

Cultural Competency Plans & Quality Improvement



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Cultural Competence

“Developing cultural competence is an ongoing process that **begins** with cultural awareness and a commitment to understanding the role that culture plays in behavioral health services.”

Substance Abuse and Mental Health Services Administration: Improving Cultural Competence

New Employee Orientation (NEO):

- Introduction to Federal and State Guidelines
- Agency Commitment to Cultural Proficiency
- What are health disparities and how do they apply to your work?
- Reviewing the Cultural Competency Plan

Cultural Competence: NEO

Influences on overall health include the availability of and access to:

- High-quality education
- Nutritious food
- Decent and safe housing
- Affordable, reliable public transportation
- **Culturally sensitive health care providers**
- Health insurance
- Clean water and non-polluted air

Health disparity is defined as “a particular type of health difference that is closely linked with social, economic, and/or environmental disadvantage.

Health disparities adversely affect **groups of people who have systematically experienced greater obstacles to health** based on their racial or ethnic group; religion; socioeconomic status; gender; age; mental health; cognitive, sensory, or physical disability; sexual orientation or gender identity; geographic location; or other **characteristics historically linked to discrimination or exclusion.**”

Cultural Competence: NEO

Department of Health Care Services established eight Cultural Competence Plan Criterion using National Standards For Culturally and Linguistically Appropriate Services in Health Care (CLAS).

The **National CLAS Standards** are a set of 15 action steps intended to *advance health equity, improve quality, and help eliminate health care disparities* by providing a blueprint for individuals and health and health care organizations to implement culturally and linguistically appropriate services.



Cultural Competence: NEO

These eight Criterion are a mechanism to examine where counties lie on the scale of cultural competence.

An assessment portion of the Cultural Competence Plan will identify areas the county may need resources, supports, and leverage to support its efforts in operationalizing cultural competence.

The 2010 Cultural Competency Plan Requirements criteria were developed to incorporate eight domains that cover a system in its entirety:

- CRITERION 1: Commitment to Cultural Competence
- CRITERION 2: Updated Assessment of Service Needs
- CRITERION 3: Strategies and Efforts for Reducing Racial, Ethnic, Cultural, and Linguistic Mental Health Disparities
- CRITERION 4: Client/Family Member/Community Committee: Integration of the Committee within the County Mental Health System
- CRITERION 5: Culturally Competent Training Activities
- CRITERION 6: County's Commitment to Growing a Multicultural Workforce: Hiring and Retaining Culturally and Linguistically Competent Staff
- CRITERION 7: Language Capacity
- CRITERION 8: Adaptation of Services

Organizational Assessment

Culture is both within our awareness and outside of our awareness. Our understanding of our own culture and cultures other than our own will impact how we interact with people not of our culture. Limited understanding can lead us to making mistaken assumptions or judgments and placing expectations that might not be clear to the other person.

Cultural competence requires agency leaders to make an ongoing commitment to fact-finding in order to determine whether individuals of diverse backgrounds are served fairly and capably by their agencies.

The “change” comes as a result of the development and implementation of responses and strategies that comes as a result of your learning from the assessment.

Organizational Assessment

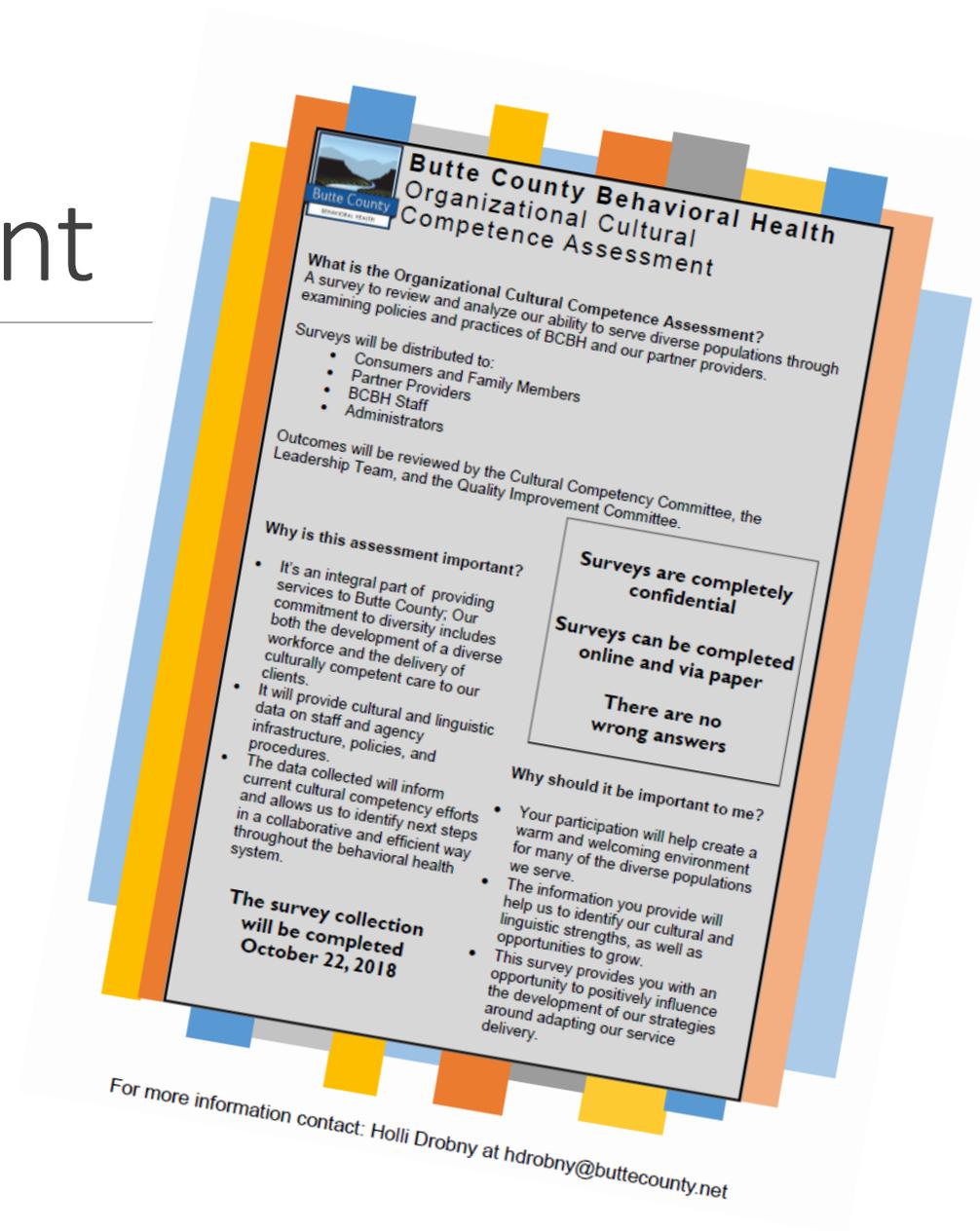
Greenbook Initiative from El Paso County, Colorado

