

# Cultural Competence Training 2023/2024

For existing MHRS employees and contracted providers, this training must be **completed by November 30, 2023** (unless your program requires an earlier completion). Please read through the instructions thoroughly and completely.

## About

The Orange County Health Care Agency (HCA) is a regional provider and consists of the following service areas:

- Correctional Health Services
- Director's Office
- Finance & Administrative Services
- Medical Health Services
- Mental Health & Recovery Services
- Public Health Services
- Strategy & Special Projects

Orange County has a diverse population of 3.2 million, with the following general population breakdown (2021):

## Background



There are **six** threshold languages, which are:

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- Spanish
- Vietnamese
- Mandarin
- Farsi
- Arabic
- Korean

Demographics Characteristics of Orange County		
	Population	Percent of Total Population
<b>Gender</b>		
Male	1,598,436	49.8%
Female	1,610,836	50.2%
Other/Not Listed	---	0%
<b>Ethnicity</b>		
White/Caucasian	1,328,850	41.4%
Hispanic/Latino	1,146,091	35.7%
Asian/Pacific Islander	592,162	18.5%
Black/African American	49,562	1.5%
Native American	6,907	0.2%
Multi Race/Other	85,700	2.7%
<b>Age</b>		
0-5 years	217,476	6.8%
6-17 years	485,132	15.2%
18-59 years	1,770,945	55.5%
60+ years	735,719	23.1%
<b>Total Population</b>	<b>3,209,272</b>	
Source: Department of Finance Population Statistics (2021)		

# Cultural Competence Training 2023/2024

## Why

In order to enhance the work environment and continue to provide quality services, and to implement the required annual cultural competence training requirements, Mental Health & Recovery Services will utilize Course 1 from Think Cultural Health to learn how culture relates to, and impacts, behavioral health care.

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Course 1, titled ***An Introduction to Cultural and Linguistic Competency***, consists of the following 4 Modules:

- Module 1: Understanding culture, cultural identity, and intersectionality
- Module 2: Cultural competency and cultural humility in behavioral health care
- Module 3: Cultural competency and the behavioral health workforce
- Module 4: Cultural and linguistic competency and quality of care



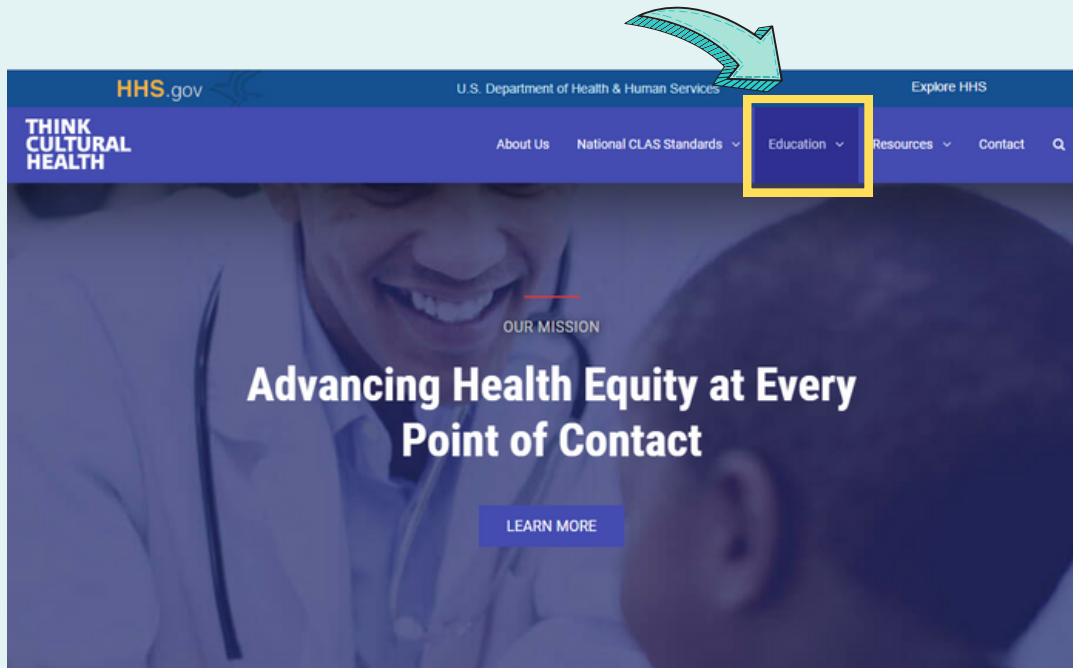
# Before Starting the Training

The following section will include instructions on how to access the course and what is required to obtain credit.

