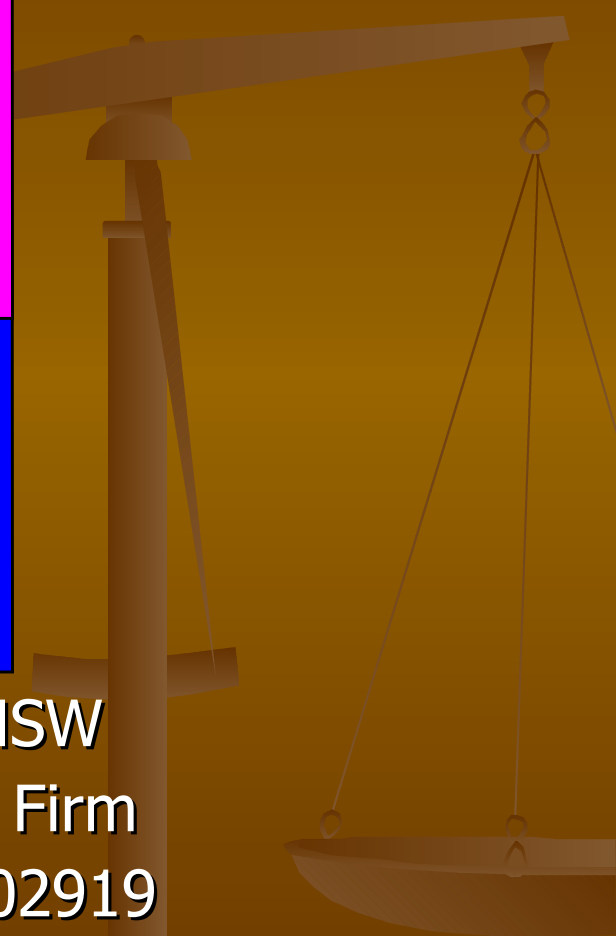
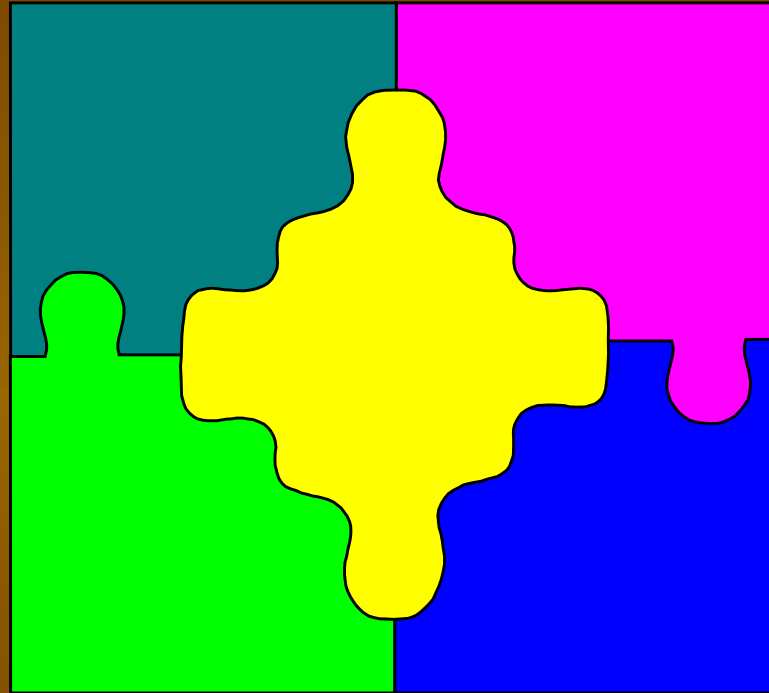
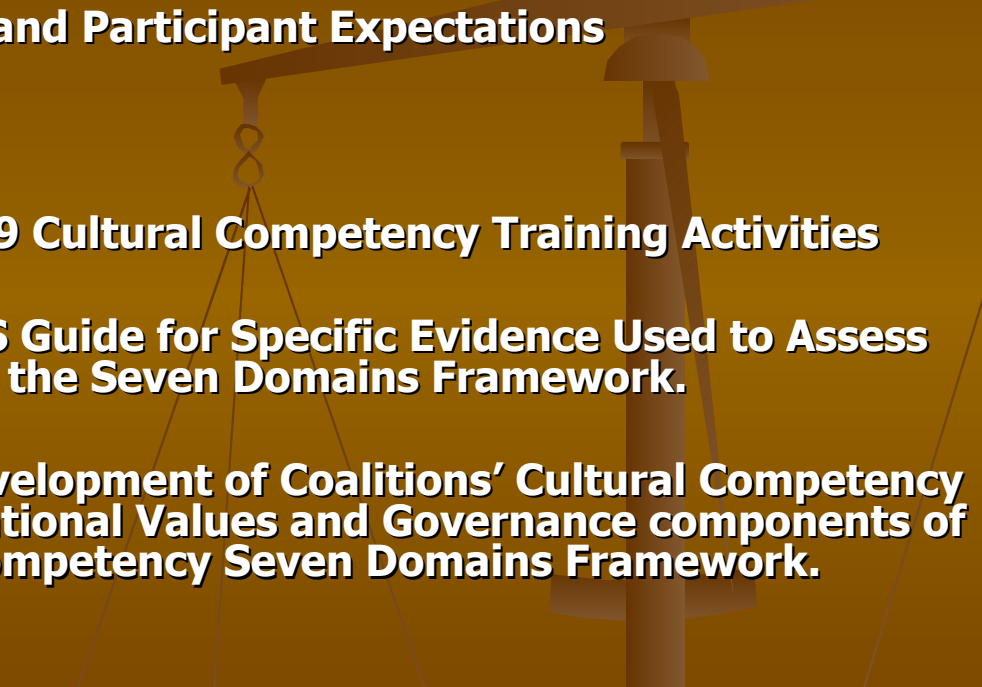


