



TRILLIUM HEALTH RESOURCES CULTURAL COMPETENCY PLAN FY 2017-18

Trillium Health Resources participates in the State of North Carolina's efforts to promote the delivery of services in a culturally competent manner to all members including those with limited English proficiency and diverse cultural and ethnic backgrounds. [42 CFR 438.206 (c) (2)]

To this end, Trillium strives to ensure that our members have access to services provided by a culturally competent network of providers and Trillium staff. Trillium recognizes, respects, and responds to the unique, culturally-defined needs of the population served in its geographic area.

- This is accomplished by both Trillium staff and network providers understanding that cultural competence goes beyond race or language identifiers. Cultural competence encompasses understanding one's own culture and the diversity within each culture. Trillium shall:
- Maintain a respectful service delivery network, free of offensive practices and conditions
- Recognize each individual's unique value, contribution and potential
- Develop approaches/programs/services to meet identified needs of a culturally diverse population and
- Orient/train Trillium and network provider staff in the topics related to cultural awareness/competency

Trillium engages in the following goals and initiatives to address cultural competency of the provider network to meet the needs of the population served:

- Identify cultural and language needs of the community through annual needs/gaps assessment to ensure that culturally diverse multi-lingual persons have access to MH/DD/SA services as needed.
- Recruit providers to address service gaps/needs; to ensure the workforce reflects the diversity of the community it serves.
- Provide cultural awareness/competency training for network providers at least once during the year.
- Provide cultural awareness/competency training for all Trillium staff at orientation and as a part of the annual appraisal evaluation for existing staff.
- Review information on an annual basis for foreign language and deaf and hard of hearing interpreter services with whom Trillium contracts, as required.
- Expand and promote cultural competency activities to increase providers' awareness in serving the growing, culturally diverse population.
- Research availability of emerging and effective Best Practice Standards for culturally diverse populations and communicate findings to providers via training or Communication Bulletins.
- Embed cultural competency in Systems of Care and Person Centered Planning processes.
- Encourage network providers to identify resources for cultural engagement and interaction within their communities.

- The Cultural Competency Plan, which is posted on the Trillium website at www.TrilliumHealthResources.org, and all data collected as a part of this plan and through the Service Needs, Gaps and Provider Capacity Strategic Plan will be reviewed annually and goals revised accordingly.
- Incentives to be utilized in developing a culturally competent network may include: recruiting bi-lingual, culturally competent providers through a Request for Proposal process; assistance in setting up tele-psychiatry sites for access to services, assisting with establishing a list of resources that include interpreters; information for TTY, Relay Video Conference Captioning, NC Relay, sign language; and publication of written material in other languages.
- Provider contracts require compliance with all Federal and State laws which prohibit discrimination on the grounds of race, color, age, creed, sex, religion, national origin, or physical or mental disability.

Trillium is responsible for 233,282¹ covered lives in Beaufort, Bertie, Brunswick, Camden, Carteret, Chowan, Craven, Currituck, Dare, Gates, Hertford, Hyde, Jones, Martin, New Hanover, Northampton, Onslow, Pamlico, Pasquotank, Pender, Perquimans, Pitt, Tyrrell, and Washington Counties (covering 11,451 square miles).

¹ DMA Annual Performance Measures.

The information below is derived from the DMA Annual Performance Measures FY 2016-2017 is a guide for Trillium staff as they design, edit, and implement future internal and external training plans

