



## **What is Cultural Competence?**

Cultural competence is the ability to work effectively with people from different ethnic, cultural, political, economic, and religious backgrounds. The Massachusetts Behavioral Health Partnership (MBHP) is committed to cultural competency and aims to improve the access and quality of care received by our diverse group of Members. MBHP trains staff and providers so they are able to provide services with sensitivity, understanding, and respect for the Member's culture.

MBHP is committed to a culturally competent program and aims to establish services that reflect:

- Staff knowledgeable in the primary languages and cultural backgrounds represented by Members;
- Sensitivity of staff members toward the cultural differences of Members;
- Programs that respect and reflect community values and are created by the participation of community groups; and
- Involvement of Members in decision-making of policies and procedures.