The New Jersey Statewide Network for Cultural Competence

2nd Annual Conference

Model Communication Strategies for a Multicultural Society:

How Health and Human Service Providers Can Better Serve New Jersey's Diverse Communities and Foster Health and Service Equity

Graphic Recording of Panel Presentations

Respectfully submitted by Michael Steinbruck
The Boggs Center on Developmental Disabilities
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(732) 754-5649 cell

Friday, October 19, 2012
8:30 a.m. – 3:30 p.m.

Middlesex County Fire Academy
1001 Fire Academy Drive
Sayreville, N.J. 08872

NJ STATEWIDE NETWORK FOR CULTURAL COMPETENCE
MODEL
COMMUNICATION
STRATEGIES
FOR A
MULTICULTURAL
SOCIETY

NJ STATEWIDE NETWORK FOR CULTURAL COMPETENCE
TRENTON HEALTH TEAM
MODEL COMMUNITIES BE A CULTURAL SOCIETY
BROAD COMMUNITY PARTNERSHIPS
TRANSFORMATION OF HEALTH AND AS PEOPLE
ASSESS COMMUNITY NEED
TRENTON
STRATEGIC INITIATIVES:
Expand Access to Primary Care
Community-Wide Care Coordination
Engage Trenton Residents
Population Health / Data Track
Expand Infrastructure for an Urban ACO
TURNING COMPETITORS INTO COLLABORATORS
UNIFIED COMMUNITY HEALTH NEEDS ASSESSMENT
- medical
- social
- environmental
KINGSBURY TOWERS
Verify data with the Trenton people and learn from them
RESIDENTS TAKING OWNERSHIP and LEADING CHANGE
LOVE & TEST
MERIDIAN HEALTH
TRAINING & AWARENESS
Cultural Competence
Multi-Cultural Customer Service
Generational Differences
Language
Religion
LANGUAGE SERVICES PROGRAM
Recieve Services in Preferred Language
In-person Interpretation
Sign Language Interpretation
Telephonic Interpretation
Video Remote Interpretation
Document Translation
MEASURE WHAT YOU TREASURE
KEY INGREDIENTS:
Leadership Commitment and VISION
Collaboration
Know Your Community
DEMOGRAPHICS
Data, Data, Data
- RACE
- ETHNICITY
- RELIGION
- Sexual Orientation
- DISABILITY
- AGE
- GENDER
DATA
Accountability & Measurement

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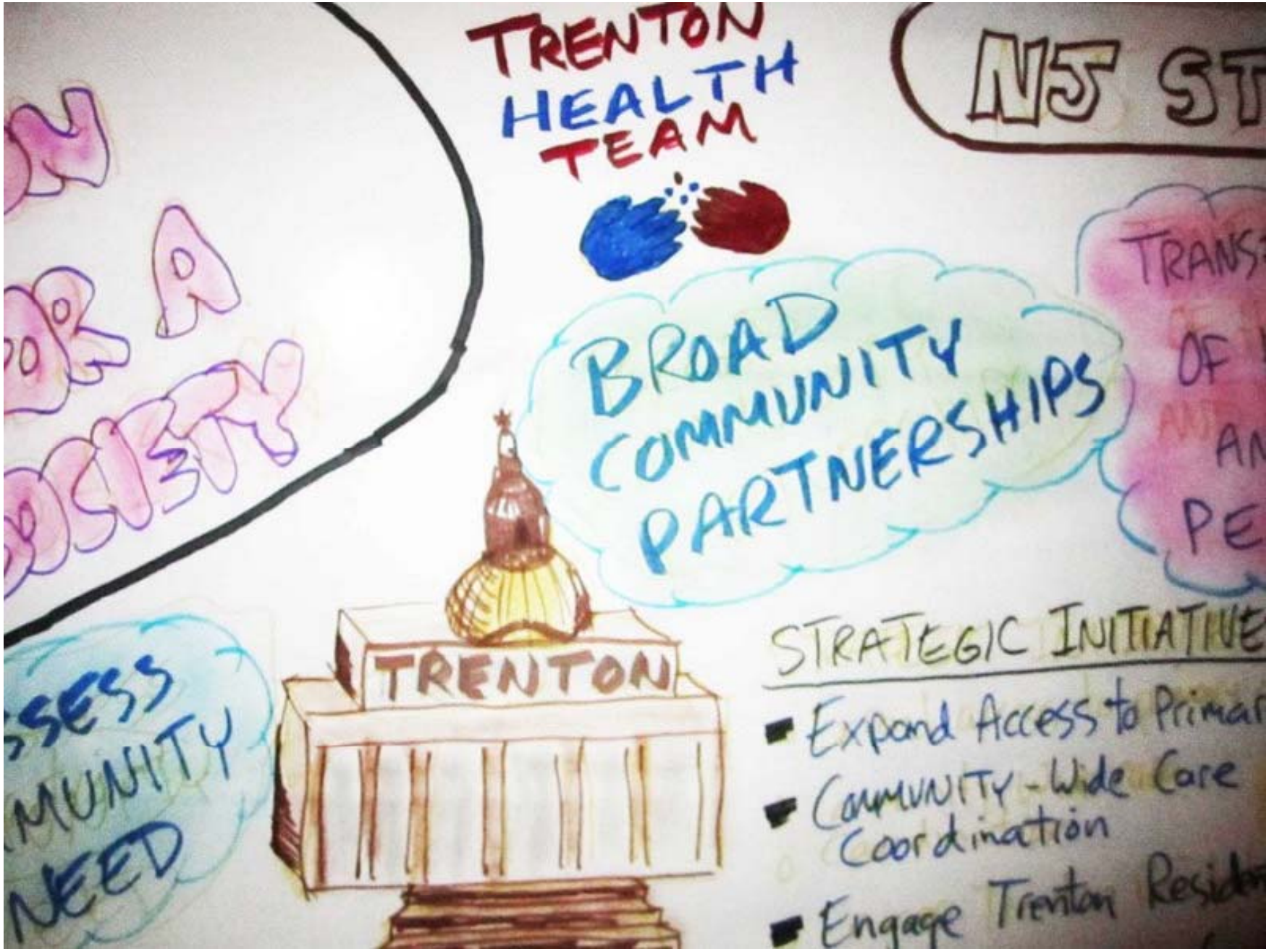
LOVE and TEST
&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TURNING
COMPETITORS
INTO
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STRATEGIC INITIATIVES:

- Expand Access to Primary Care
- Community-Wide Care Coordination
- Engage Trenton Residents
- Population Health (Data rich)
- Expand Infrastructure for an Urban A.C.O.

TRANSFORMATION
OF HEALTH
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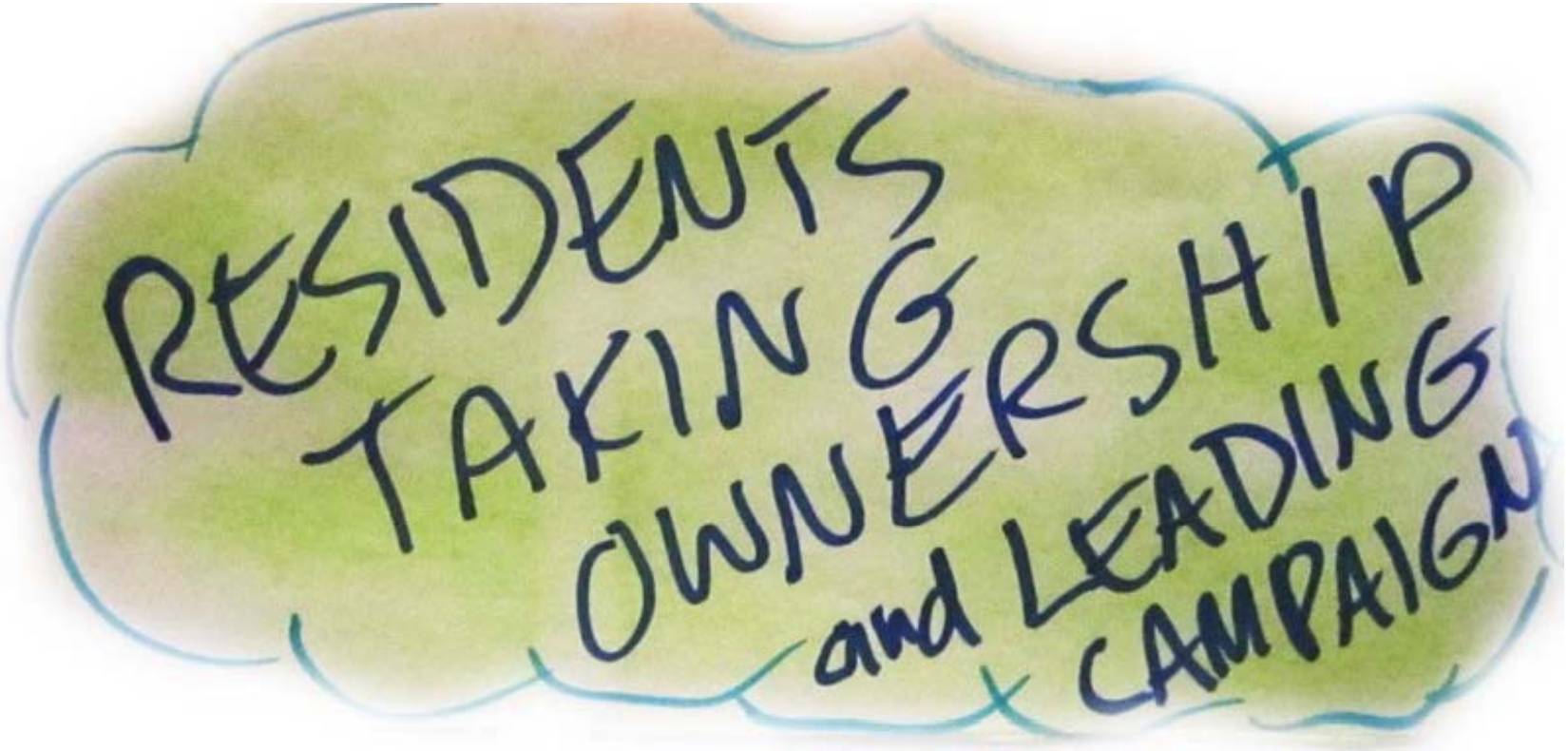

RESIDENTS
TAKING
OWNERSHIP
and LEADING
CAMPAIGN

MERIDIAN
HEALTH

MERIDIAN HEALTH

TRAINING & AWARENESS

→ Cultural Competence
→ Multi-Cultural Customer Service
→ Generational Differences
→ Language
→ Religion

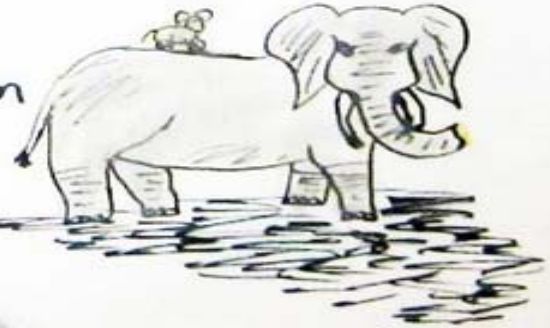
LANGUAGE SERVICES PROGRAM

- Receive Services in preferred language
  - In-person Interpretation
  - Sign Language Interpretation
  - Telephonic Interpretation
  - Video Remote Interpretation
  - Document Translation

MEASURE WHAT YOU TREASURE

KEY INGREDIENTS:

- Leadership Commitment and VISION
- Collaboration
- Know Your COMMUNITY



DEMOGRAPHICS

- Data, Data, Data
  - RACE
  - ETHNICITY
  - RELIGION
  - Sexual Orientation
  - DISABILITY
  - AGE
  - GENDER
  - ...

