

Confronting Institutional Bias And Its Impacts: Lessons From The National Culturally And Linguistically Appropriate Services (CLAS) Standards

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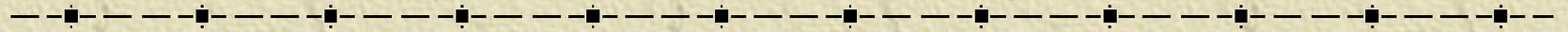
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Institutional Bias

✦ A tendency for the procedures and practices of particular institutions to operate in ways which result in certain social groups being advantaged or favoured and others being disadvantaged or devalued. This need not be the result of any conscious prejudice or discrimination but rather of the majority simply following existing rules or norms. Institutional racism and institutional sexism are the most common examples.

Institutional Racism



✦ Policies, practices and procedures that work better for white people than for people of color, regardless of intention.

ARRESTS FOR MARIJUANA POSSESSION DISPROPORTIONATELY AFFECT AFRICAN AMERICAN TEENAGERS

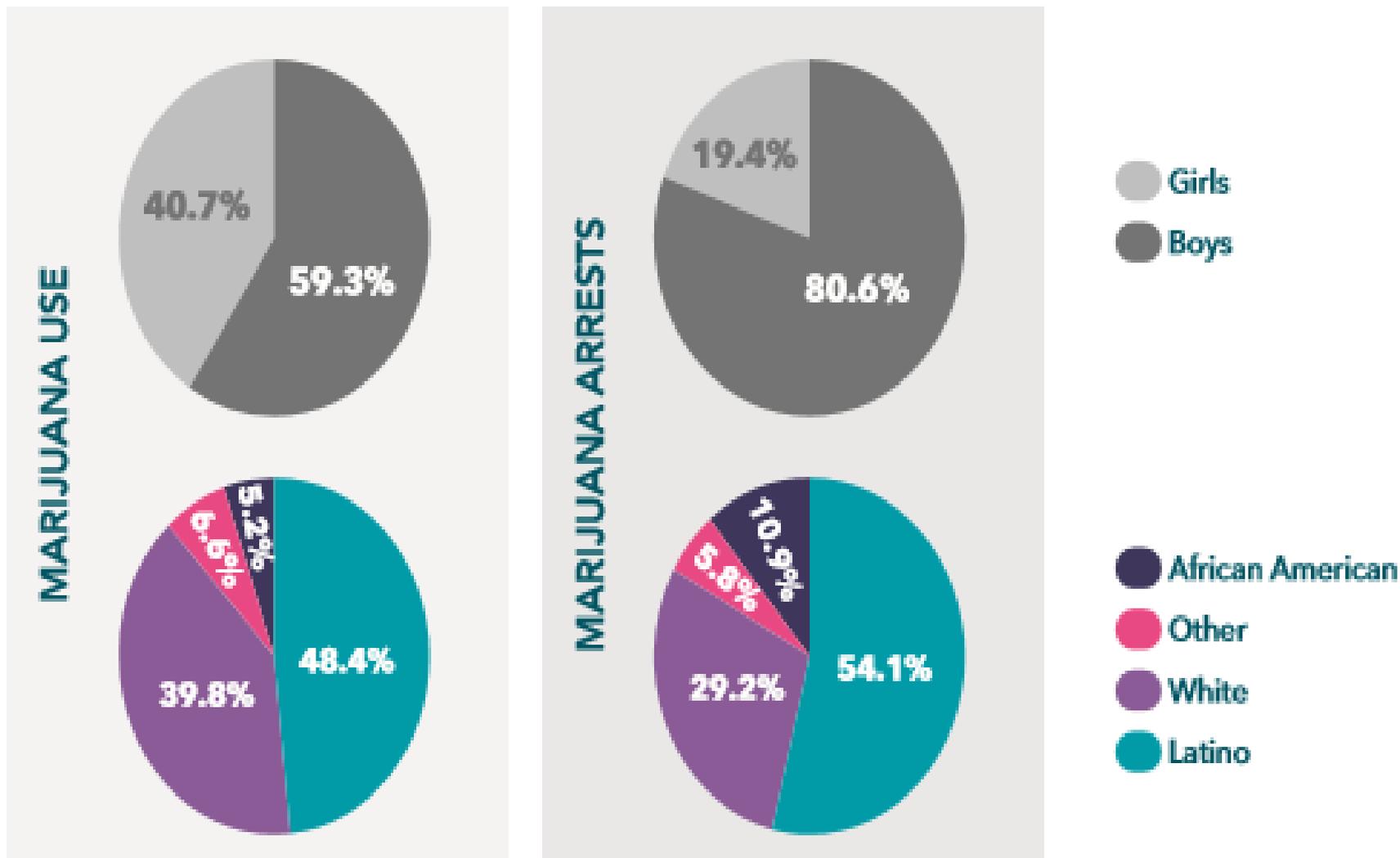


FIGURE 22: Percentage of marijuana use and misdemeanor arrests among teenagers ages 10 to 17, by race/ethnicity and gender, California, 2011-2012.

Sources: University of California Los Angeles, California Health Interview Survey, 2011-2012; and California Department of Justice, Criminal Justice Statistics Center, 2011-2012.

