

# QUICKGUIDE TO CULTURAL COMPETENCE PROGRAMS AT CALIFORNIA'S OPEN DOOR PROVIDERS

| <b>PROGRAM(S)</b>  | <b>OPEN DOOR PROVIDER</b>                         | <b>DESCRIPTION</b>  | <b>CONTACT(S)</b>   |
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| Cultural Diversity Curriculum for Health Professions Education                                   | Community Health Network of San Francisco         | Training curriculum on cultural diversity for medical students, faculty, residents and allied health professionals involved in medical training programs at San Francisco General Hospital.   | Melissa Welch, MD, MPH<br>(415) 206-7810                                      |
| Cultural Competence Training in Mental Health  | Contra Costa Health Services                      | Provides cultural awareness training to mental health staff.  | Heather Bernikoff<br>(925) 313-6063   |
| Cultural Competence Training (Contra Costa Health Plan)  | Contra Costa Health Services                      | Provides ongoing, mandatory health care provider workshops to increase understanding and identification with diverse cultures.  | Heather Bernikoff<br>(925) 313-6063   |
| Diversity Advisory Committee   | Contra Costa Health Services                      | Recommends diversity policies, employee training and team building activities. The committee focuses on increasing professional mobility for minorities and women, valuing diverse cultures and improving the use of human resources within the organization.   | Mary Foran<br>(925) 370-5010<br>Carl Coates<br>(925) 335-8862                 |
| Limited English Proficiency (LEP) Program  | ValleyCare Olive View-UCLA Medical Center         | Provides staff training on the federal policies regarding services for limited English speakers and educates staff about available resources.   | Stephanie Johnson<br>(818) 364-3408   |
| Children's Health Outreach Initiative  | Los Angeles County Department of Health Services  | Provides cultural sensitivity training to outreach workers that promote awareness of and access to the Medi-Cal, Healthy Families and other available health programs.  | Angie Medina<br>(323) 890-7945  |
| Inpatient Services-Diversity Training  | San Mateo County Health Services Agency           | Diversity training for all staff, educational materials on cultural issues, written and spoken translation services for several languages and case conferencing for specific cultural issues affecting treatment services.  | Ron Robinson<br>(650) 573-2400  |
| United Way Staff Diversity Project   | Marin County Health and Human Services Department | United Way funds workshops and technical assistance on cultural diversity provided to Health and Human Services Department volunteers, board and staff.   | Russ Hayward (United Way)<br>(707) 551-3141                                   |
| Cultural Competence Curriculum   | Riverside County Health Services Agency           | A cultural competence curriculum is included as part of the overall Behavioral Science requirement for family practice residents.   | Beverly Johnson, MSW<br>(909) 486-4318  |
| Age-Specific Training for Staff  | Riverside County Health Services Agency           | All staff working with patients from different age groups at the medical center must participate in age-specific competency training.   | Donna Matney<br>(909) 486-4470  |
| Cultural Competence for Primary Care Residents   | Santa Clara Valley Health and Hospital System     | Residents explore their personal perceptions of culture, health and ethnicity and learn about different cultures' understanding of illness, health, Western medicine, appropriate remedies, death, dying, as well as strategies for serving diverse populations.  | Tom Kelsey, MD<br>(408) 885-6300  |
| Community Health Workers in Training (Regional Health Occupational Resource Center)              | San Francisco Department of Public Health         | Establishes linkages between community colleges and the needs of health care employers and community-based organizations for community health workers trained to serve low-income and diverse patient populations.  | Vicki Legion, MPH (San Francisco State University)<br>(415) 338-3034, ext. 2. |
| Cultural Competence Task Force   | University Medical Center, Fresno                 | Educates staff, physicians, and volunteers on the cultural needs of the patients served, serves as a resource on cultural competence, and ensures availability of information resources. A 1999 survey demonstrated improved understanding of cultural diversity among staff.                           | Pilar De La Cruz, RN<br>(559) 459-2935  |