- Domestic Violence and Child Maltreatment Cases
- Greenbook: Cultural Competency Committee

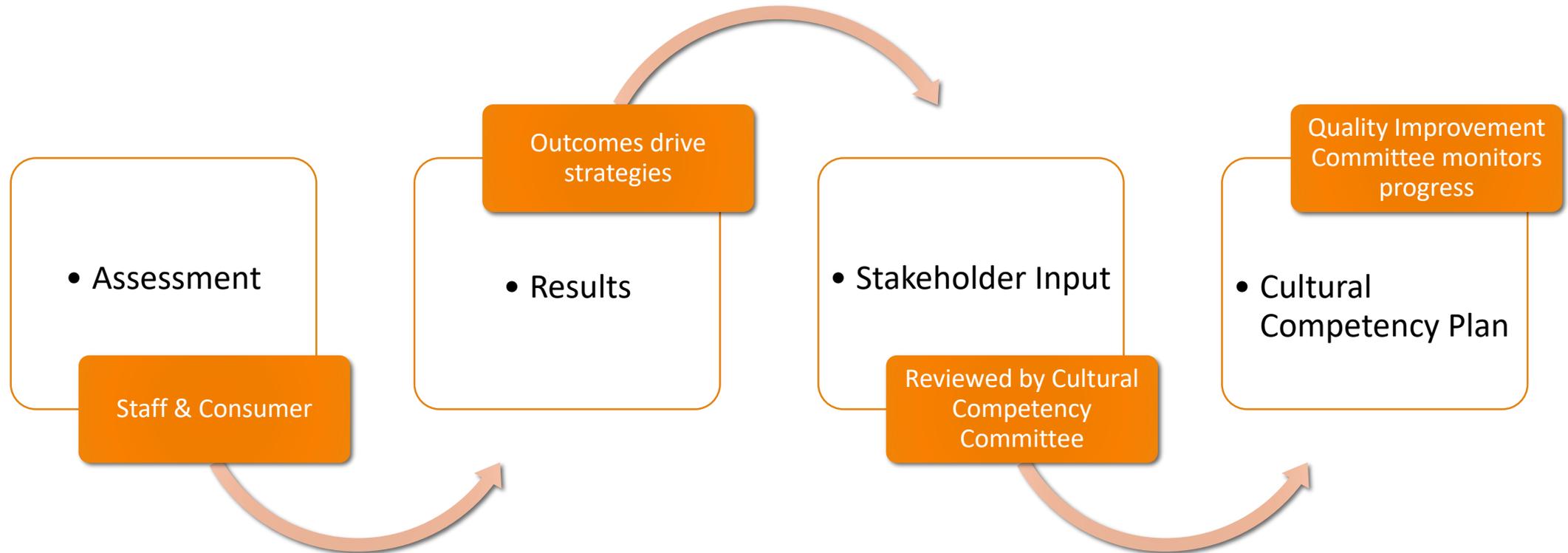
https://www.thegreenbook.info/documents/El_Paso_toolkit.pdf

Organizational Assessment Toolkit

- A guide for implementation planning
- Communication materials
- Assessment tools
 - Staff
 - Consumer
- Document Review
- Facilities Checklist



Organizational Assessment



Overarching Strategies

FY 19/20- FY 22/23

- Increase number of bilingual, bicultural staff.
- Strengthen the procedure surrounding analyzation of staff demographics.
- Strengthen bilingual certification, training and support.
- Increase cultural training and education opportunities to department staff.

Next Organizational Assessment in FY 21/22



Thank you

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