

SUMMARY REPORT

CMMC WORLD CAFÉ
2014

CALIFORNIA MHSA MULTICULTURAL COALITION (CMMC)

WORLD CAFÉ | MAY 14, 2014

BACKGROUND On May 14, 2014, the California MHSA Multicultural Coalition (CMMC), a project of the Racial and Ethnic Mental Health Disparities Coalition (REMHDCO), produced its first World Café event, through an agreement with the California Mental Health Services Authority (CalMHSA). This report summarizes the World Café event and provides suggestions for replication locally, as an engagement model to improve the cultural competence of service delivery.

The event provided cultural responsiveness training for CalMHSA partner organizations leading statewide projects on suicide prevention, student mental health, and stigma and discrimination reduction, as well as staff from county departments of mental health. REMHDCO was asked to develop a training that featured the work of the California MHSA Multicultural Coalition (CMMC), a component of the California Reducing Disparities Project (CRDP). After careful consideration, REMHDCO chose to develop a training based on a World Café model for reasons outlined in this report.

The CRDP includes contractors from five major underserved communities in California (the African American, Asian/Pacific Islander, Latino, Native American, and LGBTQ communities). The CMMC was created to be a coalition comprised of representatives not only from these five communities, but also from the other numerous multicultural underserved communities in the state. The members on the CMMC include representatives from the deaf and hard of hearing community; the Muslim community; the senior and older adult community; and other ethnic and cultural communities in addition to the five CRDP contractors.

The communities selected for the World Café were the Russian-speaking and Slavic communities, Middle Eastern communities and Southwest Asian communities. These communities were chosen in part because reports had already been developed by the CMMC to highlight these populations. These reports, as well as fact sheets created specifically for the World Café are included as a part of this Summary Report.

CMMC WORLD CAFÉ EVENT SUMMARY Although written materials, such as reports and toolkits, may provide valuable background information, one of the most important considerations for serving a particular community is building an ongoing relationship with that community. Cultural brokers and cultural competence experts have consistently expressed concern about using a formulaic, cookbook approach to working with any particular community. True understanding and engagement must go beyond asking questions like, “How can I work with people from this community?” or “What type of program should I implement for this community?”

The World Café is an effective engagement model that offers an interactive, interpersonal experience to spur a deeper, richer dialogue within and across cultures. It focuses on active listening and thoughtful dialogue, with an emphasis on building relationships with key community leaders. The model maximizes learning and understanding of the complex components of diverse communities in a holistic, integrated manner.

The World Café adheres to the core values of cultural competence: through dialogue, bridges are built and mutual understanding is fostered to build cultural competence at the local level. By maximizing the learning process through extended dialogue and sharing, the World Café can positively impact the quality of services provided to diverse communities.

The CMMC World Café agenda included three panel presentations in the morning, with one each focused on the Russian-speaking and Slavic, Middle Eastern and Southwest Asian, and Armenian communities. Each panel had 3-4 knowledgeable representatives from their identified community, including cultural brokers, providers, family members, and consumers. The speakers provided helpful information for working with their community, including an overview and history of their immigration to the United States, cultural highlights, and specific community needs. In addition, the presentations were accompanied by comprehensive fact sheets on each of the identified populations, which included demographic and other information to assist participants to serve the communities. In the afternoon, participants rotated through roundtable discussions with each panel of speakers to engage in richer dialogue.

Participant engagement during the World Café was strong. They were active during the roundtable discussions, asking the community experts to expand on their presentations and share additional information on specific mental health related topics, including suicide, stigma, working with family members and the faith community, challenges of new immigrants versus second-generation family members, and family and community acceptance of LGBTQ family members. The discussions that resulted were honest and frank, and focused on understanding culture and building trust between providers and the community. Participants shared that they were committed to engaging in dialogue with community members to improve the delivery of culturally competent services.

PARTICIPANT FEEDBACK

The evaluation forms collected from the participants provided more insights into the benefits of using the World Café model to learn across communities. When asked whether the World Café increased their knowledge of the importance of dialogue and relationship building to improve cultural competence, the participants provided a rating of 4.9 (on a scale of 1 to 5, where 1 = strongly disagree and 5 = strongly agree). When asked if the format of the World Café promoted discussion and interaction, participants also rated it a 4.9.

Participants provided the following quotes when asked, “How does this model compare to tools models for community engagement?”

