

Cultural and Linguistic Competency (CLC) Pilot Project Program

Introductory Webinar

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July 18, 2019

Agenda



Call to Order



Welcome & Introductions



Overview of the Pilot 3.0 Project



Round Robin



Next Steps



Questions



Adjournment

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Culturally
Competent
System of
Care
Acknowledges
Importance
of...



Culture



Assessment of cross-cultural interactions



Vigilance toward the dynamics resulting from cultural differences



Expansion of cultural knowledge



Adaptation to meet culturally unique needs

What is Cultural Competence?

Individual Cultural Competence: The state of being capable of functioning effectively in the context of cultural differences.

Organizational Cultural Competence: A set of congruent behaviors, attitudes, and policies that come together in a system, agency, or among professionals and enable that system, agency, or those professionals to work effectively in cross-cultural situations.

Culturally Competent Mental Health Care: Will rely on historical experiences of prejudice, discrimination, racism, and other culture-specific beliefs about health or illness, culturally unique symptoms and interventions with each cultural group to inform treatment.



Ongoing Cultural Competence

- Cultural **competence** clearly implies the ability to take action, adapt and function in a different environment
- It is a **commitment** to a developmental process - not a “check box” that you either have or do not have
- Elements should be integrated into all aspects of program, policy and services and not viewed as a separate component

What is Linguistic Competence?



The capacity of an organization and its personnel to communicate effectively, and convey information in a manner that is easily understood by diverse audiences including persons of limited English proficiency, those who have low literacy skills or are not literate, and individuals with disabilities.

(Goode & Jones, 2006).

Pilot Background

- 7 Counties
- Each phase of the project aims to: (1) heighten awareness, (2) influence attitudes toward practice and (3) motivate the development of knowledge and skills to incorporate cultural and linguistic competence into the county's system of care. The pilot project phases include:
 - Conducting a CLC Assessment
 - Developing a CLC Plan
 - Implementing an Action Item from the County CLC Plan

Phase 1: CLC Assessment

The first phase of the pilot project will address three aspects of the assessment process:

- Preparing the CLC Assessment and CLC Advisory committee/team.
- Assessing the Diversity of youth and families served and county demographics.
- Identifying Gaps, Determining Priorities, and Briefing County Leadership Team.

Planning for culturally and linguistically appropriate services begins with an awareness of the increasing diversity within a County.

- Selecting the CLC advisory committee/team.
- Educating the committee/staff about CLC.
- Including the youth and family perspective. This will help ensure that the critical information needed is collected and that staff member/committee has the background to make appropriate decisions as the CLC plan is developed.

Phase 2: CLC Plan

The CLCPs developed by selected pilot counties contain examples of specific tasks and responsibilities within six critical CLC domains:

governance and organizational infrastructure	services and supports	planning and continuous quality improvement	collaboration	communication and	workforce development.
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The pursuit of cultural and linguistic competence is a developmental process.

Implementation of CLCP Action Item

Phase 3 of the project will support the implementation of one of the listed CLCP Action Items developed by each of the pilot counties.

Generally, these action items may fall within three areas of concentration for improving CLC:

Providing Linguistic Services (oral and written).

Improving Cultural Competence.

Developing a Diverse Workforce.

Identify the following parameters: (1) participant organizations; (2) Roles; (3) Action Steps; (4) Time Frame; (5) Person(s) responsible; and (6) benchmarks.



Pilot Project
Successes
York County

Project	Description
Piloted an Audit and Assessment of a System Partner	The SOC worked in collaboration with the JCC to audit and assess the cultural and linguistic competency of the internal and external interactions with youth, family, staff and other system partners.

Pilot Project Successes Montgomery County

Project	Description
Development of CLC Community Stakeholder Survey	Excellent tool to engage stakeholders, assess resources/ needs, and share information
CLC Community Forum	Great platform for communication, recruitment, and development of recommendations
CLC training	Continued education and awareness of CLC

Northumberland County

Pilot Project
Successes

Project	Description
Stakeholder development	Educational system, family and youth representation on the CLC subcommittee
Resource Development	Grab and go resources for staff related to varying cultures within the county
Training	Basic Spanish training for front line staff



Pilot Project
Successes
York County

Project	Description
Culture of Poverty Simulation	The SOC: <ul style="list-style-type: none">• Developed Partnership with York College• Recruiting families to participate as vendors• Review pre- and post-assessments to measure attitudes, feelings, and beliefs• Opportunity to get first-hand feedback from professional facilitators

Wayne County

Project	Description
CLC Training	The SOC and Wayne CLC Committee worked in collaboration with PA Care CLC Coordinator to develop a training for various staff and administrators that included local demographic data analysis.

Luzerne County

Project	Description
Trainings (In-Person with Video Documenting)	The SOC worked in collaboration with YFTI and PA Care Partnership Coordinator to develop three (3) in-person trainings for various levels of staff and video recorded them for future mandatory HR trainings for new hires.

Crawford County

Project	Description
Train-the-Trainer Program	The CLC Committee is working with PA Care Partnership CLC Coordinator to develop a train-the-trainer program recognizing the unique geography of their county systems and that bringing in trainers with CLC expertise can be very difficult.

Reasons for Participating in the Pilot



Provided opportunity to brainstorm with other experts on how to set-up our pilot program



Had an opportunity to receive assistance from the PA SOC



Gain a greater understanding of our county's cultural diversity



Enhance our organizational knowledge of CLC



Understand our individual and organizational commitments to CLC principles and practices across youth, family, and system partners



Desire to implement change throughout the systems

Why Should Others Invest in CLC?

Increases respect and mutual understanding

Decreases unwanted surprises that might slow progress

Helps overcome fear of mistakes or conflicts therefore, people will feel more comfortable in general and less likely to feel the urge to look over their shoulders to be sure they are being “appropriate” in majority terms.

CLC strengthens systems, agencies and communities.

More individuals can access the services they need and are eligible for when system partners are able to understand the individual’s values, culture and language.

CLC is a tremendous learning experience.

Round Robin

Where are you currently with your CLC work?

What do you hope to achieve through your participation in the Pilot?

Next Meeting

Availability

Frequency

- Introductory Meeting – July 18, 2019 at 3PM
- Applications Due – August 2, 2019 by 5PM
- Phase 1 – Meeting 1
- Phase 1 – Meeting 2
- Phase 2 – Meeting 1
- Phase 2 – Meeting 2
- Budget and Mini-Grant Applications Due
- Phase 3 – Meeting 1
- Phase 3 – Meeting 2
- Implementation of Action Item
- Phase 3 – Meeting 3
- County Collaborative Meeting – Presentation on Pilot Project
- Final Report on Best Practices
- Learning Institute Presentation 2020

Q&A?

Thank You!



**Cultural competence
and linguistic competence
are a life's journey ...
not a destination**

Safe travels!



Thank You

- Please contact Kelsey Leonard, CLC Coordinator for the Pennsylvania Care Partnership at leonardkt@upmc.edu with any questions, comments and/or for additional resources.