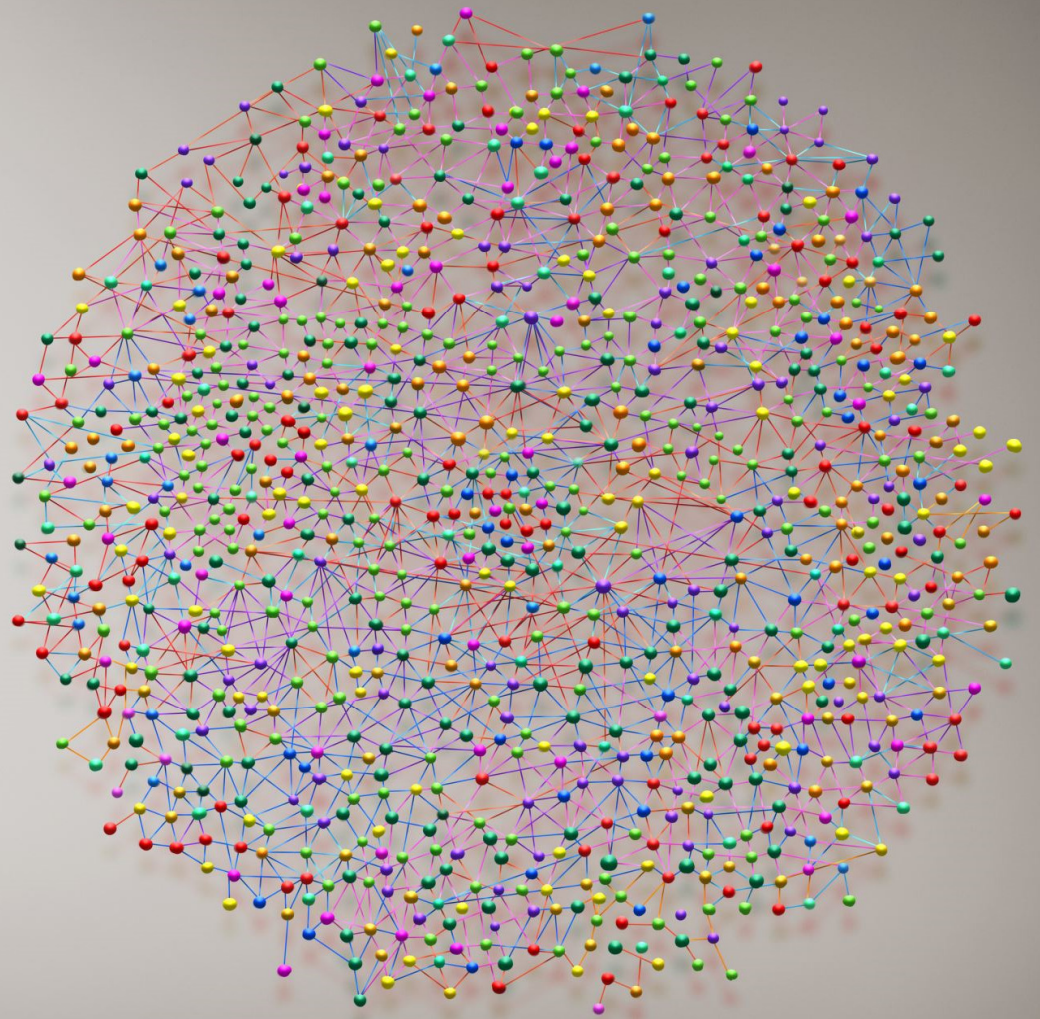


CULTURAL COMPETENCE AND EQUITABLE SERVICES

Four County Journey



Who are we?

- Four County is a non-profit Community Mental Health Center serving the communities of North Central Indiana for over 45 years.
- <https://fourcounty.org/>

CSI THEME SONG

Objectives:

I

I. Learn how to recognize existing resources and workforce

2

II. Learn how small shifts in thinking can create big change

3

III. Learn how to serve diverse populations with limited resources

Learn how to recognize existing resources and workforce:

- *Where do I find a Diversity and Interpretation Coordinator?
- * How do I know where to start?
- * Does this seem overwhelming? Lower the bar and keep your sense of humor

When work feels overwhelming, remember that you're going to die.



som^{ee}cards

Some of the initiatives from Four County concerning cultural competence include:

- Creation of the position for Diversity and Interpretation Coordinator.
- In accordance with the outlines from the Office of Minority Health, Health and Human Services Departments; CLAS standards began to be introduced to all staff in the agency during department meetings. During the meetings, demographics were also presented in order to provide a better understanding of the community currently being served by staff.
- The agency currently has one Certified Medical Interpreter for Spanish speakers. Other languages are held by using Language Line and there is a contractor for hearing impaired individuals with Deaflink – sign language services
- Improvement of healthy literacy materials for clients in their preferred languages – some handouts are in Spanish and some other resources from reliable sources in Burmese and Kareem.

