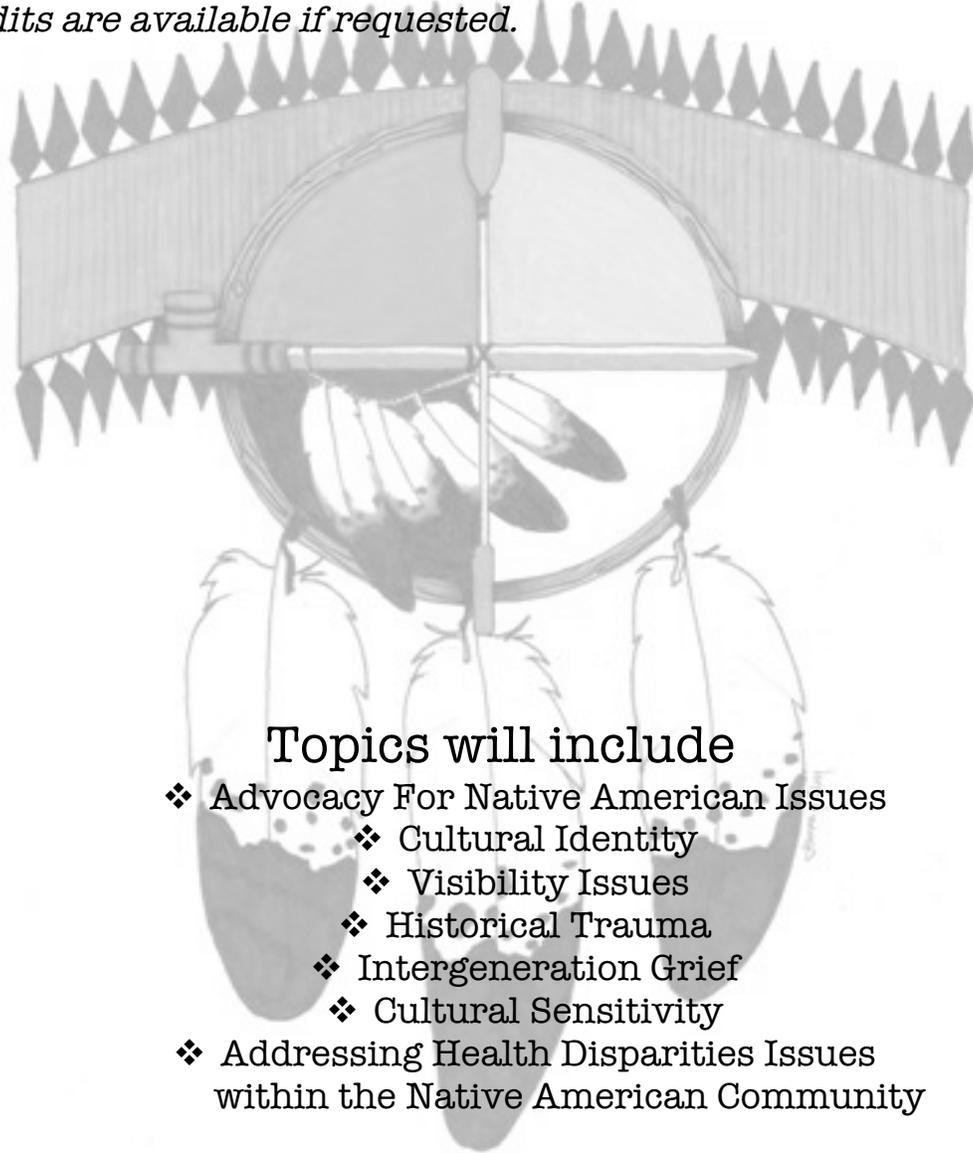


APPENDIX 25

HHSA, NCMHP, Contractor and Other
Cultural Competency Trainings Attended
by NCMHP Staff

Suscol Inter-Tribal Council is now offering Cultural Competency Trainings

This half day class (4hours) is suggested for but not limited to; Health Care Providers; Administrators, Businesses, Law Enforcement, Service Providers, Teachers & Educators. CEU credits are available if requested.



Topics will include

- ❖ Advocacy For Native American Issues
 - ❖ Cultural Identity
 - ❖ Visibility Issues
 - ❖ Historical Trauma
 - ❖ Intergeneration Grief
 - ❖ Cultural Sensitivity
- ❖ Addressing Health Disparities Issues within the Native American Community

Local venue for trainings will be determined by group size.

For more Information or to schedule training please contact ;
Summer Sinan, Suscol Intertribal Council Office
#707-256-3561 or email; summer@suscolcouncil.org

Sponsored by Suscol Intertribal Council with funding from the Napa County Mental Health Division's Mental Health Services Act (MHSA) Prevention and Early Intervention (PEI) Component"

Workshop Calendar (continued)

Workshop 4: November 13, 9:30am-12:00pm

Post-Colonial History of California Natives

The core causes of lateral violence and substance abuse within the Native Community today

Healing Element: Traditional Uses of the Rattle

The traditional healing and ceremonial uses of rattles

Workshop 5, January 22, 2019, 9:30am-12:00pm

"Thrival" and Tribal Resiliency

How culture and ceremony helps Native Communities survive and thrive.

Healing Element: Traditional Uses of the Drum

The traditional healing and ceremonial uses of drums.



The Suscol Intertribal Council Native American Historical Trauma and Traditional Healing Project was made possible with Napa County Mental Health Service Act (MHSA) Innovation Funds.



