

Issue Area (1):

Access to treatment for Oregonians with physical and mental health coverage, with adequate access being defined as medically appropriate care provided when necessary by culturally competent sensitive in a suitable setting.

I. Goal Statement: Improve the availability of culturally relevant health and mental health services to persons from diverse racial and ethnic backgrounds. Provide persons with Limited English Proficiency with access to health care by ensuring certification and standards of interpreting and translation services. (Include all languages).

Action Items:

- A.** Establish an Interpreter and Translator Task Force. Establish policies and procedures that will effectively enable limited English speaking persons access to interpreter services. Establish a forum that will include representation from a broad spectrum of groups who are affected by interpreter services. Ensure that consumers of interpreter services are included in developing policies and practices that will assist the community at large.
- B.** Develop a set of common standards for interpreter services and assist in the implementation of standards for state departments. Establish policies and procedures that will ensure that the August 2000 “Guidance Memorandum” from the Office of Civil Rights and the 1978 Patients Bill of Rights of the American Hospital Association is upheld at a statewide level (including public and private sectors) for limited English speaking patients.
- C.** Establish funding sources for appropriate oversight of interpreter services statewide. The state oversight would include development and oversight of examinations, qualifications, curriculum, competency policies and consumer reports. Funding sources should be established to assist public and private sectors in qualified interpreting and translating services.

POLICY	BUDGET	LEGISLATIVE	RESPONSIBLE
X			Dept of Human Services (lead department), Mental Health & Developmental Disability Services Division, Oregon Health Division, Senior & Disabled Services Division, Oregon Medical Assistance Program, Insurance Pool Governing Board, Office of Alcohol & Drug Abuse Programs
X	X	X	Dept of Human Services (lead department), Mental Health & Developmental Disability Services Division, Oregon Health Division, Senior & Disabled Services Division, Oregon Medical Assistance Program, Insurance Pool Governing Board, Office of Alcohol & Drug Abuse Programs, Dept of Administrative Services, Dept of Consumer & Business Services, Dept of Corrections, Oregon Youth Authority, Dept of Justice
X	X	X	Department of Human Services (lead department), OHD-Office of Multicultural Health

II. Goal Statement: Develop and implement a common plan and expectations related to culturally competent services that apply to all DHS divisions and programs and their contractors at the local level. Improve access to culturally relevant health and mental health services to persons from diverse racial and ethnic backgrounds.

POLICY	BUDGET	LEGISLATIVE	RESPONSIBLE
X	X		Dept of Human Services (lead department), Mental Health & Developmental Disability Services Division, Oregon Health Division, Senior & Disabled Services Division, Oregon Medical Assistance Program, Adult & Family Services, Services to Children & Families, Office of Alcohol & Drug Abuse Programs
X	X		Dept of Human Services (lead department)
X	X		Dept of Human Services (lead department), OHD-Office of Multicultural Health
X	X		Dept of Human Services (lead department)
X	X		Dept of Human Services (lead department)

Action Items:

- A.** Develop a Community Cultural Competency Plan. Ensure this is a community-driven process that involves DHS clients, divisions, community partners, local experts on diversity dynamics and contractors in the planning process. Adopt a common set of definitions, expectations, deliverables and standards for performance measurement for state and local programs and services funded by the state. The Plan should also address how performance will be monitored for effectiveness.
- B.** Conduct a shared learning between DHS divisions and local partners on the delivery and accessibility of culturally competent services.
- C.** Create an oversight group made up of racial and ethnic community groups and consumers to assess if local health departments are providing culturally appropriate services. Move accountability for culturally appropriate service delivery to departments or divisions working closest to the actual customer of state funded services.
- D.** Expand access to traditional medical practices. Develop specialized programs for persons who require identifiable cultural approaches in appropriate settings.
- E.** Achieve a productive government-to-government relationship between the State of Oregon and Oregon Tribes to improve the delivery of health services on reservations. This should be reflected in the relationship and funding between Oregon Tribes and DHS and each of its divisions.

III. Goal Statement: Increase the representation of people of color and bi-lingual/bi-cultural staff trained in health care, medicine and health policy. Consistently include individuals who represent diverse perspectives and backgrounds in the policy and decision-making bodies created by state government.