- Acute Care Unit - Admission folder is translated in Spanish including information about daily schedule for meals; daily routine and etc.
- Clinicians have available different folders with resources in Spanish related to various themes as coping skills; alcohol and other substances abuse use in English and Spanish.
- In 2018, a Forum with few immigrant and refugee families was held at The Bridge Church in Logansport with participation of some of DMHA members. The goal was to hear from the participant families' successes and/or barriers in seeking and obtaining services.
- In 2019, a training about Microaggressions were delivered to staff in order to educate and promote a healthier working environment in the agency.
- Interpreter participated representing the agency during a local meeting with Juvenile Probation Director and Judge in Logansport. The goal was to assist to problem solve a situation involving non-English-speaking parents and local school. It resulted in a creation of a handout translated into multiple languages for parents.
- Four County diversity initiatives have been mentioned in at least 4 Webinars from other partner institutions as Indiana Resource Prevention Center, SAMHSA and DMHA over the past two years.

- Related to outreach: Interpreter participated in visits at Tyson while a grant in conjunction with Logansport Memorial Hospital was active. The goal was not only promoting different programs but also assist during the mental health screenings (HPQ – GAD) for Spanish speaking individuals.
- In 2020 – per request of Dr. Dershowitz and in partnership with pastor Zach Szmara a training about some of challenges of working with immigrant population was held at the Main Center for the doctoral intern students. Another presentation with a new group of interns is programed for November 2020.
- Policies are being updated in order to maintain operations aligned with CLAS and Center goals to provide a safe environment for clients and clinicians to discuss inclusion and equitable services.

Learn how
small shifts
in thinking
can create
big
change:

1. Identify community needs

*We identified substance use treatment

2. Identify agency and associate needs

3. Identify resources

4. Educate and then re-educate and then
educate again

Changing in thinking, better services:

Engagement employees on learning the importance of CLAS Standards and assessment conducted to identify strengths and areas for improvement;

Identification of employees with a diverse background and recognizing their strengths;

Identification of resources from reliable sources that can be accessed to improve health literacy materials;

Education about the diversity groups in the community and the correspondent percentage of each;

Educating staff on how to use interpretation services when needed (by phone; using an interpreter);

Trainings on different topics related to cultural competence, including about Micro Aggressions.

Substance Abuse Program: how can we do better?

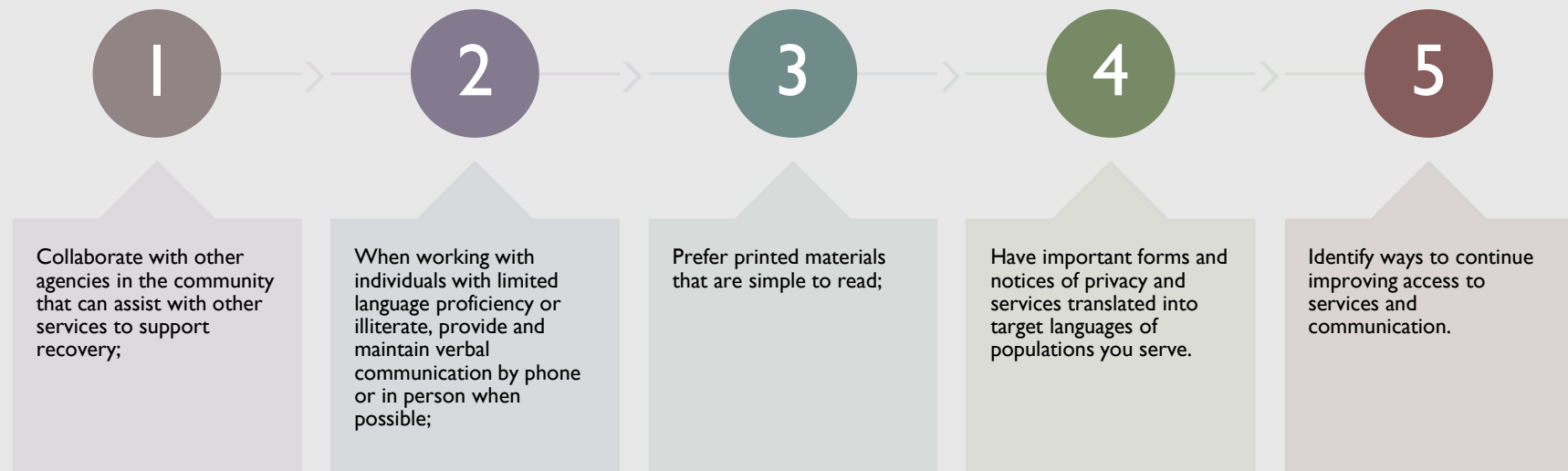
Needs



Service Provider

Community

Serving diverse populations with limited resources



Before CLAS implementation:

Cass County has a diverse population represented by different groups:

- Latinos, Burmese, Haitian and a small group of African Americans.
- Four County has offered Substance Abuse Treatment Groups for several years.

Groups were facilitated by a staff member that was able to speak Spanish during different periods of time. Materials and group sessions were primarily held in English.

After CLAS implementation:

- Individuals identified with Limited English proficiency are referred to individual sessions covering the same content of group sessions;
- Although sessions are held originally in English , language interpretation is provided at no cost for individual receiving services;
- Resources are provided in target language when available;
- Relapse Prevention Plan is also provided in Spanish currently for individual's records.(The plan is revised in English with clinician during one of the last sessions, when changes or corrections can be made.)

The creative process is not like a situation where you get struck by a single lightning bolt. You have ongoing discoveries, and there's ongoing creative revelations. Yes, it's really helpful to be marching toward a specific destination, but, along the way, you must allow yourself room for your ideas to blossom, take root, and grow.

Carlton Cuse

<https://www.brainyquote.com/topics/destination-quotes>