- Accountability & Measurement

Receive Services
In preferred language
In-person Interpretation
Sign Language Interpretation
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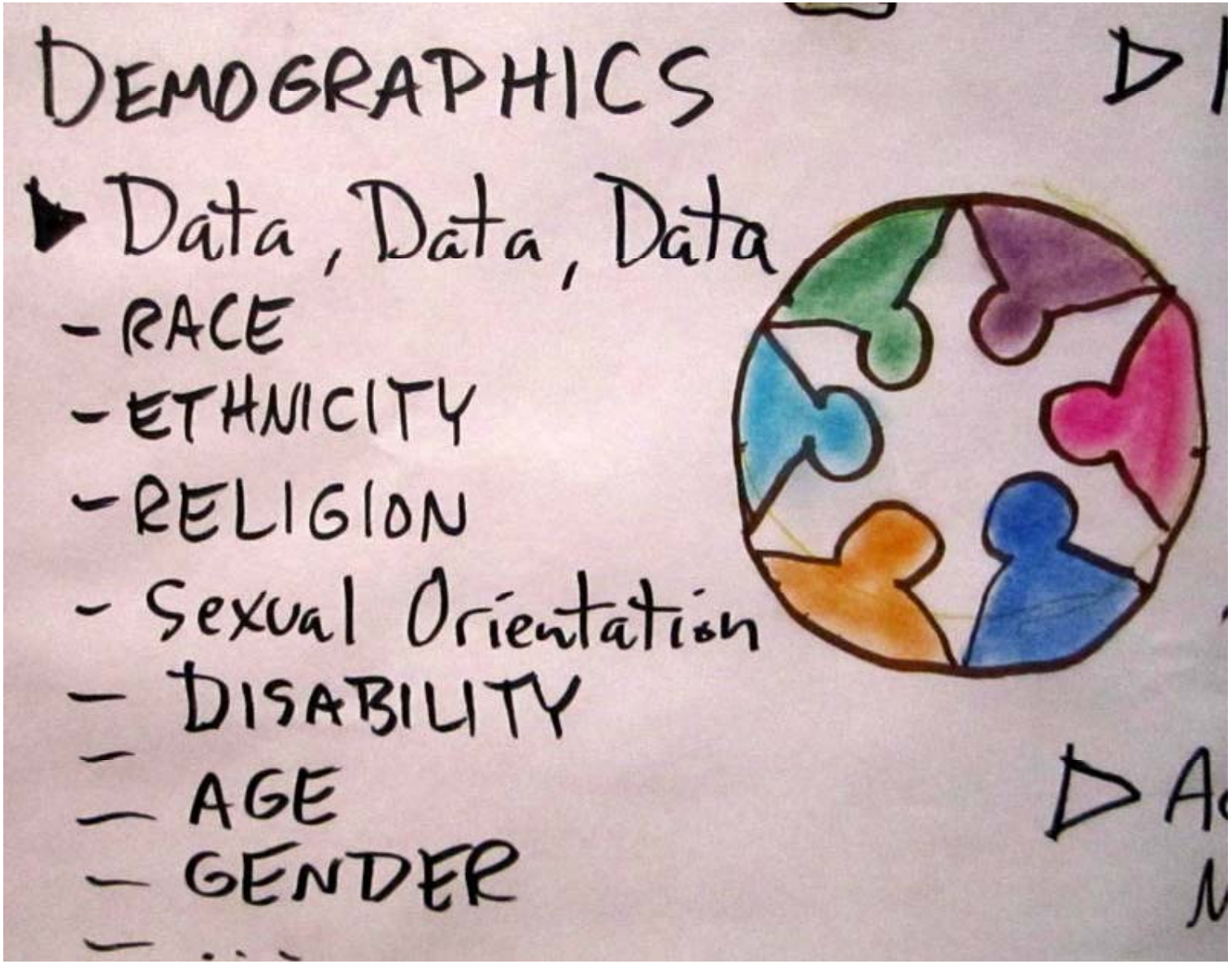
Document Translation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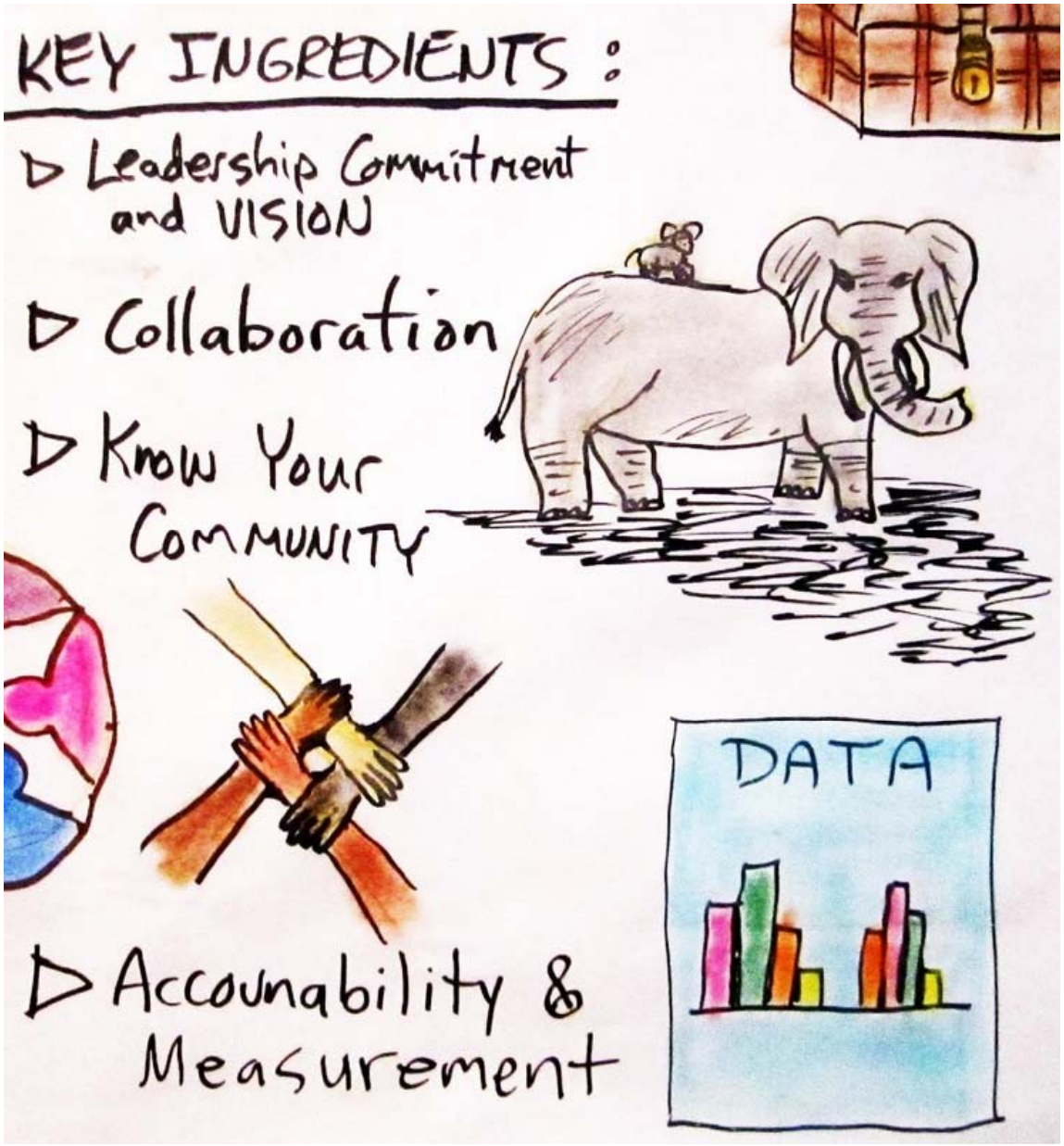
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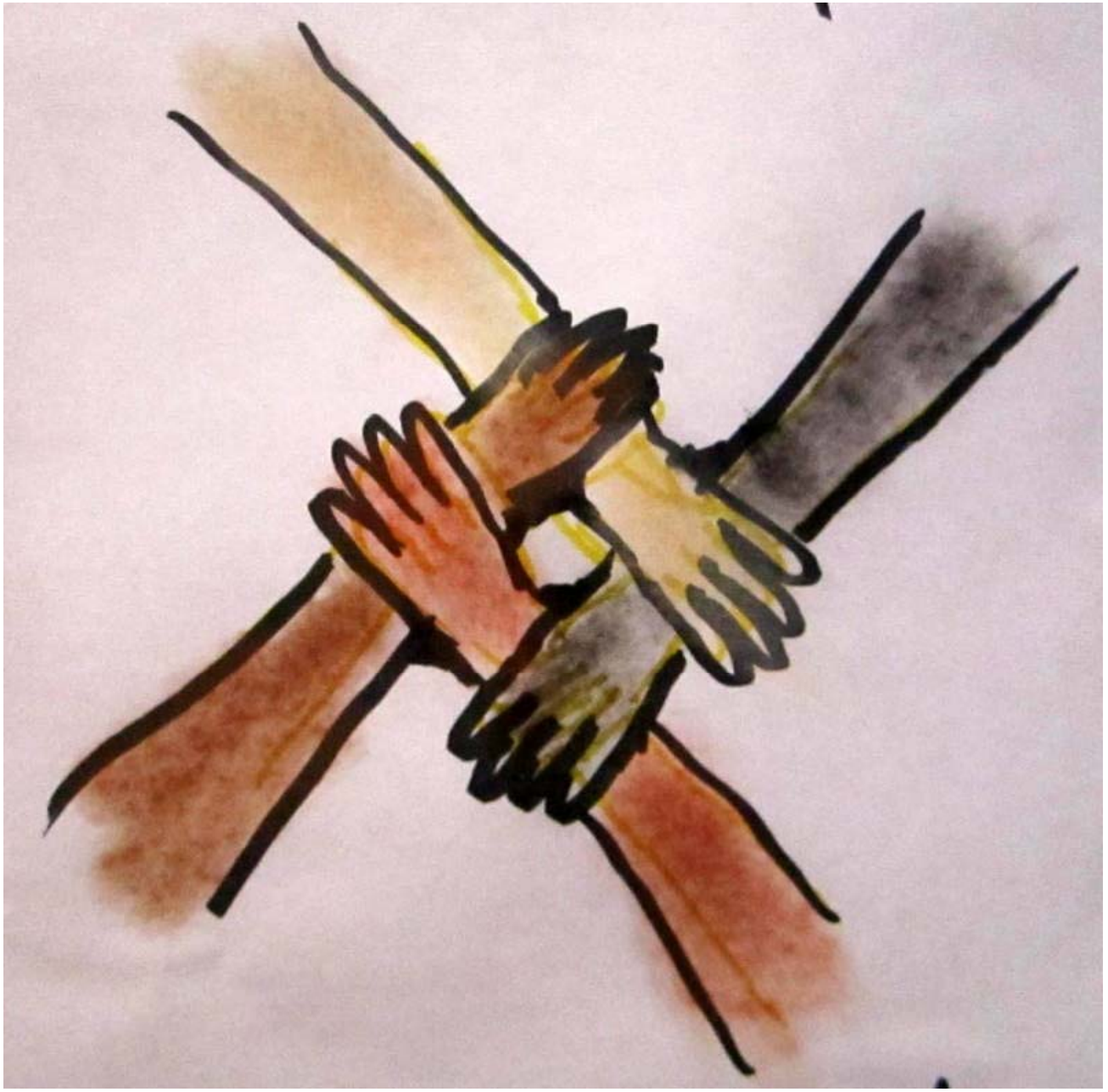
▷ Know Your COMMUNITY
▷ Accountability & Measurement
DATA



