# Cultural and Linguistic Competency (CLC) Pilot Project Program

Introductory Webinar
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Competence Coordinator
July 18, 2019

#### Agenda



**Call to Order** 



**Welcome & Introductions** 



**Overview of the Pilot 3.0 Project** 



**Round Robin** 



**Next Steps** 



Questions



Adjournment

Kelsey Leonard



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#### Culturally Competent System of Care Acknowledges Importance



#### 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?

<u>Individual Cultural Competence</u>: 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.



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.





#### **Project**

Piloted an
Audit and
Assessment of
a System
Partner

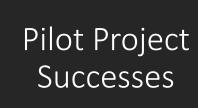
#### **Description**

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**



Project	Description				
Stakeholder	Educational	system,	family	and	youth
development	representatio	n on the CL	.C subcom	mittee	
Resource	Grab and go r	esources fo	or staff rel	ated to	varying
Development	cultures withi	n the count	ty		
Training	Basic Spanish	training for	front line	staff	



Project	Description
Culture of Poverty Simulation	<ul> <li>The SOC:</li> <li>Developed Partnership with York College</li> <li>Recruiting families to participate as vendors</li> <li>Review pre- and post-assessments to measure attitudes, feelings, and beliefs</li> <li>Opportunity to get first-hand feedback from professional facilitators</li> </ul>

#### Wayne County

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

#### Crawford County

Project	Description
Train-the-Trainer	The CLC Committee is working with PA Care Partnership CLC
Program	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 setup 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

Thank You!

Q&A?



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

Safe travels!



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