CULTURAL COMPETENCY POLICY

The Latino Commission (TLC) coordinates or facilitates training of staff required to meet contract obligations and comply or adhere with Culturally and Linguistically Appropriate Services (CLAS). Respectful and responsive to the cultural and linguistic needs of people in San Mateo County we meet the Standards as defined by the Federal Office of Minority Health.

CULTURALLY COMPETENT CARE WITH DIRECT CLIENT IMPACT

- **Effective, Understandable and Respectful Care**
  - TLC ensures patients/consumers receive effective, understandable, and respectful care provided in a manner compatible with their cultural health beliefs and practices and preferred language.
- **Recruit, Hire, Train and Promote within Community Served**
  - TLC implements strategies to recruit, retain, and promote at all levels of the organization a diverse staff and leadership representative of the demographic characteristics of the service area.
- **All Staff Receive Ongoing Competency Training**
  - TLC ensures staff at all levels and across all disciplines receives ongoing education and training in culturally and linguistically appropriate service delivery.

LANGUAGE ACCESS SERVICES

- **Bilingual Staff Available, all Departments During Business Hours**
  - TLC offers and provides timely Spanish language assistance services, including bilingual staff and interpreter services, at no cost to each patient/consumer with limited English proficiency at all points of contact, during all hours of operation.
- **Appropriate Notification of Patient Rights**
  - TLC provides clients in their preferred English or Spanish language both verbal offers and written notices informing them of their right to receive language assistance services.
- **Bi-Lingual Printed Materials and Signage**
  - TLC makes available easily understood patient-related materials and post signage in both English and Spanish.

ORGANIZATIONAL POLICIES AND PROCEDURES

- **Strategic Plan**
  - TLC develops, implements, and promotes a written strategic plan outlining clear goals, policies, operational plans, and management accountability/oversight mechanisms to provide culturally and linguistically appropriate services.
- **Program Assessments, Financial Audit and Patient Surveys**
  - TLC conducts initial and ongoing organizational self-assessments of program activities and integrates cultural and linguistic competence-related measures into our internal audits, performance improvement programs, patient satisfaction assessments, and outcomes-based evaluations.
- Electronic Patient Profile Database
  - TLC ensures data on the individual client’s race, ethnicity, and spoken and written language are collected in data records, integrated into the organization's management information systems, and periodically updated.
- Community Profile and Needs Assessment
  - TLC maintains current demographic, cultural, and epidemiological profile of the community as well as a needs assessment to accurately plan for and implement services that respond to the cultural and linguistic characteristics of the service area.
- Community Involvement in the Design and Implementation of Strategy
  - TLC develops participatory, collaborative partnerships with communities and utilizes a variety of formal and informal mechanisms to facilitate community and client involvement in designing and implementing program activities.
- Conflict Resolution Process
  - TLC ensures that conflict and grievance resolution processes are culturally and linguistically sensitive and capable of identifying, preventing, and resolving cross-cultural conflicts or complaints by clients.

COMMUNITY RELATIONS
- Public Awareness Campaign
  - TLC regularly makes available to the public information about its progress and successful innovations in implementing program activities in their communities.