

# Cultural Competence Training 2024-2025

TRAINING MUST BE COMPLETED BY **JULY 16, 2025**  
(unless your program requires an earlier completion)

## ABOUT

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

- Director’s Office
- Government Affairs and Communications
- Administrative Services
- Behavioral Health Services
- Correctional Health Services
- Public Health Services
- Specialized Medical Services



## BACKGROUND

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

Demographic Characteristics of Orange County		
	Population	% of Total Population
Gender		
Male	1,598,436	49.8%
Female	1,610,836	50.2%
Other/Not Listed	---	0%
Ethnicity		
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%
Age		
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)

There are seven **(7)** threshold languages:

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



# Cultural Competence Training 2024-2025

TRAINING MUST BE COMPLETED BY **JULY 7, 2025**  
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In order to enhance the work environment and continue to provide quality services, and to implement the required annual cultural competence training requirements, Behavioral Health Services (BHS) will utilize the U.S. Department of Health and Human Services (HHS), Office of Minority Health (OMH) initiative Think Cultural Health, evidence-based educational resource and training Course 1: An Introduction to Cultural and Linguistic Competency, to learn how culture relates to, and impacts, behavioral health care.

*Learning Objectives:*

- Describe how culture, cultural identity, and intersectionality are related to behavioral health and behavioral health care.
- Describe the principles of cultural competency and cultural humility
- Explain how research, training, and professional culture influence care.
- Explain how practicing cultural competency affects the quality of care

**TIP:** It is highly recommended that you use the Chrome browser and complete the training on a desktop computer.

The following steps will guide you toward satisfying two (2) certificates needed to get credit for this training:

THINK CULTURAL HEALTH Certificate  
(to be UPLOADED in  
the HCA Evaluation)

HCA Certificate  
(to be emailed to your supervisor  
and retained for your records)



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## U.S Department of Health & Human Services (HHS) THINK CULTURAL HEALTH

- COURSE 1 - An Introduction to Cultural and Linguistic Competency
  - 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



# How to Access - Cultural Competence Training



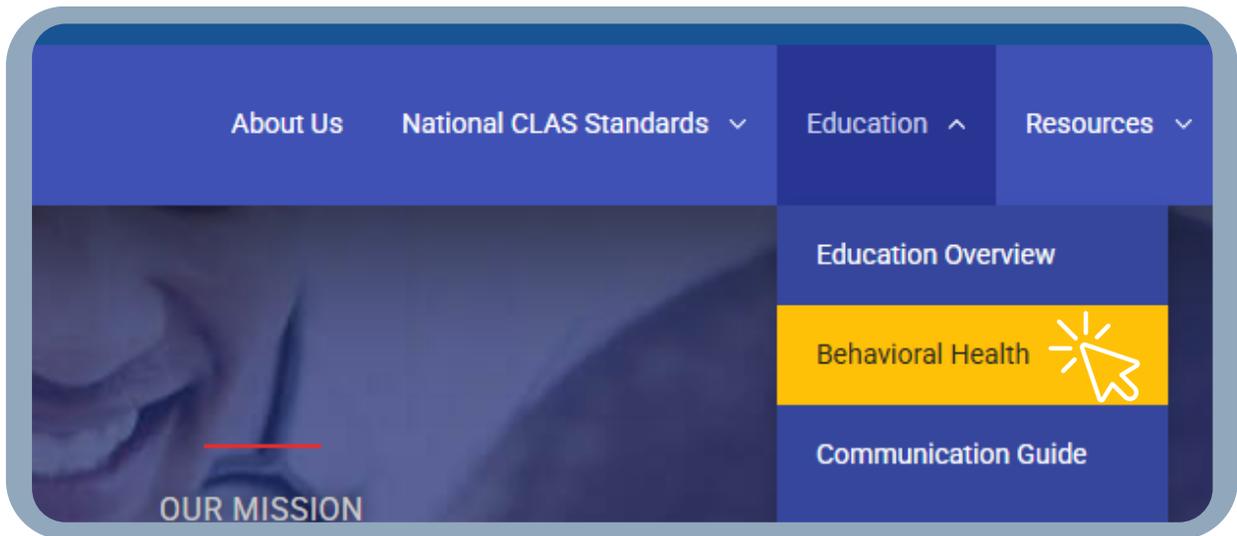
<https://thinkculturalhealth.hhs.gov/>

**TIP:** It is highly recommended that you use, copy, and paste the associated link into to the Chrome browser and complete it on a desktop computer.