Suscol Intertribal Council
PO Box 5386, Napa, CA 945581
(707) 256-3561
www.suscolcouncil.org

BUILD CULTURAL COMPETENCY & COOPERATION WITH NATIVE AMERICAN COMMUNITIES

A SERIES OF WORKSHOPS FOR MENTAL
HEALTH PROVIDERS AND MENTAL HEALTH
LIASONS IN NAPA COUNTY



AUGUST 2018 - JANUARY 2019



PRESENTED BY SUSCOL INTERTRIBAL COUNCIL
Charlie Toledo, Towa descendant, Executive Director
Sal Garcia-Pinola, Manchester Point Arena Band of
Pomo Workshop Facilitator

The Suscol Intertribal Council Native American Historical Trauma and Traditional Healing Project

Project Overview

- ❖ Workshops will cover Historical Trauma, develop sensitivity and awareness to some Traditional Native American Healing and Wellness Practices, and facilitate healing between the Native American community and the mental health systems.
- ❖ Curriculum was developed by local California Native cultural advisors and other Native American academics, with oversight from mental health advisors.
- ❖ Our workshop pedagogy is facilitated by Native Americans and delivered through a Native American lens in an immersive and interactive way.
- ❖ Each workshop will have a presentation, a participatory demonstration of a Healing Element, and a facilitated journal-writing session.

Workshop Calendar

Workshop 1: August 28, 2018 9:00am-11:30am

Overview of Napa County Regional Native History

History from pre-colonial to contemporary times

Healing Element: Traditional Uses of Sage

The traditional healing and ceremonial uses of sage

Workshop 2: September 25, 9:30am-12:00pm

Pre-Colonial History of California Natives

The beauty and complexity of the local Native communities before European colonization

Healing Element: Traditional Uses of Salt

The traditional healing and ceremonial uses of salt

Workshop 3: October 23, 9:30am-12:00pm

Colonial History in California Native Territories

The intense trauma of a 60,000 year old civilization decimated in 25 years

Healing Element: Traditional Uses of Tobacco

The traditional healing and ceremonial use of tobacco

HHSA in the 21st Century

CEU's offered through NBCC on all dates except (12/9, 2/23, 3/3, 8/24 & 11/30)



- ◆ **Session 1 IMPLICIT BIAS**
- ◆ **Session 2 CULTURAL INTELLIGENCE**
(Prerequisite Session 1 Implicit Bias)
- ◆ **Session 3 EMOTIONAL INTELLIGENCE**
(Prerequisite Session 1 Implicit Bias & Session 2 Cultural Intelligence.)

As HHSA continues to shift toward an approach of working within the community to address the Social Determinants of Health, new skills are required to engage and be effective with co-workers and the community we serve. We strive to learn new ways to communicate, interact and develop positive relationships.

HHSA's Training and Organizational Development Unit is excited to partner with the Diversity and Inclusion Steering Committee (DISC) to offer a three part series titled ***HHSA in the 21st Century***. This series is **required** for all staff and includes three sessions: ***Implicit Bias***, ***Cultural Intelligence***, and ***Emotional Intelligence*** **and must be taken in this order**. The sessions are complimentary of the Mutual Learning approach and will enhance HHSA's ability to sustain the organizational change through improved capacity and skillset.

HOW TO REGISTER

Use the HHSA Learning Management System to register for the session.

Click on this [link](#)

1. Click on the Course Name (located in the Courses and Events Calendar on the right hand menu).
2. Click on "Add Items to Cart".
3. Click on "Complete Order".
4. Click in your user name and password (User Name: firstnamelastname, Password: Employee ID Number).
5. You will receive an immediate email confirmation.

*Training Suite dates on second page

For questions regarding registration, please contact:
HHSATraining@countyofnapa.org

WORKSHOP FACILITATORS

IMPLICIT BIAS

Amanda Houseman
Andreana Segura
Gianna Thompson

CULTURAL INTELLIGENCE

Reina Nava
Kristin James-Bowe

EMOTIONAL INTELLIGENCE

Nya Flores
Lorena Mendoza
Lynne Fryer

Alternatives:

Jennifer Swift
Andi Banks

Napa County Health and Human Services Agency
Guidelines for Communicating Through Interpreters

Prior to Seeing the Client

- If possible, **hold a brief meeting** with the interpreter:
 - Agree on basic interpretation protocols, including seating arrangement.
 - Give background, set goals and clarify any items or issues that require special attention, such as translation of complex scenarios, technical terms, or other needs.
- If in-person, **make seating arrangements** – the positioning of the interpreter is important:
 - Arrange the seating for the most direct communication between you and the client.
 - Interpreters should be positioned neutrally. Arrange yourself so that you, the client and the interpreter are visible to one another.