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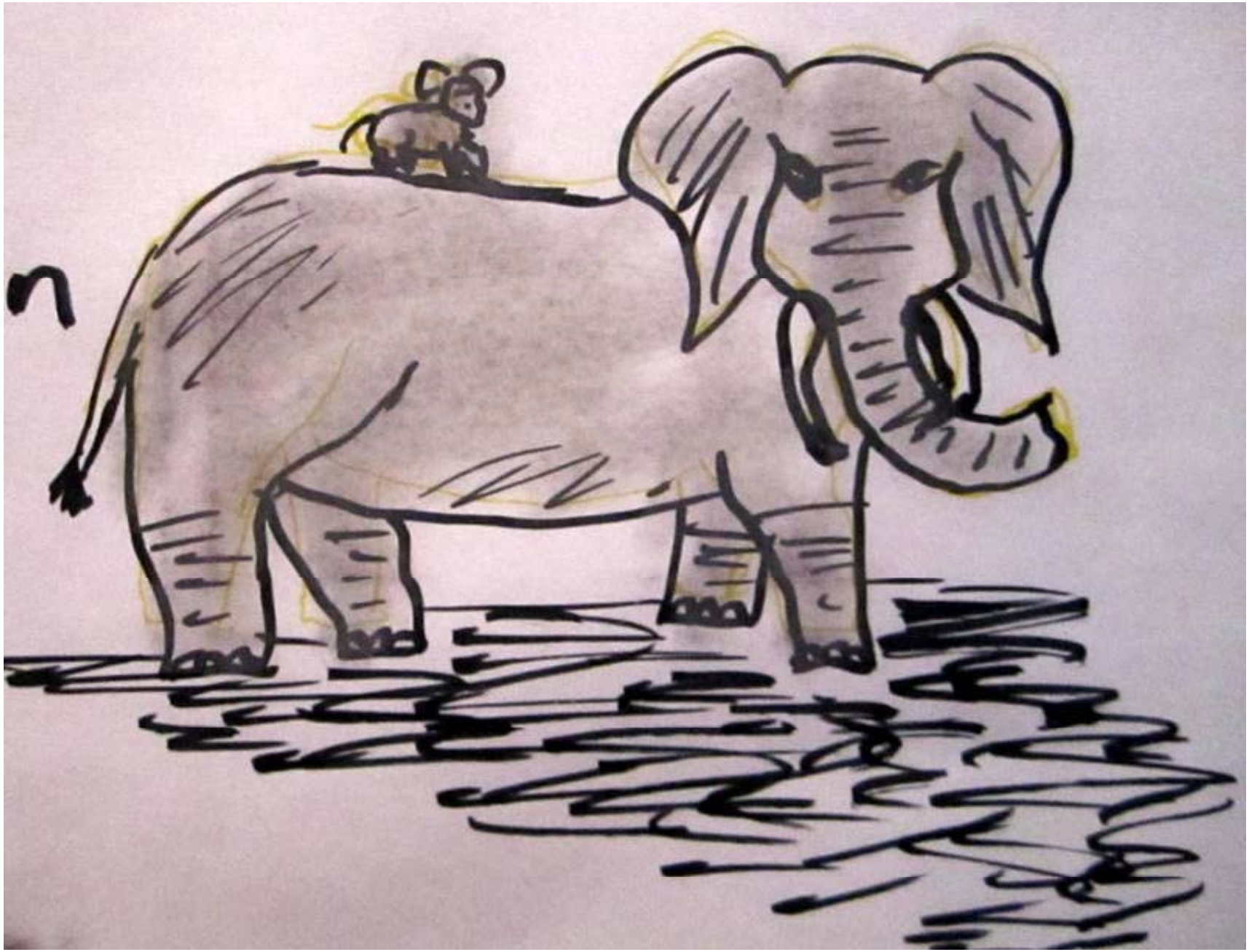

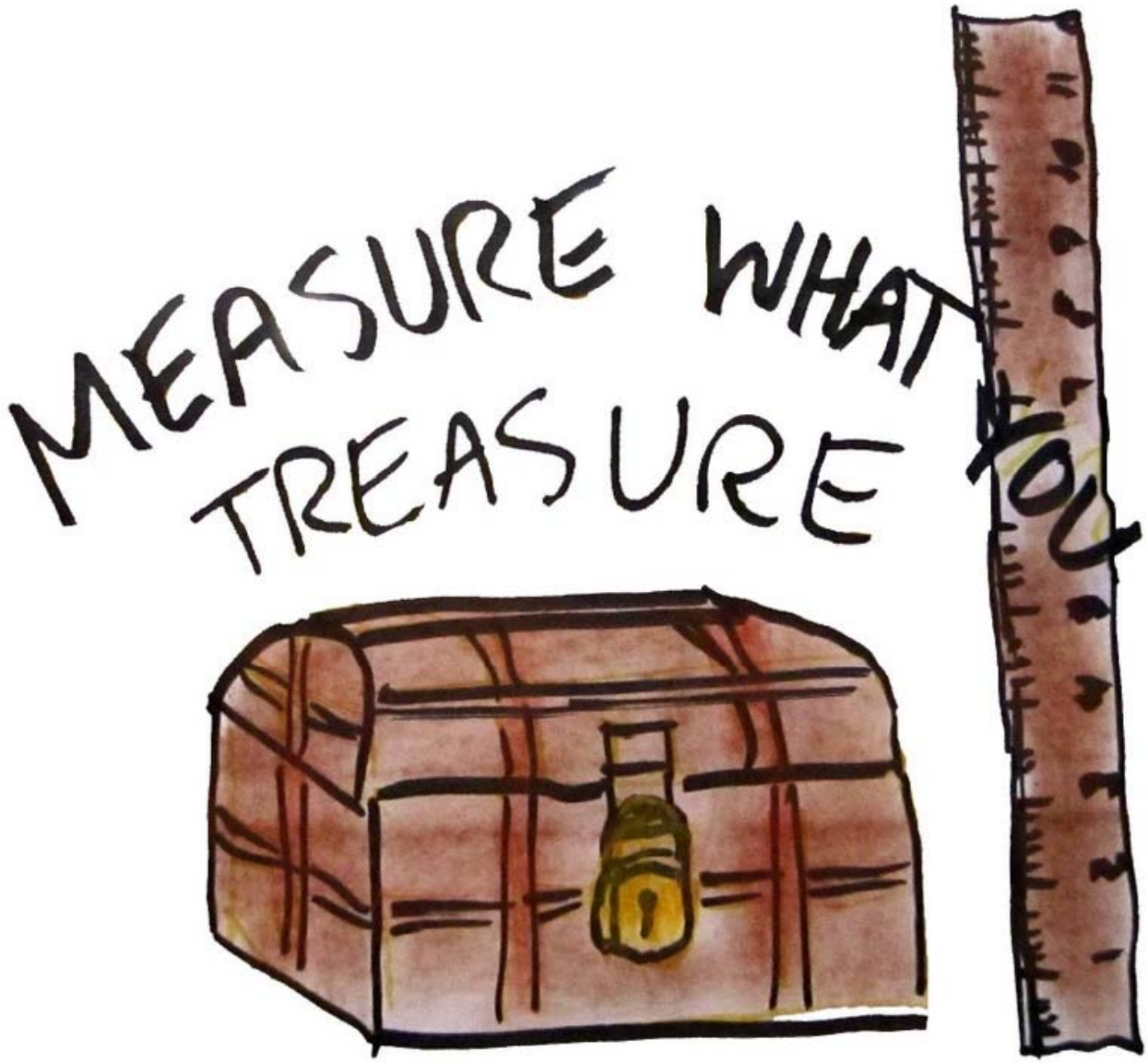
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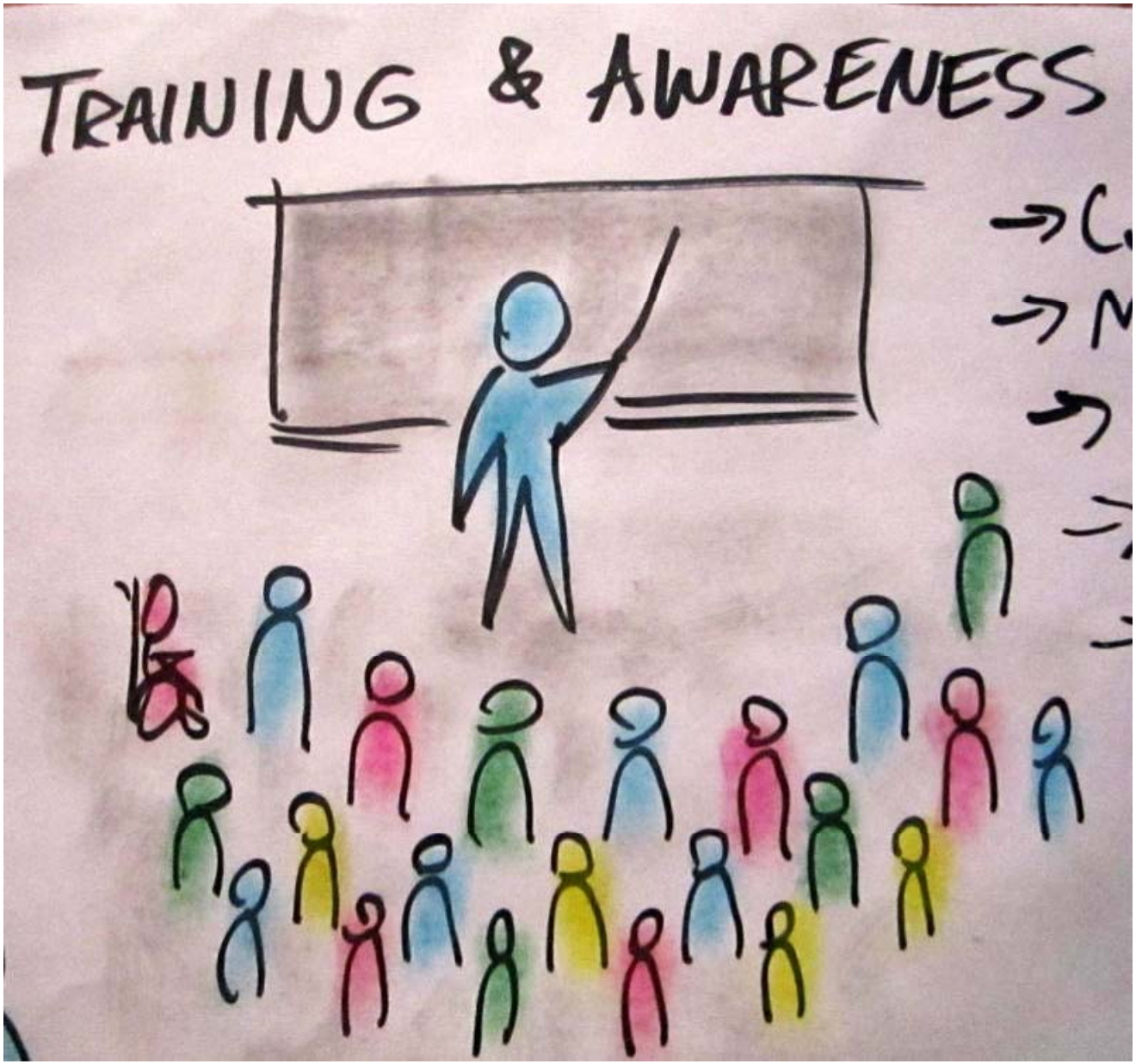
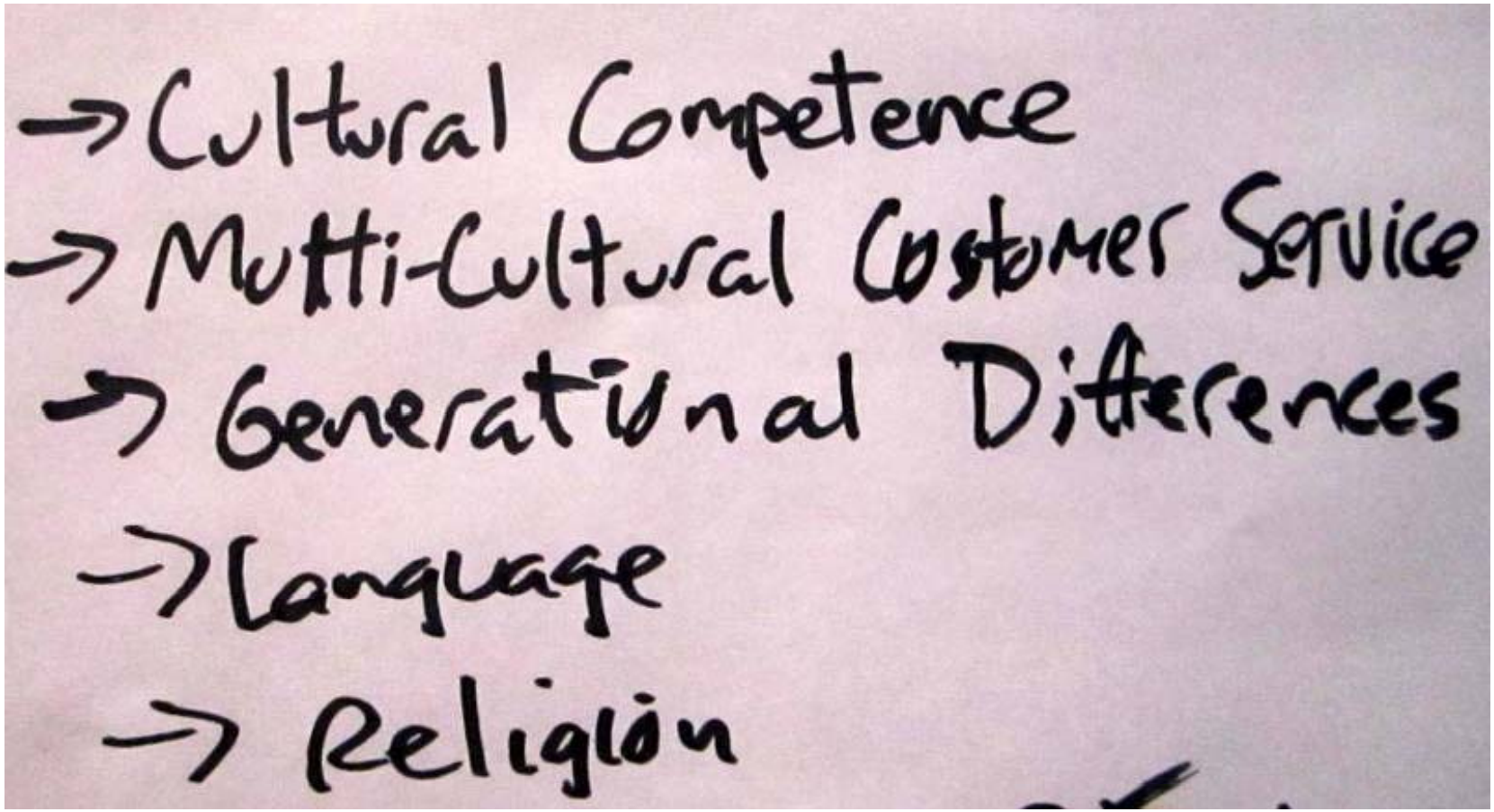

