



REFRESH:

PA SOC Partnership CLC Pilot Project

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January 26, 2016

PA System of Care CLC Webinar Series 2016

2016 CULTURAL & LINGUISTIC COMPETENCY SERIES: *Sustaining Our Journey*

Mental Health Friendly Communities: Building Faith-based SOC Partnerships **Tuesday, March 29, 2016 @ 3:00 PM**

Featuring . . .
Gigi R. Crowder, L.E.
Ethnic Services Manager
Behavioral Health Care Services

Cultural and Linguistic Competence is a journey and a key first step is to engage cultural brokers. Mental Health Friendly Communities is a program that provides culturally focused trainings and resources that directly speak to the mental health issues facing minority communities.

Please Join Our Meeting Series

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REFRESH: PA SOC Partnership CLC Pilot Project **Tuesday, January 26, 2016 @ 10:00 AM & 6:00 PM**

Learn from Montgomery, Northumberland, and York Counties on their experience as participants in the PA SOC Partnership Cultural and Linguistic Competency Pilot Project. The webinar will share steps to incorporating culturally and linguistically competent methods into your System of Care CLC planning process by engaging youth, family, and system partners in the following core areas: (1) Assessment; (2) Planning; and (3) Implementation.

Working with Linguistically Diverse Populations **Tuesday, May 17, 2016 @ 10:00 AM & 6:00 PM**

An effective System of Care for linguistically diverse communities needs linguistically competent policies, structures and practices. Implementing language access is, however, complex and requires knowledge, skills and resources. This webinar will provide answers to frequently asked questions about how to implement language access.



- Kelsey Leonard



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• CLC Pilot Project

- 3 Counties, December – June 2015
- 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.
- Identify the following parameters: (1) participant organizations; (2) Roles; (3) Action Steps; (4) Time Frame; (5) Person(s) responsible; and (6) benchmarks.



- Pilot Counties

- Northumberland County
- Montgomery County
- York County



SYSTEM *of* CARE

YORK COUNTY



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• York County Project

Name	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.

Prior to System of Care

- Operated cultural and linguistic “plans” in silos
- Each department worked independently of one another to address CLC issues i.e. separate trainings & conferences



Since the implementation of System of Care Standards...

- Created a CLC committee (with representatives from each system partner) to assess the cultural and linguistic competency of each individual agency to determine each agency's benchmark and level of needs and gaps
- Organized a Community Café geared toward Hispanic Community
- Hired a linguistic expert to translate forms/publications (via software) for agency partners
- Piloted an Audit and Needs Assessment of our SOC partner— Youth Development Center



YDC Audit

All refrigerators will be cleaned out Fridays on 3rd shift. Everything will be thrown out – including containers, condiments, etc. Please remember to take your items at the end of your shift.



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strengthening women
empowering women
ywca

ACCESS-York and the Victim Assistance Center, programs of YWCA York, offer services to victims of all violent crimes.

For free and confidential services call:
Domestic Violence: 1-800-262-8444
Sexual Violence: 1-800-422-3204

Domestic Violence is the leading cause of injury to women in the United States.
Sexual Violence will affect one in three women and one in six men in their lifetime.

ACCESS-York & Victim Assistance Center
 1000 York Street
 York, PA 17403
 717-765-2200
 www.ywca.org

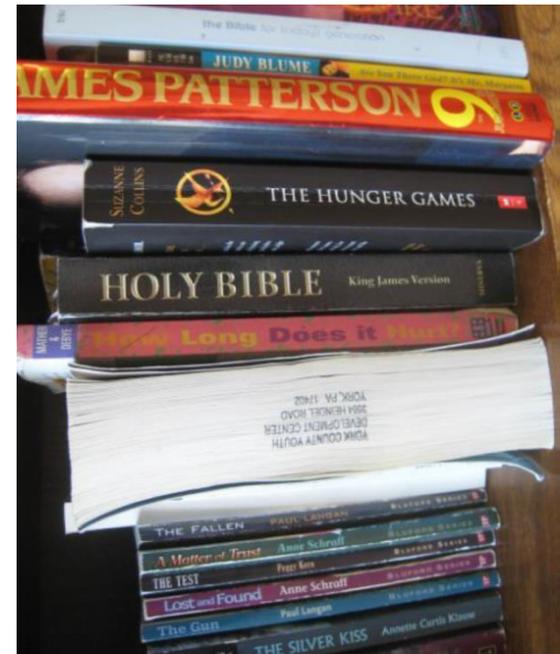
ACCESS-York & Victim Assistance Center
strengthening women
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ywca

ACCESS-York y el Centro de Asistencia a Víctimas, ambos programas de YWCA York, ofrecen servicios a las víctimas de crímenes violentos.

