



Amada Alexander

attended a Targeted Case Management Training which covered

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| <input type="checkbox"/> engaging consumers and family members | <input type="checkbox"/> integrated care |
| <input type="checkbox"/> behavioral health crisis management | <input type="checkbox"/> advocacy skills and empowering consumers and families |
| <input type="checkbox"/> strengths based case management | <input checked="" type="checkbox"/> cultural awareness |
| <input type="checkbox"/> ethics | <input type="checkbox"/> developmental perspectives across the life span |
| <input type="checkbox"/> behavioral health diagnosis and understanding treatment | <input type="checkbox"/> documentation and billing |

on 6/9/16 which was presented by Samara Jackson, LPA for 5 hours.



Transformations

Hope for today's families_{uc}

Targeted Case Manager Training

Date and Time: 6/9/16 10-10:30 am

Hours Completed: 5 hrs

Amber Able _____

Amanda Alexander [Signature]

Julie Berrong _____

Marcie Helm _____

Laura Hobbs Laura Hobbs

Alex Roisen-Tash _____

Courtney Rodewig Courtney Rodewig

Yahshanah Williams Yahshanah Williams

Janna Winsted _____

Training Topic: Cultural Competency

- delivering culturally linguistically appropriate resources
- how to increase cultural competence such as reaching out to non-profits that support a certain population
- how to measure cultural competence with clients served

Targeted Case Management Curriculum Discussed: Cultural Awareness

Sameer Jackson, LICA (TCM Supervisor) 6/9/16
Presenter Signature and Date

Sameer Jackson, LICA (TCM Supervisor) 6/9/16
Supervisor Signature and Date

Cultural Competency Training June 2016

Cultural Competence in health care describes the ability to provide care to patients with diverse values, beliefs and behaviors, including tailoring delivery to meet patients' social, cultural, and linguistic needs.

To a non-English speaking client obtaining a service might be daunting to language barriers which can put a shield between provider and client. Filling out forms, reading prescriptions, comprehending correspondence may be frustrating and it may appear to a provider that a client is being non-complaint.

Providers are sensitive to cultural and linguistic differences. The needs of our clients with disabilities are identified, clarified, and fully addressed.

Cultural competence can be measured by client satisfaction and healthy outcomes that they achieve.

Providers can increase their cultural competence by reaching out to community based non-profit organizations that support minorities, including the disabled and developing, and maintaining grass root sponsorships which reach out to low income communities.

Culturally Linguistically Appropriate Services. The delivery of culturally competent health care and services requires health care providers and employees to possess a set of attitudes, skills, behaviors, and policies which enable the organization and staff to work effectively in cross-cultural situations.