



## *¡Adelante! Advancing a Network's Cultural Proficiency*

Magellan Health Services is a leading, diversified specialty health care management organization providing behavioral health services. Our Public Sector Solutions Group takes a comprehensive approach to developing culturally responsive networks.

### **Why do we build our Provider Networks around our values of cultural competence?**

We are dedicated to ensuring that children and young people with behavioral health conditions and their families receive effective care with outcomes that support them to successfully participate in all aspects of their lives. Changing community demographics mean we have to ensure we are providing relevant services to individuals and families we serve.

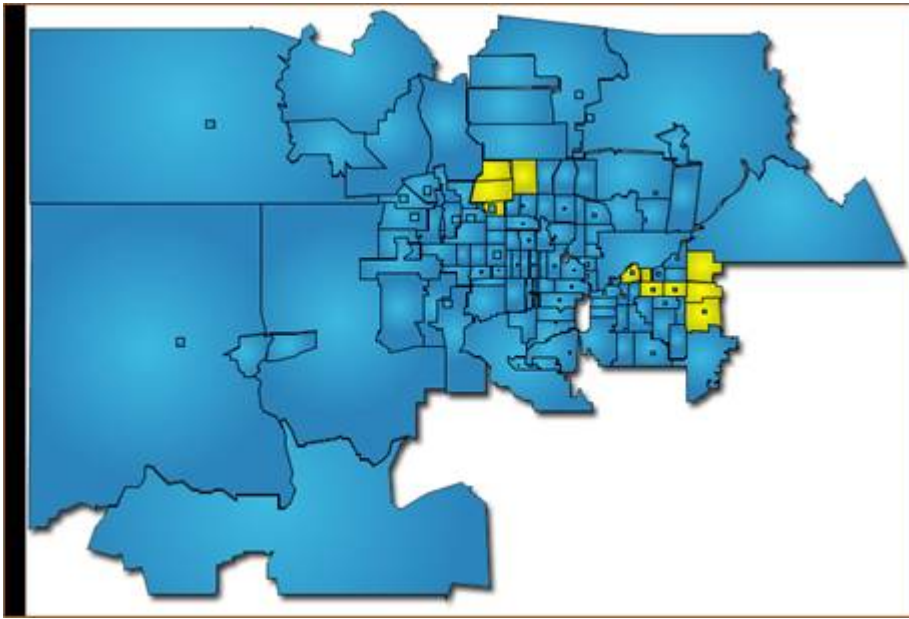
### **Where do we start?**

- √ **By conducting thorough *demographic studies***
- √ **By conducting focus groups of families & youth- both *receiving* & those *eligible* to receive services, to learn about *their cultural, linguistic and service needs***
- √ **By applying an approach that is *principle-driven***
- √ **By keeping our focus on *meaningful outcomes***
- √ **By focusing on *resiliency & recovery***

**We are *Getting Better All the Time*™  
and the people we serve are *helping us do it!***

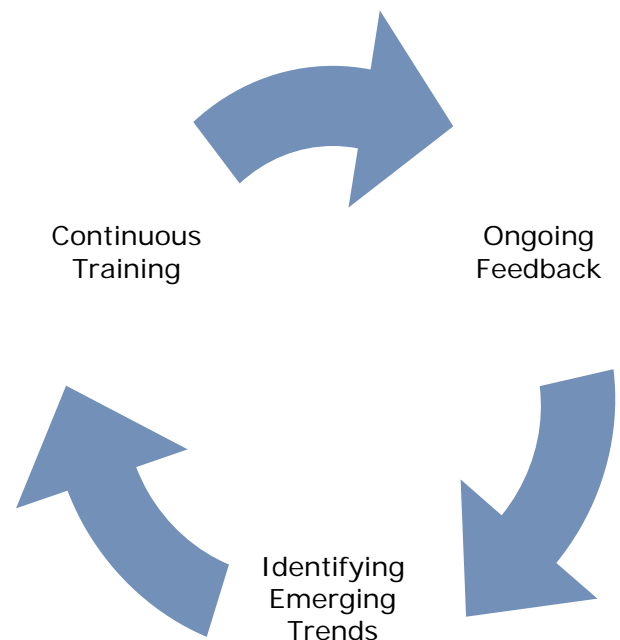
# What resources & tools do we use?

There are multiple resources and tools we utilize to determine service needs.



**Figure 1.** Geo- mapping provides us with evidence of where individuals reside relative to where the services they need are located.

**Figure 2.** Through ongoing feedback from communities we serve, providers, staff, stakeholders, schools, family members we identify emerging trends which is used for identifying programmatic, geographic & linguistic program needs. This dynamic feedback gets translated into training, program, outreach enhancements.



## Culture Counts!

*Meeting unique cultural needs is important to recovery!*

Visit our web site to learn more.

1. <https://www.magellanprovider.com>
2. Click on education
3. Select Cultural Competence from drop down box

Member Education  
Materials  
CEUs & CMEs  
Provider Orientation  
Online Training  
**Cultural Competence**

## Dynamic Services & Systems Tailored for Communities of Color

- Programs are relevant for the individuals & families they serve.
- Targeted training is key component in any system. For providers, individuals, family members, caregivers, staff, stakeholders
- Key components essential for success
  - Language needs are met
  - Outreach & education is targeted to diverse communities
  - Programs & services are accessible
  - Stakeholders from target population must be partners in program design
  - Communication Communication Communication
  - Focus on collaboration
- Maintain a learning environment.
- Utilize non traditional outreach & engagement tactics such as :
  1. cultural 'brokers';
  2. promotoras, as well as
  3. school health officials.

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