Etiquette and Dialogue

- **Maintain primary eye contact and speak directly to the client** and/or family. Use first person - e.g. "How are you today?" instead of "Ask her how she is today."
- **Greet the client first**, not the interpreter.
- Let the interpreter **brief the client on the interpreter's role**.
- **Don't say anything that you don't want interpreted** or "think out loud." Frequently clients understand more English than they can speak and it may cause the client to wonder what is not being interpreted.
- **Allow plenty of time**. Interpreted conversation can take twice as long as English only conversations.
 - Concepts expressed in English may have no linguistic or conceptual equivalent in other languages. The interpreter may have to paint word pictures or use lengthy paraphrase.
 - Allow the interpreter as much time as necessary to ask questions, for repeats, and for clarification. Be prepared repeat or clarify certain information by saying it in a different way when necessary.
- Some concepts are extremely difficult to translate. To make the encounter less complicated **avoid using slang, metaphors, medical terminology, jargon, idioms, technical terms, acronyms or expressions** that might be difficult to translate. If you must use them, explain their meaning.
- **Speak at an even pace using a normal voice**. Do not speak too fast, too loudly or especially slowly. It is usually easier for an interpreter to understand speech produced at a normal speed and with normal rhythms.
- **Pause after a full thought**. If you speak too long, the interpreter may not remember and include everything you say.
- **Enunciate your words** and try to avoid contractions, which can be easily misunderstood as the opposite of your meaning, e.g., "can't - cannot."
- **Avoid the use of double negatives**, e.g., "If you don't appear in person, you won't get your benefits." Instead, "You must come in person in order to get your benefits."
- **Explain procedures, regulations** and reasons for asking for information.

- **Check for understanding and clarify** when necessary
 - Ask if the interpreter understands the information that you are providing. If the interpreter is confused, so is the client.
 - Watch the client's eyes and facial expression. Look for signs of comprehension, confusion, agreement, or disagreement.
 - Ask the client to repeat instructions to ensure understanding.
 - Ask the interpreter if, in his or her opinion, the client seems to have grasped the information that you are conveying.

Cultural Considerations

- Be **sensitive to appropriate communication standards**. Different cultures have different protocols to discuss sensitive topics, and to address medical personnel or people in positions of authority. Ask the interpreter to point out potential cultural misunderstandings that may arise. Respect an interpreter's judgment that a particular question is culturally inappropriate and rephrase the question.
- If possible, **choose an interpreter whose age, sex and background are similar to the client**. A client might be reluctant to disclose uncomfortable information, for example, in front of an interpreter of a different gender.
- **Be attentive to cultural tendencies** that may hinder clear communication. For example, in some cultures, "yes" may not always mean "yes." Instead, "yes" might be a way of acknowledging a statement or question, or a way of reserving judgment.
- **Don't make assumptions** about the client's education level. An inability to speak English does not indicate a lack of education.

The Interpreter

- Be **sensitive to the demands and pressures on the interpreter**. Interpreting requires enormous concentration.
- The interpreter is there to **relay the message**. If you feel that the interpreter may be giving advice, or opinions stop and speak to them privately.
- **Do not hold the interpreter responsible** for what the client says or doesn't say. The interpreter is the medium, not the source, of the message.

Over-the-phone Interpreting Considerations

- When working with an interpreter over the phone, most of the principles of in-person interpreting apply, but **the interpreter will be "blind" to the visual cues** in the room.
- When the interpreter comes on the line let him/her know **who you are, purpose of your call, who is in the room and what sort of appointment it is**.
- If you point at an object or person in the room, **describe what you are pointing to** as you do it.
- The interpreter will wait for you to initiate the closing of the call and will **be the last to disconnect from the call**.

Best Practices Workshop

REACHING & SERVING LGBTQ People

A Workshop to Improve awareness of, access for & inclusion of Lesbian, Gay, Bisexual, & Transgender Youth, Adults & Seniors in Napa County.

Thursday, Feb 22nd
8:00 am - 12:00 pm

This Training will be held at Andaz Napa:
1450 1st St, Napa, CA 94559



Space is limited

To reserve your spot, visit
<http://lgbtqconnection.eventbrite.com>

Don't miss your opportunity to:

- Learn about LGBTQ identity, terms & issues.
- Hear personal experiences from a panel of local LGBTQ people.
- Take away practical best practices for what you & your org can do to better reach & serve LGBTQ people.
- Have opportunities for discussion, questions, & comments.



For more information, contact eduardo@lgbtqconnection.org or call
707-251-9432.

(With funding from the Napa County Mental Health Division)

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Introduction

Napa County Health and Human Services (HHSA) is committed to supporting a comprehensive plan for ongoing staff training that will result in superior delivery of service to our clients. Employee education is an investment in the agency and its future.

While the foundation of the Agency's training plan is required and compliance training (not included in this catalog), educational opportunities will also include continuing education, task oriented training, professional and staff development, management skills development, and education significant to the ongoing Agency's strategic direction.

Napa County Health and Human Services employs approximately 517 Agency staff distributed across eleven divisions as follows:

3	ADMINISTRATION
27	FISCAL
41	OPERATIONS
9	QUALITY MANAGEMENT
26	ALCOHOL AND DRUG SVCS
70	CHILD WELFARE SERVICES
53	COMPREHENSIVE SVCS FOR OLDER ADULTS
7	HEALTH CARE ENHANCEMENT
98	MENTAL HEALTH
74	PUBLIC HEALTH
106	SELF SUFFICIENCY

