

<http://hab.hrsa.gov/special/culture.htm>

Asian & Pacific Islander Coalition on HIV/AIDS

APICHA is non-profit organization providing HIV/AIDS related services, education, and research to Asian and Pacific Islander Communities in New York City. The organization is well equipped to address inter-related issues, such as ethnicity, culture, cultural competent care, sexual orientation, HIV/AIDS and the overriding mental health concerns.

<http://www.apicha.org/apicha/main.html>

F. POPULATIONS DEFINED BY: RELIGION

Beliefnet

A multi-faith e-community designed to help you meet everyone's own religious and spiritual needs -- in an interesting, captivating and engaging way. They are not affiliated with a particular religion or spiritual movement. This website provides various forms of information pertaining to many religions and spiritual group.

<http://www.beliefnet.com/>

Islam and Psychosomatic Medicine

This site offers day-to-day and general attitudinal ways of maintaining and restoring mental health that are based on the teachings of Islam. May be useful for mental health service providers working with Islamic individuals to familiarize themselves with faith-based concepts of mental health and the maintenance thereof.

<http://www.positive-action.net/al-yusra/psychosomatic.htm>

G. POPULATIONS DEFINED BY: IMMIGRANT/REFUGEE STATUS

Immigrant and Refugees Services of America

The specific page that is referenced in this resource guide provides information and tools in assisting refugees with special health care needs.

http://www.irsa-uscr.org/help_ref/help_ref.cfm#Special

Immigration and Refugee Services of America (IRSA)

IRSA acts to defend human rights, build communities, foster education, promote self-sufficiency, and forge partnerships through an array of programs. Every year IRSA develops and manages education and assistance programs that help refugees resettle in the U.S. These programs help refugees recover from past trauma, gain personal independence and economic self-sufficiency, become contributing members of their new communities, and able participants in all aspects of American life.

<http://www.irsa-uscr.org/index.cfm>

Survivors International (SI)

SI is a multidisciplinary network of professionals and volunteers from the fields of medicine, psychology, social work, public health, human rights and the law. Through this network SI provides necessary services to survivors at minimal or no cost. Survivors International also provides training programs for individuals and agencies working with refugees and immigrants to improve their understanding of the experience of torture and its psychological impact on the person, so that treatment interventions can be optimized.

<http://www.survivorsintl.org/index.html>

The Harvard Program in Refugee Trauma (HPRT)

Subcategories: *TOOLS*

HPRT has spent 25 years caring for the health and mental needs of survivors of mass violence and torture through a combined practice of clinical experience and medical research. Their goal is to bring the advances of modern medical science to those members of our society who in spite of their great suffering have little access to care. This website provides various resources including The Harvard Trauma Questionnaire (HTQ). The HTQ is a checklist written by HPRT, similar in design to the HSCL-25. It inquires about a variety of trauma events, as well as the emotional symptoms considered to be uniquely associated with trauma. Currently there are six versions of this questionnaire available for Vietnamese, Cambodian, Laotian, Japanese, Croatian Bosnian survivors of various traumatic events.

<http://www.hpert-cambridge.org>

EthnoMed

Subcategories: *RACE / ETHNICITY*

Contains information about cultural beliefs, medical issues and other related issues pertinent to the health care of recent immigrants to Seattle or the US, many of whom are refugees fleeing war-torn parts of the world. The objective is to make information about culture, language, health, illness and community resources directly accessible to health care providers who see patients from different ethnic groups. The Clinical Topics Index lists various physical and mental health subject matter.

<http://ethnomed.org/>

Mental Health Issues of Resettled Refugees

This web-link is an article written by Richard Ater, RN, from University of Washington in November 1998 that provides a brief and simple overview of the mental health needs of refugees in United States. It is part of Ethno-Med web-site.

http://ethnomed.org/ethnomed/clin_topics/mental_health.html

Centre for Multi-Cultural Human Services (CMHS)

CMHS is a non-profit agency supported by a grant from the Office of Refugee Resettlement to Immigration and Refugee Services of America. This site provides a broad range of mental health, educational, consulting, training and social services in 27 languages. NAMMH is an organization dedicated to coordinating efforts to meet the mental health needs of refugees and other cultural minorities

<http://www.cmhsweb.org/>

III. NATIONAL MENTAL HEALTH RESOURCES

A. GENERAL REFERENCES AND PROFESSIONAL ORGANIZATIONS

MedWeb: Emory University

This site provides a comprehensive listing of common mental health problems and their definitions. May be useful for program participants who are not directly involved in the provision of services and may be unfamiliar with medical and mental health terminology.

http://170.140.143.146/MedWeb/FMPro?-DB=secondaries.fp3&-Format=Secondary.htm&-Lay=Web&-Max=1000&-Op=eq&Index==Mental Health, Psychiatry, Psychology:*&-Sortfield=Sec&-Token=Mental Health, Psychiatry, Psychology:&-Find

