

Arizona Department of Health Services Office for Children with Special Health Care Needs Children's Rehabilitative Services Administration	Effective Date: 03/02/2009 Last Review Effective Date: 02/11/2009
SUBJECT: General Administration	SECTION: GA 1.8

SUBTITLE: CRSA Cultural Competence Training and Education Program

POLICY:

It is the policy of the Children's Rehabilitative Services Administration (CRSA) to have a Cultural Competence Training and Education program to enhance and improve CRSA staff, Children's Rehabilitative Services (CRS) Contractor's staff, and providers' knowledge and skills around cultural competence, language assistance services, and provide family-centered, culturally effective care to CRS members and their families.

PROCEDURES:

The CRSA Cultural Competence Training and Education Program will increase awareness of cultural customs, values, and beliefs and how they affect the families' experiences with their health care and decision-making about their care.

CRSA will also maintain a policy specific to training on Limited English Proficiency and how to access language assistance services for CRS members and their families (CRSA Policy and Procedure Manual, GA 1.5, Language Assistance Services for CRSA and CRS Contractors).

- 1) CRSA Staff Training Program:
CRSA staff is required to complete the following upon hire and annually thereafter:
 - a) Annual Individual Self-Assessment:
 - i) CRSA completes an assessment of all new employees to measure self-awareness and knowledge of cultural competence and the family-centered care philosophy.
 - ii) CRSA analyzes the results of the annual assessment to design or modify cultural competence training modules.
 - b) Required training content for new employee orientation and/or ongoing training:
 - i) Culturally and Linguistically Appropriate Services (CLAS) Standards.
 - ii) Principles of family-centered care.
 - iii) Use of interpretation and language assistance services.
 - iv) Limited English Proficiency (LEP).
 - v) TDD/TTY for hearing or speech impaired and any American's with Disabilities Act of 1990 (amended) (ADA) accommodations requested such as Braille, communication devices, etc.

- vi) Grievances and provisions of culturally appropriate care.
 - vii) Creating awareness concerning children and their families health related beliefs, attitudes, values, and behaviors and incorporating them into practice.
 - viii) Cultural Competency terms.
- c) Evaluation of training:
An analysis of training results will be used to determine future training needs.

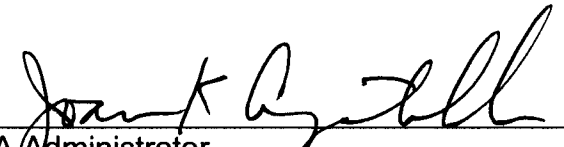
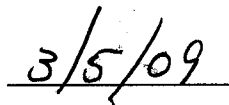
2) CRS Contractors' and Providers' Training Program:

The CRS Contractor and contracted providers' staff are required to complete a cultural competence assessment and training upon hire and annually thereafter (CRS Contractors Policy and Procedure Manual, Chapter 13.0, CRS Contractor Employee Training Requirements).

- a) CRSA may assess training and provide technical assistance to the CRS Contractor's staff and contracted providers by making available culturally competent and family-centered care trainings.
- b) CRSA requires the CRS Contractor to submit documentation of trainings completed by internal staff and contracted providers' staff as part of contract deliverables required annually and at the Annual Administrative Review. (See CRSA Policy and Procedure Manual GA 1.1, CRSA Annual Administrative Review) Documentation gathered during the review includes:
 - i) Copies of curriculum.
 - ii) Presentations.
 - iii) Agendas.
 - iv) Participant sign-in sheets from trainings or on-line registrations.

3) Training Methods:

- a) Methods used to increase CRSA's staff, CRS Contractor's staff, and providers' knowledge and skills of cultural competence include:
 - i) E-Learning modules;
 - ii) Face-to-face trainings; or
 - iii) Video conference.
- b) CRSA maintains a calendar of culturally competent and family-centered care trainings offered which can be found in the annual Office for Children with Special Health Care Needs (OCSHCN)/CRSA Cultural Competency Plan.

Approved:  _____ CRSA Administrator	Date:  _____
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