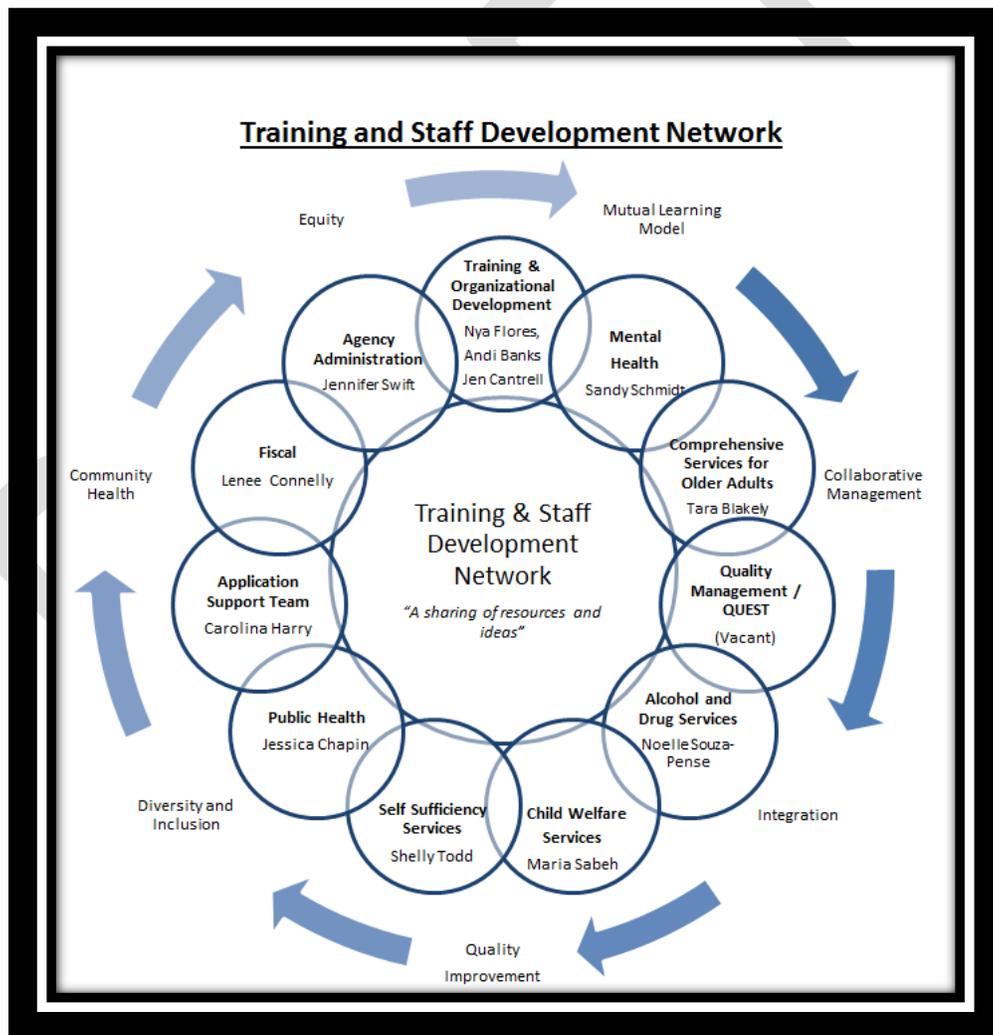
Administration of this Annual Training and Professional Development Catalog is the responsibility of HHSA Training & Organizational Development Manager. Coordination of HHSA's training and educational requirements is supported by two full time Staff Services Analysts.

Objectives

Support agency wide training and organizational development efforts including training that addresses specific staff needs and the skills set needed for agency culture and practice changes.

The Network:

The T&D Network has representation from all Divisions as well as all Agency-wide committees, groups and efforts. This group is the driver of discussion and advocacy for staff development needs and ensure that there is consistency in policy and a uniform practice across Divisions. The T&D Network will encourage communication and collaboration between divisions on staff development efforts and ensure resources and ideas are shared. It will also provide a space that will support connectedness, and foster integration.



Course listing A-Z

- Active Shooter - How to Respond
- Building on the Best: HHS and Mutual Learning
- Cultural Intelligence
- Defusing Techniques for Volatile Situations (Train the Trainer)
- Diversity and Inclusion Foundation Training
- Emotional Intelligence and High Performance Teams
- Generational Differences in the Workplace
- Hands only CPR and AED Training
- Health and Human Services Agency Orientation (Pt 1) – Introduction
- Health and Human Services Agency Orientation (Pt 2) – Power, Culture and Systems
- Health Equity 101: Do we all have an EQUAL chance at health?
- Hiring For Success
- Implicit Bias
- Law and Ethics for Behavioral Health Care and Substance Abuse Disorder Program Providers and Support Staff
- LGBTQ Best Practices Workshop
- Medi-Cal Eligibility Data System (MEDS) Privacy and Security Training
- Placed Based Services (PBS) Video
- Privacy Information and Security Training
- Results-Based Accountability RBA
- Translation and Interpretation

COURSES/WORKSHOPS

The following is the catalog of courses currently available. This is a living document and courses will be added as they become available. Please check the Calendar on the [T&D Network SharePoint](#) for specific schedules.

The Training & Development Unit is committed to assisting HHSA Divisions and staff with training/development needs. Please submit a "[Training Request](#)" for any need that is not met by a course listed here.

Thank you,
The HHSA Training and Development Team
HHSATRaining@countyofnapa.org

Active Shooter - How to Respond

There is nothing more important than the safety and well-being of our employees, volunteers and the public we serve. In this session you will learn how to respond when an active shooter is in your vicinity. Learn how to quickly determine ways to protect your own life and how to respond when law enforcement arrives on the scene.