Vermont Department of Health SIG/SPF Cultural Competency Training Session III



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Vermont Department of Health SIG/SPF Cultural Competency Training Session III Agenda: May 12, 2009

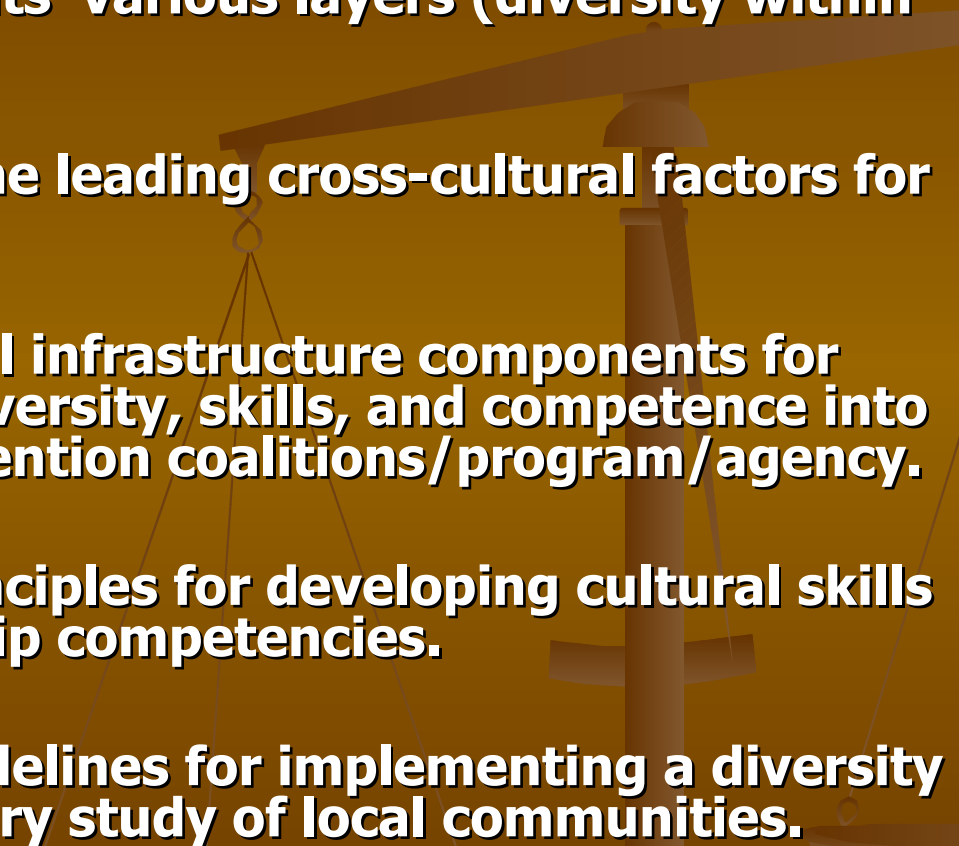
- **Overview of Training Goals and Participant Expectations**
 - **Cultural Icebreaker Activity**
 - **Brief Overview of 2008-2009 Cultural Competency Training Activities**
 - **Introduction to HRSA/DHHS Guide for Specific Evidence Used to Assess Cultural Competency within the Seven Domains Framework.**
 - **SIG/SPF Group Activity: Development of Coalitions' Cultural Competency Plan related to the Organizational Values and Governance components of the HRSA/DHHS Cultural Competency Seven Domains Framework.**
 - **Wrap up and evaluations**
- 

