Cultural and Linguistic Competence for CCBHCs: Approaches to Meeting New Requirements

March 17, 2016
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Comments & Questions?

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Overview

“If we are to achieve a richer culture, rich in contrasting values, we must recognize the whole gamut of human potentialities, and so weave a less arbitrary social fabric, one in which each diverse human gift will find a fitting place.” – Margaret Mead

- What is culture?
- What is CLC & what does it look like?
- Why is CLC important in behavioral health?
- CLC and the 6 criteria
- Resources and active learning strategies
- Q&A
Has your agency or organization conducted a community assessment or any other assessment to identify diverse cultural groups in your service area?

- Yes
- No
- Not sure
Iceberg as a Metaphor for Culture

- dress
- age
- race/ethnicity
- language
- food
- music
- gender
- art

- eye behavior
- sense of “self”
- notions of modesty
- authority figures & roles
- patterns of handling emotions
- concept of justice
- group decision-making patterns
- levels of acculturation
- patterns of superior/subordinate roles
- sense of power
- theory of disease
- concept of cleanliness
- risk interpretation
- body language
- problem-solving approaches
- religion & spirituality
- attitude toward the dependent
- sense of competition/cooperation
- social interaction rate
- patterns of visual perception
- facial expressions
- definitions of insanity
- concept of justice
- roles in relation to status by age, sex, class and much more

source: Sockalingam, S. - TeamWorks, 2003, adapted from source unknown
CCBHC Special Populations
Cultural Influences on Health Seeking Behaviors & Attitudes

- Diverse beliefs about disease and disease management
- Reliance on traditional healers, practices, and medicines
- Mistrust of health care professionals and institutions outside of own culture
- Experiences of racism, discrimination and bias
- Communication/Linguistic barriers
- Lack of understanding of western medical systems
Poll Question #2

How would you characterize your awareness and knowledge about integration of cultural & linguistic competence in service delivery?

A. No at all aware and knowledgeable
B. Slightly aware and knowledgeable
C. Somewhat aware and knowledgeable
D. Moderately aware and knowledgeable
E. Extremely aware and knowledgeable
Cultural Competence Continuum

Cultural Competence

Cultural Precompetence

Cultural Blindness

Cultural Incapacity

Cultural Destructiveness

Cultural Proficiency

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Language, Communication, & Health Outcomes

LEP

Health Outcomes

Low Health Literacy

Low Literacy
Providing LEP Services
(for individuals with limited English proficiency)

**WHAT?** Federal guidance requires organizations that receive federal funding to take reasonable steps to ensure individuals with LEP have meaningful access to their programs and activities.

**HOW?** Starting point is an individualized assessment that explores:
- The number or proportion of individuals with LEP in target population
- The frequency with which individuals with LEP connect with the program
- The nature of the program, activity, or service provided by the program and its importance to people's lives
- The resources available to the CCBHC and costs
What Does CLC Look Like?

National Standards for Culturally & Linguistically Appropriate Services in Health Care

- **Standard 1:** Ensure patients receive respectful care compatible with their cultural health beliefs and preferred language.
- **Standard 8:** Implement a written strategic plan.
- **Standard 2:** Recruit, retain, and promote at all levels a representative diverse staff and leadership.
- **Standard 12:** Develop participatory, collaborative partnerships.
## Principles of CLC and Trauma-Informed Care

<table>
<thead>
<tr>
<th>Cultural Competence</th>
<th>Trauma-Informed Care</th>
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<tbody>
<tr>
<td>Acknowledgment of unique issues of cultural status</td>
<td>Safety</td>
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<tr>
<td>Concept of responsive services</td>
<td>Trustworthiness and transparency</td>
</tr>
<tr>
<td>Working with natural, informal support systems</td>
<td>Peer support and mutual self-help</td>
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<tr>
<td>Minority participation at all organizational levels</td>
<td>Collaboration and mutuality</td>
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<td>Support of self-determination for the broader minority community</td>
<td>Empowerment, voice, and choice</td>
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<td>Understanding the dynamics of difference</td>
<td>Cultural, historical, and gender issues</td>
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</table>
CLC Framework

Assessment

Evaluation

Cultural Competence and Sustainability

Planning

Implementation

Capacity

Behaviors

Attitudes

Policies

Skills

Practices
Implementing a CLC Approach

Assessment

- Expand collection, analysis and reporting of data
- Include community in the data collection
- Include questions that will elicit social determinants that will affect access, utilization and outcome of services
- At a minimum, gather and analyze demographic data and determine the composition of the local community and the service populations
- If possible, a broader needs assessment can be conducted in order to gain insight into the needs throughout your focus communities
- There are many tools already developed to do this and we provide some suggestions in the guide.
Implementing a CLC Approach

Planning

- Use data to plan strategically in order to implement a CLC approach
- Develop written plan with clear goals, policies, plans, accountability
- Develop a living document
- Develop it with input from staff at all levels and community stakeholders
- Commitment from leadership that is communicated to all
- Plan for all contingencies – staffing, communication services, locations, additional services to empower clients
Increase the ability of the health care workforce to meet the needs of vulnerable populations.

