

Taking Culture Seriously
in Community Mental Health



EVALUATION SURVEY RESULTS



12/4/2009

Research Inspired Mental Health Services Innovation

Contained in this report is a summary of responses to the evaluation surveys distributed at the culminating CURA conference, titled “Research Inspired Mental Health Services Innovation,” held in Waterloo on December 4th, 2009. Of the roughly 140 people in attendance, the survey had a response rate of over 50% (N = 79).

Evaluation Survey Results

RESEARCH INSPIRED MENTAL HEALTH SERVICES INNOVATION

CONFERENCE ATTENDANCE

On December 4th, 2009, CURA Partners hosted a conference in order to celebrate the project's successes and to share the learnings gained during the five years of our CURA. The conference brought together 158 practitioners, community members, academics, funders, and students to deepen the understanding of how to provide culturally effective mental health supports.

A total of 141 people attended the conference, with the following breakdown by stakeholder group overall:

TABLE 1: CONFERENCE ATTENDANCE

Stakeholder Group*	
Practitioners	60 (43%)
Academics/Researchers	20 (14%)
Cultural-Linguistic Community members	52 (37%)
Funders/Policy Makers	6 (4%)
Student	18 (13%)

*some people have been counted in more than one category, which explains why the percentages add up to more than 100%

SURVEY RESPONDENTS

Of the 141 attendees at the conference, 79 completed the evaluation survey, with the following breakdown by stakeholder group being reported:

TABLE 2: SURVEY RESPONDENTS

Stakeholder Group*	
Practitioners	46 (58%)
Academics/Researchers	16 (20%)
Cultural-Linguistic Community members	19 (24%)
Funders/Policy Makers	3 (4%)
Student	11 (14%)
Other	7 (9%)
Missing	1 (1%)

*again, some people have been counted in more than one category, which explains why the percentages add up to more than 100%

When “other” was chosen, two additional groups include *community member* and *consumer*

SUMMARY OF SCALE QUESTIONS

The first part of the survey included a series of scale questions following this introductory statement:

**We are interested in your feedback on this conference.
The goals for the conference were:**

- To deepen our understanding of how to develop more culturally effective mental health policy and practice in Canada

- To share examples of how the mental health system & cultural communities have worked together in promising ways
- To explore ideas for further integrating diversity in mental health policy and practice
- To discuss future actions for all stakeholders to improve mental health policy and practice

TABLE 3: SUMMARY OF SCALE QUESTIONS

Question (4-point scale)	N	mean	st.dv	min	max
To what extent were those goals met	75	3.53	.553	2	4
Overall, how would you rate your conference experience?	79	3.39	.608	2	4
Did you feel you had the opportunity to express your point of view?	77	3.69	.494	2	4
How much did you feel your opinion was respected?	78	3.67	.501	2	4
To what extent did the conference involve range of diverse stakeholder perspectives?	79	3.61	.491	3	4
Did you connect with new people at the conference?	79	3.37	.535	2	4
Were the presentations about current projects clear?	78	3.58	.497	3	4
Were the presentations useful to you?	78	3.46	.618	1	4
Was the theatre presentation useful?	74	3.86	.344	3	4
Were the small and large group discussions useful?	78	3.51	.597	2	4
To what degree do you think the presentations demonstrated a commitment to linking research findings to social action?	76	3.70	.517	2	4
Leaving today, are you clearer about how mental health services and supports could be responsive to multicultural Canada?	77	3.38	.689	1	4

FREQUENCY OUTPUT: SCALE QUESTIONS

Listed below here is a frequency breakdown for each question in Table 3.

TABLE 4: TO WHAT EXTENT WERE THESE GOALS MET

	Frequency	Percent
A little	2	2.5
Somewhat	31	39.2
A great deal	42	53.2
Total	75	94.9
Missing	4	5.1
Total	79	100.0

TABLE 5: OVERALL, HOW WOULD YOU RATE YOUR CONFERENCE EXPERIENCE?

	Frequency	Percent
Average	5	6.3
Good	38	48.1
Excellent	36	45.6
Total	79	100.0

TABLE 6: DID YOU FEEL YOU HAD THE OPPORTUNITY TO EXPRESS YOUR POINT OF VIEW?

	Frequency	Percent
A little	1	1.3
Somewhat	22	27.8
A great deal	54	68.4
Total	77	97.5
Missing	2	2.5
Total	79	100.0

TABLE 7: HOW MUCH DID YOU FEEL YOUR OPINION WAS RESPECTED?