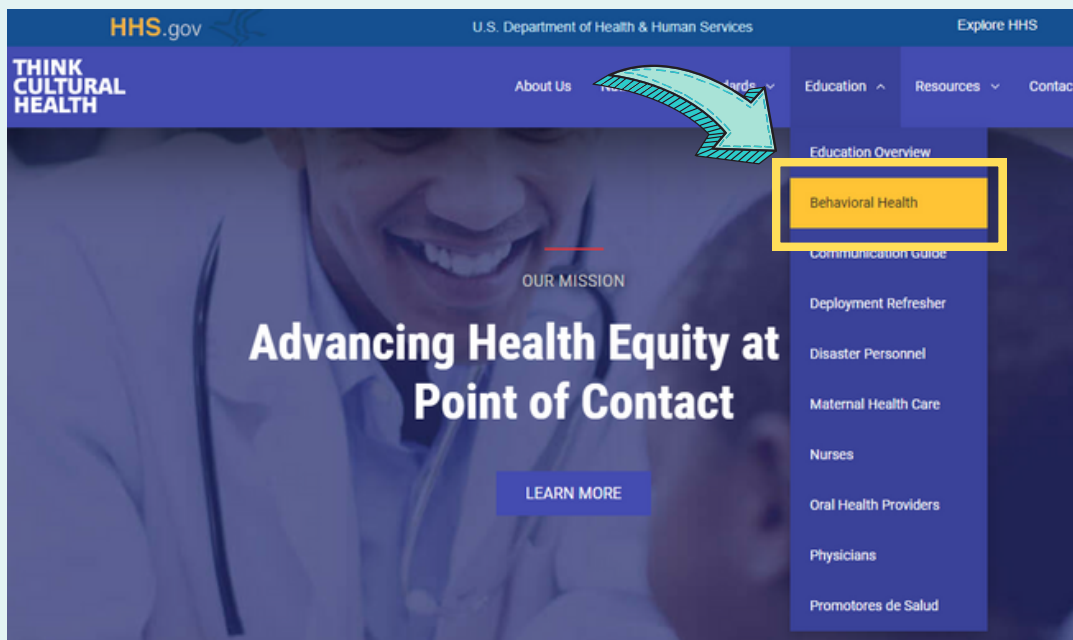
**Tip:** Open the website on a Chrome Browser.

1. Go to **[thinkculturalhealth.hhs.gov](https://thinkculturalhealth.hhs.gov)**

2. Click on **Education** tab at the top of the webpage



3. Select **Behavioral Health**



# Before Starting the Training

4. Select the course titled "Improving Cultural Competency for Behavioral Health Professionals" and click **BEGIN**



5. Create an account with personal username and password and log in.

A screenshot of the Think Cultural Health Education page. The header shows the 'THINK CULTURAL HEALTH' logo and the word 'Education'. The navigation menu includes 'Program', 'Resources', 'Small Group Learning', and 'Contact'. The page is divided into two columns. The left column is for existing users, titled 'Already have an account?'. It includes a sub-header 'If you have already registered for a Think Cultural Health education program, please log in.' and two input fields: one for the email address (containing 'BHITS@ochca.com') and one for the password. Below these fields is a blue 'LOG IN' button. A link 'Forgot Password?' is at the bottom of this column. The right column is for new users, titled 'New to Think Cultural Health?'. It includes a sub-header 'Creating an account is free and only takes a couple minutes' and a blue 'CREATE AN ACCOUNT' button.