TRAINING & AWARENESS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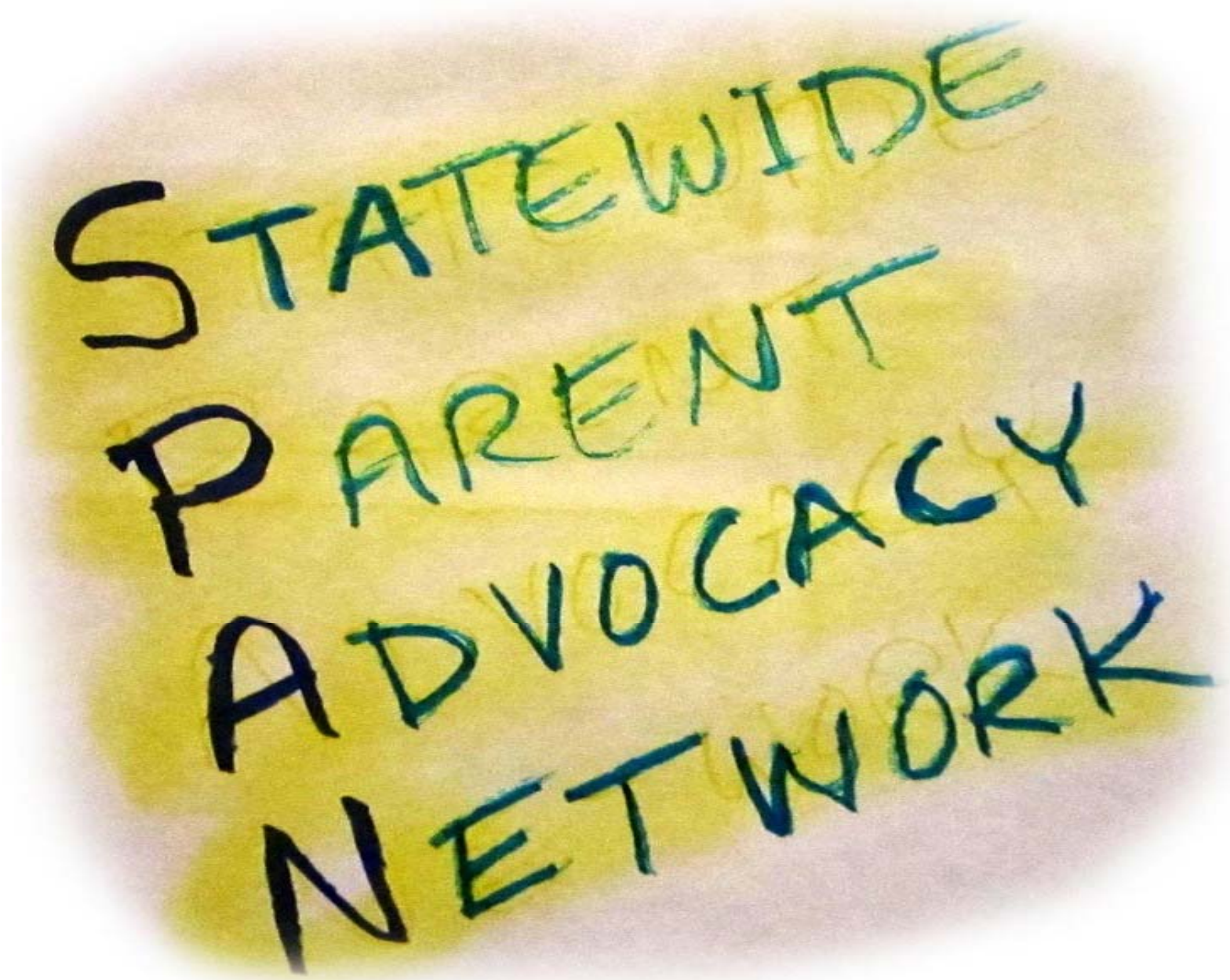
STATEWIDE
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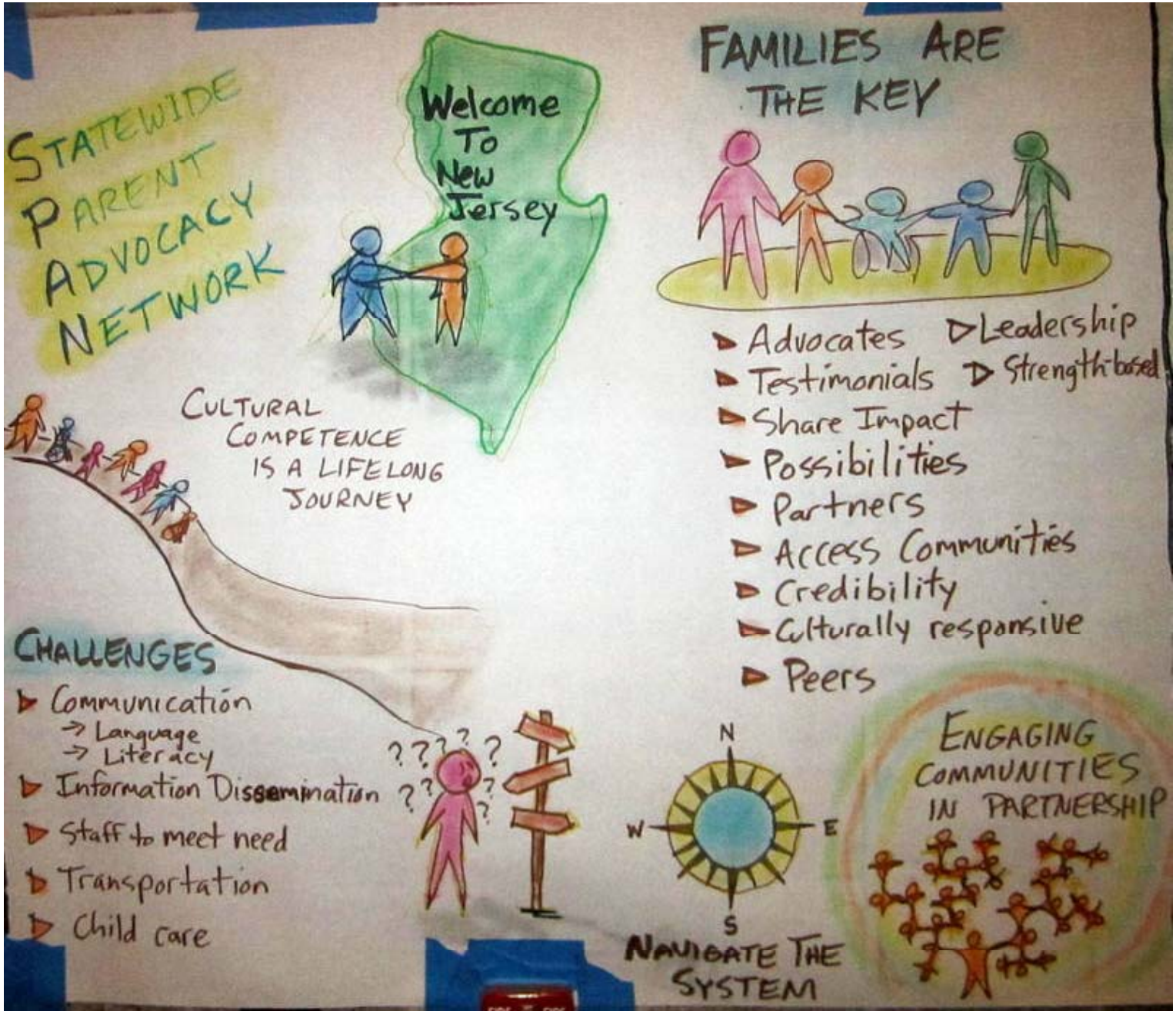
ADVOCACY
NETWORK