Mental Health: Culture, Race, and Ethnicity

A Supplement to Mental Health: A Report of the Surgeon General DEPARTMENT OF HEALTH AND HUMAN SERVICES U.S. Public Health Service

Subcategories: CULTURAL COMPETENCE, RACE / ETHNICITY

This report is a Supplement to the first ever Surgeon General's Report on Mental Health, (DHHS, 1999), which provided extensive documentation of the scientific advances illuminating our understanding of mental illness and its treatment. This Supplement was undertaken to probe more deeply into mental health disparities affecting racial and ethnic minorities. Drawing on scientific evidence from a wide-ranging body of empirical research, this Supplement has three purposes: 1) To understand better the nature and extent of mental health disparities; 2) To present the evidence on the need for mental health services and the provision of services to meet those needs; and 3) To document promising directions toward the elimination of mental health disparities and the promotion of mental health.

<http://www.surgeongeneral.gov/library/mentalhealth/cre/>

National Institute of Mental Health (NIMH)

Subcategories: MEN, WOMEN, RACE / ETHNICITY

The NIMH is the leading Federal agency for research on mental and behavioral disorders. NIMH is committed to educating the public about mental disorders and has developed many booklets and fact sheets that provide the latest research-based information on these illnesses.

<http://www.nimh.nih.gov/NIMHHome/index.cfm>

APA

Subcategories: RACE / ETHNICITY, OLDER ADULTS

The American Psychiatric Association is a medical specialty society that is recognized world-wide. In its role as the voice and conscience of modern psychiatry, this site provides access to various articles related to the mental health of minority groups, older adults and other marginalized groups.

<http://www.apa.org/>

National Mental Health Association (NMHA)

Subcategories: RACE / ETHNICITY, YOUTH, OLDER ADULTS

NMHA is the country's oldest and largest nonprofit organization addressing all aspects of mental health and mental illness. This website has mental health information on various topics and populations, including older adults and children.

<http://www.nmha.org/>

B. MENTAL HEALTH SERVICES FOR SURVIVORS OF TORTURE

The Center for Victims of Torture (CVT)

CVT works locally, nationally, and internationally to build healing communities where torture survivors feel welcomed, protected and healed. They provide medical, psychological and social services directly to torture survivors, and also provide referrals to other agencies in the community. CVT trains health, education and human services professionals who work with torture survivors and refugees and conducts research on the effects of torture and on effective treatment methods for the psychological and medical correlates of torture.

<http://www.cvt.org/main.php>

The Bellevue/NYU Program for Survivors of Torture

Bellevue Hospital Center and the NYU School of Medicine jointly support this treatment program for survivors of torture. Program personnel make available at least two trainings each month so that physicians, psychologists, lawyers, resettlement workers, students and community members across the country can receive information on the incidence of torture, recognizing and referring torture survivors, and , as appropriate, treating torture survivors. This website also has various informational links pertaining to the health of torture victims.

<http://www.survivorsoftorture.org/survivors/index.html>

IV. GENERAL HEALTH

CDC Office of Minority Health

Subcategories: RACE / ETHNICITY, RELIGION / SPIRITUALITY

The Office of Minority Health works closely with state, tribal and local governments, as well as nonprofit organizations to promote health and quality of life by preventing and controlling the

disproportionate burden of disease, injury and disability among racial and ethnic minority populations. Also available are several publications and resources on minority health and faith based organizations.

<http://www.cdc.gov/omh/AMH/AMH.htm>

MedlinePlus

Subcategories: RACE / ETHNICITY, TOOLS

MedlinePlus is a goldmine of health information from the world's largest medical library, the National Library of Medicine. Health professionals and consumers alike can access this information. MedlinePlus has extensive information from the National Institutes of Health and other trusted sources on over 650 diseases and conditions. There are also lists of hospitals and physicians, a medical encyclopedia, health information in Spanish, and extensive information on prescription and nonprescription drugs.

<http://medlineplus.gov/>

healthfinder® — your guide to reliable health information

Subcategories: MEN, WOMEN, YOUTH, OLDER ADULTS, RACE / ETHNICITY

Developed by the U.S. Department of Health and Human Services, healthfinder® directs you to selected online publications, clearinghouses, databases, web sites, and support and self-help groups, as well as the government agencies and not-for-profit organizations that produce reliable information for the public. The “Just For You” section provides selected health topics organized for men and women, by age from kids to seniors, by race and ethnicity, and for parents, caregivers, health professionals, and others.

<http://www.healthfinder.gov/justforyou/>

Kaiser Family Foundation

Subcategories: RACE / ETHNICITY, LAW/POLICY

This online resource provides coverage of health policy news, debates and discussions. This site provides access to the events, people, information, and research that shape health policy, in addition to various resources on Minority Health.