Recruitment, retention, and promotion of diverse staff and leadership at all levels of the organization, representing the demographics of the service community

Redesign job roles and functions

Provide orientation and ongoing professional development to address needs of the community

Innovative approaches to identify culturally appropriate and resonant service providers

Implementing a CLC Approach

Capacity
Implement culturally and linguistically responsive mental health services that are accessible and meet the ongoing needs of the community.

- Ensure the services are accessible
- Ensure services are appropriate
- Continue to meet the ongoing needs of the community
- Ongoing monitoring to ensure strategies are working effectively
- Leadership and staff primed to be aware, knowledgeable and having the necessary skills
- Consideration of all potential client needs
Implement ongoing efforts to monitor and evaluate services to achieve culturally and linguistically responsive mental health services that reduce health disparities.

- Examine data to ensure that you get an accurate picture of your patient population.
- Evaluate the implementation of your plan
- Measure patient satisfaction
- Staff satisfaction and capacity
- Monitor and evaluate the cost structure
CLC & 6 Selection Criteria

CCBHC Criteria Most Specific to CLC

General requirements of cultural competence:

• 1.a.1. The needs assessment includes “cultural, linguistic and treatment needs”

• 4.d.8. “The CCBHC uses culturally and linguistically appropriate screening tools, and tools/approaches that accommodate disabilities…, when appropriate.”

• 4.e.8. Among other things, treatment planning components that states might consider requiring as part of certification include “accommodations to ensure cultural and linguistically competent services.

• 4.k.6. The criteria require that care for veterans be provided with cultural competence.
1.c.1. CCBHC training plan and training must address cultural competence.

4.b.2. “Person-centered and family-centered care includes care which recognizes the particular cultural and other needs of the individual.”
### Resources for CLC & CCBHC

<table>
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<tr>
<th>Criteria 1.A: General Staffing Requirements</th>
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<tbody>
<tr>
<td><strong>CLC Strategies</strong> (policies, workforce development, communication)</td>
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<tr>
<td><strong>Criterion 1.a.2:</strong> The staff (both clinical and non-clinical) is appropriate for serving the consumer population in terms of size and composition and providing the types of services the CCBHC is required to and proposes to offer. Note: See criteria 4.K relating to required staffing of services for veterans.</td>
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- In addition to other resources, advertise positions in online tools such as [www.idealist.org](http://www.idealist.org) which typically attracts individuals inclined toward working in diverse population environments.
- Contact different ethnic organizations to promote job postings (www.nambha.org - National Association of Multiethnic Behavioral Health Associations, [www.aamc.org/students/minorities/start.htm](http://www.aamc.org/students/minorities/start.htm) - Minorities in Medicine, [www.nlbha.org](http://www.nlbha.org) - National Latino Behavioral Health Association, [www.abpsi.org](http://www.abpsi.org) - The Association of Black Psychologists, [www.acmhs.org](http://www.acmhs.org) - Asian Community Mental Health Services, [www.aglp.org](http://www.aglp.org) - Association of Gay and Lesbian Psychiatrists, etc.)

- Examples of online tools & resources for advertising positions or for attracting competent individuals and professionals to support a CLC approach:
  - [www.idealist.org](http://www.idealist.org) Idealist
  - [www.nambha.org](http://www.nambha.org) - National Association of Multiethnic Behavioral Health Associations
  - [www.aamc.org/students/minorities/start.htm](http://www.aamc.org/students/minorities/start.htm) - Minorities in Medicine
  - [www.nlbha.org](http://www.nlbha.org) - National Latino Behavioral Health Association
  - [www.abpsi.org](http://www.abpsi.org) - The Association of Black Psychologists
  - [www.acmhs.org](http://www.acmhs.org) - Asian Community Mental Health Services
  - [www.aglp.org](http://www.aglp.org) - Association of Gay and Lesbian Psychiatrists
# Resources for CLC & CCBHC

## Criteria 1.C: Cultural Competence and Other Training

### Criterion 1.c.1: The CCBHC has a training plan.....

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<tr>
<th>CLC Strategies (policies, workforce development, communication)</th>
<th>Resources</th>
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| • Provide multi-faceted cultural competence training addressing especially the most relevant target populations to your agency | [http://www.lgbthealtheducation.org/](http://www.lgbthealtheducation.org/) LGBT Health Education Center  
| • Include training on military cultural and veteran culture in cultural competence training | [http://archive.samhsa.gov/samhsanewsletter/Volume_18_Number_5/MilitaryImmersionTraining.aspx](http://archive.samhsa.gov/samhsanewsletter/Volume_18_Number_5/MilitaryImmersionTraining.aspx) Operation Immersion  
[http://www.mentalhealth.va.gov/communityproviders/military.asp#sthash.8Xxlg9QV.dpbs](http://www.mentalhealth.va.gov/communityproviders/military.asp#sthash.8Xxlg9QV.dpbs) “Military Culture: Core Competencies for Health Care Professionals.  
[http://www.samhsa.gov/militaryfamilies](http://www.samhsa.gov/militaryfamilies)  

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