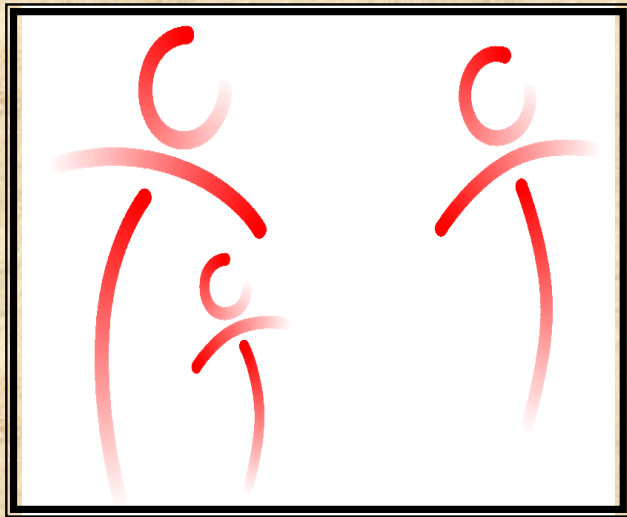


# National Center for Cultural Competence

## Mission



To increase the capacity of health care and mental health programs to design, implement and evaluate culturally and linguistically competent service delivery systems.

# DATA FROM 2000 CENSUS

- Diversity is much more complex than ever measured by the census bureau.
- Almost one-third of the U.S. population is from racially, ethnically and culturally diverse groups.
- 2.4% of people described themselves as belonging to more than one race.
- Single largest multiracial category is white and “Some Other Race.”



Data Source: Overview of Race & Hispanic Origin, U.S. Census Bureau

Slide Source: The National Center for Cultural Competence, 2004

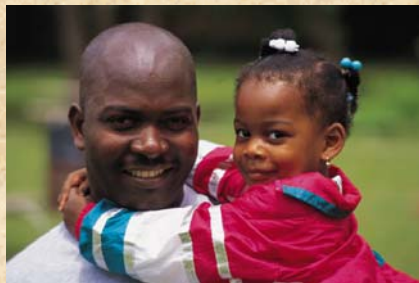
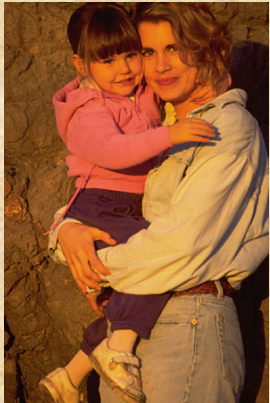
# Immigrants Admitted by Region & Top 10 Countries of Birth for FY 2003

**Total National Immigrant Population = 705,857**

Mexico	115,864
India	50,372
Philippines	45,397
China	40,659
El Salvador	28,296
Dominican Republic	26,205
Vietnam	22,133
Colombia	14,777
Guatemala	14,415
Russia	13,951
Jamaica	13,384
Korea	12,512

# CENSUS DATA PROJECTIONS

By the year 2030, the Census Bureau predicts that **60%** of the U.S. population will self-identify as White, non-Hispanic, and **40%** will self identify as members of other diverse racial and ethnic groups.



Data Source: Projections of total resident population, U.S. Census Bureau, 2001

Slide Source: The National Center for Cultural Competence, 2004

# Languages Spoken in the U.S.

Data from Census 2000 revealed that over **300** languages were spoken in the U.S.\*

The number of spoken, living languages listed for the U.S. is **176.\*\***

\*Data Source: U.S. Census Bureau, Census 2000 Special Tabulations 224: Languages Spoken at Home for the United States:2000

\*\*Data Source: Ethnologue Report for the USA, *Ethnologue: Languages of the World*, 14<sup>th</sup> Edition, SIL International. June, 2003



# What is Linguistic Isolation?

Linguistic isolation refers to households in which no person over the age of **14** speaks English at least very well.