Note: Under California Health and Safety Code 11357b, possession of one ounce or less of marijuana for personal use is considered a misdemeanor.

Cultural Competence

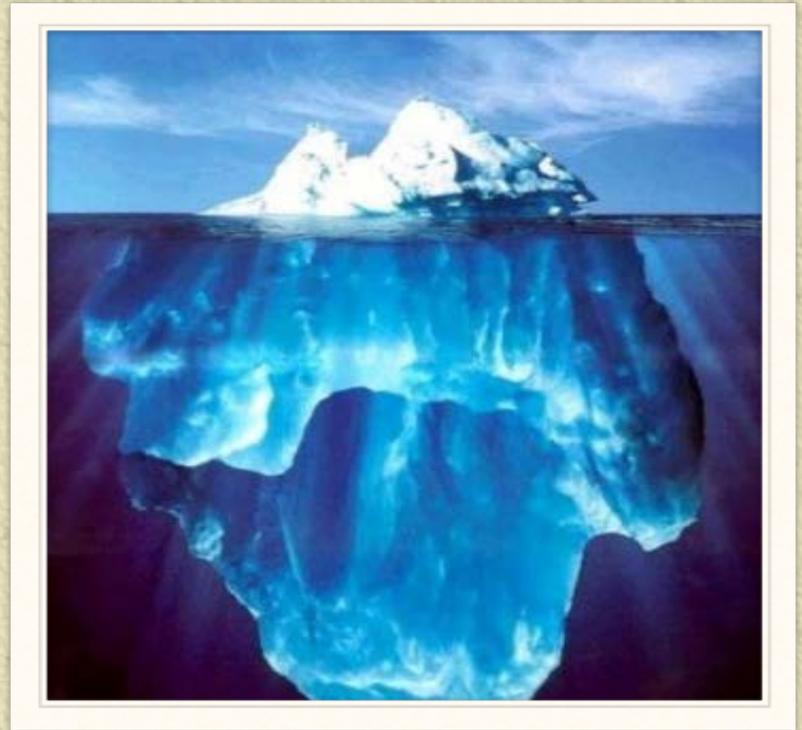
The ability of individuals and systems to interact responsively, respectfully and effectively with people of all cultures.



Organizational Cultural Competence

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- A set of congruent behaviors, attitudes and policies that come together in a system, agency, or amongst professionals and consumer providers that enables that system, agency or those professionals and consumers to work effectively in cross-cultural situations.
 - Cultural competence is a developmental process, one that occurs over time.

Source: Adapted from Cross, T.L., Bazron, B.J. Dennis, K.W., Issacs, M.R. & Benjamin, M.P. Towards A Culturally Competent System of Care, (Vol.1). Washington, DC. (1989).



Quality of Care

Cultural and linguistic competency is all about the capacity to deliver services that are:

- Person-Centered
- Safe
- Appropriate
- Timely
- Efficient
- Effective
- Equitable

To what extent does this apply to the people accessing behavioral health services in your jurisdiction?

Racial Equity Structural Transformation

✦ Access

✦ Justice

✦ Self-determination

✦ Redistribution

✦ Sharing of power and resources

✦ To what extent does this apply to your local institutions and systems?