| Cultural competence Education Training   | University of California San Diego Medical Center | Mandatory four-hour class for all employees on diversity awareness.   | Angie McGill-King<br>(619) 220-5014   |
| Salud En La Comunidad *Includes training component   | Riverside County Health Services                  | A federal demonstration project providing disease education and prevention services (focused on infant mortality, HIV/AIDS, and hepatitis C) to limited and non-English speakers in the Casa Blanca community, and diversity training for county health care staff.                                     | Mary Sullivan<br>(909) 358-5192   |
| Comprehensive Perinatal Services Program   | Los Angeles County Department of Health Services  | Targets high-risk African-American women in targeted zip codes with greater than 40% incidence of low birth-weight, and provides improved access to obstetric services as well as assessments, risk identification and intervention in the areas of nutrition, health education and psychosocial needs. | Beverly Williams, MS, RN<br>(213) 639-6419                                    |
| Office of AIDS Programs and Policy   | Los Angeles County Department of Health Services  | The office solicits proposals to address the growing problem of AIDS in communities of color.   | Marie Perez<br>(213) 351-8120   |

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| Black Infant Health Program  | Los Angeles County Department of Health Services | Sub-contracting agencies provide services to reduce incidence of low-weight births among high-risk African-American women.  | Rosa Robinson, PHN   |
| Fetal Infant Mortality Review (FIMR) Project   | Los Angeles County Department of Health Services | Professionals from collaborating agencies perform regular analyses of African American and Black immigrant infant deaths occurring before the age of one in 15 specified Los Angeles zip codes.   | Rosa Robinson, PHN<br>(323) 730-3597   |
| Childhood Lead Poisoning Prevention Program  | Los Angeles County Department of Health Services | Targets communities of color that may be at greater risk for exposure to lead and provides related information in multiple languages.   | Julia Richmond<br>(213) 738-2209   |
| Perinatal Outreach and Education Program   | Riverside County Health Services                 | Identifies at-risk Latina women and teens to ensure access to prenatal services and complimentary services such as drug and alcohol treatment, tobacco cessation and health education.  | Mary Sullivan<br>(909) 358-5192  |
| Black Infant Health Program  | Riverside County Health Services                 | Identifies high-risk African-American women who are pregnant and assists them with early and continuous prenatal care, with the goals of improving pregnancy outcomes, improving infant survival rates and assuring optimal growth and development for high-risk African American infants.  | Wehnona Barnett<br>(909) 358-5192  |
| Nuestro Canto de Salud   | San Mateo Health Services Agency                 | Partnering with El Concilio of San Mateo to address the health needs of ethnic communities. Provides community outreach, education, patient links to clinical services and community diabetes screening.  | Gloria Florez Garcia<br>(650) 373-1084   |
| UCSF Asian Focus Unit (Inpatient Psychiatric)  | San Francisco General Hospital                   | Works with patients and their families to emphasize understanding around cultural belief systems regarding mental health and physical illness to help guide in the use of biophysical interventions. Bilingual and bi-cultural staff speaks eleven Asian languages. Two other inpatient psychiatric units target African-American and Latino clients. | Francis Lu, MD<br>(415) 206-8984   |
| Dimensions Health Program  | San Francisco Department of Public Health        | A collaborative effort to provide a range of medical, psychosocial, and health education services to meet the needs of youth ages 12-25 who are gay, lesbian, transgender or questioning their sexuality.   | Patricia Perez-Arce, PhD<br>(415) 487-7575                                     |
| Tom Wadell Health Center   | San Francisco Department of Public Health        | Offers comprehensive primary care to transgendered people while addressing the unique needs of the population: hormone replacement therapy, psychosocial care, surgical orientation and referrals.  | Linette Martinez, MD<br>(415) 554-2950   |
| The YES We Can Manage Chronic Care in Urban Communities Project (YES)                            | San Francisco Department of Public Health        | Demonstration pilot for community-based asthma management in the low-income, predominantly African-American urban community of Bay View Hunter's Point, which has very high rates of asthma hospitalization.  | Vicki Legion, MPH (San Francisco State University)<br>(415) 338-3034, ext. 2.  |