Skill: Safety

Delivery Option: In Person Workshop

Training/Workshops Offered: Upon Request – Please contact Training and Development Unit

Trainers: County of Napa Sheriff Department

Hours: 2 hours

Building on the Best: HHSA and Mutual Learning

This very special session on Mutual Learning will feature Roger Schwarz, Author, Speaker and Consultant in the realm of leadership and teams, and Roger Schwarz & Associates Executive Consultant, Carrie Hays. The purpose of this session is to: Learn about HHSA's efforts to advance our work in Mutual Learning in support of the Agency's vision and mission to serve the Napa County community. Learn about the Mutual Learning approach and engage in discussions with Roger Schwarz and Carrie Hays, the subject matter experts on Mutual Learning.

Skill:

Delivery Option: On-line (Video of 4 hour In-Person session)

Training/Workshops Offered: N/A – One Time Session

Trainers: Roger Schwarz and Carrie Hays

Hours: Four 1 hour segments

Cultural Intelligence

Demographics in Napa County have changed and it will continue to be more culturally diverse in the workplace and the client base. In order to be able to provide the best

customer service and meet the needs of its diverse population, county employees must keep learning new ways to communicate, interact and develop good relationships with people of different cultures, ages, economic backgrounds, abilities, work functions etc. This is the first of a series of three – Implicit Bias, Cultural Intelligence, and Emotional Intelligence.

By the end of the training, participants will:

KNOW...

- The definition of CQ
- CQ's connection to a person's core values
- CQ's influence on success/productivity/ outcomes
- The purpose and goal of the Napa County HHS focus on building CQ
- How the efforts to improve CQ can be implemented in their work environments

BE ABLE TO...

- Identify areas in which improved CQ would benefit them personally/ professionally.
- Identify areas in which improved CQ would benefit Napa County HHS and clients.
- Take steps to improve their own CQ
- Build awareness of their own biases and "knots"
- Begin contemplation and goal setting to modify behavior

Skill:

Delivery Option: In-Person Workshop

Training/Workshops Offered: Several times per month through April 2017, Quarterly thereafter

Trainers: Ashley Gisi (MHD), Kristin James-Bowe (PHD), Reina (Reyna) Nava (CSOA) (Offered in coordination with the Diversity and Inclusion Steering Committee)

Hours: 4 hours

Diversity and Inclusion Foundation Training

The purpose of the HHS Diversity Foundation course is to understand what diversity is and what is generally included when we talk about diversity and inclusion. Knowing about these concepts and definitions will help us serve our customers better. Diverse teams produce more innovative results. This course will assist staff to increase awareness, and understand the professional guidelines for working in a diverse and inclusive workplace, by understanding different ways people approach work, and ways in which our customers seek and receive services.

Skill:

Delivery Option: In-Person Workshop

Training/Workshops Offered: Quarterly

Trainers: Jessica Chapin (PHD), Adriana Navarro (MHD) (Offered by Diversity and Inclusion Steering Committee)

Hours: 4 hours

Emotional Intelligence and High Performance Teams

As we move into the 21st Century, new skills are required to engage and be effective with co-workers and clients. This training will provide insight into the use of emotional intelligence (EI or EQ) as a critical skill to help you understand your own and other people's emotions; and, the impact of emotional intelligence on high performance teams. Effective leaders and practitioners who are effective in EI employ: perceiving emotions, using emotions, understanding emotions and managing emotions. These skills also help in understanding diversity and inclusion and how this can bring about a deeper level of meaning and respect to who we are as human beings. This opens the door to better understanding when it comes to providing traditional and non-traditional service delivery. The training emphasizes Daniel Goleman's model that outlines five main EI constructs: Self Awareness, Self-Regulation, Social Skill, Empathy and Motivation. This is part of a series of three sessions- Implicit Bias, Cultural Intelligence, and Emotional Intelligence. Implicit Bias and Cultural Intelligence are prerequisites for this workshop.

By the end of the training, participants will:

KNOW...

- The definition of EQ
- EQ's connection to effective people and high performing teams
- EQ's influence on success/productivity/ outcomes
- The purpose and goal of the Napa County HHS focus on building EQ
- How the efforts to improve EQ can be implemented in their work environments

BE ABLE TO...

- Identify areas in which improved EQ would benefit them personally/ professionally.
- Identify areas in which improved EQ would benefit Napa County HHS and clients.
- Take steps to improve their own EQ
- Build awareness of their own skills in the areas of Self Awareness, Self-Regulation, Social skill, Empathy and Motivation.
- Begin contemplation and goal setting to modify behavior

Skill:

Delivery Option: In-Person Workshop

Training/Workshops Offered: Several times per month through April 2017, Quarterly thereafter

Trainers: Nya Flores, Lorena Mendoza (CSOA), Lynne Fryer (CSOA), Andi Banks, Jennifer Swift (Offered in coordination with the Diversity and Inclusion Steering Committee)

Hours: 4 hours

Generational Differences in the Workplace

In today's workplaces we find individuals at more stages of life than ever before. It is not unusual to find four different generations working together, side by side. Learning how generational differences impact working relationships and productivity is crucial. Participants will gain a deeper understanding on how generational differences influence the organizational culture and consider the implications of our workforce in the generations that follow.

Skill:

Delivery Option: In-Person Workshop

Training/Workshops Offered: Biannually

Trainers: Nya Flores, Andi Banks

Hours: 4 hours

Hands only CPR and AED Training

Join Napa County Fire Department in the Fight to Save a Life by learning this simple skill. Although NOT A CERTIFICATION course, it is very informative and could help save lives in an emergency. This is a short 30 minute class where you will learn the skills for hands only CPR and how to properly use an AED.