# Before Starting the Training

6. Scroll to the bottom of the page and select **Continue**

## Target Audience

- Licensed Drug and Alcohol Counselors to NAADAC Licensed Drug and Alcohol Counselors
- NBCC Counselors and Therapists
- Nurses
- Psychiatrists
- Psychologists
- Social workers
- Other direct service providers for behavioral health

## How to Obtain Credit

For successful completion of this activity and to obtain Contact hours, the learner must register on this site, review the individual modules/content, obtain a minimum post-test score of 80%, and complete the course evaluation. Certificates and statements of credit are immediately available on the My Progress page.

**Original Release Date:** May 1, 2019

**Last Date of Review:** May 1, 2019

**Estimated Time to Complete this Activity:** 4 – 5.5 hours

## Issues

To discuss issues with this program, please contact the ACEP Administrator:

**Amanda Gashel**

amanda.gashel@gdit.com

Help Desk number is (833) 485-1664

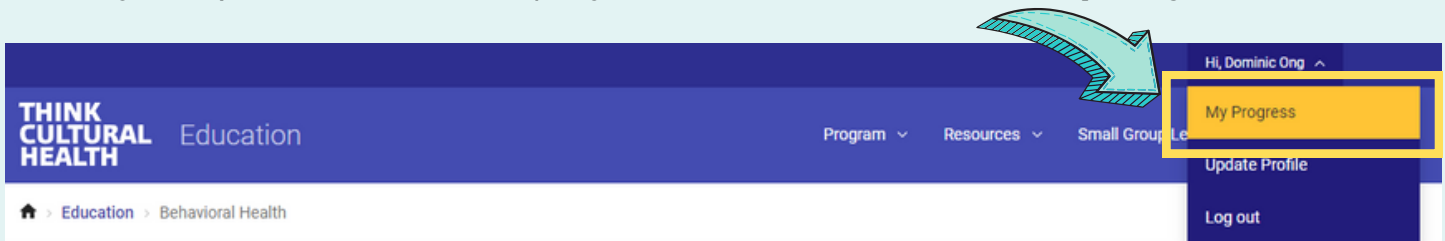
CONTRIBUTORS

Click here to expand ▼

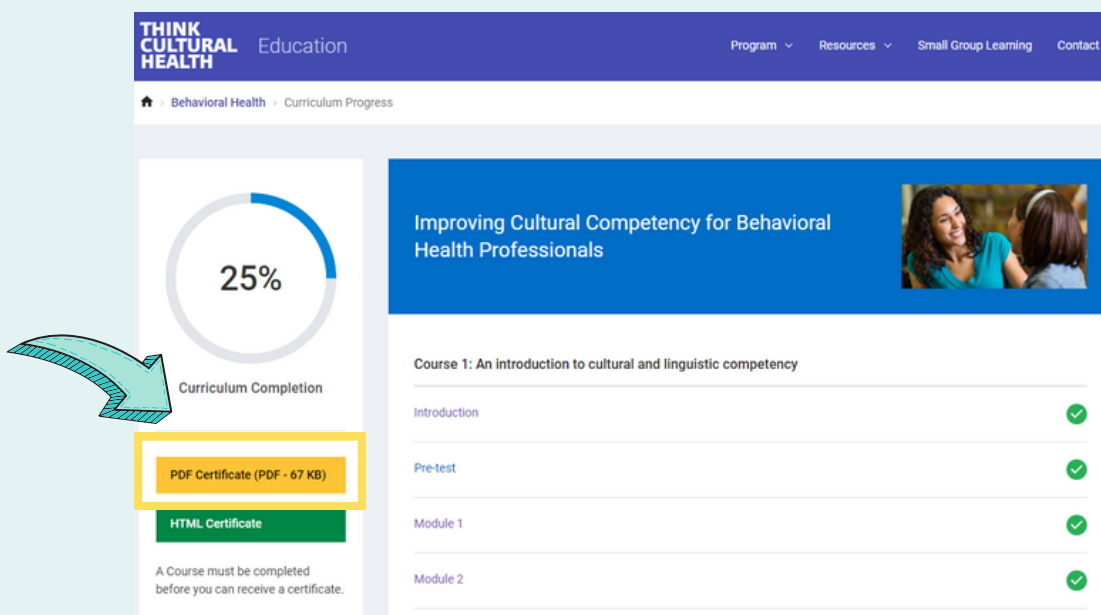
Continue

# During the Training

1. *Course 1: An Introduction to Cultural and Linguistic Competency* will cover the Course Objectives listed below:
  - (1) Describe how culture, cultural identity, and intersectionality are related to behavioral health and behavioral health care
  - (2) Describe the principles of cultural competency and cultural humility