| Health Careers Academy with East Bakersfield High School   | Kern Medical Center                              | In partnership with East Bakersfield High School, which has a predominantly Latino student body. Students complete health career internships, which includes working at Kern Medical Center, education about health careers, "shadowing" of health professional and group health projects.  | Dianna Anderson<br>(661) 872-5731<br>Jenuma Rowe<br>(661) 326-2023 or 326-2544 |
| REACH in Stockton  | San Joaquin County Health Care Services          | Targets African Americans and Latinos with Type II diabetes. Phase I includes local planning, research and assessment. Phase II will provide intervention and evaluation focused on enhancing patient's self-management capacity in areas like diet, exercise and glucose monitoring.   | Colleen A. Tracy, MPH<br>(209) 468-3411  |
| Su Salud   | San Joaquin General Hospital                     | A community-based organization targeting Latinos operates a clinic within San Joaquin General Hospital to provide disease prevention education, screening, testing, immunization, referrals, primary care and Medi-Cal/Healthy Families eligibility information.  | Al Murillo<br>(209) 468-6782   |
| Trans-cultural Clinic  | San Joaquin County Health Care Services          | Provides outpatient psychiatric counseling, crisis outreach, children's services and medication services primarily to Southeast Asians in the primary language of the patient.  | Bruce Hopperstad<br>(209) 468-2080   |
| Acute Psychiatric Services   | Santa Clara Valley Health and Hospital System    | Targets specific services to Asian and Latino clients, using Asian and Latino staff, culturally specific occupational therapy, written material provided in various languages and family education programs offered in three languages.   | Maryann Berry, RN<br>(408) 885-6708  |

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| Diabetes Education Fund   | Santa Clara Valley Health and Hospital System   | Supports diabetes education and management classes, consultations and patient resources provided in four languages targeted to Latino, Vietnamese, and Filipino clients.  | Pat Stow, RN  |
| Refugee and Child Health Program  | Santa Clara Valley Health and Hospital System   | A Medi-Cal primary care provider facility providing physical exams, screening, and treatment of communicable disease, health education regarding nutrition, immunizations, information on U.S. health practices and links to other health care services to refugees and other legal immigrants.                                 | Dena Disckinson<br>(408) 792-5509                               |
| Various programs within the Department of Alcohol and Drug Services—Prevention Services   | Santa Clara Valley Health and Hospital System   | Provides alcohol and drug prevention outreach to Vietnamese populations through Vietnamese staff, radio, television, community-based organizations and translated literature, including development of a curriculum and handbook on the effects of drugs.   | Robert Garner<br>(408) 792-5692                                 |
| Asian American Recovery Services  | Santa Clara Valley Health and Hospital System   | The Department of Alcohol and Drugs funds the Asian American Recovery Services to provide culturally competent substance abuse prevention and treatment services for children, youth, families and adults in the Asian/Pacific Islander community.  | Robert Garner<br>(408) 792-5692                                 |
| Proyecto Primavera Program (Gardner Family Care Corps)  | Santa Clara Valley Health and Hospital System   | Provides various alcohol and drug treatment services to the Latino populations, using Spanish-speaking staff and Spanish-language brochures explaining how to use the screening, information and referral services.   | Robert Garner<br>(408) 792-5692                                 |
| Quilt of Many Colors Project<br>*Includes training component  | Contra Costa Health Services  | Based at the Richmond Health Center, the program aims to increase peace, celebrate diversity and promote education through cultural contact. Components include health center lobby exhibits highlighting cultural diversity, staff cultural competence training and special community events.                                  | Carl Coates<br>(925) 335-8862                                   |