<http://www.kff.org/>

The Commonwealth Fund

Subcategories: YOUTH, OLDER ADULTS, RACE / ETHNICITY, CULTURAL COMPETENCE, NATIONAL MENTAL HEALTH RESOURCES, LAW/POLICY

The Fund is dedicated to helping people become more informed about their health care, and improving care for vulnerable populations such as children, older adults, low-income families, minority Americans, and the uninsured. The Fund's two national program areas are improving health insurance coverage and access to care and improving the quality of health care services. An international program in health is designed to stimulate innovative policies and practices in the

United States and other industrialized countries. In its own community, New York City, the Fund also makes grants to improve health care.

<http://www.cmwf.org/index.asp>

V. CULTURAL COMPETENCE TOOLS

A. ASSESSMENT INSTRUMENTS

The Intercultural Online Documentation Center

This regularly-updated site contains information on multicultural research, publications, and resources, as well as a wealth of assessment instruments and tools for use with consumers from multiple demographic groups.

<http://www.sietar.de/SIETARproject/Assessments&instruments.html>

Self-Assessment: Tools & Processes to Enhance Cultural and Linguistic Competence

The National Center for Cultural Competence (NCCC) provides tools for organizational and individual assessment. The NCC promotes the idea that assessing attitudes, practices, structures and policies of programs and their personnel is a necessary, effective and systematic way to plan for and incorporate cultural and linguistic competency within organizations in order to design, implement, and evaluate culturally and linguistically competent service delivery systems.

<http://gucchd.georgetown.edu/nccc/index.html>

National Asian American Pacific Islander Mental Health Association (NAAPIMHA)

The NAAPIMHA link listed below provides access to psychosocial assessment measures designed for use with Asian American and Pacific Islander consumers as well as current research relevant to the mental health of these populations.

http://www.naapimha.org/resources/res_research.html

Providing Care to Patients from Culturally and Linguistically Diverse Backgrounds: Guidelines to Practice

This is a reference booklet on linguistic and cultural issues in hospital care. It is designed to inform and guide staff to enhance the quality and cultural sensitivity of health care. The set of guidelines was developed for Queensland Health on the basis of research conducted by the Australian Centre for International & Tropical Health & Nutrition, The University of Queensland, from November 1997 to April 1998. The research and guidelines are based on Australian populations and structures, however some of the information is transferable to other countries, such as United States.

<http://www.health.qld.gov.au/multicultural/guidelines/default.asp>

**Providing Care to Patients from Culturally and Linguistically Diverse Backgrounds:
Guidelines to Practice Checklists for Cultural Assessment**

This a brief guide to interpreting, communication, attitudes and cultural assessments. The document includes tools on using interpreters, communications checklist, cultural assessment, cultural formulation, staff attitudes, discharge planning questions to elicit the client's explanatory model and resource kits. The research and tools are based on Australian populations and structures, however much of the information is transferable to other countries, such as United States.

<http://www.health.qld.gov.au/multicultural/checklists/default.asp>

**Potential Measures/Indicators of Cultural Competence
U.S. Department of Health and Human Services Administration
Office of Minority Health**

The following website is a cultural competency tool that was sponsored by HRSA. The central questions that lead the development of this tool was, "how do we know cultural competence when we see it?" This tool establishes general Indicators of cultural competence in order to advance the ability of health care organizations to recognize and assess cultural competence.

<http://www.hrsa.gov/OMH/cultural/attachment3.htm>

**LGBT in Greater Cleveland: A Report on the Health Needs of the Lesbian, Gay, Bisexual
and Transgender community**

This report raises major concerns about access to health care for the LGBT community. It provides a great amount of information for health care providers on how to work with and service the LGBT community.

<http://www.lgcsc.org/healthassessment/LGBT%20Health%20Assessment.pdf>

**B. RESOURCES PROVIDERS CAN MAKE AVAILABLE TO CONSUMERS
AND TRANSLATORS**

**Glossary of Mental Health Terms for Interpreters and Translators: English, Chinese, Italian,
Spanish and Vietnamese**

Subcategories: TOOLS

This publication was developed for the Queensland Transcultural Mental Health Centre (QTMHC) as a tool to enhance the skills of interpreters who do not have access to mental health training and for those working in regional settings. The mental health terms are translated into English, Chinese, Italian, Spanish and Vietnamese.

http://www.health.qld.gov.au/pahospital/docs/qtmhc/Glossary_1.pdf

Queensland Health Transcultural Mental Health Centre Multilingual Resources

This website based out of Queensland, Australia, contains downloadable mental health-related brochures that are translated into several languages, including Spanish, Italian, Greek, Arabic, Bosnian, Cambodian, Chinese, Polish, Russian, Serbian, Tagalog and Vietnamese.

http://www.health.qld.gov.au/pahospital/qtmhc/multilingual_resources.asp

Hablemos en Confianza

Subcategories: RACE/ETHNICITY, YOUTH, TOOLS, SUBSTANCE ABUSE,

This Hispanic/Latino Initiative was established by the the Substance Abuse and Mental Health Services Administration (SAMHSA), within the US Department of Health and Human Services. This site is a wealth of bilingual resources relevant to the health of Hispanic/Latino Americans. Includes information that will help parents talk to their children about alcohol, tobacco, and illicit drugs. An excellent resource for providers to make available to consumers, Phase I is aimed at parents, children and community leaders, and Phase II is targeted to Latinas ages 9-14 and their mothers and caregivers.