County	Race Categories Reported For All Medicaid Enrollees Under The 1915 b/c Waiver In Catchment Area																			
	White		Black or African-American		American-Indian and Alaskan Native		Asian		Native Hawaiian and Other Pacific Islander		Other Race		Two or more races		Unknown		Declined		Total	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Beaufort	5,874	51.65%	4,779	42.02%	10	0.09%	0	0.00%	19	0.17%	77	0.68%	2	0.02%	0	0.00%	612	5.38%	11,373	100.00%
Bertie	926	17.05%	4,379	80.61%	8	0.15%	1	0.02%	15	0.28%	20	0.37%	0	0.00%	0	0.00%	83	1.53%	5,432	100.00%
Brunswick	15,898	75.36%	3,758	17.81%	122	0.58%	1	0.00%	103	0.49%	257	1.22%	3	0.01%	2	0.01%	951	4.51%	21,095	100.00%
Camden	834	76.23%	224	20.48%	2	0.18%	0	0.00%	15	1.37%	6	0.55%	0	0.00%	0	0.00%	13	1.19%	1,094	100.00%
Carleton	8,858	83.29%	1,312	12.34%	45	0.42%	0	0.00%	87	0.82%	50	0.47%	5	0.05%	1	0.01%	277	2.60%	10,635	100.00%
Chowan	1,224	37.00%	1,995	60.31%	1	0.03%	0	0.00%	4	0.12%	9	0.27%	0	0.00%	0	0.00%	75	2.27%	3,308	100.00%
Craven	9,778	53.52%	7,563	41.40%	51	0.28%	0	0.00%	513	2.81%	93	0.51%	3	0.02%	0	0.00%	268	1.47%	18,269	100.00%
Curruck	2,542	85.85%	351	11.85%	2	0.07%	0	0.00%	2	0.07%	13	0.44%	2	0.07%	0	0.00%	49	1.65%	2,961	100.00%
Dare	4,346	91.40%	239	5.03%	9	0.19%	0	0.00%	22	0.46%	61	1.28%	0	0.00%	0	0.00%	78	1.64%	4,755	100.00%
Gates	991	49.40%	949	47.31%	8	0.40%	1	0.05%	4	0.20%	12	0.60%	1	0.05%	0	0.00%	40	1.99%	2,006	100.00%
Hertford	1,138	17.95%	4,970	78.39%	25	0.39%	0	0.00%	24	0.38%	37	0.58%	0	0.00%	0	0.00%	146	2.30%	6,340	100.00%
Hyde	686	59.50%	400	34.69%	3	0.26%	0	0.00%	0	0.00%	7	0.61%	0	0.00%	0	0.00%	57	4.94%	1,153	100.00%
Jones	1,235	53.63%	967	41.99%	4	0.17%	1	0.04%	9	0.39%	15	0.65%	0	0.00%	0	0.00%	72	3.13%	2,303	100.00%
Martin	1,922	32.37%	3,793	63.89%	8	0.13%	0	0.00%	23	0.39%	15	0.25%	2	0.03%	0	0.00%	174	2.93%	5,937	100.00%
New Hanover	19,026	56.69%	12,331	36.74%	119	0.35%	1	0.00%	401	1.19%	474	1.41%	3	0.01%	1	0.00%	1,204	3.59%	33,560	100.00%
Northampton	1,281	21.54%	4,469	75.15%	13	0.22%	0	0.00%	23	0.39%	24	0.40%	1	0.02%	0	0.00%	136	2.29%	5,947	100.00%
Onslow	20,655	64.19%	9,452	29.37%	174	0.54%	1	0.00%	564	1.75%	471	1.46%	4	0.01%	0	0.00%	857	2.66%	32,178	100.00%
Pamlico	1,675	66.92%	693	27.69%	2	0.08%	0	0.00%	21	0.84%	15	0.60%	0	0.00%	0	0.00%	97	3.88%	2,503	100.00%
Pasquotank	3,759	42.80%	4,729	53.85%	13	0.15%	0	0.00%	71	0.81%	50	0.57%	1	0.01%	1	0.01%	158	1.80%	8,782	100.00%
Pender	7,572	66.50%	3,008	26.42%	34	0.30%	0	0.00%	28	0.25%	151	1.33%	0	0.00%	0	0.00%	594	5.22%	11,387	100.00%
Perquimans	1,449	55.54%	1,093	41.89%	3	0.11%	0	0.00%	4	0.15%	12	0.46%	1	0.04%	0	0.00%	47	1.80%	2,609	100.00%
Pitt	11,296	32.07%	22,307	63.34%	66	0.19%	0	0.00%	233	0.66%	203	0.58%	4	0.01%	0	0.00%	1,111	3.15%	35,220	100.00%
Tyrrell	396	48.18%	388	47.20%	1	0.12%	0	0.00%	18	2.19%	3	0.36%	0	0.00%	0	0.00%	16	1.95%	822	100.00%
Washington	939	25.99%	2,519	69.72%	6	0.17%	0	0.00%	2	0.06%	15	0.42%	0	0.00%	0	0.00%	132	3.65%	3,613	100.00%
Total	124,300	53.28%	96,668	41.44%	729	0.31%	6	0.00%	2,205	0.95%	2,090	0.90%	32	0.01%	5	0.00%	7,247	3.11%	233,282	100.00%