Culturally and Linguistically Appropriate Services (CLAS)

The 15 Enhanced CLAS Standards



CLAS as a Format to Support Organizational Change

- U.S. Dept. Health & Human Services (HHS), Office of Minority Health (OMH), CLAS standards
- Federal financial assistance recipients regarding Title VI, of Civil Rights Act prohibition against National origin discrimination affecting limited English proficient persons
- Revised HHS, LEP guidance issued pursuant to Executive Order 13166.



Title VI - Civil Rights Act 1964

Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons

“No person shall on the ground of race, color, or national origin, be excluded from participating in, be denied the benefits of, or be subject to discrimination under any program or activity receiving Federal financial assistance.”



National CLAS Standards - Intentions

- Correct inequities in health services
- Make services more responsive to diverse clients and families
- Contribute to the elimination of racial and ethnic health disparities

Governance, Leadership, and Workforce

✦ #1 - Staff conduct

✦ #2 - Organizational Governance & Leadership

✦ #3 - Recruit, retain & promote diverse staff & leadership

✦ #4 - Ongoing staff education and training

MORE THAN HALF OF ALL HATE CRIMES ARE MOTIVATED BY RACE/ETHNICITY, FOLLOWED BY THOSE MOTIVATED BY SEXUAL ORIENTATION AND BY RELIGION OF THE VICTIM

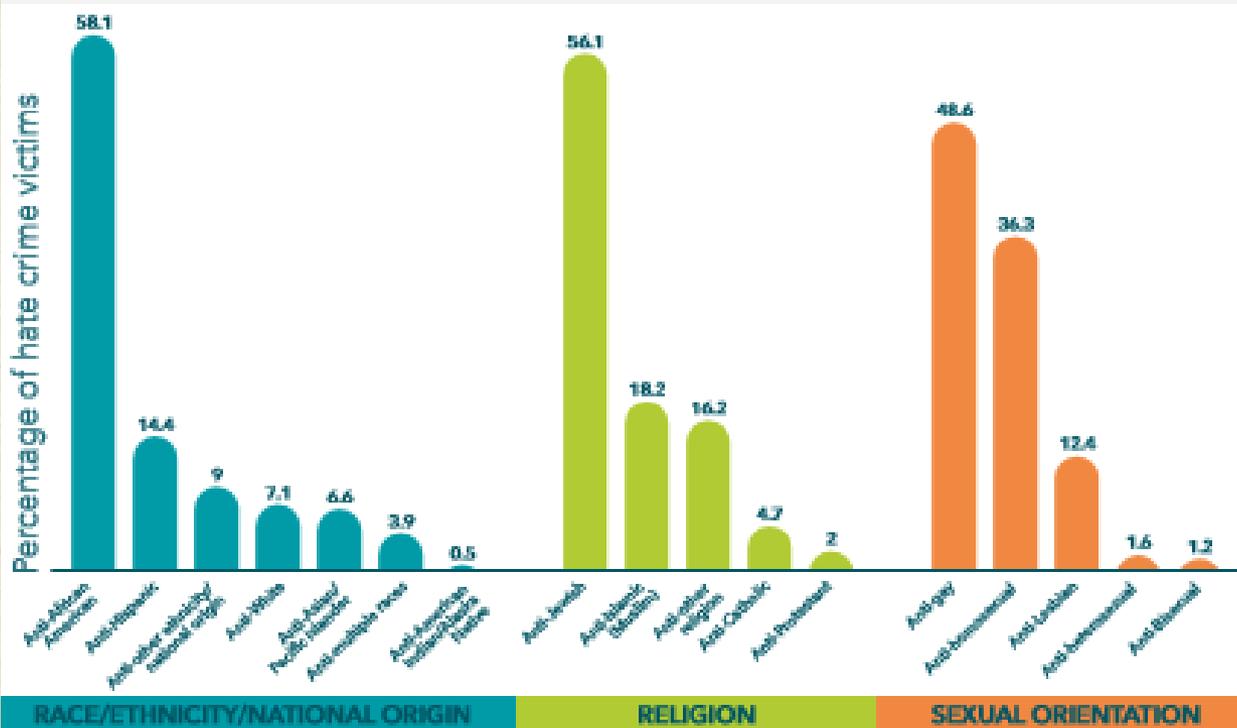
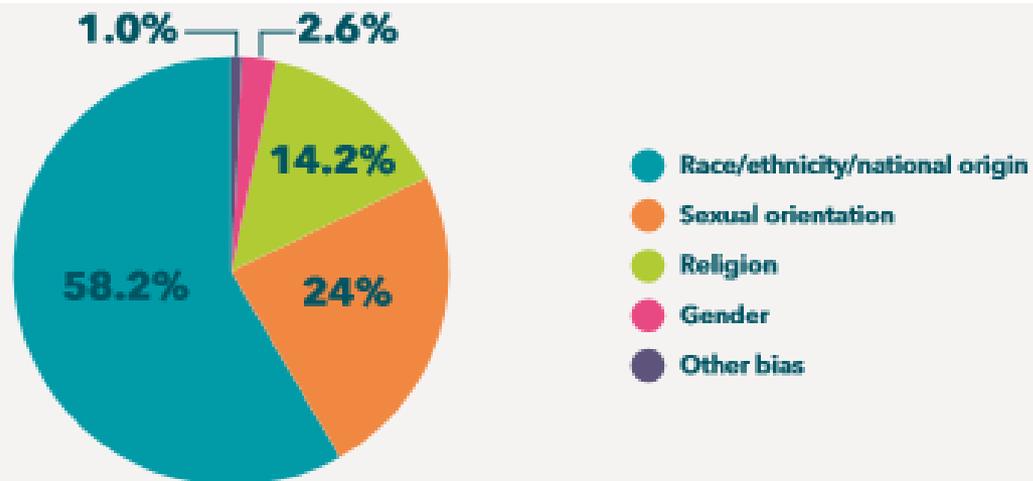