Skill:

Delivery Option: In-Person Workshop

Training/Workshops Offered: As Needed/Requested

Trainers: CalFire with Pam Dodson of Via Heart Project

Hours: 1 hour

Health Equity 101: Do we all have an EQUAL chance at health?

This is a training that is being rolled out by the BARHII Assessment Implementation Planning Team (IPT). The staff survey portion of the assessment that was launched in July assumes that those participating have had at least introductory exposure to the key concepts and terms related to social determinants of health. The training will help staff become familiar with the terminology and concepts of social determinants of health so that the Agency can get the most out of the assessment results.

Skill:

Delivery Option: In-Person Training

Training/Workshops Offered: Regular Schedule TBD, As Needed/Requested

Trainers: Andi Banks, Jessica Chapin, Dr. Jennifer Henn, Kristin James-Bowe, Cara Mae Woledge

Hours: 1.5 hours

Implicit Bias

Being Acquainted with Your Unconscious Bias: Also known as implicit bias, unconscious bias refers to the attitudes or stereotypes that affect our understanding, actions, and decisions in an unconscious manner. We begin experiencing powerful influences which stimulate and build upon our unconscious bias in early childhood: parents, parenting styles, relatives, teachers, schools, spiritual communities, friends and even play time have significant impact on how our subconscious causes us to have feelings and attitudes about other people based on characteristics such as sex, ethnicity, age and appearance. These perceptions, attitudes and behaviors greatly affect the nature of our relationships, both personally and professionally. This course is designed to provide participants with a new level of awareness and understanding about unconscious bias, while also developing skills in working with broadly diverse groups. This is the second of a series of three – Cultural Intelligence, Implicit Bias, and Emotional Intelligence.

Upon completion of this course, participants will:

- Understand what implicit bias means and how it may influence perceptions and decision making,
- Be prepared to discuss the historical context of bias in government and its impact on individuals and families served by HHSA
- Recognize how unconscious biases develop, and how to mitigate these effects.
- Gain awareness of personal biases
- Have and be able to use techniques to support debiasing perceptions and improve interactions with those we serve and work with.

Skill:

Delivery Option: In-Person Workshop

Training/Workshops Offered: Several times per month through April 2017, Quarterly thereafter

Trainers: Andreana (Andy) Segura (ADS), Amanda Houseman (CSOA), Gianna Thompson (CSOA), Andi Banks, Jennifer Swift (Offered in coordination with the Diversity and Inclusion Steering Committee)

Hours: 4 hours

LGBTQ Best Practices Workshop

This training assists agency staff wishing to implement research-based and community-defined practices effective in serving LGBTQ clients and families. The training explores vocabulary and linguistic considerations, provides essential information about sexual orientation, sexual identity, gender identity and expression and intersections of those issues with health and social services systems. Recommended practices for inclusion of LGBTQ clients are presented along with action steps and examples to help carry them out.

Skill:

Delivery Option: In-Person Workshop

Training/Workshops Offered: Quarterly

Trainers: Ian Stanley of LGBTQ Connection (Offered by Diversity and Inclusion Steering Committee)

Hours: 4 hours

Placed Base Services (PBS) Video

A brief 15 minute video that explores some of the challenges seen in the Napa community and consider how these issues can continue to inform the work we do.

Skill:

Delivery Option: Online video distributed through LMS

Training/Workshops Offered: As Needed/Requested, Upon Hire

Narrator: Howard Himes

Hours: 15 minutes

Privacy Information and Security Training

This training is an acknowledgement of the Auditing and Monitoring Policy and Procedure. It is the policy of HHS to protect the privacy and confidentiality of Protected Health Information (PHI) and Personally Identifiable Information (PII). This policy provides guidance for auditing and monitoring to ensure appropriate access, use and disclosure of PHI and PII, with the overarching goal of safeguarding the privacy and confidentiality of client information.

Skill:

Delivery Option: Online through LMS

Training/Workshops Offered: Upon Hire, Annually

Trainers: Scott Seaborn

Hours: 1 hour

Law and Ethics for Behavioral Health Care and Substance Abuse Disorder Program Providers and Support Staff

This will be a six-hour power-point presentation, with questions and discussion during and following each topic. Topics will include a review of ethical issues (dual relationships and boundary issues) impacting those who work in county settings including behavioral health services (mental health and substance use), new state laws impacting healthcare workers directly or indirectly, new federal regulations concerning confidentiality with emphasis on new breach notification and reporting rules, and the transitioning towards an integrated health delivery system envisioned by the Affordable Care Act.

Skill:

Delivery Option: In-Person Training

Training/Workshops Offered: Biannually

Trainers: Linda Garrett with Risk Management Services (Contractor)

Hours: 7 hours

Medi-Cal Eligibility Data System—(MEDS) Privacy and Security Training

Confidentiality regulations were created to protect applicants and recipients against identification, exploitation or embarrassment that could result from the release of information identifying them as having applied for or having received public assistance. They also outline under what circumstances and to whom such information may be released.

Skill:

Delivery Option: Online through LMS

Training/Workshops Offered: Upon Hire, Annually

Trainers: Scott Seaborn

Hours: .5 hours

Translation and Interpretation

This course is designed to improve participant's communication with non-English or limited-English proficient (LEP) individuals by providing the following:

- Understanding of the Translation and Interpretation Policy and Procedure provisions and considerations.
- Knowledge of what linguistic resources are available at HHSA and when and how to obtain them.
- The ability to provide linguistic services through those available resources when required.

