



Gavin Newsom
Mayor

Office of Equal Employment Opportunity And Cultural
Competency

Memorandum

DATE: July 28, 2008

TO: Direct Service Contractors of the Department of Public Health
Program Managers and Analysts
Office of Contracts Management

FROM: Jason Hashimoto, Director
EEO and Cultural Competency

RE: **Annual Cultural Competency Reports Due September 30, 2008**

SAVE THE DATE – Informational meeting on August 22, 2008 at 10:00 am and August 29, 2008 at 2:00 pm at 101 Grove, Room 300. See page 3 of this memo for more detailed information.

All providers of direct services with contracts in excess of \$25,000 (aggregate of all contracts) are required to provide an annual Cultural and Linguistic Competency Report by September 30 of each year, or within 60 days of the award of a contract if the provider has not previously submitted an annual report. All requests for Health Commission approval of contracts for direct services after September 30 will include information on whether or not the provider submitted its annual report, and an evaluation of the report. Please be advised that the annual reports will be reviewed by departmental program managers/analysts as part of the contract monitoring process.

The Health Commission adopted the Culturally and Linguistically Appropriate Services (CLAS) standards as general guidelines in order to provide a uniform framework for developing and monitoring culturally and linguistically appropriate services. The CLAS Standards are available online at <http://www.sfdph.org/CLAS/default.htm>.

In adopting the CLAS Standards the Commission acknowledges that the CLAS Standards as implemented by the Department of Public Health are intended to be broadly inclusive of diverse racial, ethnic, sexual and other cultural and linguistic groups. The CLAS Standards as utilized by the Department of Public Health are intended to serve as general guidelines and not as mandatory requirements.

Last year, DPH implemented streamlined requirements for the Annual Reports. These new requirements are meant to be less burdensome to and more productive in moving cultural and linguistic competency forward.

If your agency did not submit a Cultural Competency Report last year, you may need to submit a full report this year. Please contact your DPH program manager to determine if this is the case.

For the Cultural Competency Annual Report due on September 30, 2008, there is no need to provide supporting policies and procedures if you submitted them previously and they have not changed. If this is the case, please advise the Department that there has been no change from previous years. If

there are updates to any of the policies and/or procedures, please indicate which policy or procedure has changed and attach a copy.

Please provide full contact information for your agency in the following format

- Name, title, address, telephone/fax number, and e-mail address for the individual responsible for cultural competency compliance at the agency.
- Name, title, address, telephone/fax number, and e-mail address for the individual responsible for ADA compliance at the agency.
- Name, title, address, telephone/fax number, and e-mail address for the individual responsible for bilingual services at the agency.
- Name, title, address, telephone/fax number, and e-mail address for the individual responsible for staff training at the agency.

If you submitted a CC report under the streamlined requirements, you will be basically updating your report for this year. Your three goals from last year will likely remain the same. However, you may change them or restate them. Please provide an update of the objectives from last year and provide objectives for this year. You may consult your DPH Program Manager for technical assistance in doing this. Please also review the feedback from your DPH Program Manager on last year's report.

As a reminder, last year DPH Program Manager/Analysts and contractors had a discussion and agreed on three (3) opportunities for improvement in the area of cultural competency for the agency. These three opportunities were stated in the form of broad goals for the purpose of the Annual Report. These goals will likely had few to many objectives associated with them.

If an agency has multiple programs, the goals should be broad enough to encompass all programs.

Ex: Agency A has multiple programs (1 – 25) under it.

Appropriate Opportunity for Improvement (goal): Agency A will ensure that the language capability of its staff is appropriate to serve the surrounding community.

Appropriate objectives may include a needs assessment for each program to be completed by a given date, an analysis of the language capabilities of the staff for each program to be completed by a given date, a staffing plan for programs that require additional staff, etc.

Inappropriate Opportunity for Improvement (goal): Program 12 will hire a Spanish-speaking nurse by July1, 2009. (While this may not be an appropriate goal, it is likely an appropriate objective.)

The report should also provide the rationale why these opportunities were selected and the desired measurable outcomes.

All programs must submit their Annual Report to the Department's Office of EEO and Cultural Competency by September 30, 2008. Additional copies of the annual report must also be submitted to each of your Program Managers/Analysts.

Our preference is for contractors to submit their reports via COOL. After importing your report into COOL *as one document*, please be sure to notify the Office of EEO and Cultural Competency and each of your DPH Program Managers that you have submitted your report in COOL. If you cannot submit your report via COOL, you may submit a digital version by email to the Office of EEO and Cultural Competency and each of your DPH Program Managers. If you cannot submit your report via COOL or email, you may submit a hard copy to Office of EEO and Cultural Competency and each of your DPH program managers.

The Department will hold two opportunities for contractors and Program Managers to review the report requirements. One meeting will be held on August 22, 2008 from 10:00 a.m - Noon. Another meeting will be held on August 29, 2008 from 2:00 – 4:00 p.m. Both meetings will be held in Room 300, 101 Grove Street and will cover the same information.

If you have questions specific to your program, please contact your program manager/analyst. Additional information on culturally and linguistic competency, including resources on the use of the CLAS Standards, is available on the web at:

<http://www.sfdph.org/CLAS/default.htm>

Reports will be evaluated by DPH Program Managers/Analysts, and will be reflected in the annual contract monitoring process.

For additional information, please contact Jason Hashimoto at 554-2595.