Para servicios gratuitos y confidenciales llame al:
Violencia Doméstica: 1-800-262-8444
Violencia Sexual: 1-800-422-3204

La violencia doméstica es la principal causa de lesiones a las mujeres en los Estados Unidos.
La violencia sexual afecta a una de cada tres mujeres y uno de cada seis hombres en el transcurso de sus vidas.

ACCESS-York & Victim Assistance Center
 1000 York Street
 York, PA 17403
 717-765-2200
 www.ywca.org







Keep it Clean

Is your room the room of a gold level resident?

1. Make your bed before exiting your room.
2. Bring out all trash when you exit your room.
3. Foods and Drinks are not allowed in your room.



Assessment Structure

- One-to-one interviews with 10 staff
- Written self-assessments of 42 staff members
- One-to-one interviews with 10 parents/caregivers of youth

• Short-term Recommendations

- Include system partners in YDC training opportunities
- Create a small group of staff and youth to advise on activities/school-related work to recognize celebrations throughout the year
- Evaluate intake procedures to meet the needs of cultural groups being served
- Evaluate short and long term opportunities based on YDC building audit
- Create an exit interview for YDC youth seeking feedback on its services and cultural and linguistic competence
- Provide bias awareness training to all YDC staff
- Translate YDC brochure into a minimum of two different languages (based on youth demographics)
- Evaluate communication of mission and values to staff, YDC youth and their families, as well as system partners



• Long-term Recommendations

- Expand the collection of data collected on youth and staff, including religion, socioeconomic status, etc.
- Have staff and supervisors evaluated on advancing cultural and linguistic competency annually
- Have YDC evaluated on advancing cultural and linguistic competency annually
- Develop an annual cultural and linguistic evaluation for system partners; results can determine their invitations to trainings or future collaborations
- Provide ongoing opportunities for staff and youth to address bias-related questions and opportunities to further develop understanding for everyone
- Evaluate the demographic and statistical information on all youth for use in its planning process
- Examine and develop strategies to hire additional bilingual staff



• Where We Are...

- Organize CLC trainings for system partners
- Host a clergy round table
- Implement CLC plan in collaboration with CLC committee members



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Montgomery County

• Montgomery County Project

Name	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

Why did Montgomery County Decide to Participate in CLC Pilot?

- SOC CLT experienced transition with members and facilitator in 2014 which provided an opportunity to engage in strategic planning. CLC was identified as a priority need by all.





- **What CLC Programming has Montgomery County engaged in prior to the pilot?**

- **In November 2014 distributed a short survey**
 - ▶ to assess language needs/ resources with core community based behavioral health providers.
 - ▶ The survey results were compiled and shared with the System of Care County Leadership Team as part of the ongoing strategic planning efforts to identify goal areas for 2015.
 - ▶ The results of this survey were considered in development of core community based provider request for proposals (RFP) that was released by Montgomery County in November 2014 and proposals were reviewed with CLC expectations in mind.



• CLC Pilot Activities

- Joint CLC planning meeting with Delaware County SOC CLT in January 2015.
- Montgomery County SOC CLT members completed Standard 6 CLC survey by end of February 2015.
- Montgomery County SOC CLT adapted CLC survey to distribute to community stakeholders May/ June 2015.

• CLC Pilot Activities

- Ongoing meetings with cultural brokers to plan CLC community forum in September 2015 where survey results and resources will be shared.
- LGBTQ training for SOC CLT planned for July 2015.
- SOC CLT updated SOC policies/ guidelines to reflect cultural and linguistic competence and consciousness.
- SOC CLT created a new member application as tool to assist in recruitment members that reflect diversity in communities in Montgomery County.



