

Cultural Competence Training 2025-2026

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%
Total Population	3,209,272	

Source: Department of Finance Population Statistics (2021)

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

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



Important Notice: Cultural Competency Training Update

Please be advised that the Think Cultural Health platform, previously used for Behavioral Health Services (BHS) Cultural Competency Training, will no longer be available after February 15, 2026.

County Staff

- Cultural Competency Training remains **mandatory for all new employees**.
- **Two (2) approved courses** have been identified from Eureka, under the Relias platform for staff to choose from:
 - **Cultural Humility and Implicit Bias in Behavioral Health**
 - OR
 - **A Multicultural Approach to Recovery-Oriented Practice**

After completing the training, you will take a 10-question quiz requiring a minimum passing score of 80%. You have unlimited retakes until you pass. Once you successfully complete the quiz, you can print, email, or download your Certificate of Completion. This certificate serves as an alternative form of proof indicating completion of the training course.

- **Proof Required:** Documentation showing completion of one of these courses must be submitted to satisfy the requirement.
 - Click the Qualtrics Evaluation Link:
 - https://ochca.sjc1.qualtrics.com/jfe/form/SV_3aPOCygxWp5zDRc
 - **Password:** culture2025
 - Upload your *proof*; transcripts or certificate, to complete the HCA Evaluation
 - After finishing the evaluation, you will receive an **HCA Certificate**
 - Email a copy of the certificate to your supervisors and keep one for your records.



Important Notice: Cultural Competency Training Update

Please be advised that the Think Cultural Health platform, previously used for Behavioral Health Services (BHS) Cultural Competency Training, will no longer be available after February 15, 2026.

Contracted Providers

- Cultural Competency Training remains **mandatory for all contracted providers**.
- Contracted providers may complete any recognized Cultural Competency Training to meet this requirement. This training would need to encompass a diversity of cultural competencies that serve the Orange County behavioral health population and must not be specific to a target population (e.g., immigrants, youth, etc).
- A Cultural Competency Training should contain the following **three (3) components**:
 - Introduces cultural and linguistic competency and highlights the role culture plays in behavioral health.
 - Providers should learn key concepts such as culture, cultural identity, and intersectionality, while building self-awareness about how their own backgrounds influence their work.
 - Helps providers better understand clients' cultural backgrounds and use meaningful strategies to strengthen therapeutic relationships across diverse communities.
- **Proof Required:** Documentation showing completion must also be submitted via the same **Qualtrics Evaluation Link**:
 - https://ochca.sjc1.qualtrics.com/jfe/form/SV_3aPOCygxWp5zDRc
 - **Password:** culture2025
 - Upload your proof to complete the evaluation.

What Counts as Proof?

- Screenshot of the completion page
- Print to PDF of the confirmation page
- Course Certificate provided by the training platform

***Name, Course Title, and Date of Completion NEEDS to be visible*

For questions or assistance, please contact **Behavioral Health Training Services** at **BHTS @ochca.com**. Screenshots are encouraged.

How to Access - Eureka Transcripts

Upload this screenshot as your proof of completion

1. Log in to **Eureka**
2. In the **upper-right corner**, click the **Menu icon** (three horizontal bars).
3. From the menu, under My Learning, select **My Transcript**.
4. Under the **Search by Keyword**, enter the **course title** or keywords to identify the training you completed.
5. Locate the course in your transcript and ensure the following details are visible:
 - o **Completed Status & Date**
 - o **Training Title**
 - o **Your Name**
6. Take a **screenshot** of the page showing these details
7. Save the screenshot for submission and upload as instructed

The screenshot displays the Eureka Transcript interface. At the top, there are navigation tabs for 'Transcript', 'Actions', and 'Snapshot'. Below this, the breadcrumb path shows 'WESLEY SHAIN > Transcript: WESLEY SHAIN'. The main header area includes 'Transcript WESLEY SHAIN' with a checkmark and 'YOUR NAME' with a checkmark. A 'Return to Home page' link is visible in the top right. The main content area features a 'Welcome to your Transcript' message and a search bar with the keyword 'Cultural'. Below the search bar, there are filters for 'Filter by Training Status' (set to 'All'), 'Sort by' (set to 'Date Added'), and 'Filter by Training Type' (set to 'All Types'). The search results show two items: 'Cultural Competence Training 2023-2024' with a checkmark and 'COMPLETED STATUS & DATE' label, and 'Cultural Humility and Implicit Bias in Behavioral Health' with a checkmark and 'TRAINING TITLE' label. The first item's details include 'Completed : 2/6/2025 Status : Completed Training Type : Online Class Training Status : Completed'. The second item's details include 'Due : No Due Date Status : In Progress Training Type : Online Class Training Status : Active'. A blue arrow points to the search bar area.

Upload Proof into Qualtrics

[CLICK HERE](#) 

https://ochca.sjc1.qualtrics.com/jfe/form/SV_3aPOCygxWp5zDRc

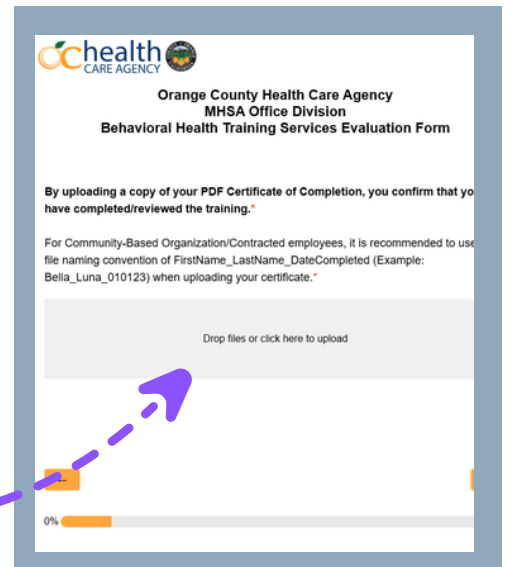
PASSWORD:
culture2025

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

1

HCA EVALUATION

- In order to complete the HCA Evaluation, click the link above and upload your Proof of Completion.



2

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?

1. Who is required to complete Cultural Competency Training?

All new county staff and contracted providers must complete Cultural Competency Training. It remains mandatory for both groups.

2. Which training courses are approved for county staff?

Two approved courses available on the Relias platform via Eureka:

- Cultural Humility and Implicit Bias in Behavioral Health
- A Multicultural Approach to Recovery-Oriented Practice

3. What happens after completing the training?

You must take a 10-question quiz and score at least 80% to pass. Unlimited retakes are allowed until you pass. After passing, you can print, email, or download your Certificate of Completion.

4. How do I submit proof of completion?

Upload your certificate or transcript to the Qualtrics Evaluation Link:

- Qualtrics Link: https://ochca.sjc1.qualtrics.com/jfe/form/SV_3aPOCygxWp5zDRc
- Password: culture2025

5. What counts as proof for contracted providers?

Screenshots of the completion page, print-to-PDF of the confirmation page, or course certificate showing Name, Course Title, and Date of Completion.

6. What happens after uploading proof?

Complete the HCA Evaluation in Qualtrics. Generate your HCA Certificate. Email a copy to your supervisor and keep one for your records.

If you have any questions or need help, please contact Behavioral Health Training Services at BHTS@ochca.com. Screenshot are encouraged.