<http://www.soyunica.gov/adults/default.aspx>

Focus Adolescent Services

This site contains information and resources to help and support families of troubled and at-risk teens. This website is for professionals, journalists, youth workers, and students who are interested in learning how to rebuild relationships and reconnect families in positive and loving ways through education, self-awareness, self-help, and personal responsibility.

<http://www.focusas.com/index.html>

The National Transgender Library & Archive (NTL&A)

The NTL&A is committed to the civil rights, health and well being of all members of the transgender community. This site provides an array of information, services, educational materials, advocacy training and an extensive list of links to transgender-related websites and materials that may be useful as a resource for transgender individuals.

<http://www.gender.org/ntgla/index.html>

Garrison-Foster Health & Counseling Center

This site provides links to several web sites on GLBT health and other GLBT issues, many of which will help familiarize service providers with the health care needs of GLBT consumers, and many of which may be useful resources that providers can make available to consumers and their families.

http://www.colby.edu/health.serv/GLBT_Issues.htm

The New York Coalition for Asian American Mental Health

This site offers a wealth of resources available within the five boroughs, including free training sessions for parents and service providers working with children with disabilities, and psychosocial assessment tools for use with Asian American consumers.

<http://www.asianmentalhealth.org/default.asp>

C. MODEL CULTURAL COMPETENCY IMPROVEMENT PROJECTS AND TOOLS

Cultural Competency Methodological and Data Strategies to Assess the Quality of Services in Mental Health Systems of Care

SAMSHA and CMHS contracted with the NYS OMH and the Center to develop and benchmark performance measures of the cultural competency of behavioral healthcare organizations.

http://www.rfmh.org/csipmh/other_cc.pdf

The National Institute on Aging (NIA) Public Service Ads

This site provides access to downloadable and printable community outreach ads directed at improving the utilization of services by older adults. These ads can be used as templates for mental health service providers to design community outreach programming aimed at increasing the usage of mental health services by older adults.

<http://www.nia.nih.gov/health/ads/>

Cultural Competence in Serving Children and Adolescents With Mental Health Problems

This website contains information on how to make services and organizations that serve adolescents with mental health problems more culturally competent. Some useful resources include 'Goals and Principles of Cultural Competence' and 'Tips on Developing Cultural Competence'.

<http://www.athealth.com/Practitioner/particles/culturalcompetence.html>

National Consumer Supporter Technical Assistance Centre A Cultural Competency Toolkit- Ten Grant Sites Share Lessons Learned

This site outlines ten different projects across the United States that are aimed at addressing issues related to diversity in the mental health care system. The sites are pilot sites and may provide some direction for service providers interested in implementing similar projects.

<http://www.ncstac.org/content/culturalcompetency/>

**Integrate: "Cultural Competence in Health Care"
A Report sponsored by The Commonwealth Fund**

This website provides research, findings and recommendations for fostering cultural competence among health care systems and providers, in addition to links of related websites and up-to-date research literature.

<http://www.mgh.harvard.edu/healthpolicy/cchc.html>

**Cultural Competence in Health Care: Emerging Frameworks
and Practical Approaches**

This publication of the Commonwealth Fund may be useful for service providers interested in implementing cultural competence programs and standards.

http://www.cmwf.org/programs/minority/betancourt_culturalcompetence_576.pdf

**Queensland Transcultural Mental Health Centre
Mental Health Promotion Projects**

As part of the Queensland Transcultural Mental Health Centre, The mental health unit works in partnership with other mental health services and services working with culturally and linguistically diverse people in the planning, implementation and evaluation of strategies on promotion, prevention and early intervention for mental health.

http://www.health.qld.gov.au/pahospital/qtmhc/mental_health_promotion.asp

D. DEMOGRAPHICS

**The New York City Department of Planning's Population Division: New York City
Demographic Profiles**

The Population Division's Community District (CD) and Census data provides demographic (e.g., race, ethnicity, sex, age) and socioeconomic data that may be useful in helping providers to better define the cultural composition of a community and to direct outreach and competence-building efforts accordingly.

<http://www.nyc.gov/html/dcp/html/census/popdiv.html>