FIGURE 23: Percentage of hate crimes victims motivated by the victim's race/ethnicity/national origin, religion, and sexual orientation, California, 2012. Source: California Department of Justice, Hate Crime in California Report, 2012.

Communication and Language Assistance

✦ #5 – Provision of language assistance

✦ #6 - Notice of language assistance

✦ #7 - Language assistance competence

✦ #8 Patient-related materials & signage

ADULTS WITH LIMITED ENGLISH PROFICIENCY (LEP) GENERALLY HAVE POORER HEALTH COMPARED WITH THOSE WHO SPEAK FLUENT ENGLISH

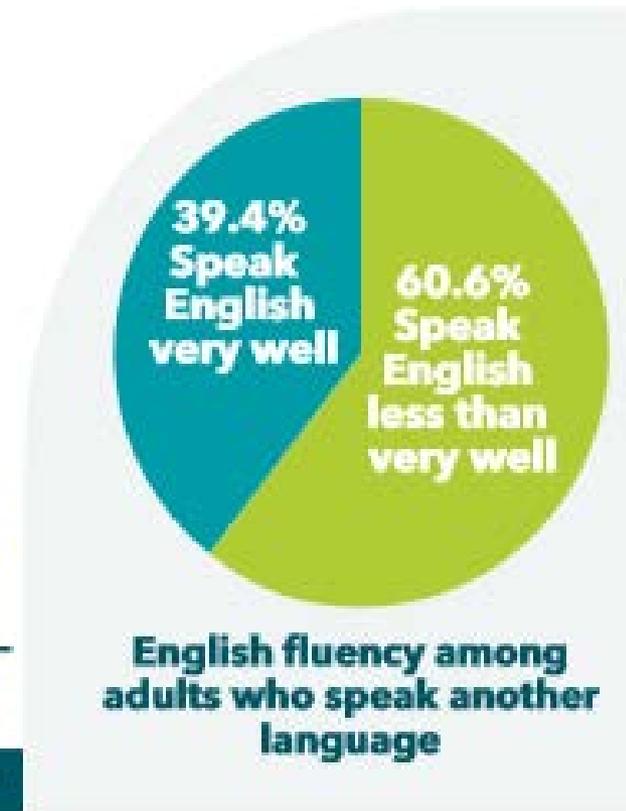
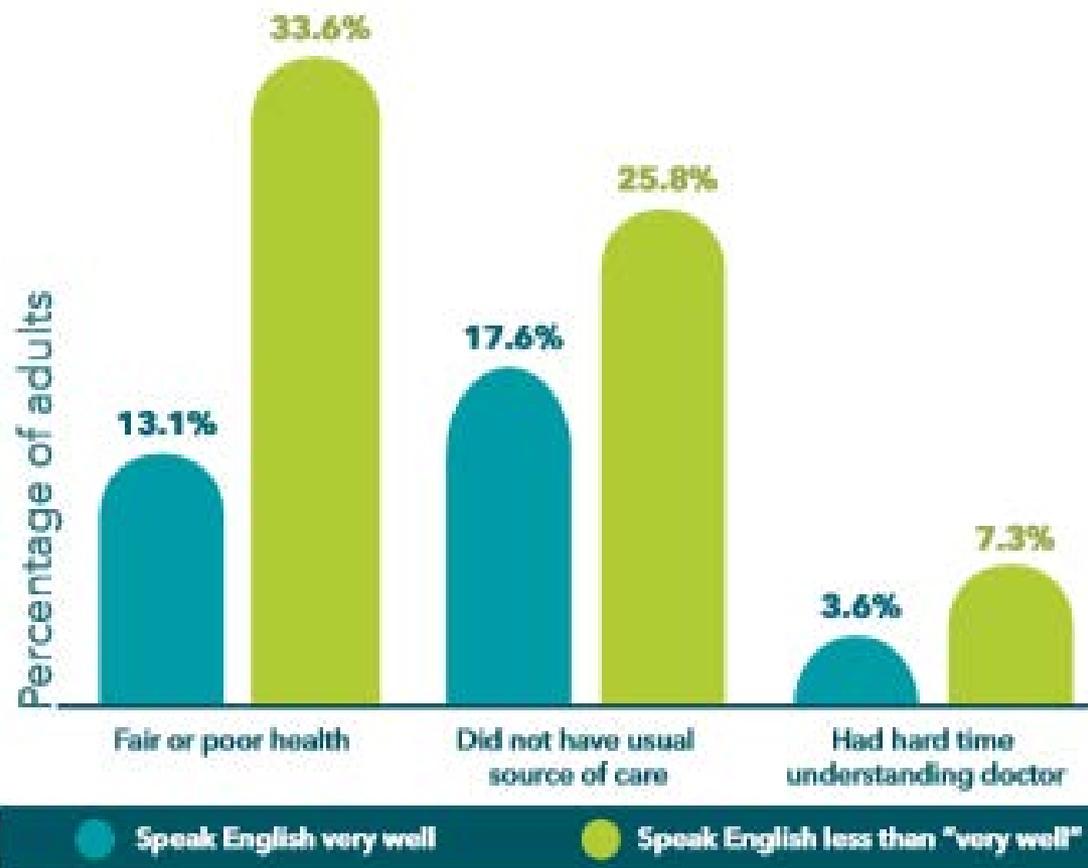


FIGURE 28: Percentage of English fluency levels among adults ages 18 years and older who speak a language other than English at home, by selected characteristics, California, 2011-2012.

Source: University of California Los Angeles, California Health Interview Survey, 2011-2012.

Note: Adults who reported speaking English less than "very well" includes those who reported speaking English well, not well, or not at all.