STATEWIDE PARENT ADVOCACY NETWORK
Welcome To New Jersey
FAMILIES ARE THE KEY
Advocates
Testimonials
Share Impact
Possibilities
Partners
Access Communities
Credibility
Culturally responsive
Peers
Leadership
Strength-based
CULTURAL COMPETENCE IS A LIFELONG JOURNEY
CHALLENGES
Communication
→ Language
→ Literacy
Information Dissemination
Staff to meet need
Transportation
Child care
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NAVIGATE THE SYSTEM
ENGAGING COMMUNITIES IN PARTNERSHIP

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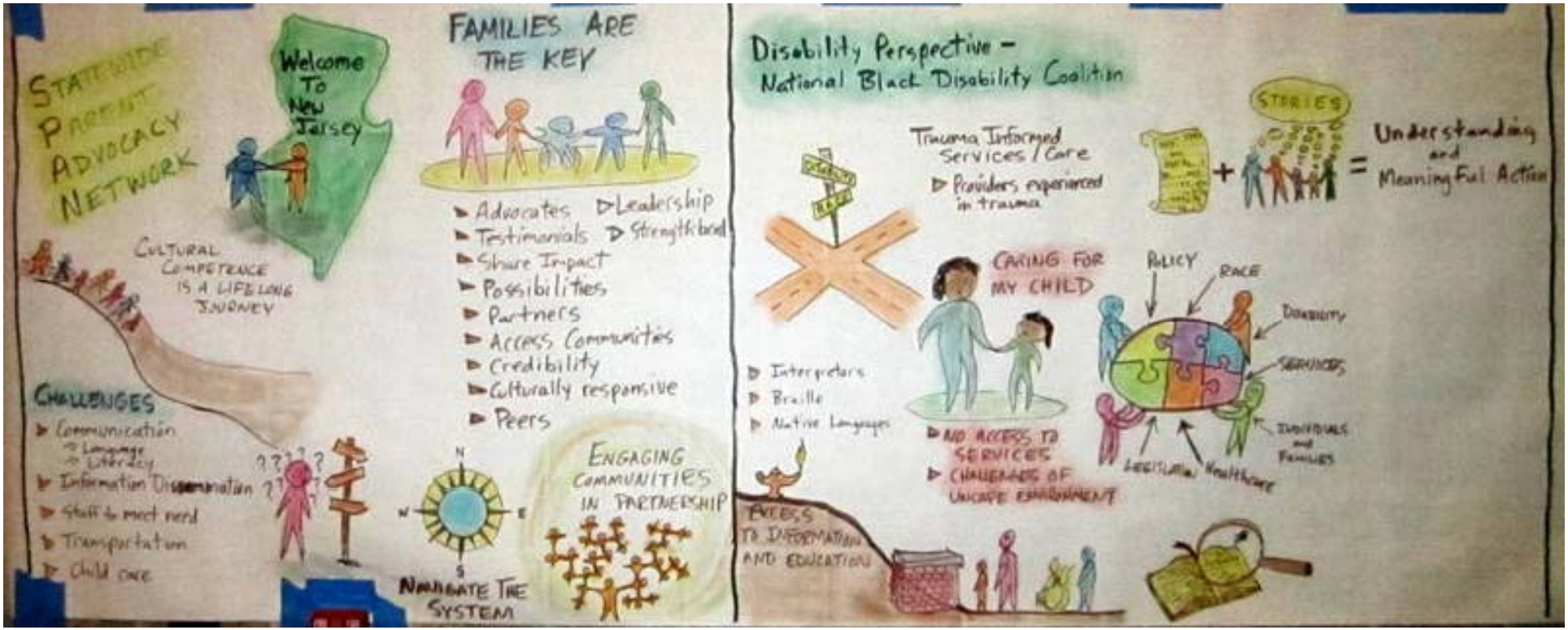
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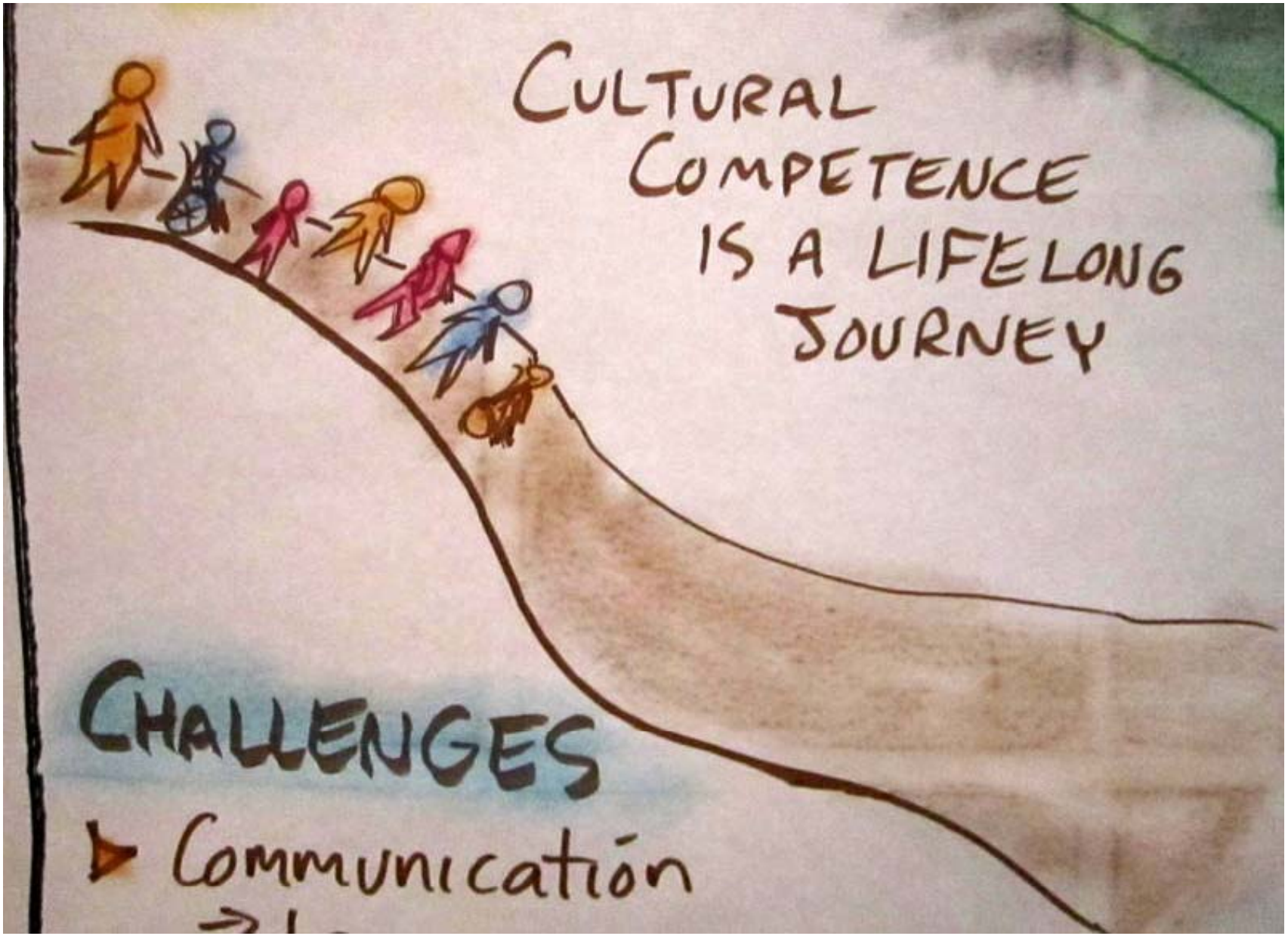
Disability Perspective – National Black Disability Coalition
Trauma Informed Services / Care
Providers experienced in trauma
STORIES
Understanding and Meaningful Action
CARING FOR MY CHILD
Interpreters
Braille
Native Languages
NO ACCESS TO SERVICES
CHALLENGES OF UNSAFE ENVIRONMENT
POLICY
RACE
DISABILITY
SERVICES
INDIVIDUALS and FAMILIES
HEALTHCARE
ACCESS TO INFORMATION AND EDUCATION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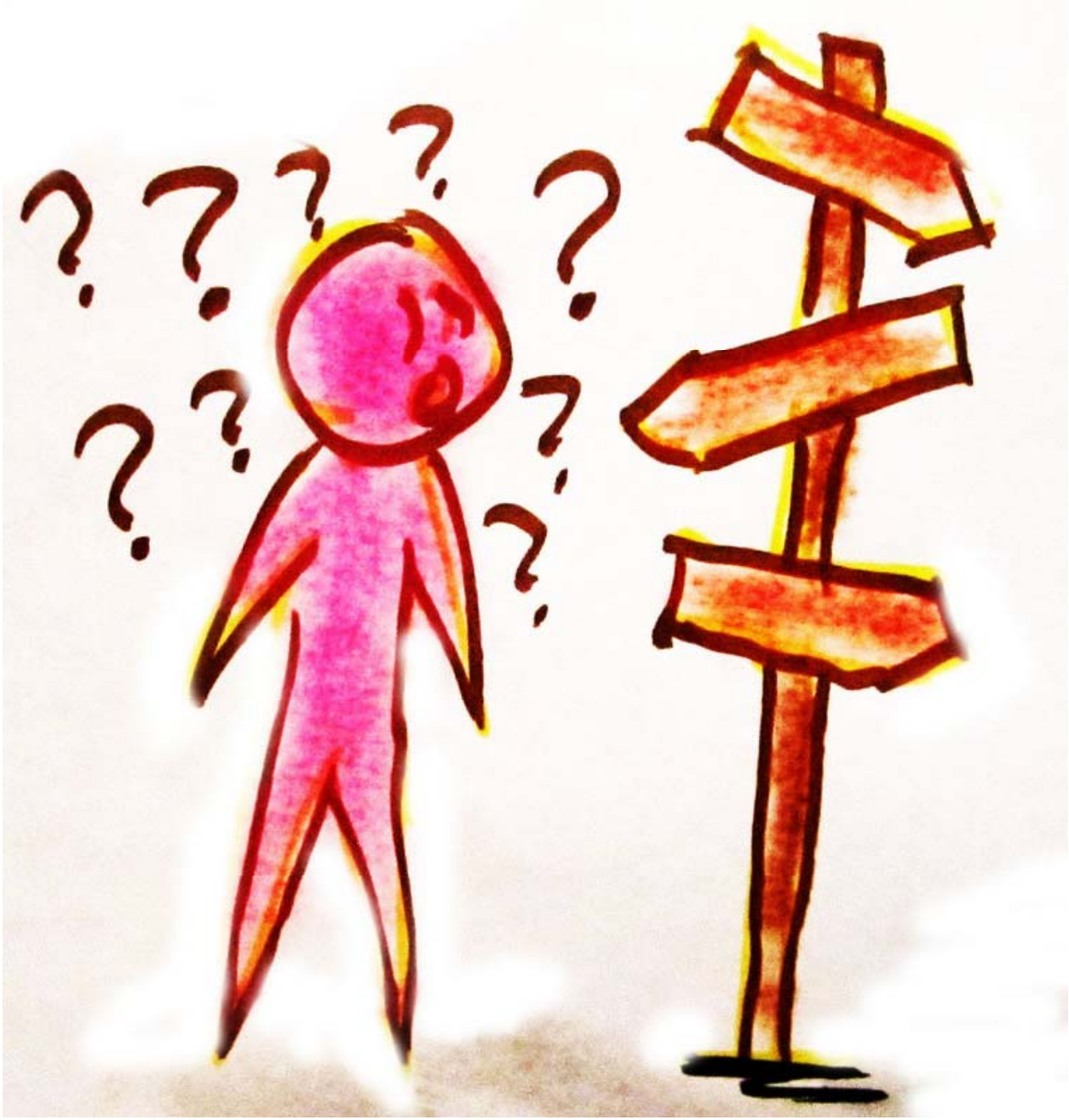

