

Capacity for Delivering Culturally Competent Mental Health Services in New Mexico: Results of a Statewide Agency Survey

Rafael M. Semansky · Deborah Altschul ·
David Sommerfeld · Richard Hough ·
Cathleen E. Willging

Published online: 27 June 2009
© Springer Science+Business Media, LLC 2009

Erratum to: Adm Policy Ment Health DOI 10.1007/s10488-009-0221-3

The appendix in this article is not in the correct format.
Below please find the corrected version of the appendix.

Appendix: Cultural Competency Questions From Safety-Net Institution Survey

1. In the first year of the reform (July 1, 2005 to June 30, 2006), did behavioral health records include **consumer self-report** data on the following?

Race and Ethnicity	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
Tribe	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
Language	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
Spoken language	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
Written language	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No

The online version of the original article can be found under
doi:[10.1007/s10488-009-0221-3](https://doi.org/10.1007/s10488-009-0221-3).

R. M. Semansky (✉) · R. Hough · C. E. Willging
Behavioral Health Research Center of the Southwest, Pacific
Institute for Research and Evaluation, 612 Encino Place NE,
Albuquerque, NM 87102, USA
e-mail: rsemansky@bhrcs.org

D. Altschul · R. Hough · C. E. Willging
Department of Psychiatry, University of New Mexico,
Albuquerque, NM 87131, USA

D. Sommerfeld
Department of Psychiatry, University of California, San Diego,
CA 92037, USA

2. In the first year of the reform (July 1, 2005 to June 30, 2006), did this agency offer the following culturally competent services:

- | | | |
|---|------------------------------|-----------------------------|
| a. <i>Direct-service clinical</i> staff who speak Spanish | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| b. <i>Administrative support</i> staff who speak Spanish | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| c. <i>Direct-service clinical</i> staff who speak American Indian language(s) | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| d. <i>Administrative support</i> staff who speak American Indian language(s) | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| e. <i>Trained</i> Spanish interpreters | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| f. <i>Trained</i> American Indian interpreters | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| g. <i>Promotoras</i> or tribal health representatives | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| h. Designated services for Hispanics | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| List: _____ | | |
| i. Designated Services for American Indians | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| List: _____ | | |

3. In the first year of the reform (July 1, 2005 to June 30, 2006), did this agency **require** that direct-service staff receive **training** in culturally competent behavioral health services? **Require** means that direct-service staff cannot work at the agency unless they complete the training.

- Yes Go to Q. 3.a
 No Go to Q. 4

a. **If yes**, please indicate the frequency and hours of training required. (**Please check all that apply.**)

- Within the first year of employment _____ hours
 Less than annually _____ hours
 Annually _____ hours

4. In the first year of the reform (July 1, 2005 to June 30, 2006), did this agency **require** that **administrative support staff** receive **training** in culturally and linguistically appropriate behavioral health services? **Require** means that administrative support staff cannot work at the agency unless they complete the training.

- Yes Go to Q. 4.a
 No Go to Q. 5

a. **If yes**, please indicate the frequency and hours of training required. (**Please check all that apply.**)

- Within the first year of employment _____ hours
 Less than annually _____ hours
 Annually _____ hours

5. In the first year of the reform (July 1, 2005 to June 30, 2006), which of the following types of written materials were available in any non-English languages to your adult consumers?

- | | | | | |
|--|--------------------------|-----|--------------------------|----|
| a. Consumer consent forms | <input type="checkbox"/> | Yes | <input type="checkbox"/> | No |
| b. Consumer education materials | <input type="checkbox"/> | Yes | <input type="checkbox"/> | No |
| c. Consumer satisfaction questionnaires/survey | <input type="checkbox"/> | Yes | <input type="checkbox"/> | No |
| d. Grievance/complaint procedures and forms | <input type="checkbox"/> | Yes | <input type="checkbox"/> | No |
| e. HIPAA notice | <input type="checkbox"/> | Yes | <input type="checkbox"/> | No |
| f. In-take forms | <input type="checkbox"/> | Yes | <input type="checkbox"/> | No |
| g. Materials describing services available to consumers | <input type="checkbox"/> | Yes | <input type="checkbox"/> | No |
| h. Materials on how to access and use services | <input type="checkbox"/> | Yes | <input type="checkbox"/> | No |
| i. Notification of language assistance | <input type="checkbox"/> | Yes | <input type="checkbox"/> | No |
| j. Please specify in which languages written materials were available: | | | | |
-

6. In the first year of the reform (July 1, 2005 to June 30, 2006), did this agency conduct a self-assessment of culturally competent-related activities? **A self-assessment is an inventory of an agency's policies, practices, and procedures related to the provision of culturally and linguistically appropriate services in health care. It focuses on the capacities, strengths and weaknesses of the agency in providing such services** (USDHHS, National Standards for Culturally and Linguistically Appropriate Services in Health Care, 2001).

- Yes
 No