• Challenges

- CLC can seem overwhelming and scaling difficult with many stakeholders.
- Training and interpretation can be costly and difficult to sustain.
- Resources for coordination and outcomes measurement of CLC efforts are scarce and challenging to coordinate through SOC CLT that also has other important priorities.
- Meeting people where they are with understanding CLC and its relevance.



• Successes

- Project created opportunity for youth, families, and youth to work on shared goal that is relevant to all.
- CLT review of policies and guidelines and development of new member application was practical task with obtainable outcome.
- Value in learning about cultural brokers and creating alliances in communities.
- Survey process helps assess needs with wide net of stakeholders.
- Training of CLT and systems creates awareness and connected to trauma-informed goal of creating and supporting a safe environment.



• Why CLC is Important?

- Cultural competence enables systems, agencies, and communities to better understand the needs of those accessing healthcare.
 - ▶ Critical to improving access to high-quality healthcare services and supports that are responsive and respectful of the diverse needs of families.
- We should be doing it anyway and can benefit from learning about strengths, barriers, and resources from other counties!



Northumberland County System of Care

Cultural Linguistic Competency Pilot

• Northumberland Pilot Project

Name	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

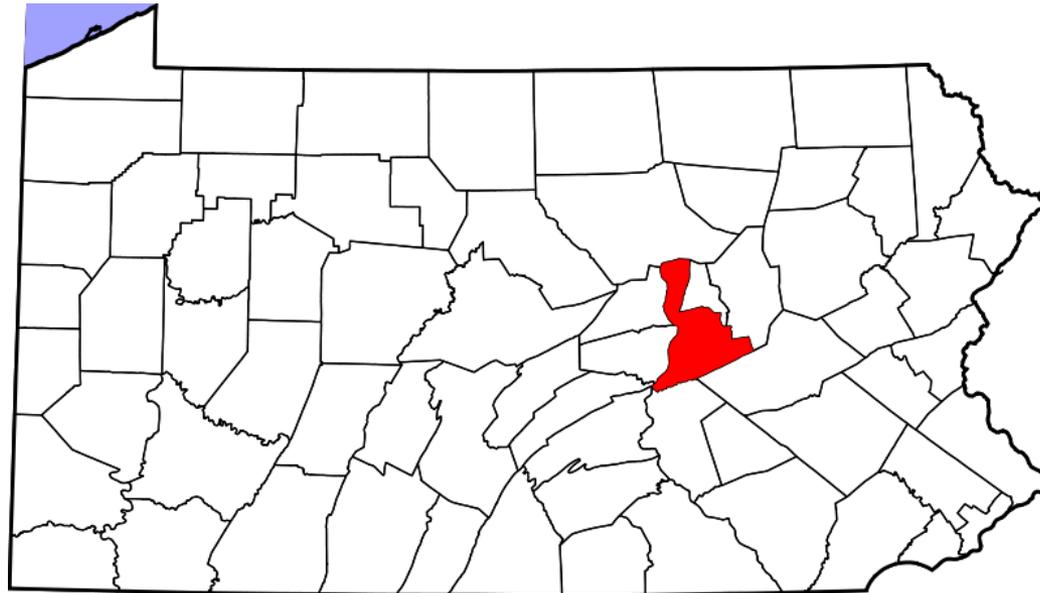
Reasons for participating in the pilot...

- Demographically, Northumberland County is in transition.
- The variability in ethnic backgrounds and language preferences remains low relative to urban counties, but it is changing rapidly when compared to census and other data sources locally.

- We need to be more data driven in decision making, and we need to develop common cross systems language and ways to collect the data.
- We need to support families based on their cultural/linguistic preferences.

Northumberland County

Rural vs. Urban Culture



CLC initiatives prior to the pilot...

- Convened a CLC subcommittee
- Began to study data provided by the PA SOC Partnership

- Provided cross systems LGBTQI training through the PA Mental Health Consumers Association, known as Keystone Pride Recovery Initiative (KPRI) training over 120 Human Services staff and stakeholders.
- Facilitated discussions with the Northumberland County SOC Stakeholders Group resulting in a separate CLC mission statement, formalized in a “Wordle.”