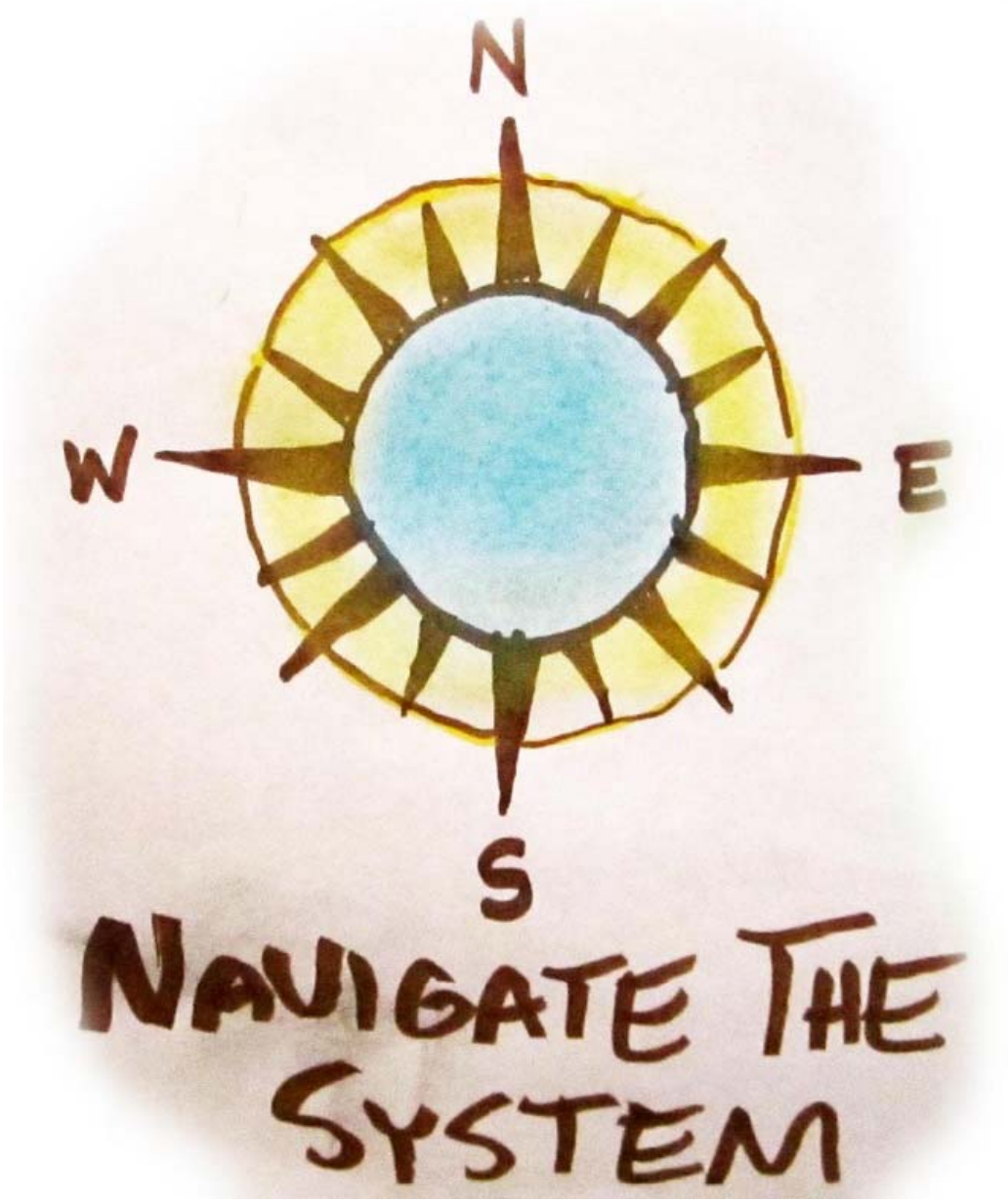
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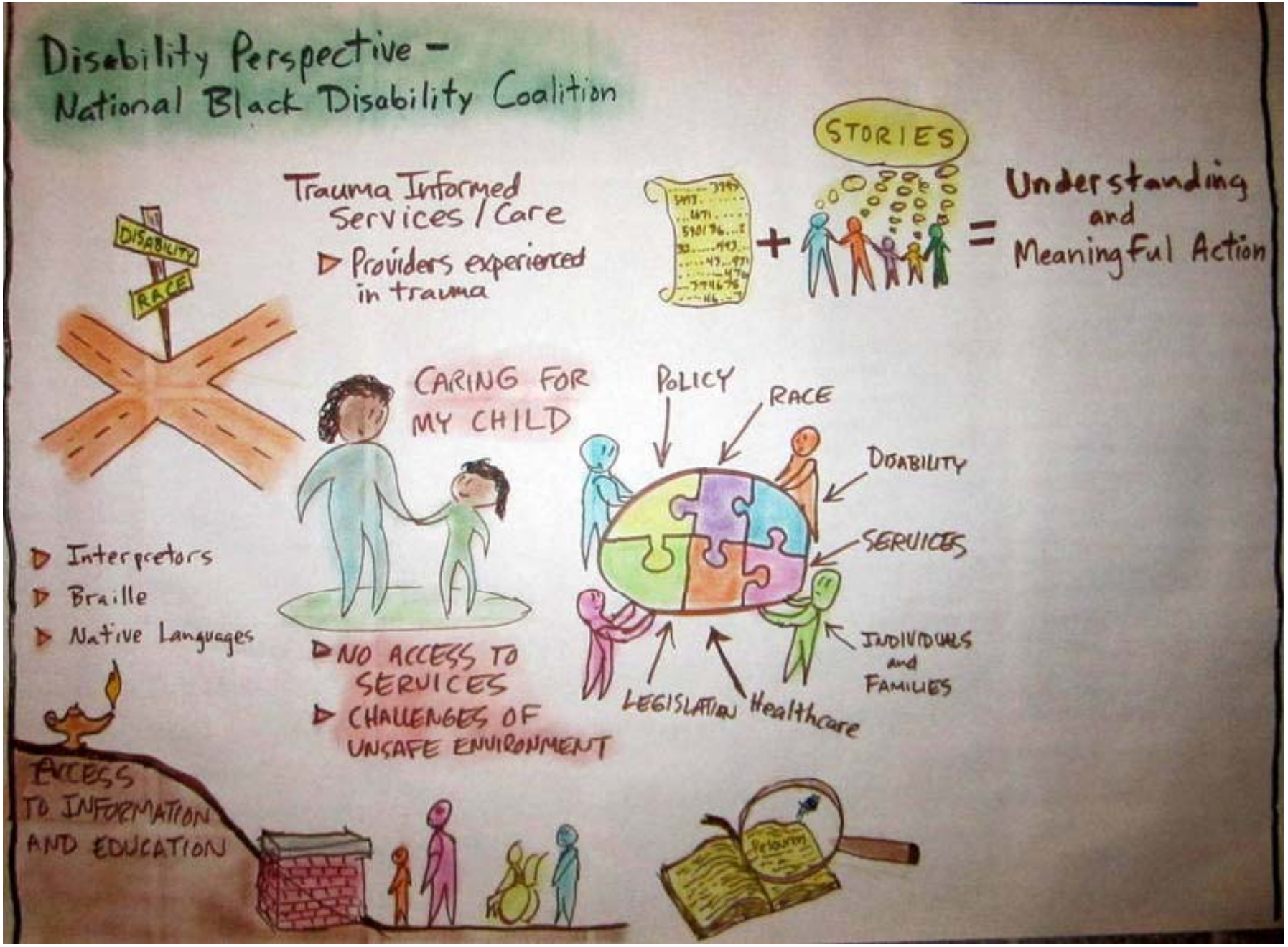
Disability Perspective -