County	Ethnic Categories Reported For All Medicaid Enrollees In Catchment Area									
	Hispanic or Latino		Not Hispanic or Latino		Unknown Ethnicity		Declined Ethnicity		Total	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Beaufort	1,084	9.53%	9,260	81.42%	1,029	9.05%	0	0.00%	11,373	100.00%
Bertie	80	1.47%	4,872	89.69%	480	8.84%	0	0.00%	5,432	100.00%
Brunswick	591	2.80%	20,045	95.02%	459	2.18%	0	0.00%	21,095	100.00%
Camden	23	2.10%	994	90.86%	77	7.04%	0	0.00%	1,094	100.00%
Carteret	261	2.45%	10,157	95.51%	217	2.04%	0	0.00%	10,635	100.00%
Chowan	121	3.66%	2,968	89.72%	219	6.62%	0	0.00%	3,308	100.00%
Craven	1,215	6.65%	15,837	86.69%	1,217	6.66%	0	0.00%	18,269	100.00%
Currituck	98	3.31%	2,630	88.82%	233	7.87%	0	0.00%	2,961	100.00%
Dare	683	14.36%	3,711	78.04%	361	7.59%	0	0.00%	4,755	100.00%
Gates	27	1.35%	1,866	93.02%	113	5.63%	0	0.00%	2,006	100.00%
Hertford	146	2.30%	5,730	90.38%	464	7.32%	0	0.00%	6,340	100.00%
Hyde	114	9.89%	868	75.28%	171	14.83%	0	0.00%	1,153	100.00%
Jones	125	5.43%	1,933	83.93%	245	10.64%	0	0.00%	2,303	100.00%
Martin	245	4.13%	5,149	86.73%	543	9.15%	0	0.00%	5,937	100.00%
New Hanover	1,359	4.05%	31,548	94.00%	653	1.95%	0	0.00%	33,560	100.00%
Northampton	101	1.70%	5,202	87.47%	644	10.83%	0	0.00%	5,947	100.00%
Onslow	1,449	4.50%	29,959	93.10%	770	2.39%	0	0.00%	32,178	100.00%
Pamlico	137	5.47%	2,116	84.54%	250	9.99%	0	0.00%	2,503	100.00%
Pasquotank	424	4.83%	7,687	87.53%	671	7.64%	0	0.00%	8,782	100.00%
Pender	444	3.90%	10,781	94.68%	162	1.42%	0	0.00%	11,387	100.00%
Perquimans	60	2.30%	2,386	91.45%	163	6.25%	0	0.00%	2,609	100.00%
Pitt	2,880	8.18%	28,740	81.60%	3,600	10.22%	0	0.00%	35,220	100.00%
Tyrrell	90	10.95%	682	82.97%	50	6.08%	0	0.00%	822	100.00%
Washington	146	4.04%	3,147	87.10%	320	8.86%	0	0.00%	3,613	100.00%
Total	11,903	5.10%	208,268	89.28%	13,111	5.62%	0	0.00%	233,282	100.00%

For additional resources please see:

- U.S Department of Health and Human Services (National Institutes of Health)- <http://www.nih.gov/clearcommunication/culturalcompetency.htm>
- National Center for Cultural Competence- <http://nccc.georgetown.edu/>