

# Client Culture

**Jennifer Jones** has been the manager of the Consumer Affairs Program in Santa Clara County Behavioral Health Services Department since 2007. She has built Consumer Affairs from the ground up developing several programs and developed the County's Mental Health Peer Support Worker code. She has emerged as a leader through her efforts in developing Peer Support in Santa Clara County. She has done this despite her own personal struggles and lived experience with mental illness. She has been a Client Culture Facilitator since 2011, is a trained WRAP Facilitator, trained in Emotional-CPR (e-CPR), and an Intentional Peer Support (IPS) Trainer. She has a MA in Clinical Psychology, a MSW and is an LCSW.



**Panelists:**  
**Juan Perez**  
**Tirus Ashford**

**Target Audience:**  
**Santa Clara County Behavioral Health Services staff and contracted agencies.**

***This is a mandatory training for all Behavioral health county staff and contract agencies staff once a year.***

**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 purpose 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.

**Course Objectives: By the end of this training, participants will:**

- Demonstrate a higher level of awareness and understanding of client culture.
- Identify the significance of the multilayered complex challenges that clients' experience, through the shared lived experiences.
- Demonstrate better understanding that people with mental health concerns can and do recover and live fulfilling and meaningful productive lives.
- Prepare participants to promote hope to their clients that wellness and recovery is possible.

\*\*\* Santa Clara County Behavioral Health Services Department (SCCBHSD) is approved by the CA Association of Marriage and Family Therapist to sponsor continuing education for Santa Clara County LMFTs, LCSWs, LPCCs, and/or LEPs. SCCBHSD maintains responsibility for this program/course and its content. This course meets the qualifications for 3.5 hours of continuing education for LMFTs, LCSWs, LPCCs, and/or LEPs, as required by the CA Board of Behavioral Sciences. The CA Association of Marriage and Family Therapist is the BBS recognized approval agency-Provider # 131775. SCCBHSD also is approved by CA Consortium of Addiction Programs and Professionals (CCAPP). Lunch and scheduled breaks during the training do not count towards CEU credit.

**Post test will be available immediately after the training and open for only 30 min. Participants must pass the post test with 80% and higher to receive CEU credits.**

\*\*\*Please contact Learning Partnership, if you need accommodations for one of our trainings at LPTrainig@hhs.sccgov.org.

\*\*\*You now can download/print your own CEU Certificates online at sccLearn 3-5 weeks after the training date.

\*\*\*Do you have a Grievance? Please contact Learning Partnership at LPTrain-ing@hhs.sccgov.org.

\*\*\***Zoom link and PowerPoint/Handouts will be emailed to the registrants 1 business day before the training.**

\*\*\*Target Audience: Santa Clara County Behavioral Health Services staff and contracted agencies.

\*\*\*Our Trainings are free. Register online at sccLearn.

\*\*\*Registration deadline is 2 days before the training. No add ons/walk-ins. Please do not share zoom link with others.

**May 2, 2022**

**1:00 pm - 5:00pm**

**Learning Partnership  
LP Zoom**

**Register online at sccLearn**