TRAINING GOALS

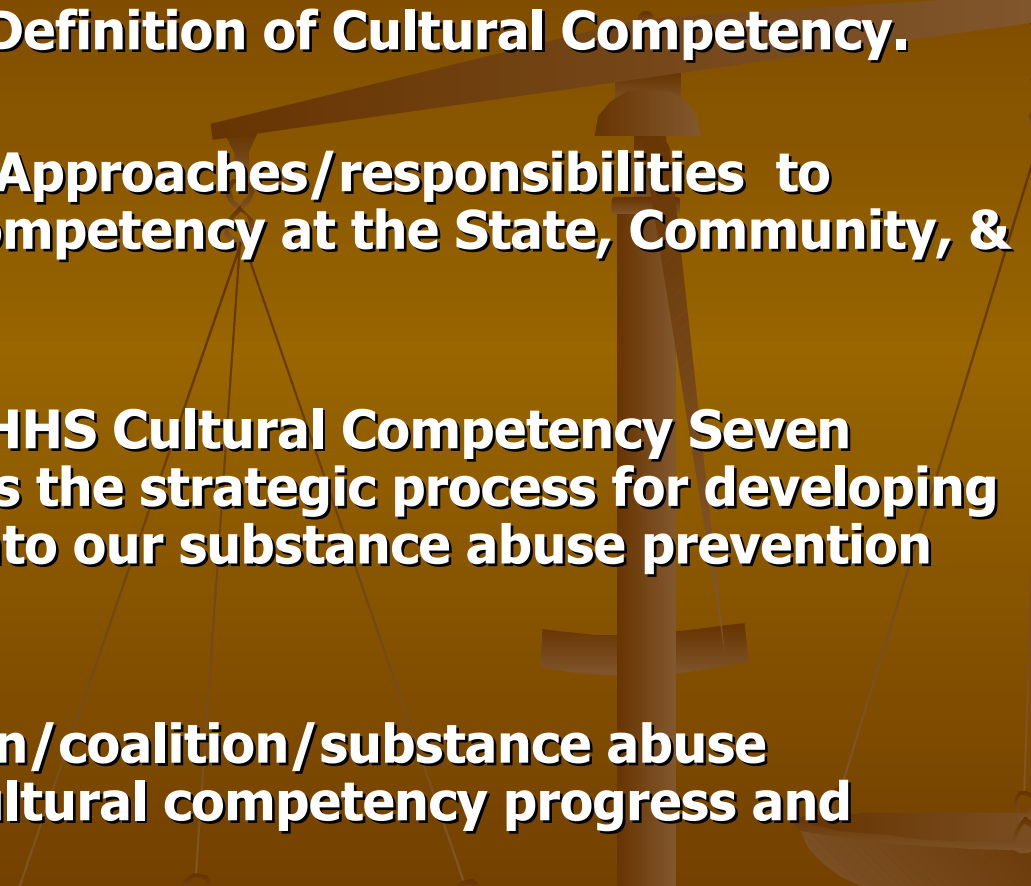


- **Overview of the 2008-2009 Cultural Competency Training Program for the SIG/SPF Grantee's.**
- **Introduction to HRSA/DHHS Guide for Specific Evidence Used to Assess Cultural Competency within the Seven Domains Framework.**
- **Development of Coalitions' Cultural Competency Strategic Plan related to Organizational Values and Governance components of the HRSA/DHHS Cultural Competency Seven Domains Framework.**

Overview: 2008-2009 Cultural Competency Training Program for the SIG/SPF Grantee's

- **Defined diversity and its' various layers (diversity within cultures).**
 - **Recognized some of the leading cross-cultural factors for miscommunication.**
 - **Identify organizational infrastructure components for integrating cultural diversity, skills, and competence into substance abuse prevention coalitions/program/agency.**
 - **Discussed guiding principles for developing cultural skills and diversity leadership competencies.**
 - **Reviewed general guidelines for implementing a diversity assessment/exploratory study of local communities.**
- 

Overview: 2008-2009 Cultural Competency Training Program for the SIG/SPF Grantee's Continued

- **Adopted HRSA/DHHS Definition of Cultural Competency.**
 - **Reviewed CSAP Three Approaches/responsibilities to integrating Cultural Competency at the State, Community, & Program levels.**
 - **Incorporated HRSA/DHHS Cultural Competency Seven Domains Framework as the strategic process for developing cultural competency into our substance abuse prevention programs.**
 - **Assess our organization/coalition/substance abuse prevention program cultural competency progress and challenges.**
- 

CSAP Definitions of Cultural Competency

- "...A set of academic and a set of interpersonal skills that allow individuals to increase their understanding and appreciation of cultural differences and similarities within, among and in between groups.
- "requires a willingness and ability to draw on community-based values, traditions and customs, and to work with knowledgeable persons of and from the community in developing focused interventions, communications and other supports." Orlandi, et a.(1992)