- *“I really like the format. They speak and then we have a roundtable discussion instead of just Q&A. This was much better.”*
- *“It is a format that allows for real-time direct learning from the source vs. a book or toolkit. It allows for one to ask specific questions and follow ups.”*
- *“It’s a new approach and its quality is better than having webinars or anonymous booklets. It’s emotionally engaging.”*
- *“I like it more than others I’ve participated in...most effective way to learn and have face-to-face conversations.”*

- *“Informational, but on a level that is more personal and centered around specific issues. There is no substitute for personal experience. This type of interaction is much more effective than listening to another webinar or reading another toolkit.”*

When asked, “How do you plan to do things differently in your work moving forward?” participants noted:

- *“This event gave me more wisdom for my work in serving local communities.”*
- *“I plan to learn more about the cultural community I will be working with before I work with them.”*
- *“I would like to incorporate a similar training/event in the different regions for my county mental health department staff and their direct service providers.”*
- *“I plan to change my outreach efforts to better address the needs of my communities.”*

HOSTING A WORLD CAFÉ

Identify audience and communities to highlight. In order to host a World Café event, you must first identify your audience and the community you would like to highlight for further learning. Your audience should be easy to determine: most likely, it will be those providing services, particularly to underserved communities. Identifying the community to highlight might take more consideration: it could be a community that you have identified as being underserved, or one that faces challenges in accessing services. It might be a community that makes up a majority of those in need or services. Or it could be a community or communities facing cross-cultural tension.

Seek out community experts. Once you have identified the communities on which you would like to focus, you will need to seek out the assistance of community experts. Often the best experts to share information are those from the community itself: cultural brokers, health or social service providers, key community leaders, and educators would all make excellent experts and sources of information. Ideally, you should have at least three community experts who can speak as part of a panel, and who might speak to slightly different aspects of the community. You can also identify multiple communities to spotlight, but we recommend no more than three communities to ensure ample time for dialogue and sharing for each.

While the mainstream mental health community would strongly suggest including both an identified consumer/client and a family member in the panel, this may be difficult to achieve in certain racial, ethnic, and cultural communities due to a number of factors. It is more important that the panel have members who are experts and sensitive to the needs of their own community in regards to mental health.

Prepare your community experts. Next, ask your community experts/ family members/consumers if they are comfortable sharing their insights and experiences with a group of service providers. Ask them to address some of the following questions:

- What is important to know about when learning from and engaging with your community?
- What are the prevailing mental health needs and concerns of your community?
- What is important to know about the historical context of your community?
- What are the cultural considerations of this community regarding key mental health issues, including suicide, student mental health needs, and/or stigma and discrimination?

REPORT (CONT.)

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We suggest scheduling one or two conference calls with the speakers, individually at first to ensure that they understand the goal of the event and the audience, and then together so that they can coordinate their presentation and avoid presenting the same information.

Begin with panel presentations. Each community expert will share their remarks as part of a panel presentation for the full group of participants. If you are using multiple panels highlighting different communities, have the next panel follow. Each panel should have about one hour to present. Power point presentations should not be required but can be used, as well as any other creative medium, such as song, music, dance or video.

Engage in further dialogue. The second half of the day should consist of in-depth, informal discussion periods between the panelists and participants. If you have multiple panels, participants should rotate among the panels. If you have just one panel, each of the speakers can lead their own dialogue. There may need to be three dialogues going at the same time, to ensure that every participant has an opportunity to meet with each presenter/panel during the course of the event.

If at all possible, make sure you have separate rooms for each of the dialogues to promote conversation and listening. You should make sure that each dialogue has a table large enough to accommodate one-third of all the participants in conversation. Participants at each table should be allowed to interact for about 45 minutes to an hour with the community representative(s) in a question and answer dialogue. After the initial dialogue, participants should take a short break and switch to another table to dialogue with another speaker/panel. The community representative(s) will remain at their tables. Make sure you take small breaks between dialogues for participants to move around, grab refreshments, and go to the restroom. Repeat until participants have been able to dialogue with each speaker/panel.

Debrief with participants. At the end of the day, reconvene the participants and lead them through a “plus/delta” debriefing to identify what they liked about the training and what they would change. You can also include a more formal evaluation form for participants to complete and return to you before they leave.

The California MHS/MHSA Multicultural Coalition (CMMC) is a project of the Racial and Ethnic Mental Health Disparities Coalition (REMHDCO) and is one of seven partners in the California Reducing Disparities Project (CRDP), funded by the California Department of Public Health, Office of Health Equity. For more information visit www.remhdco.org



The CMMC World Café is a cultural responsiveness training funded by counties through the voter-approved Mental Health Services Act (Prop. 63). It is one of several Prevention and Early Intervention Initiatives implemented by the California Mental Health Services Authority (CalMHSA), an organization of California counties working to improve mental health outcomes for individuals, families and communities. For more information, visit www.calmhsa.org