## Linguistically isolated households

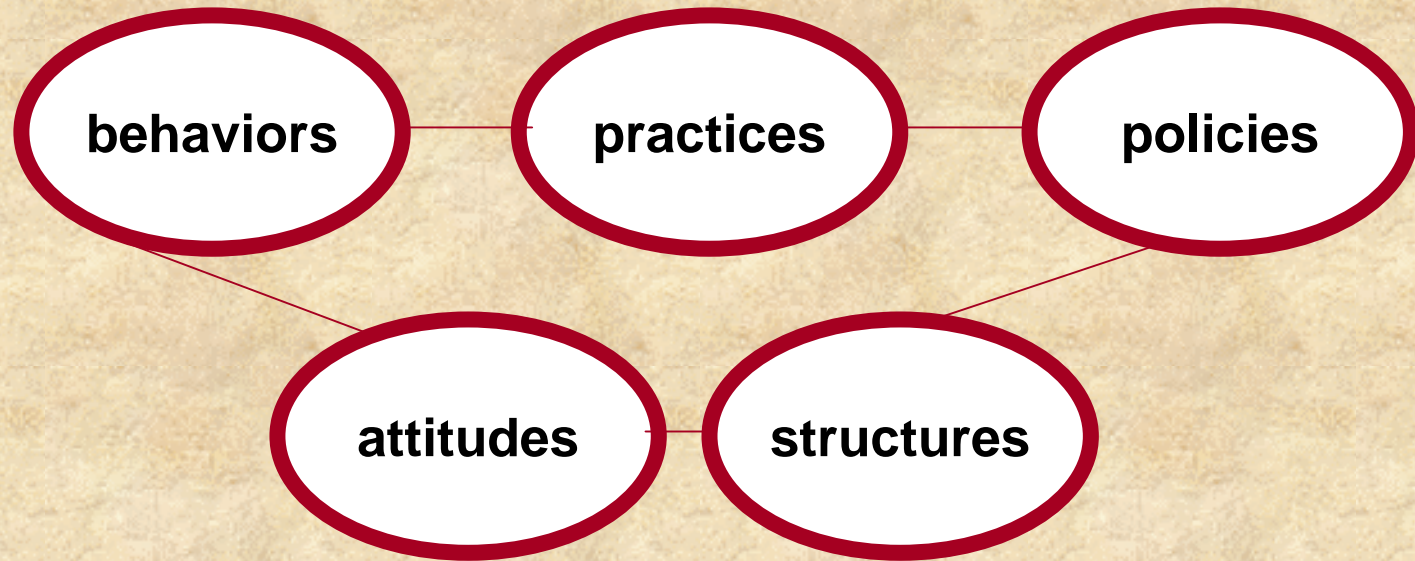
<b>National</b>	<b>11,893,572</b>
District of Columbia	23,597
Maryland	127,232
Virginia	158,442

Source: U.S. Census Bureau, Census s 2000, Summary File 3, Tables P19, PCT13 and PCT14.

Slide Source: National Center for Cultural Competence, 2004



# Cultural Competence



**requires that organizations have a clearly defined, congruent set of values and principles, and demonstrate behaviors, attitudes, policies, structures, and practices that enable them to work effectively cross-culturally**

(adapted from from Cross, Bazron, Dennis & Isaacs, 1989)

Slide Source: The National Center for Cultural Competence, 2004

# Five Elements of Cultural Competence

## Organizational Level

- value diversity
- conduct cultural self-assessment
- manage the dynamics of difference
- institutionalize cultural knowledge
- adapt to diversity
  - policies
  - structures
  - values
  - services

(Cross, Bazron, Dennis & Isaacs, 1989)





# Linguistic Competence

- is the capacity of an organization and its personnel to communicate effectively, and convey information in a manner that is easily understood by diverse audiences including persons of limited English proficiency, those who are not literate or have low literacy skills, and individuals with disabilities
- requires organizational and provider capacity to respond effectively to the health literacy needs of populations served.
- requires policy, structures, practices, procedures and dedicated resources to support this capacity

