

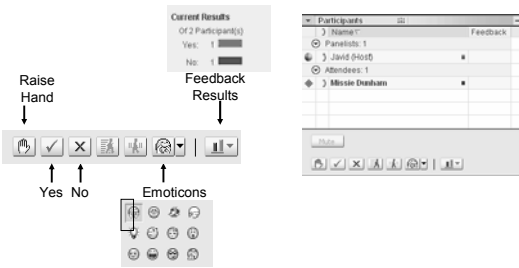
Responding to the Linguistic and Cultural Needs of Family PACT Clients

June 10, 2010

Veronica Estrella Murillo, MPH
California Family Health Council, Inc.

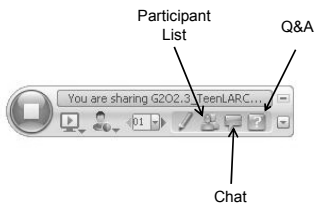
Presented by:
California Department of Public Health
Office of Family Planning (OFP)

Tools you can use – Feedback Toolbar



Floating Toolbar

- Use the floating toolbar to communicate in today's session.



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Q&A

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1. Evaluation Form
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Objectives

As a result of this training, you will be able to:

- ▶ Describe the Linguistic and Cultural Competency Program Standard.
- ▶ List four aspects of your services that affect your responsiveness to the cultural needs of your clients.
- ▶ Identify two resources for enhancing your level of cultural responsiveness.

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Family PACT Program Standard C

Linguistic and Cultural Competence Standard

1. All services shall be provided in a culturally sensitive manner and communicated in a language understood by the client.
2. All print and audiovisual materials shall be appropriate for the client's language and literacy level.

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Define "Culture"

Brainstorm of key words:

Nationality Religions Beliefs Year Immigrated
 Race Education
 Richness Values Rural Practices
 Adults Behaviors Dynamic Country of Origin
 Traditions Differences Children Norms
 Respect Attitudes Men Literacy Level
 Honor Teens Urban Socio-Economic
 # of years in US Women Sexual Orientation

Define "Culture"

Words not commonly used:

Nationality Religions Beliefs Year Immigrated
 Race Education
 Richness Values Rural Practices
 Adults Behaviors Dynamic Country of Origin
 Traditions Differences Children Norms
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Define "Culture"

Words that can easily stereotype:

Nationality Religions Beliefs Year Immigrated
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Define “Linguistic”

Language used to communicate:

- ▶ Preferred Language
- ▶ Use of Interpreters
- ▶ Reading Level
- ▶ Health Literacy
- ▶ Provider’s Culture

Define “Competence”

Responsiveness to clients’ needs:

- ▶ On-going
- ▶ Process
- ▶ Lifetime Learning

Defining “Linguistic and Cultural Competence”

Ability of Family PACT providers to:

- ▶ Understand
- ▶ Respond
- ▶ Recognize & Address
 - ▶ Health Behaviors
 - ▶ Values
 - ▶ Practices
 - ▶ Attitudes
 - ▶ Beliefs

Defining “Linguistic and Cultural Competence”

Two types:

- ▶ Individual Competence
- ▶ Organizational Competence

Benefits

Staff members will:

- ▶ Communicate better with clients
- ▶ See improved health outcomes and client adherence to health advice

Benefits

Your clients will:

- ▶ Find your services respectful of their beliefs and values
- ▶ Feel comfortable coming to you for their health care
- ▶ Return to your site and recommend it to others in their community

Family PACT Providers

Are encouraged to:

- ▶ Ensure services are compatible with cultural beliefs and language
- ▶ Offer language assistance services
- ▶ Recruit staff and board members who reflect client population
- ▶ Support ongoing staff training

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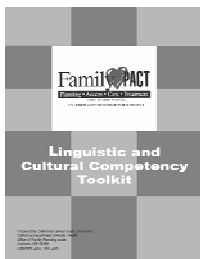
Family PACT Providers

Are also encouraged to:

- ▶ Provide easy-to-read client education materials
- ▶ Partner with community organizations
- ▶ Include cultural and linguistic competence in strategic planning
- ▶ Post signs in the languages commonly served

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Linguistic and Cultural Competency Toolkit



<http://www.familypact.org/en/Providers/CulturalCompetency.aspx>

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Locating the Toolkit

<http://www.familyfact.org/en/home.aspx>

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Locating the Toolkit

<http://www.familyfact.org/en/Providers/CulturalCompetency.aspx>

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Toolkit Contents

- ▶ Prepare for the process
- ▶ Administer the survey
- ▶ Tabulate results
- ▶ Develop strategic plan
- ▶ Use resources

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Self-Assessment Survey

Reviews four key areas:

- ▶ Training and Staff Development
- ▶ Agency Capacities
- ▶ Health Education
- ▶ Administrative Issues

*CLAS standards – <http://minorityhealth.hhs.gov/>

Self-Assessment Survey

Survey is intended for:

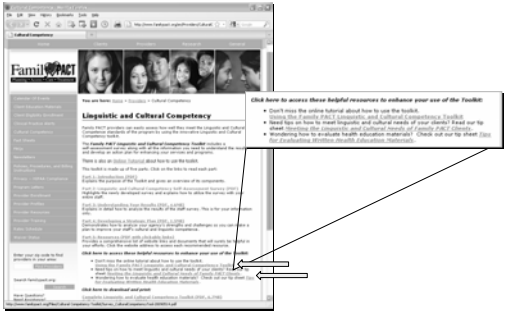
- ▶ Front Office Staff
- ▶ Back Office Staff
- ▶ Counselors & Educators
- ▶ Clinical & Nursing Staff
- ▶ Administrators
- ▶ Board Members

Cultural Competency Resources

Available at: www.familypact.org

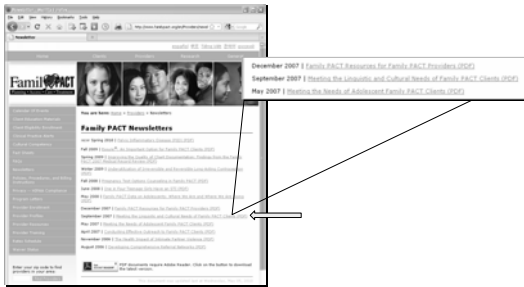
- ▶ Linguistic and Cultural Competency Toolkit
- ▶ Online Tutorial on how to use the Toolkit
- ▶ Tip Sheet with strategies on how to enhance cultural responsiveness
- ▶ Tips on how to evaluate health education materials
- ▶ Newsletter on Linguistic and Cultural Competency

Locating Online Resources



<http://www.familypact.org/en/Providers/CulturalCompetency.aspx>

Locating Resources- Newsletter



<http://www.familypact.org/en/Providers/newsletters.aspx>

For Additional Assistance

- ▶ Call 1-877-FAM-PACT
- ▶ Email familypact@cdph.ca.gov

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Questions & Answers

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