- 1 On the U.S Department of Health & Human Services (HHS) site - Think Cultural Health

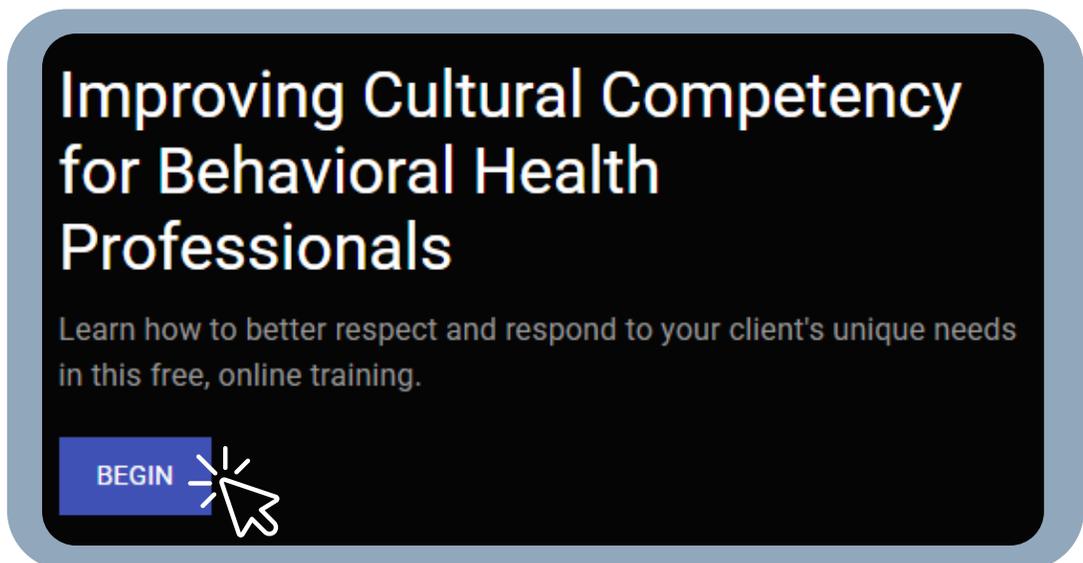
SELECT:

- Education > **Behavioral Health**



SELECT:

- **BEGIN** - Improving Cultural Competency for Behavioral Health Professionals



# How to Access - Cultural Competence Training

(Continued)

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SELECT:

- **LOGIN.GOV** - Redirect to create an account

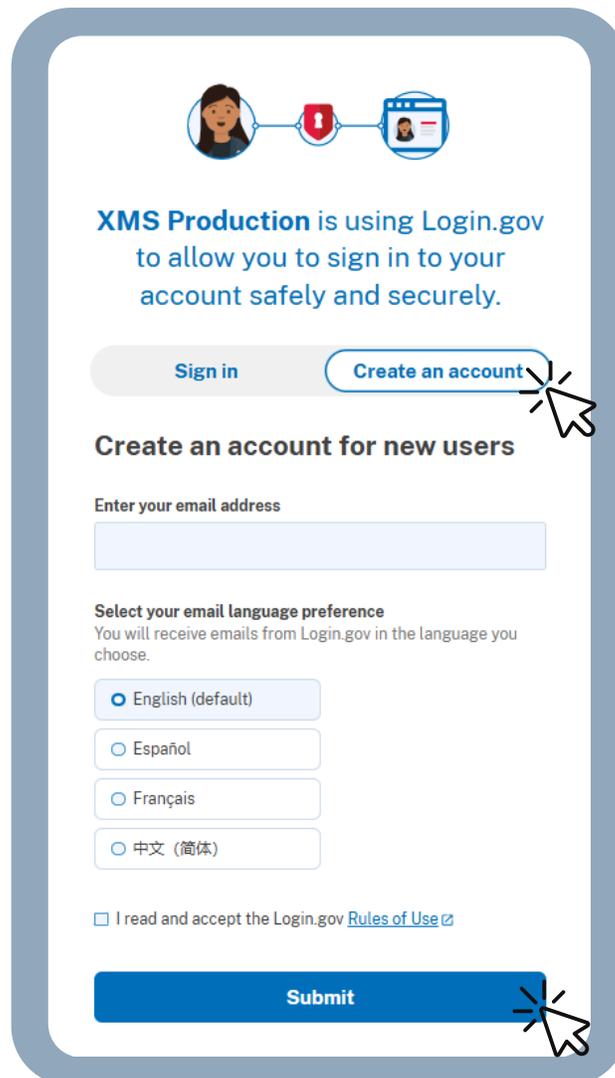
NOTE: *If you already have an account, log in with your associated email*

Click below to be redirected to Login.gov. You will be redirected back after being successfully authenticated.