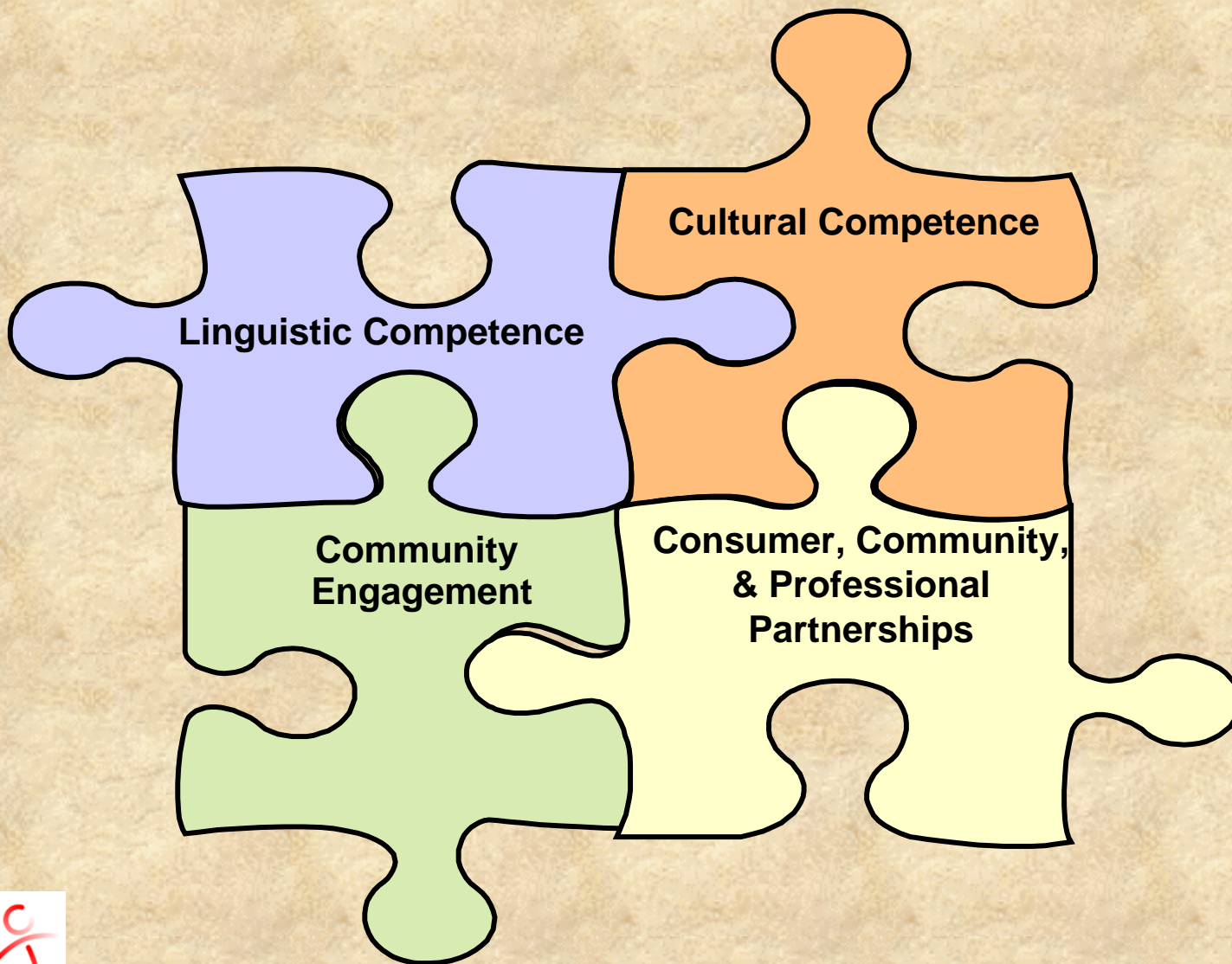


Goode & Jones, Revised 2004, National Center for Cultural Competence

Slide Source: National Center for Cultural Competence, 2004

# INTEGRALLY LINKED

## *Pieces of the Same Puzzle*



T.D. Goode

Slide Source: National Center for Cultural Competence, 2004



**As a culturally competent \_\_\_\_\_  
I am capable of interacting positively with  
people who do NOT**

**look like,  
talk like,  
think like,  
believe like,  
act like,  
live like...  
ME!!!**

(Modified from Multnomah County Department of Health)

Slide Source: The National Center for Cultural Competence, 2004