CSAP Definitions of Cultural Competency Continued

- "...the attainment of knowledge, skills and attitudes, to enable administrators and practitioners within systems of care to provide for diverse populations.
- This includes an understanding of that group's or members' language, beliefs, norms, and values, as well as socioeconomic and political factors that may have significant impact on their well-being and incorporating those variables into assessment and treatment." (CSAP 1993)

HRSA/DHHS Seven Domains of the Cultural Competency Framework

Organizational Values: An organization's perspective and attitudes with respect to the worth and importance of cultural competence and its commitment to provide culturally competent care.

Governance: The goal-setting, policy-making, and other oversight vehicles an organization uses to help ensure the delivery of culturally competent care.

Planning and Monitoring/Evaluation: The mechanisms and processes used for: a) long and short-term policy, programmatic, and operational cultural competence planning that is informed by external and internal consumers; and b) the systems and activities needed to proactively track and assess an organization's level of cultural competence.

HRSA/DHHS Seven Domains of the Cultural Competency Framework



Communication: The exchange of information between the organization/providers and the clients/population, and internally among staff, in ways that promote cultural competence.

Staff Development: A organization's effort to ensure staff and other service providers have the requisite attitudes, knowledge and skills for delivering culturally competent services.

Organizational Infrastructure: The organizational resources required to deliver or facilitate delivery of culturally competent services.

Services/Interventions: An organization's delivery or facilitation of clinical, public health, and health related services in a culturally competent manner.


Organizational Values Domain

Organizational Values: An organization's perspective and attitudes with respect to the worth and importance of cultural competence and its commitment to provide culturally competent care.