Skill:

Delivery Option: In-Person Training

Training/Workshops Offered: As needed/requested

Trainers: Andi Banks (T&OD Unit)

Hours: 1 hour

Hiring For Success

Attracting, selecting and hiring employees can present challenges, especially when needing to consider HHSA's unique culture, work environment, and job requirements. Include the complexities of the regulatory environment and a changing workforce, and the definition of a successful recruitment process can become complex.

This workshop will provide attendees with practical skills for identifying the ideal candidate and hiring employees that are a great fit for HHSA culture and values. Upon completion participants will be able to:

- Identify experience, competencies, behavioral characteristics, aptitudes, and technical skills had by the ideal candidate for a position
- Understand and appreciate the importance of hiring for organizational culture
- Understand Napa County hiring process and the importance of each step in finding and identifying that ideal candidate

This course is designed for any member of staff who is responsible for hiring and selection.

Skill:

Delivery Option: In-Person Workshop

Training/Workshops Offered: Bi-annually

Trainers: Faye Newton (Human Resources), Andi Banks (T&OD Unit)

Hours: 4 hours

Results-Based Accountability (RBA)

Introduction to Results-Based Accountability (RBA)[™] framework. The workshop, prepares participant to use the concepts of Results Based Accountability in the development of performance measures for their Division/Unit. Participants will learn how to put these practices into operation.

Skill:

Delivery Option: Varies

Training/Workshops Offered: As needed/requested

Trainers: TBD or Division Reps

Hours: Varies

Health and Human Services Agency Orientation (Pt 1) - Introduction

Upon completion of this general Agency Orientation participants will have:

- An increased understanding of HHSA structures and services
- Familiarity with evaluations, probationary periods, hiring process and payroll information
- The ability to provide linguistic services through available resources when required
- Knowledge of Agency-wide policies, regulations and responsibilities that are applicable to all HHSA employees
- Information regarding helpful resources
- Receive the required 1 hour General Compliance Training

Skill:

Delivery Option: In-Person Training

Training/Workshops Offered: Monthly

Trainers: Andi Banks (T&OD Unit), Lynn Norris (ESD), Gustavo Martinez (QM)
Hours: 4 hours

Health and Human Services Agency Orientation (Pt 2) – Power, Culture and Systems

Upon completion of this vision and values focused orientation, participants will:

- Have an increased awareness of health inequities and the social determinants of health
- Be able to communicate the direction, values and priorities of the Agency
- Discover Napa County’s involvement in community health and wellness efforts
- Understand the importance of Collaborative Management efforts to the overall Agency direction

Recognize the roll of HHS Diversity and Inclusion efforts to the overall Agency direction

Skill:

Delivery Option: In-Person Training

Training/Workshops Offered:

Trainers: Andi Banks (T&OD Unit) with guest speakers: Howard Himes (Admin), Jennifer Swift (Admin), Collaborative Management Ambassadors, Live Health Napa County, Diversity Inclusion Steering Committee

Hours: 4 hours



Cultural Intelligence

Presented By:

Reyna Nava and Jennifer Swift

Getting to know you

- Your name
- What do you do?
- Share your best and worst moment from the previous week.

Agenda

- Define Cultural Intelligence (CQ)
- Discuss the impact of culture on thinking and behavior
- Explore the value of building CQ personally/professionally
- Consider cultural intelligence in the work place

What is culture?

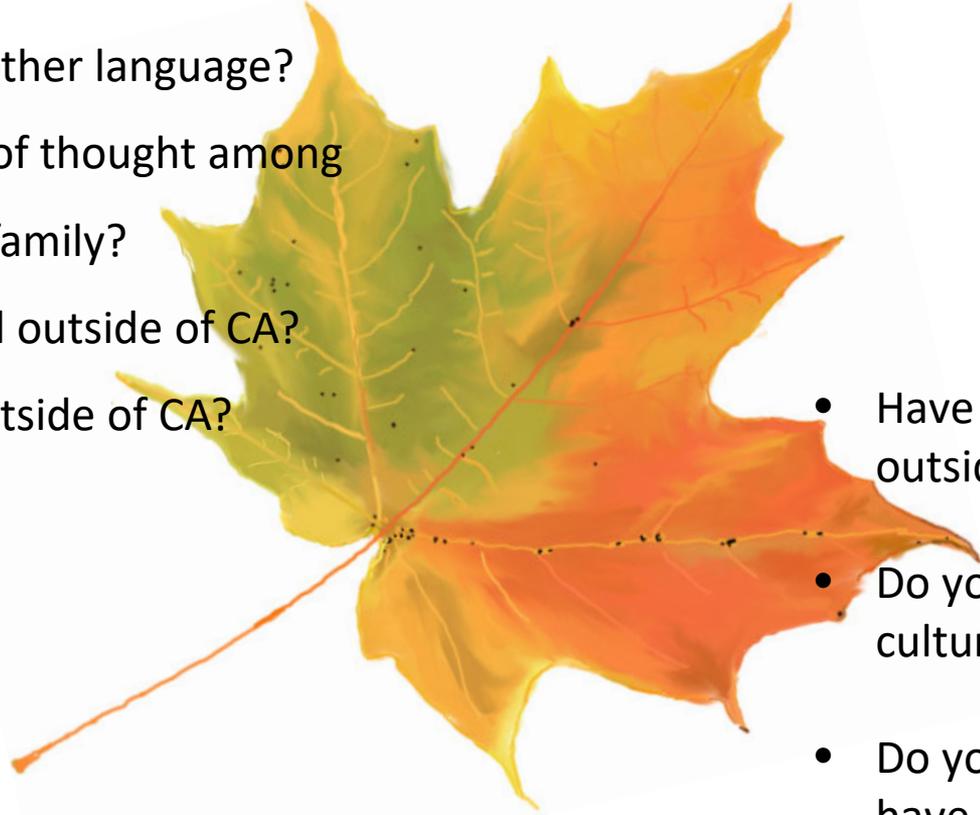
- The way we do things around here
- What gets talked about
- What happens consistently
- What gets celebrated
- A way of thinking, behaving, or working