National Black Disability Coalition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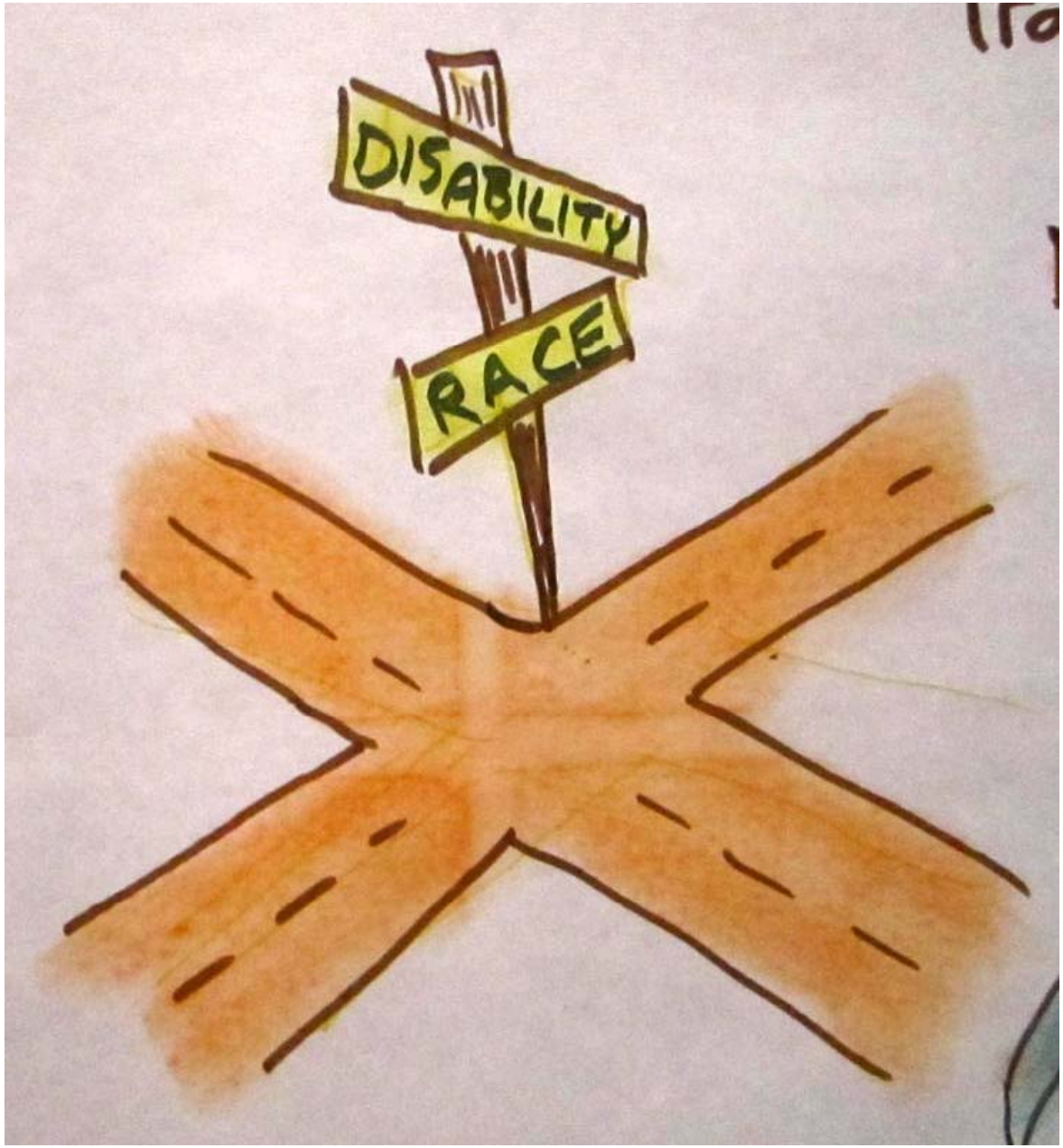
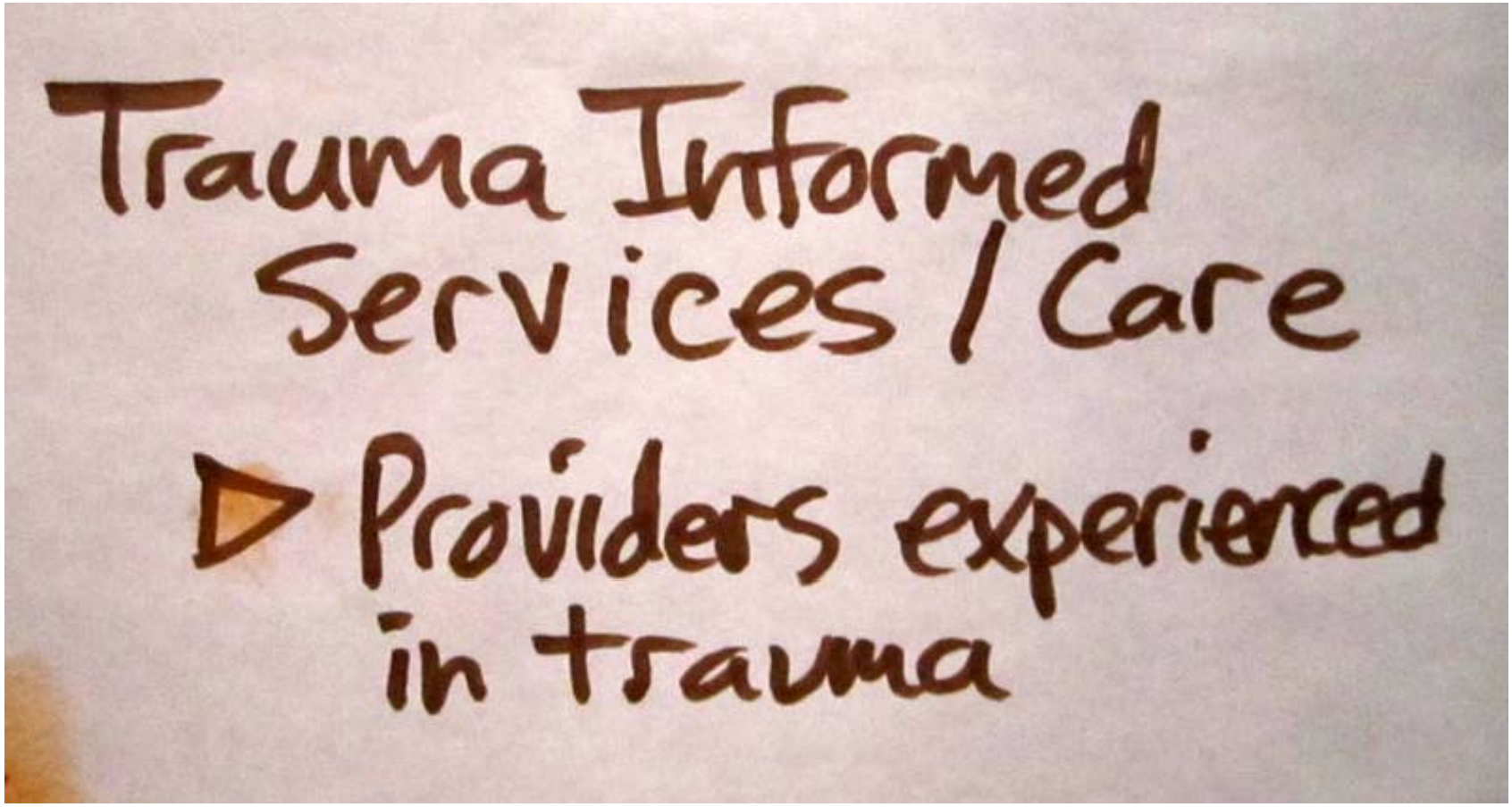