Focus Areas:

- Leadership, Investment and documentation
- Information/Data relevant to Cultural Competence
- Organizational Flexibility

Organizational Values Domain

Focus Areas	Structure Process	Structure Process	Output
<p>Leadership, Investment and documentation</p>	<ul style="list-style-type: none"> ▪ Individual/s at executive level with responsibility for implementing/ monitoring cultural competence ▪ Team/committees of mid-and high level staff responsible for coordinating cultural competence (and diversity) activities ▪ Funding related to cultural competencies activities 		<ul style="list-style-type: none"> ▪ Overall investment in cultural competence ▪ Mission statement addresses cultural competence ▪ Strategic plan addresses cultural competence, including a cultural competence plan ▪ Program plans address cultural competence ▪ Staff awareness/ acceptance regarding contents of relevant plans ▪ Client/community awareness regarding contents of relevant plans ▪ Materials expressing the organization's commitment to cultural competence

Organizational Values Domain

Focus Areas	Structure Process	Structure Process	Output
Information/Data Relevant to Cultural Competence	<ul style="list-style-type: none"> ▪Mechanism for collection of cultural competence-related information/data (client-and population level) ▪Mechanism for appropriate dissemination of culture competence-related information/data 	<ul style="list-style-type: none"> ▪Conducts regular organizational self-assessments regarding cultural competence ▪Require/facilitates regular individual provider assessments ▪Obtains regular client-level cultural competence-related information ▪Conducts regular community needs assessments ▪Evaluate cultural competence-related activities 	<ul style="list-style-type: none"> ▪Flow and feedback of cultural competence related information/data for use in policy, program, operations, and prevention and treatment planning

Organizational Values Domain

Focus Areas	Structure Process	Structure Process	Output
Organizational Flexibility		-Systematic and ongoing examination and use of information/ data relevant to cultural competence	-Administrative and service delivery adaptations tailored to population in service areas, including adaptations to improve access to care

Governance Domain



Governance: The goal-setting, policy-making, and other oversight vehicles an organization uses to help ensure the delivery of culturally competent care.

Focus Areas:

- Community Involvement and Accountability
- Board Development
- Policies

Governance Domain

Focus Areas	Structure Process	Structure Process	Output
Community Involvement and Accountability	<ul style="list-style-type: none">▪Diverse governing body or policy influencing group, with representatives from groups served▪Community advisory committee (s), representatives of the groups served	<ul style="list-style-type: none">▪Community participants are provided financial and other supports for their involvement on governing board and advisory committees	<ul style="list-style-type: none">▪Percentage and retention of community members on governing body and advisory committees▪Reports to stakeholders on cultural competence activities/issues
Board Development		<ul style="list-style-type: none">▪Has ongoing education of governing body regarding cultural competence	