  - (3) Explain how research, training, and professional culture influence care
  - (4) Explain how practicing cultural competency affects quality of care
2. Complete all components of the course including, **Introduction, Pre-Test, Modules 1 – 4, and Post-test.**
3. Once you complete the **Post-Test** with a score of **80%** or better, you will be directed to complete the Think Cultural Health course evaluation (required to receive 'contact hours' for the course).
4. After completing the Think Cultural Health evaluation, click on the down-facing arrow to the right of your name at the top right of the screen and select **My Progress**.



5. You will notice on the left of the screen a section called **Curriculum Completion**, with the option to click on PDF Certificate or HTML Certificate. Click on the **PDF Certificate** button, and save it to your computer as: *FirstName\_LastName\_DateCompleted* (Example: Bella\_Luna\_010123)





After

# Completing the Training

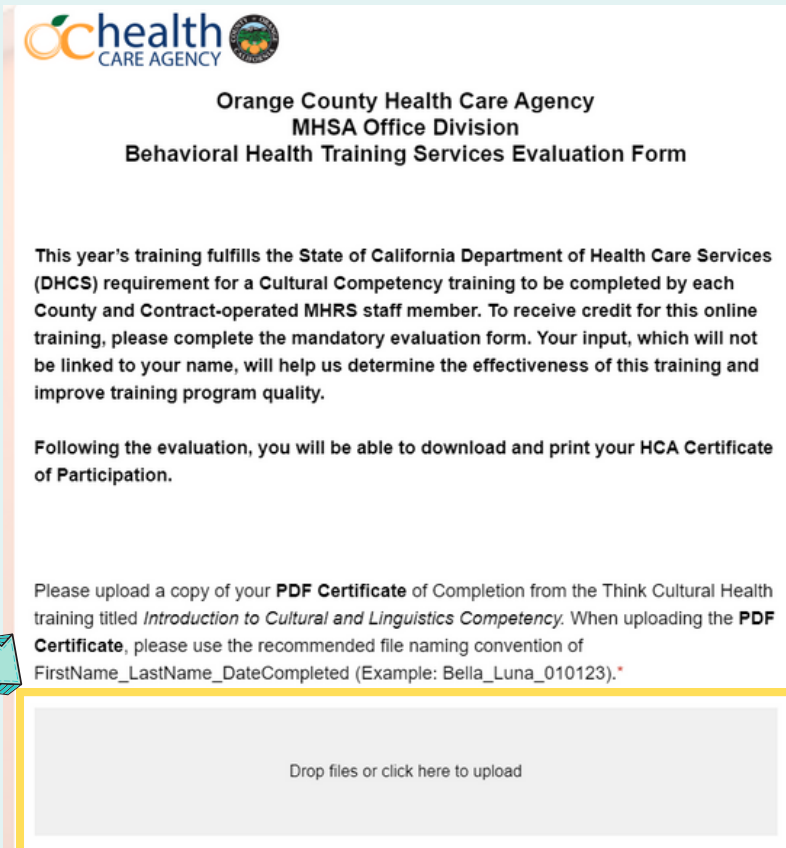
1. The hyperlink below will take you to the HCA Evaluation Form, which is required to get credit in Eureka and receive the HCA Certificate of Participation:

**[https://ochca.sjc1.qualtrics.com/jfe/form/SV\\_8B3L1C8r6845trM](https://ochca.sjc1.qualtrics.com/jfe/form/SV_8B3L1C8r6845trM)**

The password to access the evaluation form is: **CC2023**

Please note: You will need to upload your certificate of completion from the Think Cultural Health website in order to obtain credit, so make sure the certificate is accessible.

