

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

Developed by

The National Latino Behavioral Health Workgroup

Funded by

The Center for Mental Health Services  
Substance Abuse and Mental Health Services Administration

and

The Washington Institute for Mental Illness Research and  
Training

Sponsored by

The Western Interstate Commission for Higher Education  
(WICHE)  
Mental Health Program

DECEMBER 1996

This Project is in part supported by a grant to WICHE (TO1SM19326) from the Center for Mental Health Services, Substance Abuse and Mental Health Services Administration, U.S. Department of Health and Human Services and The Washington Institute for Mental Illness Research and Training

# The National Latino Behavioral Health Workgroup

C.H. Hank Balderrama MSW  
Minority Program Administrator  
Mental Health Division  
Washington Department of Human  
Services  
P.O. Box 45320  
Olympia, WA 98504-5320  
Phone: 360-902-0820  
Fax: 360-902-7691

Rose Garduño MS, P/MHNP  
8125 SW Ruby Terrace  
Portland, OR 97219  
Phone: 503-977-3576

Mario Hernandez PhD  
Associate Director  
Children and Families Studies  
Florida Mental Health Institute  
13301 Bruce B Downs Blvd  
Tampa, FL 33612  
Phone: 813-974-4605  
Fax: 813-974-4406

Pablo Hernandez MD  
Hospital Administrator  
Wyoming State Hospital  
PO Box 177  
Evanston, WY 82931-0177  
Phone: 307-789-3464  
Fax: 307-789-5277

Floyd H. Martinez PhD  
Director, Behavioral Health Services  
Multnomah Co Department  
of Community & Family  
421 SW 6th, 7th Fl  
Portland, OR 97204-1618  
Phone: 503-248-5464  
Fax: 503-248-3926

Andrés Julio Pumariéga MD  
**(Chairperson)**  
Professor & Chair  
Department of Psychiatry and  
Behavioral Science  
James H. Quillen College of Medicine  
East Tennessee State University  
Box 70567  
Johnson City, TN 36714-0567  
Phone: 423-439-6334  
Fax: 423-439-7033

Josie T. Romero LCSW  
Consultant

5253 Edenvale Avenue  
San Jose, CA 95136  
Phone: 408-281-3346  
Fax: 408-229-8327

Javier Saenz PhD  
Counseling Associates  
2787 E 4510 S  
Salt Lake City, UT 84117  
Phone: 801-263-7225  
Fax: 801-263-7279

Joseph Torres PhD  
Consultant for Equal Employment  
Opportunity  
Massachusetts Dept of Mental Health  
25 Staniford St  
Boston, MA 02114  
Phone: 617-727-5500 x289  
Fax: 617-727-4350

**Project Officer**

Paul Wohlford, Ph.D.  
Acting Chief  
Human Resources  
Planning & Development Branch  
Center for Mental Health Services  
5600 Fishers Lane, Room 15C-18  
Rockville, MD 20857  
Phone: 301-443-5850  
Fax: 301-594-0091

**Sponsoring Organization**

Western Interstate Commission for  
Higher Education (WICHE), Mental  
Health Program

A. Marie Sanchez, Project Director  
Andrew Keller PhD, Consultant  
PO Box 9752  
Boulder, CO 80301-9752  
Phone: 303-541-0250  
Fax: 303-541-0291

# Table of Contents

Preamble .....	1
<b>I. Guiding Principles .....</b>	<b>3</b>
<b>II. Overall System Guidelines</b>	
Cultural Competence Planning.....	5
Governance .....	8
Benefit Design.....	10
Quality Monitoring and Improvement.....	13
Decision Support and Management Information Systems..	16
Staff Training and Development.....	18
Provider Competencies .....	20
<b>III. Clinical Guidelines</b>	
Access and Service Authorization .....	27
Triage and Assessment.....	29
Care Planning.....	31
Treatment Services.....	33
Case Management .....	36
Linguistic Support .....	38
<b>IV. Glossary</b>	
Glossary	41