| Cultural Competence Certificate Program, Diversity Operations Councils and "Unlearning Prejudice" Diversity Education Program<br>*Includes training component | Los Angeles County Department of Health Services (including all six public hospitals in the county) | Office of Diversity Programs promotes cultural competence system-wide, including mandated diversity training for all 23,000 department employees, Cultural Competence Certificate Program for senior managers and Diversity Operations Council which works with eight local councils to implement the diversity strategic plan. | Miya Iwataki<br>(213) 744-6333                                  |
| Ethnically Diverse Staffing   | Riverside County Health Services  | The agency has made an organizational commitment and developed targets for each department to hire bilingual (mainly Spanish speaking), ethnically diverse staff to closely approximate the composition of the population served.   | Koen Brown<br>(909) 486-4458<br>Cindra Rowell<br>(909) 358-5121 |
| San Joaquin Mental Health Cultural Competence Plan  | San Joaquin County Health Care Services   | Under California state mandate a committee has performed a comprehensive review of the problems of access for various ethnic/language minorities to mental health services and developed a plan to increase the cultural competence of staff and contractors.   | Bruce Hopperstad<br>(209) 468-2080                              |
| aDAPT—A Diversity Action Planning Team  | Santa Clara Valley Health and Hospital System   | A planning team representing various divisions of the Public Health Department was charged in 1999 with assessing cultural competence and making recommendations for improvement.   | Aimee Reedy<br>(408) 885-4208                                   |
| Various programs within the Department of Mental Health Services  | Santa Clara Valley Health and Hospital System   | Provides language-specific services, ethnic community assessment, ethnic hiring practices, community collaboration, ethnic training certificate programs for staff, and other educational efforts.  | Nancy Peña<br>(408) 885-5783                                    |
| Cultural and Linguistic Team<br>*Includes training component  | Contra Costa Health Services  | Addresses issues of linguistic access for patients, including development of a training curriculum for interpreters in eight languages.   | Carl Coates<br>(925) 335-8862                                   |
| Santa Clara Valley Medical Center Language Services   | Santa Clara Valley Health and Hospital System   | Provides interpretation services and translation of written materials, including flyers, brochures, consents, letters and answers to patients' complaints.  | Jenny Dufresne<br>(408) 808-6117                                |
| Language and Culture Resource Center  | Rancho Los Amigos National Rehabilitation Center  | Provides translation and language interpretation services for patients and their family. Developing a clearinghouse of cultural competence resource materials, coordinating a database of volunteer and paid interpreters and identifying appropriate technology for mobile interpretation/translation services.                | Lily Wong<br>(562) 401-7427                                     |

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| Video Medical<br>Interpretation Pilot<br>Project  | San Francisco General<br>Hospital and Alameda<br>County Medical Center | In collaboration with Health Access, tests the feasibility of providing medical interpretation services via videoconferencing technology. Provides patient and provider with real-time visual representation of a medical interpreter who can see both patient and provider, hear their words and assess their body language. Allows for the translation of American Sign Language. | Melinda Paras                   |
| Medical<br>Interpreter/Translator<br>Program  | Riverside County Regional<br>Medical Center                            | Educates staff on available resources and federal policies regarding services for limited English speakers. Resources include on-call, on-sight, state certified medical interpreters, telephone translation, sign language interpretation and a system of staff interpreters for use during off peak hours.  | Luis Orozco<br>(909) 486-4350   |
| Quality Improvement<br>and Case<br>Management in<br>Managed Care<br>(Department of<br>Alcohol and Drugs)<br>*Includes training<br>component | Santa Clara Valley Health<br>and Hospital System                       | Cultural competence programs have included two workshops on cultural diversity, establishment of a Translation Committee to set translation standards, and contracting with 42 agencies to provide translation services in 16 languages.  | Robert Garner<br>(408) 792-5692 |