 LOGIN.GOV

SELECT:

- **Create an Account**
  - Enter your Email Address
  - Select your Email Language Preference
  - Mark, I Read and Accept the Login.gov Rules of Use
  - Select **Submit**



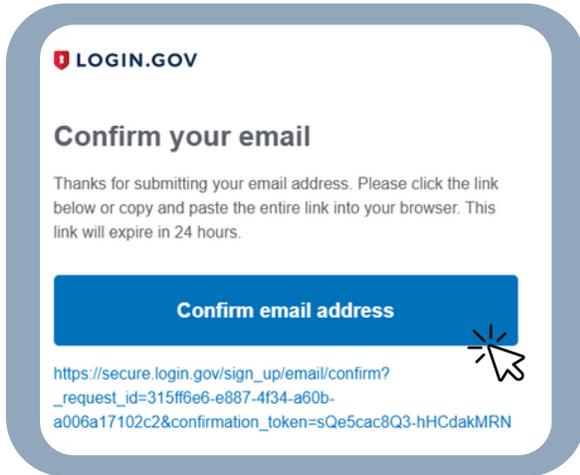
The screenshot shows the Login.gov 'Create an account' page. At the top, there is a navigation bar with 'Sign in' and 'Create an account' buttons. Below this, the heading reads 'Create an account for new users'. The form includes an 'Enter your email address' field, a 'Select your email language preference' section with radio buttons for English (default), Español, Français, and 中文 (简体), and a checkbox for 'I read and accept the Login.gov Rules of Use'. A 'Submit' button is at the bottom. A mouse cursor is pointing at the 'Create an account' button and the 'Submit' button.

# How to Access - Cultural Competence Training

(Continued)

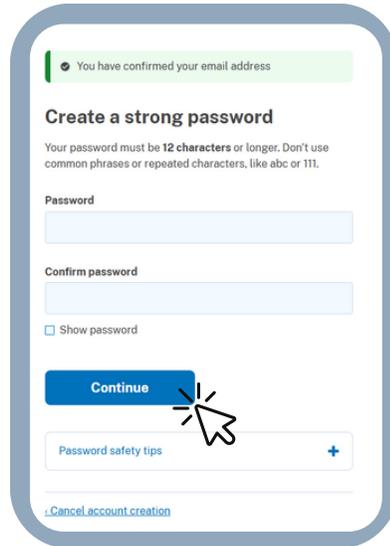
## CONFIRM

- Check your Email & **Confirm Email Address**



## CREATE

- **Password** > Confirm Password
- Select, **Continue**



## SETUP

- **Two (2):** Multi-factor Authentication Methods

 You will have to authenticate every time you log in for the training

\* RECOMMENDATION \*

SELECT, TEXT OR VOICE MESSAGE - **OPTION FOR BOTH**

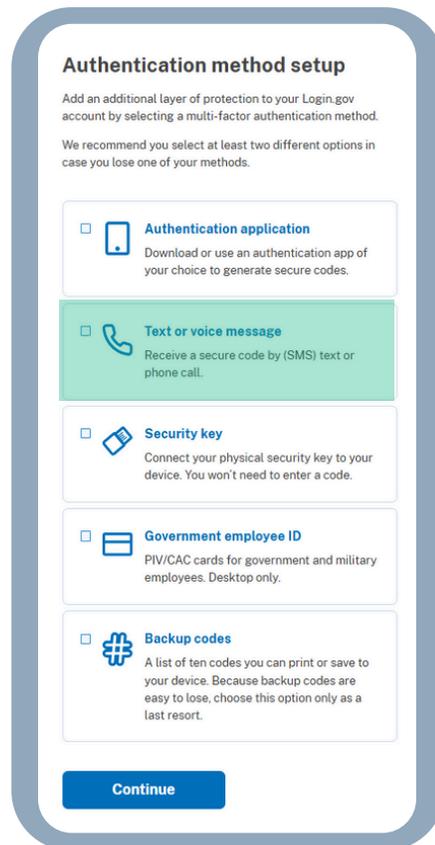
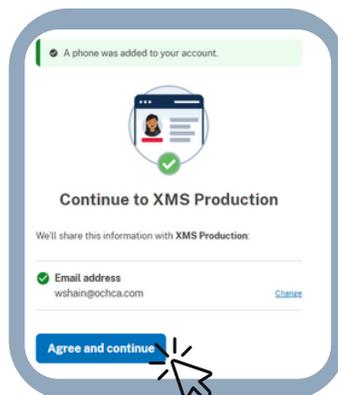
- Enter, **Phone Number**
- Select, Text Message (SMS)
- Select, Phone Call - (Landline Number ONLY)

