CHAPTER 26 – CULTURAL COMPETENCY

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REFERENCES: Civil Rights Act of 1964 Public Law § 88-352

The Division promotes a culture of respect and dignity when working with individuals who have developmental disabilities and values a competent, diverse provider network capable of effectively addressing the needs and preferences of its culturally and linguistically diverse members. Cultural Competency refers to the ability of provider staff to acknowledge and understand the influence cultural history, life experiences, language differences; values and disability have on individuals and families.

Knowledge and use of "disability etiquette" are critical when establishing rapport and working with members with developmental disabilities. According to the National Center for Cultural Competence at Georgetown University, *"People first terminology is the standard that should govern all communication about this population (people with disabilities). Training and policy within health and mental health care organizations should require people first terminology such as individuals with developmental disabilities, a person with intellectual disabilities, and a patient with a physical disability or communication disorder."*

The Division works with long term care contractors to provide services that are "culturally relevant and linguistically appropriate" to the population served. Requirements include an effective communication strategy when considering acceptance of a referral; reasonable steps to ensure meaningful access to Medicaid services for persons with limited English proficiency; written information available in the prevalent non-English languages in its particular service area; and interpreter services available at no charge for all non-English languages, not just those identified as prevalent.

For assistance in accessing non acute care interpreter services to support members who speak a language other than English or use sign language, contact 602-542-0419.

The Division acts in accordance with contractual obligations, state and federal codes and laws, including the Civil Rights Act of 1964 Public Law § 88-352 which prohibits discrimination in government agencies.