CLC Pilot Activities

Assessment

- The County Leadership Team completed the CLC survey provided by the PA SOC Partnership and chose to use this instrument as our assessment.

Several areas were identified for further study (*by question number on the survey*):

- ▶ #3: “Is your county able to identify the culturally diverse communities in your service area/community?”
- ▶ #4: “Is your county able to describe the languages and dialects used by culturally diverse group in your service area?”
- ▶ #9: This question and choices relate to forms translation and adaptation for cultural diversity.
- ▶ #11: “Does your county reach out to and engage the following individuals, groups, or entities in health and mental health promotion and disease prevention initiatives?”



CLC Pilot Activities

Plan

- Increase stakeholder involvement in the CLC Subcommittee
- Convene a group of Information Technology staff across the system to ascertain what CLC related data is being collected and how

CLC Pilot Activities Plan

- Revamp intake and other paperwork across the system so that interviews are conducted in a more culturally and linguistically sensitive manner

CLC Pilot Activities

Implementation

- CLC stakeholders group now includes intake supervisors and an English as a Second Language teacher from a local school district
- IT professionals meeting to be convened
- Intake forms gathered for analysis

CLC Pilot

Challenges

- Due to the part time nature of the SOC leadership, dedicating the time necessary to accomplish the goals of the pilot within the timeframe (*Pacing*)
- Change...fear that is...
- Getting the right people at the table

CLC Pilot

Successes

- Good success at attracting some additional stakeholders (*education*)
- Providing basic Spanish training for front line staff and those answering the phone across the system (*beginning March 2015*)

CLC Pilot Successes

- Data more a part of the discussions related to CLC
- Real change beginning in approaches of staff when supporting the people they serve with a more culturally/linguistically sensitive manner

Why Does CLC Work?

- It is a fundamental way to engage people.
- It is the responsibility of the system partners to learn about the people they serve.
- The Golden Rule

Lessons Learned

• Obstacles Encountered

- Some of the principle obstacles encountered over the course of the program were:
 - ▶ Access to data varies across counties and different system partners
 - ▶ Some counties found it difficult to follow the fast-paced timeline
 - ▶ Availability of templates for easy access and training pertaining to CLC
 - ▶ Limited Resources including staff and funding

• Unexpected Events

- Some unexpected events as noted by the pilot counties both positive and negative included:

Description	Impact	Actions Taken
Development of SOC Trichair Model, Stipend Policy and New Member Application	Enhanced trust, respect, and accountability in culture of CLT.	All adopted and currently utilized
Revised SOC Policies and Guidelines	New marketing/ education tool and source of support for CLT members in understanding their role on CLT	Review annually
CLT member left the group in part as result of focus on CLC and personal beliefs	Increased value of having updated policies and member application and interrupted CLC planning efforts	Application and Polices adopted to be reviewed annually
State mandated MIS requirements for each child serving system are not congruent	Difficult to merge data from various systems to allow analysis	MIS staff attempting to create a central repository for common data
Implementation schedule challenging	Some of the implementation action items will be achieved after the pilot has ended	Adjusted implementation schedule and goals as needed

• Lessons Learned

Description	Recommendation
Individual values and experiences of CLT members can influence CLC progress/ planning	Enhance ground rules and accountability to them in CLC planning/ discussion both in meetings and all forms of communication
CLC is complicated and requires time for discussion and exploration	Reflect and review existing policies and group culture as first step. Consider planning with experienced facilitator to guide and focus CLC planning/ discussion.
Create accomplishable goals	Structure a CLC plan with reasonable goals that can be accomplished within the timeframe to build momentum and awareness. Be action focused.
It is important to allow individuals a safe place to explore their experiences with varying cultures and shape their views related to culture.	Provide interactive training that allows for an exchange of knowledge and a forum to explore interpersonal issues related to CLC.
Focus on data	Develop and utilize common data elements and sources to ensure that CLC efforts are based on data that supports anecdotal information provided from field work.

• Conclusions

- CLC Advisory Group
- CLC Assessment
- CLC Plans



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

Safe travels!

Questions?

Thank You!!

- Please Join Us!

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Building Faith-based SOC Partnerships***
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• Thank You

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