ENTER, One-Time **Six (6) Digit Code:**

[ ] [ ] [ ] [ ] [ ] [ ]

Select, **Agree and Continue**

- Continue to XMS Production



# How to Access - Cultural Competence Training

*(Continued)*

**NOTE:** This is a required element from HHS's Think Cultural Health educational platform

## UPDATE PROFILE

1. Login Information
  - a. Email Address - Automatically Inputted
2. Program Selection
  - a. Behavioral Health Professionals - Improving Cultural Competency for Behavioral Health Professionals
  - b. What is your highest degree earned?
  - c. Which type of certificate would you like for this education program? - State of Participation
3. Personal Information
  - a. First Name
  - b. Last Name
4. Contact Information
  - a. State/Territory
  - b. Country
5. Race, Ethnicity, and Language Information
  - a. Are you of Hispanic, Latino/a, or Spanish origin? - Select all that apply
  - b. What is your race? - Select all that apply
6. Professional Information
  - a. Which of these best describes your primary place of employment
  - b. Which of these roles best applies to you?
7. Feedback Information
  - a. Have you heard of the National Standards for Culturally and Linguistically Appropriate Services (CLAS) in Health and Health Care?
  - b. How did you hear about this educational program?

Select, I'm not a robot

Select, **Submit**

# Cultural Competence Training

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ACCESS THE COURSE

Select, Name of the Program:



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POST TEST

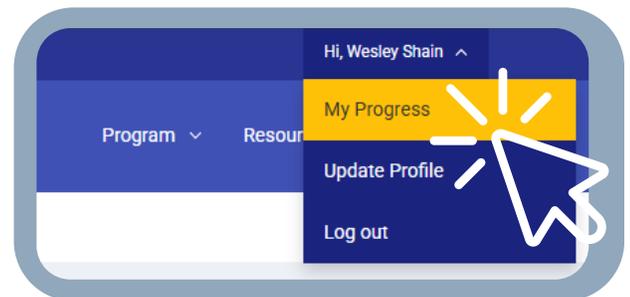
- After completing the Introduction, Pre-Test, Modules 1-4, you take the post-test with a needed score of 80% or better.



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CERTIFICATE OF COMPLETION

- Select, Profile Tab (Top-Right Corner)
  - Hi, *NAME*
- Drop-down Menu
  - Select, My Progress



SELECT

- PDF Certificate



# Upload Certificate of Completion into Qualtrics



[https://ochca.sjc1.qualtrics.com/jfe/form/SV\\_e2QTGlVPyEkm3Ay](https://ochca.sjc1.qualtrics.com/jfe/form/SV_e2QTGlVPyEkm3Ay)

PASSWORD:  
**culture2025**

**TIP:** It is highly recommended to use the Chrome browser.

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## HCA EVALUATION

- In order to complete the HCA Evaluation, click the link above and upload the THINK CULTURAL HEALTH Certificate.



The form is titled "Orange County Health Care Agency MHSa Office Division Behavioral Health Training Services Evaluation Form". It contains instructions for completing the evaluation and uploading a PDF Certificate of Completion. A dashed blue arrow points from the certificate image to the "Drop files or click here to upload" area.

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## HCA CERTIFICATE

- After completing the evaluation, you will generate an HCA Certificate.
- Email your supervisor a copy of your HCA Certificate and retain one for your records.



# Frequently Asked Questions

## ISSUES?

## FAQs

## PROBLEMS?

### **11. How long will it take to complete?**

Course 1 (Modules 1-4) should take no more than one (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 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 can 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 indicating CEUs. You are encouraged to check with your licensing board to see if the certificate meets your specific license requirements.

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

Some segments in the training have audio/sound, but the training can be attended without any speakers/sound system.

If you have any questions, please contact us and indicate which step you are on within the training. When emailing Behavioral Health Training Services at [BHTS@ochca.com](mailto:BHTS@ochca.com), screenshots are encouraged.

# Frequently Asked Questions

## ISSUES?

## FAQs

## PROBLEMS?

### **8. I have already taken this training. Do I have to retake it?**

Yes. The information presented in this training serves as a refresher for cultural competency and supports the workforce in providing culturally and linguistically appropriate services.

### **9. 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.

### **10. When I click the PDF for the certificate, the computer gives me the following error message: "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.

### **11. I can't create a profile. Every time 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 tries at work.

**If you have any questions, please contact us and indicate which step you are on within the training. When emailing Behavioral Health Training Services at [BHTS@ochca.com](mailto:BHTS@ochca.com), screenshots are encouraged.**