Engagement, Continuous Improvement, & Accountability

✦ #9 - Strategic planning

✦ #10 - Self-assessment & evaluation

✦ #11 - Cultural data collection

✦ #12 - Cultural/demographic profile and needs assessment of community

RATES OF SUICIDAL THOUGHTS ARE HIGHER AMONG BISEXUAL, GAY, AND LESBIAN ADULTS

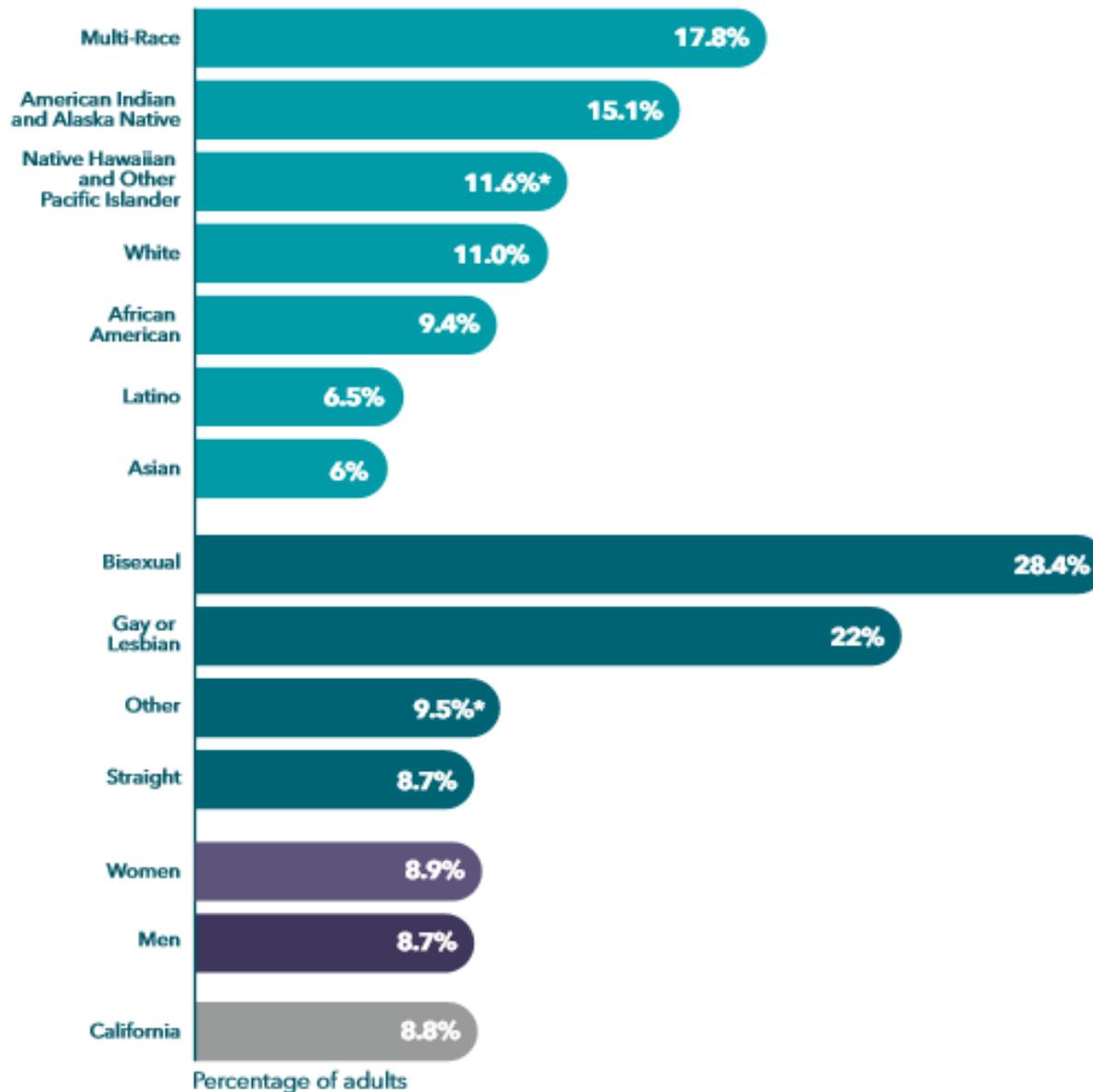


FIGURE 29: Percentage of adults who reported having seriously thought about committing suicide, by race/ethnicity and sexual orientation, California, 2011-2012.

Source: University of California Los Angeles, California Health Interview Survey, 2011-2012.

Note: *Other* includes not sexual/colibate/none.

*Statistically unavailable data

Engagement, Continuous Improvement, & Accountability

✦ #13 - Collaborative partnerships with communities

✦ #14 - Conflict & grievance resolution processes

✦ #15 - Publicize progress and innovations in implementing CLAS standards



June 2016



Strategic plan to advance racial equity, diversity and inclusion



Resources

- ✦ <http://www.integration.samhsa.gov/EnhancedCLASStandardsBlueprint.pdf>
- ✦ https://www.cdph.ca.gov/programs/Documents/CDPH_OHE_Disparity_Report_Final_Jun17_LowRes.pdf
- ✦ <http://racialequityalliance.org/>
- ✦ <http://kirwaninstitute.osu.edu/wp-content/uploads/2016/07/implicit-bias-2016.pdf>