	Frequency	Percent
A little	1	1.3
Somewhat	24	30.4
A great deal	53	67.1
Total	78	98.7
Missing	1	1.3
Total	79	100.0

TABLE 8: TO WHAT EXTENT DID THE CONFERENCE INVOLVE RANGE OF DIVERSE STAKEHOLDER PERSPECTIVES?

	Frequency	Percent
Somewhat	31	39.2
A great deal	48	60.8
Total	79	100.0

TABLE 9: DID YOU CONNECT WITH NEW PEOPLE AT THE CONFERENCE?

	Frequency	Percent
A little	2	2.5
Somewhat	46	58.2
A great deal	31	39.2
Total	79	100.0

TABLE 10: WERE THE PRESENTATIONS ABOUT CURRENT PROJECTS CLEAR?

	Frequency	Percent
Reasonably clear	33	41.8
Very clear	45	57.0
Total	78	98.7
Missing	1	1.3
Total	79	100.0

TABLE 11: WERE THE PRESENTATIONS USEFUL TO YOU?

	Frequency	Percent
Not at all	1	1.3
A little	2	2.5
Somewhat	35	44.3
A great deal	40	50.6
Total	78	98.7
Missing	1	1.3
Total	79	100.0

TABLE 12: WAS THE THEATRE PRESENTATION USEFUL?

	Frequency	Percent
Somewhat	10	12.7
A great deal	64	81.0
Total	74	93.7
Missing	5	6.3
Total	79	100.0

TABLE 13: WERE THE SMALL AND LARGE GROUP DISCUSSIONS USEFUL?

	Frequency	Percent
A little	4	5.1
Somewhat	30	38.0
A great deal	44	55.7
Total	78	98.7
Missing	1	1.3
Total	79	100.0

TABLE 14: TO WHAT DEGREE DO YOU THINK THE PRESENTATIONS DEMONSTRATED A COMMITMENT TO LINKING RESEARCH FINDINGS TO SOCIAL ACTION?

	Frequency	Percent
A little	2	2.5
Somewhat	19	24.1
A great deal	55	69.6
Total	76	96.2
Missing	3	3.8
Total	79	100.0

TABLE 15: LEAVING TODAY, ARE YOU CLEARER ABOUT HOW MENTAL HEALTH SERVICES AND SUPPORTS COULD BE RESPONSIVE TO MULTICULTURAL CANADA?

	Frequency	Percent
Less clear	1	1.3
About the same	6	7.6
Somewhat clear	33	41.8
Much clearer	37	46.8
Total	77	97.5
Missing	2	2.5
Total	79	100.0

OPEN-ENDED QUESTIONS

The second part of the evaluation survey consisted of a series of open-ended questions, asking participants for feedback and comments. Contained here is a selection of the responses received.

FIGURE 1: "COMMENTS"

I would like to see more excellent conferences like this.

The conference has further strengthened my understanding of mental health.

Everything is done properly thank you for the valuable and nice and beneficial conference.

It's a matter of Equality; however, the conference did not drive home this point to service providers.

Are we moving in the right direction when we open doors for new people but forget to respect the people who were born in this country. Some comment that were made today about one panel not be diverse enough are worrisome. Does that person realize how

different each experience of all the “white” people are? We can’t forget those stories only to supplant them with new ones.
Thank you To CURA/Community Based Research + all Community leaders.
A wonderful experience
Theatre presentation fantastic (MT Space): wonderful input, expression, alternative way to express ideas.
would have liked to see more people with lived experience
Very well organized; opportunities to network produced greater energy to carry change forward.
Overall was a good presentation.
The positive energy that seems to come from the intention of the work.
Great to see the conference was very action oriented!
There is more to do!
Overall good
Amazing experience.
Most of these ideas I have heard before.
Good cross-section of players and presenters.
Some goals met; not a great deal of information specific to policy development. Enjoyed the theatre presentation. More clear connections between research and policy and program development.
Overall good
Is very important that the Navigator reached all the diverse people, because they can meet their needs in the future, give a good community in both side.
Well done! Thank-you!
I appreciated the community conference fee and the parking pass and lunch and snacks and the well -run conference.

The theatre presentation summed up the five years beautifully. Also the table discussions - good sharing of ideas and experiences.

FIGURE 2: WHICH ASPECT OF YOUR CONFERENCE EXPERIENCE WAS MOST MEANINGFUL FOR YOU, AND WHY?