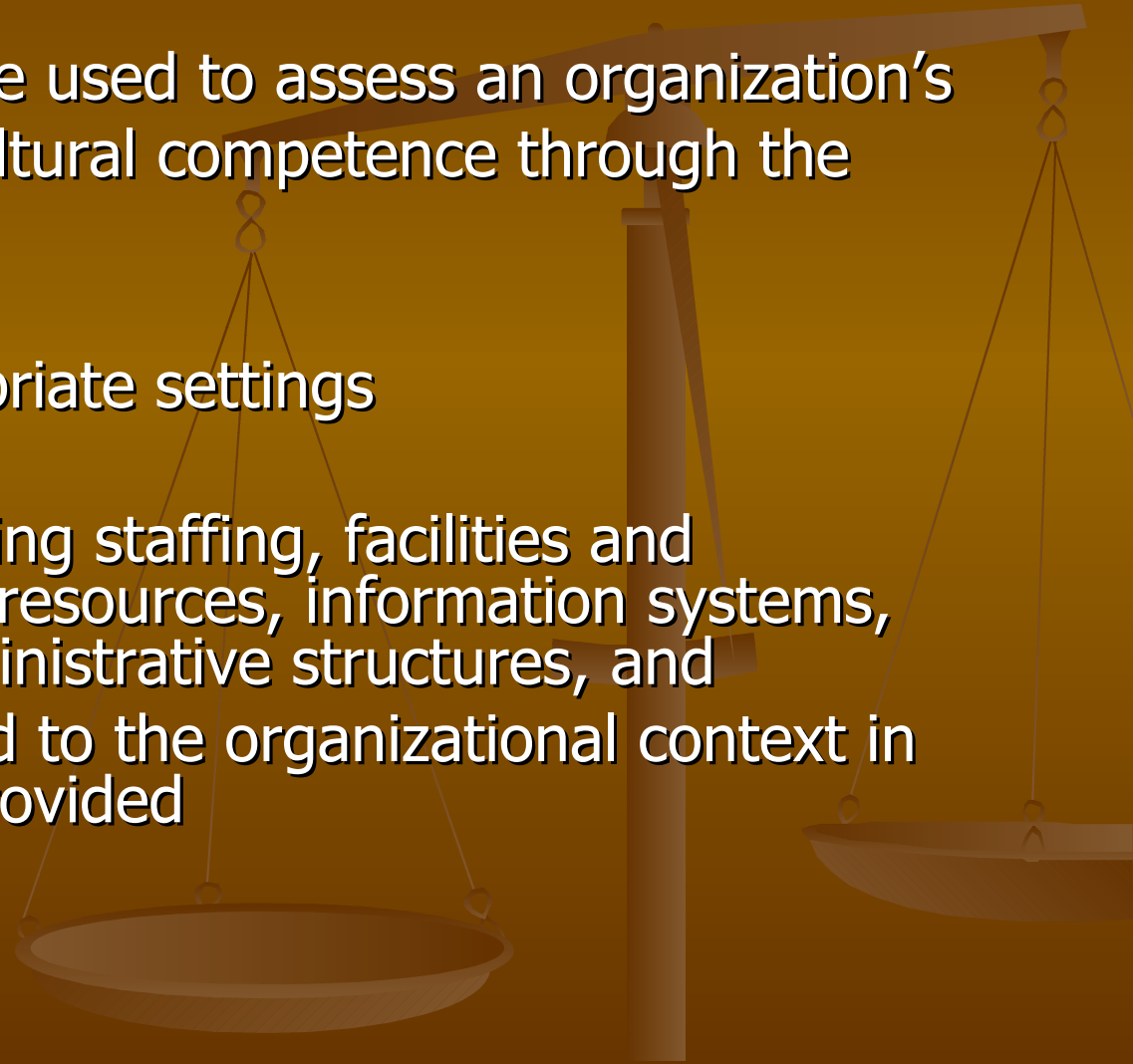
Governance Domain

Focus Areas	Structure Process	Structure Process	Output
Policies			<ul style="list-style-type: none">· Formal cultural competence-related policies exist regarding:· personnel recruitment/retention· training/staff development· language access/communication· cultural competence-related grievances/complaints· Community/client input

HRSA/DHHS Specific Evidence to be used in Assessing Cultural Competence

Structure Indicators: are used to assess an organization's capability to support cultural competence through the following:

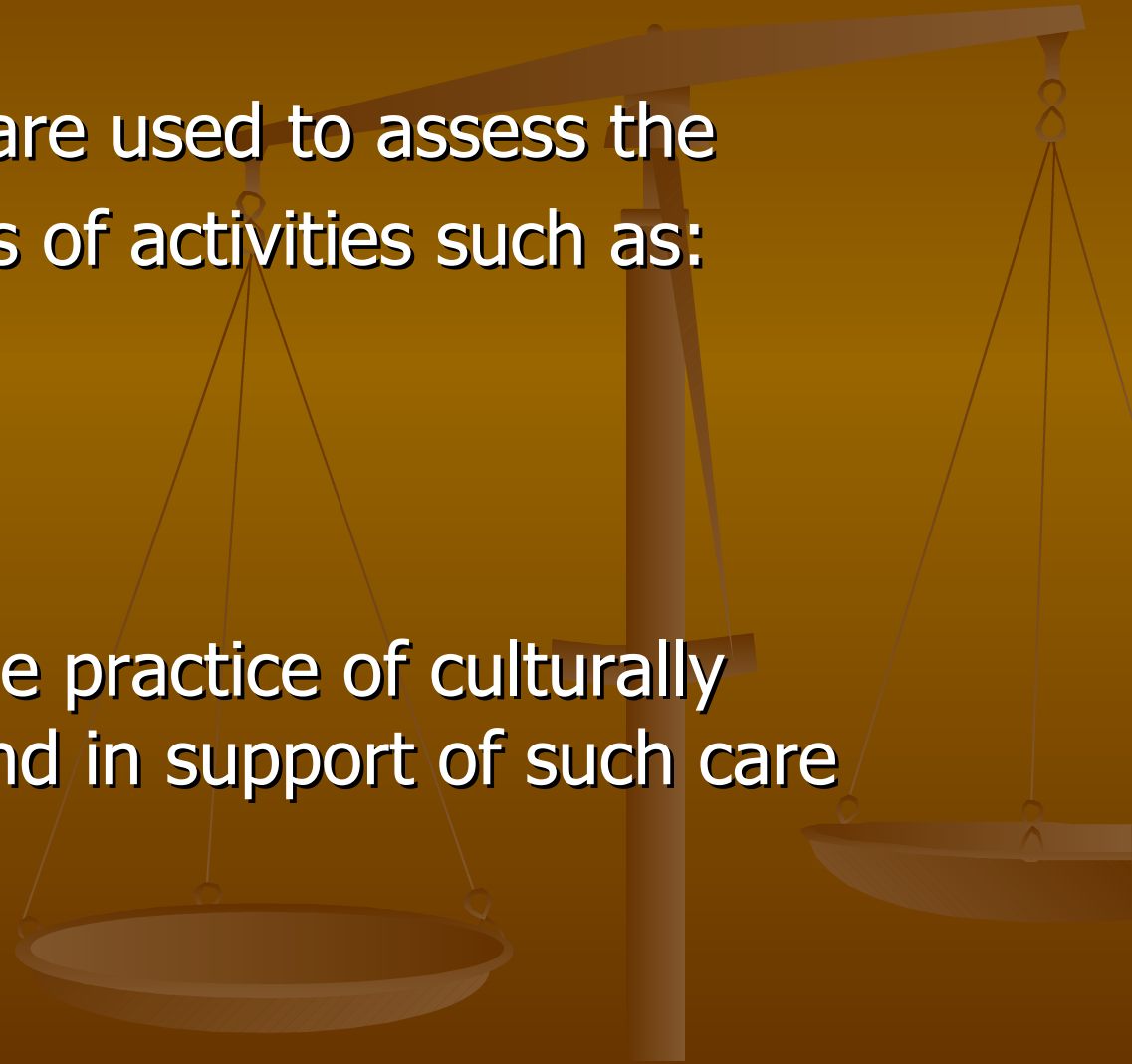
- adequate and appropriate settings
- instrumentalities,
- infrastructure, including staffing, facilities and equipment, financial resources, information systems, governance and administrative structures, and
- other features related to the organizational context in which services are provided



HRSA/DHHS Specific Evidence to be used in Assessing Cultural Competence

Process Indicators: are used to assess the content and qualities of activities such as:

- procedures
- methods and
- interventions in the practice of culturally competent care and in support of such care



HRSA/DHHS Specific Evidence to be used in Assessing Cultural Competence

Outcome Indicators: are used to assess immediate results of cultural competence thru the following:

- policies
- procedures and
- services that can lead to achieving the positive outcomes

Source: HRSA/DHHS Indicators of Cultural Competence in Health Care Delivery Organizations: An Organizational Cultural Competence Assessment Profile by Lewin Group, Inc., April 2002

HRSA/DHHS Specific Evidence to be used in Assessing Cultural Competence

Intermediate Outcome Indicators: are used to assess the contribution of cultural competence to the achievement of intermediate objectives relating to

- the provision of care
- the response to care and
- the results of care

Source: HRSA/DHHS Indicators of Cultural Competence in Health Care Delivery Organizations: An Organizational Cultural Competence Assessment Profile by Lewin Group, Inc., April 2002