DISABILITY
RACE


Trauma Informed
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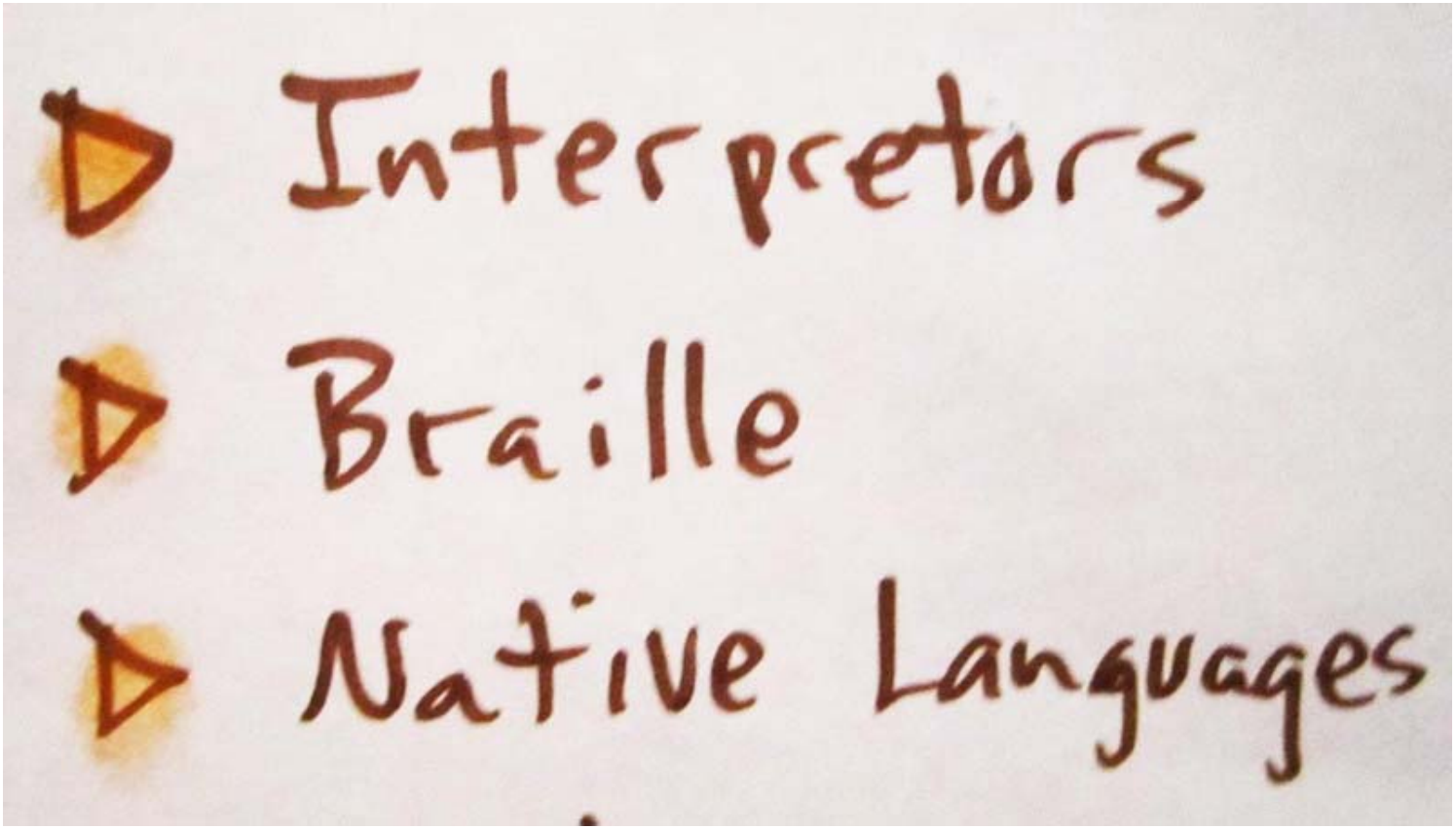
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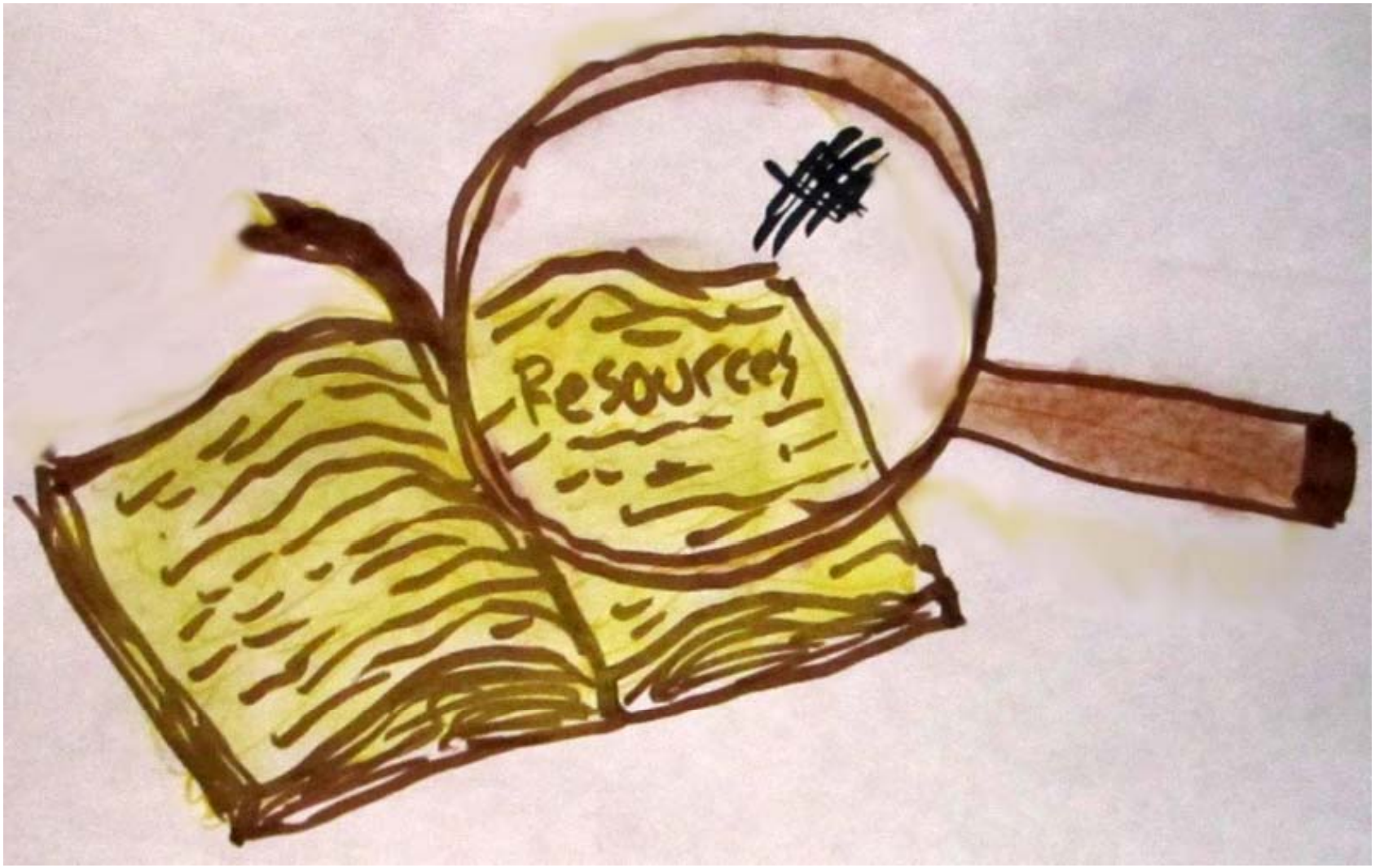
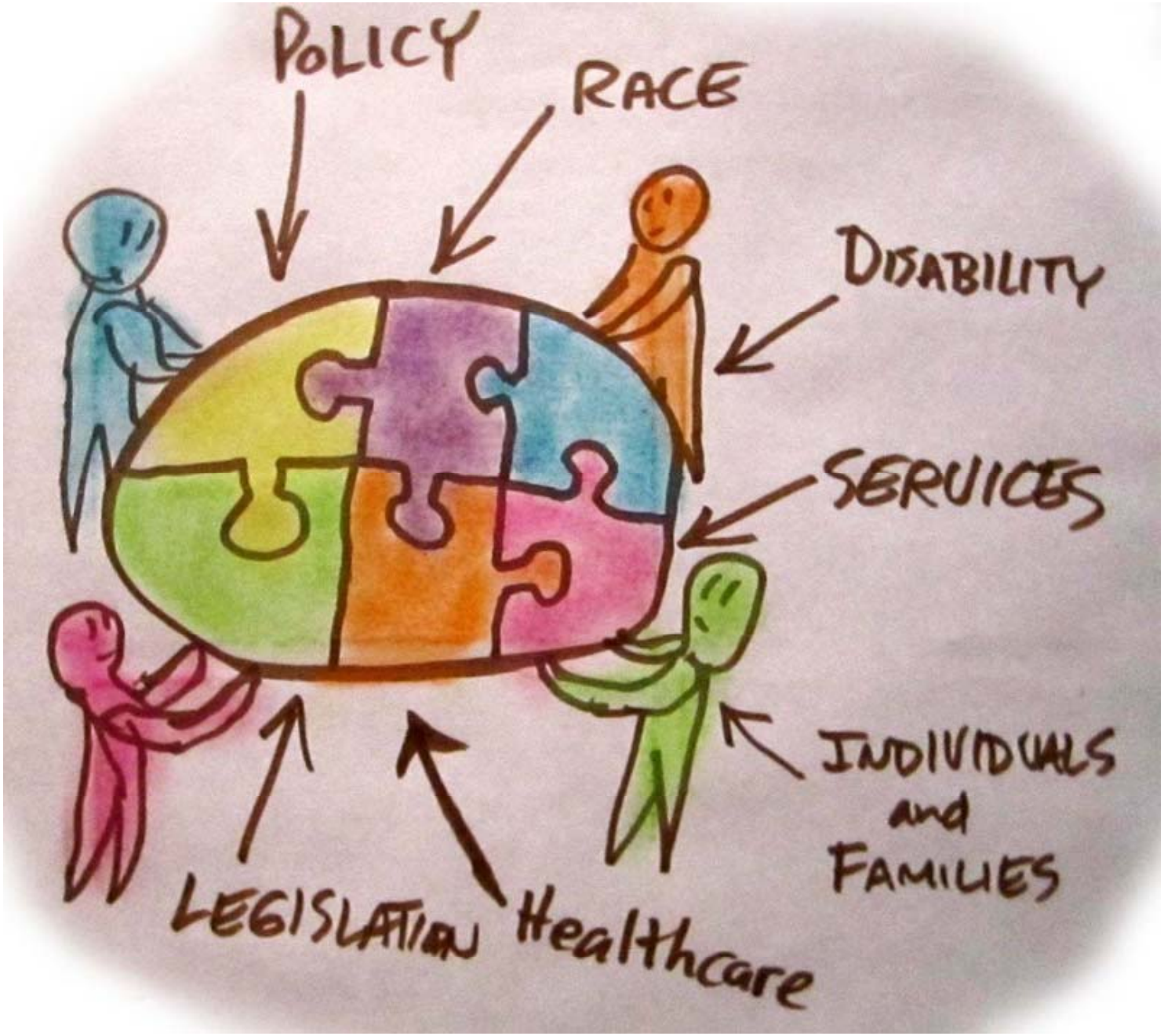

Resources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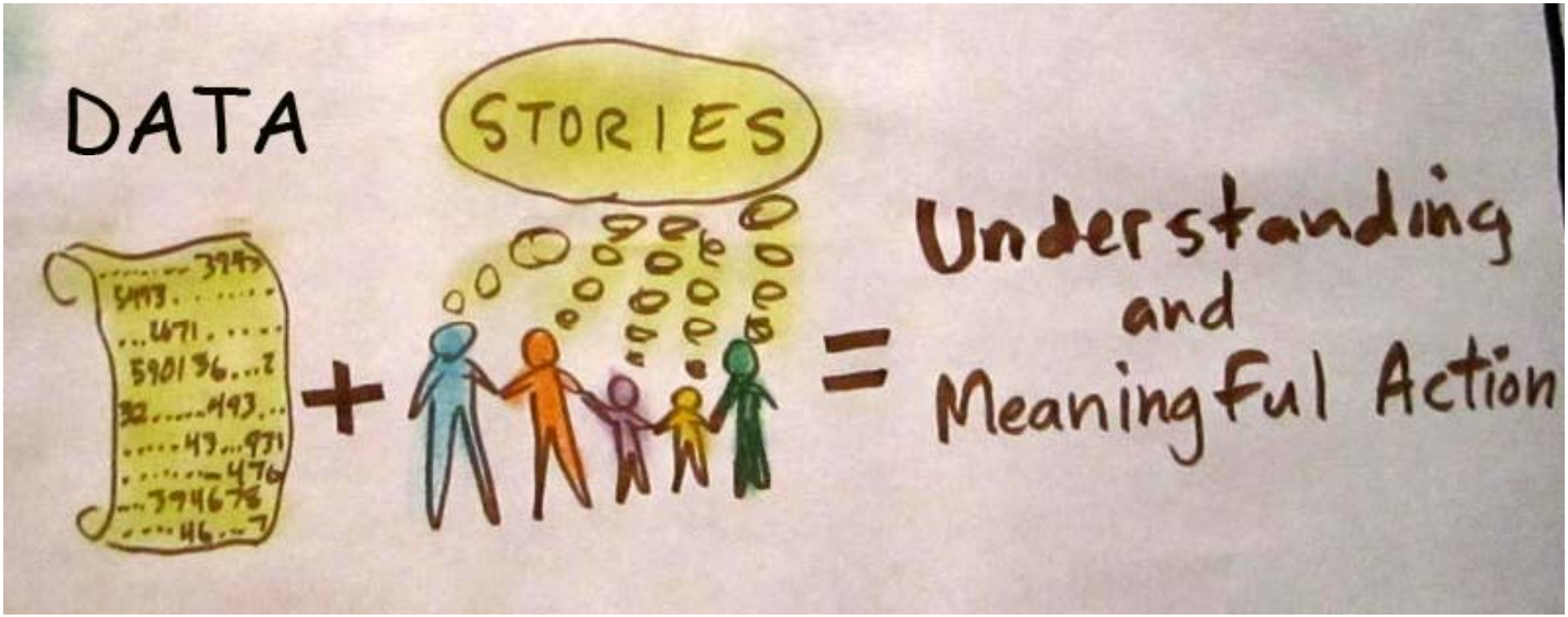
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