2. At the beginning of the BHTS evaluation, there will be a question where you can upload the PDF Certificate downloaded from Think Cultural Health.



**Orange County Health Care Agency**  
**MHTS Office Division**  
**Behavioral Health Training Services Evaluation Form**

This year's training fulfills the State of California Department of Health Care Services (DHCS) requirement for a Cultural Competency training to be completed by each County and Contract-operated MHTS staff member. To receive credit for this online training, please complete the mandatory evaluation form. Your input, which will not be linked to your name, will help us determine the effectiveness of this training and improve training program quality.

Following the evaluation, you will be able to download and print your HCA Certificate of Participation.

Please upload a copy of your **PDF Certificate** of Completion from the Think Cultural Health training titled *Introduction to Cultural and Linguistics Competency*. When uploading the **PDF Certificate**, please use the recommended file naming convention of `FirstName_LastName_DateCompleted` (Example: `Bella_Luna_010123`).\*

Drop files or click here to upload

3. Once you submit your responses on the HCA evaluation form, you will be able to download and print your Certificate of Participation. Please email the copy to your supervisor and retain one for your records.

**All current MHTS staff and contracted providers must complete the training and the HCA Evaluation by November 30, 2023 (unless an earlier completion date is required by your program).**

If you have any questions, please contact Behavioral Health Training Services at [bhts@ochca.com](mailto:bhts@ochca.com).



# Issues? Problems?

## **1. How long will it take to complete Course 1?**

Course 1 (Modules 1 – 4) should take no more than 1 hour to complete.

## **2. If I close out the training, will I be able to resume where I left off?**

Yes, however you must use the same browser on the same device in order to resume the training where you left off.

## **3. I don't know how to download and save the PDF certificates. What should I do?**

Ask a colleague that is familiar with downloading and saving PDFs to assist you.

## **4. What if I don't feel comfortable setting up an account? Why is this account set up asking for personal information?**

Account information is required for set up and is not accessible to County staff. Account information is only used to access the website.

## **5. How can I get my certificate?**

Once you submit your responses on the HCA evaluation form, you will be able to download and print your Certificate of Participation. Please email a copy to your supervisor and retain one for your records.

## **6. Does this course provide Continuing Education Units/Credits (CEUs)?**

The certificate provided by HHS.gov does have language that indicates CEUs. You are encouraged to check with your licensing board to see if the certificate would meet your specific licensure requirements.

## **7. Will the training require the use of any audio devices?**

There are segments in the trainings that have audio/sound, but the training can be attended without any speakers/sound system.

## **8. I'm trying to click on the hyperlinks embedded in the training, but I receive a "403 Access Forbidden" error, what's wrong?**

Most agencies have their own internal firewall that blocks opening any pop-ups. Unfortunately, if your agency has this system in place you won't be able to access those links. This will not affect your ability to complete the training.



# Issues? Problems?

**9. The computer is giving me the following error message when I click the pdf for the certificate: "This page cannot be displayed because an internal server error has occurred." What should I do?**

If you have completed the course and get this error when you click on the pdf for the certificate, click on the html. You have two options:

Option 1: Click on the html, then click print, and select "save to pdf" from the drop down for printer selector.

Option 2: Print the html certificate, scan a copy and email it to yourself. Save that pdf and upload it to the evaluation link.

**10. I'm unable to create a profile. Everytime I fill in the information, I get an error message.**

Open a new tab or a new window and try the process again. Sometimes it takes a few times to work.

**11. I already took this training. Do I have to take it again?**

It never hurts to review the information as a refresher. If you already took the training, it will be saved in your profile on the website and you will still be able to download the certificate. Save the pdf and upload it into the HCA Evaluation Form.

**Note: If you are having problems with the content of the training or the Think Cultural Health website, please contact the administrator, Amanda Gashel, at [amanda.gashel@gdit.com](mailto:amanda.gashel@gdit.com) or call the Help Desk at (833) 485 - 1664**