Action Items:

- A.** Submit quarterly DHS reports on efforts to meet affirmative action goals to the Governor's Task Force on Racial and Ethnic Health.
- B.** Develop partnerships with higher education to recruit and train bilingual/bicultural and people of color in health fields. Encourage state departments and divisions to participate in school-to-work programs that expose students of color to health-related careers. Provide resources to ensure the retention and skill development of existing employees.
- C.** Utilize lay workers to provide health services and provide appropriate training and oversight.
- D.** Develop partnerships with professional licensing boards and organizations to increase diversity in professions where people of color and bi-lingual/bi-cultural individuals are under-represented. Introduce legislation to require health licensing boards to increase the representation of people of color and bilingual licensees and report bi-annually to the Legislature.
- E.** Direct state department directors and division administrators to ensure, when appointing a policy-making and/or advisory body, that the appointments reflect the population that is being served.

POLICY	BUDGET	LEGISLATIVE	RESPONSIBLE
X			Dept of Human Services (lead department)
X			Oregon University System (lead department), Dept of Community Colleges & Workforce Development, Dept of Administrative Services, Oregon Health Sciences University, Oregon Student Assistance Program, Scholarship Commission
X			OHD-Office of Multicultural Health (lead division), Oregon Health-related Licensing Boards,
X	X		Governor's Affirmative Action Office (lead office), Oregon Health-related Licensing Boards
X			Dept of Administrative Services (lead agency), Oregon Health Plan Policy & Research

IV. Goal Statement: Improve the availability of relevant health data regarding people of color in the state.

Action Items:

- A.** Develop a plan and secure funding to increase collection of health-related data for people of color and other under-represented populations. Funding is needed to implement new techniques for collecting data that are culturally sensitive and more effective. (Refer to page 7, item I.A.)
- B.** Develop and adopt a common set of definitions and agreement on how data will be collected and made available to other departments, divisions, community organizations and the public.
- C.** Involve communities of color in planning and administering quantitative and qualitative methods of data collection. The Task Force and community partners shall be involved in prioritizing data needs to support the work of the Governor's Task Force.

POLICY	BUDGET	LEGISLATIVE	RESPONSIBLE
X	X	X	Dept of Human Services (lead department), Oregon Health Division, Oregon Health Plan Policy & Research, Oregon Progress Board
X			Oregon Progress Board (lead agency) Oregon Health Division, Dept of Human Services, Oregon Health Plan Policy & Research
X			Dept of Human Services (lead department), Oregon Health Division, Oregon Health Plan Policy & Research, Oregon Progress Board

V. Goal Statement: Address resource, access and financial barriers that prevent quality health care. Reduce the high rate of uninsured and under-insured among racial and ethnic populations.

Action Items:

- A.** Explore new sources of revenue (e.g., beer and wine tax) to address health care needs in communities of color. Areas of focus include newly arrived immigrant groups and migrant seasonal farm workers.
- B.** Increase community funding and/or redirect funds for outreach to target populations in order to increase access to state supported programs and services. Outreach is needed in order to increase enrollment for racial and ethnic communities in the Children’s Health Insurance Program (CHIP) and the Family Health Insurance Assistance Program (FHIAP).
- C.** Develop a plan to address the need for more culturally competent health care providers in rural areas to serve Oregon Health Plan clients; especially primary care, language interpreters, and technology resources. Identify incentives for providers in areas where services are not available or difficult to access because of language barriers, transportation problems or shortage of qualified service providers.
- D.** Remove barriers that currently prevent health care providers such as physicians assistants within the state from providing culturally sensitive health care to racial and ethnic communities.

POLICY	BUDGET	LEGISLATIVE	RESPONSIBLE
	X		Dept of Human Services (lead department), Oregon Health Division, Oregon Health Plan Policy & Research
X	X		Dept of Human Services (lead department), Oregon Health Division, Insurance Pool Governing Board
X	X		Oregon Health Division (lead division), Oregon Health Plan Policy & Research, Dept of Human Services, Oregon Medical Assistance Program, Office of Rural Health
X	X	X	<i>Pacific University (lead agency)</i> ¹

¹ Non-State Partner

VI. Goal Statement: Support and provide technical assistance for community advocacy groups in order to assist with health education activities and advocacy.

Action Items:

- A.** Provide education on emerging health-related issues like long-term care needs and involve community voices in the planning of new programs and services.
- B.** Develop new outreach strategies to reach communities of color and involve community members in community health promotion for the individual, family members, work place and community. Develop partnerships between private and public sector partners to implement a community specific wellness movement. (Refer to page 7, item II.A.)

POLICY	BUDGET	LEGISLATIVE	RESPONSIBLE
X	X		Dept of Human Services (lead department), Oregon Health Division, Oregon Medical Assistance Program, Senior & Disabled Services Division
X			Oregon Health Division (lead division), Senior and Disabled Services Division