The strengthening mental health in cultural linguistic communities and Dr. McKenzie's speech were meaningful to me.

Incorporating ethnic/linguistic communities into the mental health system.

Theatre and panel c

Panel c and closing remarks

Presentation by the very good speaker and they raise a good point.

conversations w others hearing about implementation of projects.

The presentation of the key speaker.

Kwame's endnotes; pm panel + discussions

Variety or perspectives

1. presentations. 2. The beginning & not the end. 3. The opening remarks

Dr. Kwame McKenzie & his message of Hope

Meeting new people, working in small groups.

Hearing about specific projects aimed at cultural sensitivity

connecting w/ new people; discussion

Learning about projects especially Waterloo/Punjabi Centre

getting informed of what is happening in the region I live

Bring all diversified communities & agency together in the same table

Theatre group

very well done = conversations were very useful = as always thoughtful preparation by CCBR
The keynote and panel presentation; MT space
Connecting and re-connecting to people in our community and other communities - hear their ideas and activities.
Small group discussions - brought ideas/approaches to a very local level
Small group discussion - networking; recognizing values/ideas about MH are more similar than different.
Theatre
Group work
Small group discussions; plenary
The final speaker motivating in that this is the beginning (not end) of change
The discussions as it allowed us to share ideas
Guest / panel speakers
The last panel; especially the approaches taken by the Punjabi program in Brampton
Panel presentations
Small group discussions & Kwame
skit
The brainstorming opportunities that allowed conversations between service providers, community members & policy makers. Making connections with others to focus on achieving a common goal.
The theatre: brought forward my own experience as a child of immigrants: helped me to connect experientially to newcomers experience
It was helpful to hear about some specific programs that have been successfully implemented.
Hearing about the purpose of CURA - and hearing about the projects. Incredibly

organized conference.
Discussions, experiences and actions (Talk albeit and put into action)
The emphasis on community collaboration.
Looking at how programs presented could be applied to our existing programs.
The research material.
Panel presentations re: projects; displays
Small group discussions; networking
Learning from colleagues from all sectors.
The discussion groups.
Developing an action strategy to suggest to CURA.
The small group discussions
cultural aspect
The speeches.
Kwame McKenzie, panel discussions, theatre production.
The theatre part, because it personalized the issue.
Learning about the projects first hand.
Enjoyed the "From the Margins to the Core" section.
Dr. McKenzie's address
Learning about the projects.
Keynote speaker, panels & theatre were all good as were the table discussions. I liked how the discussions were introduced to the larger group.
Share my perspective.

FIGURE 3: WHAT COULD HAVE BEEN DONE BETTER AT THE CONFERENCE?

Nothing. Everything was excellent and well done
Everything went like clockwork.
Going into deeper discussion on strategies for cultural/ethnic communities
Diversity of the promotion panel & little bit more information about the projects. Also it would have been great for the language that panellists used to match CURA's language "sensitivity" is not the most pressing issue.
Discussion group because we share ideas.
Have representatives from Dept of Health
It was great.
More health funders presence/voice
More sense of who was here - who the participants are. Appealing to participants from more geographic locations.
more policy makers present
none
Change make up of table discussion groups
Institutional change strategies
This was a fairly good conference
Great job
More detail + time on the projects
Nothing. It was well organized, interesting, well-paced.
All good
everything was great!
Some concrete examples counselling survivors of trauma

handouts or overheads
Diversifying tables, (knowledge/ethnic)
A keynote speaker. Dr. Kwame MacKenzie should have been placed in the morning as a keynote speaker
More evidence shown on research findings of the funded projects - not just briefly discussed (visual representation).
I think I was a little surprised by the content. It felt like a day of 'brainstorming' which I wasn't expecting. I thought I would take away some more specific strategies I could implement.
More resources to share (eg. articles available)
more diversity on the panels
Could have been a little shorter.
It remained excellent.
I think more of the research findings should have been brought into the discussion to help us get beyond generalities.
More chance to network with others.
As mentioned previously, practical ideas for taking research into policy and program development.
Clearer instructions for feedback at tables.
Superbly done!
It was very well-run.
Taking what's been learned and moving it forward across more communities and the country.

FIGURE 4: WHAT DO YOU SEE AS THE MOST IMPORTANT NEXT STEPS IN DEVELOPING MORE CULTURALLY EFFECTIVE MENTAL HEALTH POLICY AND PRACTICE IN CANADA?

