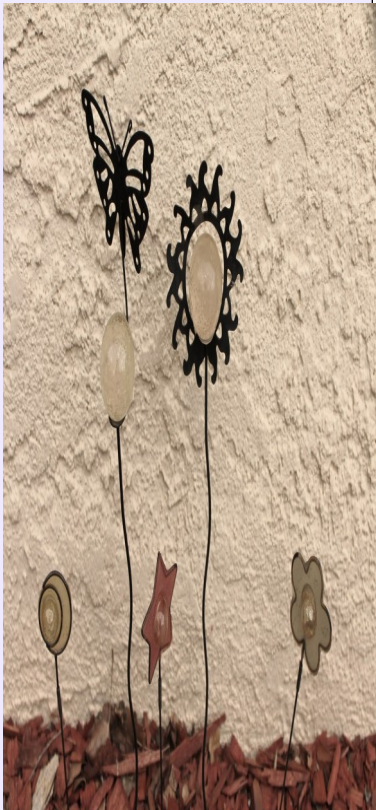


# Client Culture

**Melody Hames** is a Mental Health Peer Support Worker with Behavioral Health Services in the Cultural Communities Wellness Program. She has over a decade of facilitation/trainer experience. She holds a Bachelor of Science degree in business administration and an Associate of Science degree in Early Childhood Education. Melody is a certified trainer of TIS 101, Mental Health First Aid, QPR and an advance level Facilitator for the Wellness and Recovery Action Plan. She is also a Client Culture trainer. As the team lead for the African Heritage community, Melody is an advocate, connects community members to appropriate behavioral health services, is a presenter and speaker, offers workshops and other community events. She adds her own flavor to her work activities to make them enjoyable, memorable, and connecting. Ms. Hames is a creative soul enjoying most things artsy, especially arts and crafts. She has dedicated herself to encouraging, uplifting, and supporting others. "Because of my life's experiences, values, and beliefs, I will do my best to always do my best – to be, give and create beautiful melody."



**This training meets the Annual Client Culture Requirement for BHSD and County Contract Providers per Cultural Competency and Non-discrimination Policy #7500.**

### Course Description:

This course will provide participants with a deeper understanding of how the consumer's mental health, their experience with the mental health system, and the stigma of mental illness has impacted them. Clients bring a set of values, beliefs, and lifestyle as a result of their personal experiences, their mental health challenges, the mental health system, and their own ethnic culture. These personal experiences and beliefs can be used to empower clients to become involved in the following areas: Self-help Programs: Peer Advocacy, Education, Collaboration and partnership in system change, Alternative mental health services, Seeking employment in the mental health system. The educational goal of this training is to ensure that accurate and appropriate clinical decisions are made relative to the consumers' concerns and that appropriate treatment and referral decisions are the result. This course meets the requirements of California Code of Regulations (CCR, Title 9, Chapter 11, Section 1810.410 and Mental Health Directive No: 2009-06). Client Culture training covers the personal experiences of a client, children, adolescents, family members, parents and caregivers. In this training the presenter will provide a formal presentation and lead a panel discussion to explore issues related to client culture. The panel will engage and address participants on culturally sensitive and diverse topics with respect to portrayal of persons with mental challenges.

### Learning Objectives: By the end of this training, participants will:

- Identify 5 personal impact contributing to client culture.
- Identify 4 interpersonal impacts contributing to client culture.
- Identify 4 community impacts contributing to client culture.
- Explain 6 components in the definition of culture.
- Distinguish the difference between culture and client culture with the ability to analyze provider contribution to client culture.

### Target Audience:

County of Santa Clara's Behavioral Health Services and Contract Provider staff.

**Our Trainings are FREE! Register online at <http://sccLearn.sccgov.org>**

- Registration and cancellation close at 9am two working days prior to training. You will be recorded as a No-Show in sccLearn if you don't attend and did not cancel the training.
- CE Certificates will be available to download in sccLearn 2-3 weeks after the training date.
- **If you have questions, need accommodations, or have a grievance, please contact [LPTraining@hhs.sccgov.org](mailto:LPTraining@hhs.sccgov.org).**

County of Santa Clara's Behavioral Health Services Department (CSCBHSD) is approved by the CA Association of Marriage and Family Therapist (CAMFT) to sponsor continuing education for the County of Santa Clara's LMFTs, LCSWs, LPCCs, and/or LEPs. CSCBHSD maintains responsibility for this program/course and its content. This course meets the qualifications for 3.5 hours of continuing education credit for LMFTs, LCSWs, LPCCs, and/or LEPs, as required by the CA Board of Behavioral Sciences (BBS). CAMFT is the BBS recognized approval agency-Provider #131775. CSCBHSD is approved by California Consortium of Addiction Programs and Professionals - Educational Institute (CCAPP-EI), Provider Number 4S-95-305-0423 for 3.5 CEHs. Lunch and scheduled breaks during the training do not count towards continuing education credits.

**Wednesday**

**November 15, 2023**

**12:30 pm - 4:30 pm**

**In-Person @  
Learning Partnership**

**1075 E. Santa Clara Street, 2nd Floor,  
San Jose, CA 95116**