Educating the professionals in mental health organizations to become more culturally competence.
Breaking down barriers
Legislation; lobbying
Lobbying with government to revamp mental health money and distribute it differently & unify the system & integrate it.
Barriers to be removed - structural & organizational
Make sure to sustain and maintain this success and continue
More collaboration between services + funding practices - more linkage sbetween adult + children mental health systems
see diversity as a mainstream issue
Continue to work at grassroots while also doing advocacy.
advocacy
clear mandate from LHIN & Funds to accompany that commitment
Lobbying for MANDATED cultural diversity policies which must be followed by mental health programs + service.
-dissemination of research data - more research - advocacy of adopting better practices
more cultural effective mental health
Impressing on LHINS importance of diversity work particularly, the needs of ethno linguistic communities
last speaker - great hope
getting more communities involved.
Encourage more ethnic communities to participate such on the Vietnamese

Actively promoting leaders mobilizing change workshop NOW in all 14 locations and then, follow up, follow up, and follow up with new training modules + tools to support the "top down" structural + policy change.
continue dissemination & practice focus --> make best practice about lots of practice everywhere & evaluate
Action at all levels
Involvement of diverse communities in mental health work and decision meeting.
Mainstream agencies/services networking and sharing resources in a more meaningful way.
Continued awareness + action + collaboration.
Meet again in 2-3 years and discuss progress.
Have education within mainstream organizations to all levels from board of directors down
Including leaders from diverse populations in the highest levels eg. LHINS & community networks
Involving communities, no matter what it takes
Incorporating the insightful feedback into the final document as it will strengthen the document.
Collaboration with service workers; pressure on government to change policies; make resources more available in realistic, practical ways.
Collaboration between main stream services with ethno/cultural agencies.
Provide input for managers/leaders of service providers and community groups. (I understand January has a day)
Lobby province and commission
Having everyone change inclusion policies within their agencies - having these conversations with co-workers & managers.
On one hand; more flexibility on the part of funders. On the other hand, more grass roots

work that is not necessarily dependent on government funding.
To have LHIN make this a priority to ensure accountability of individual agencies.
More workshops and training available for implementing this.
Making it a part of funder strategic plans to make service providers more accountable.
Get funding to sustain and improve the existing services.
Engaging all stakeholders to move forward.
Ensure agencies that receive millions of dollars to support culturally diverse groups interact with mental health agencies, policy, and practice (i.e. SISO)
Work of mental health commission - but they must hear all groups. Must be requirements for equitable and accessible care.
More opportunities for various stakeholders to communicate.
Making the system accountable - laws!
Have a plan. Seize opportunities and continue to collaborate.
Buy-in and understanding. Few people outside mental health service providers, researchers, clinicians and people with lived experience really know or understand much about mental health regardless of culture, status, aor position in society, even the 'mai
strategic planning and advocacy.
Building networks and momentum that can be used to break into mainstream health care organizations and policies.
Convince community and government organizations on CURA findings.
Keep the research going.
Developing and advocating for practical large scale change in service.
CURA report to move ahead.
Collaborative work with educators (med schools) and funders.
A move towards provision of culturally sensitive services without differentiating them.

Putting all the great knowledge and understanding into policy.
Implementing some of the ideas that were discussed at the conference and from the five years.
Raise awareness between MH community and cultural communities of collaborative.

FIGURE 5: ANY OTHER COMMENTS OR SUGGESTIONS?

Keep up the good job.
Would like to hear follow-up activities that come out of this conference.
Take all the action and policies come as lead back from the discussion groups and located at the wall.
Thx
Great work! many Thanks
Good pace to conference - good change up of sessions
media/press release/ where are they?
Good job!
Well organized + great panel presentation discussion groups
just to recall/remember that the mosaic includes all of moving forward together
John Lord was a wonderful facilitator.
Great work guys!
More time for networking
A job well done. CURA, the partnership and the researchers will be missed.
Thanks!
It was a great seminar overall.

email these to all participants.

Thank you for all your hard work. It ran very smoothly.

Very well organized and CURA is doing a very good job.

Well done!

Thank-you.

Thank-you for a great day!

Overall good.

Excellent food - thanks.

Enjoyed Dr. McKenzie's presentation / key note. Quite engaging for end of the day!

A good start.

Website: use to create future collaboration to extend efforts beyond CURA. Need action.