Cultural Intelligence or Cultural Quotient (CQ) Defined

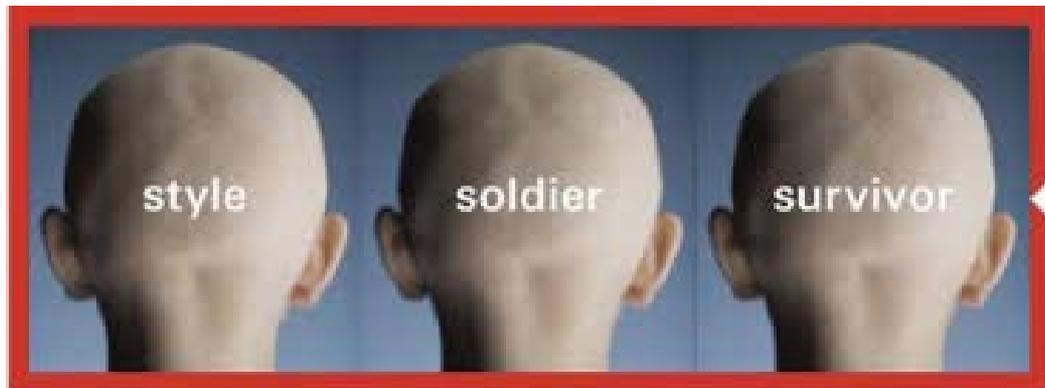
- A person's capability to relate, work and function effectively in situations characterized by cultural diversity
- Cultural Intelligence is the ability to bridge divides and thrive in multiple settings and cultures.
- A person's capability to adapt as she or he interacts with others from different cultural backgrounds.

Cultural Intelligence

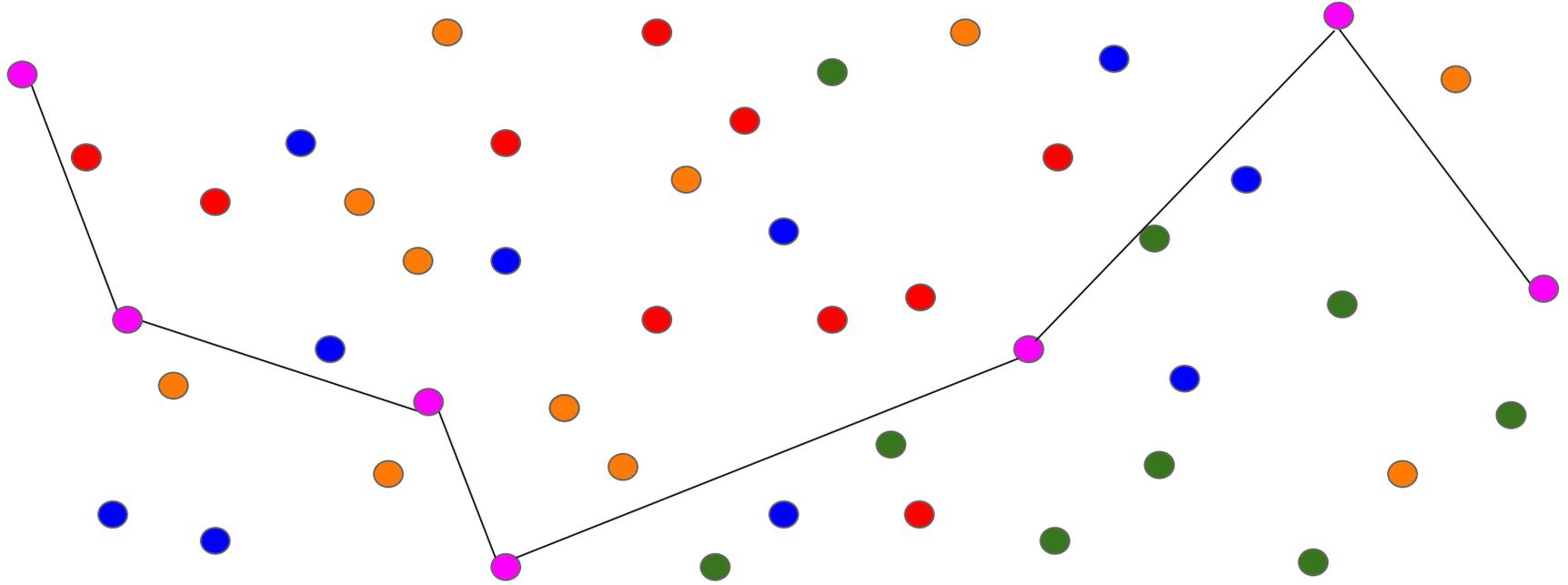




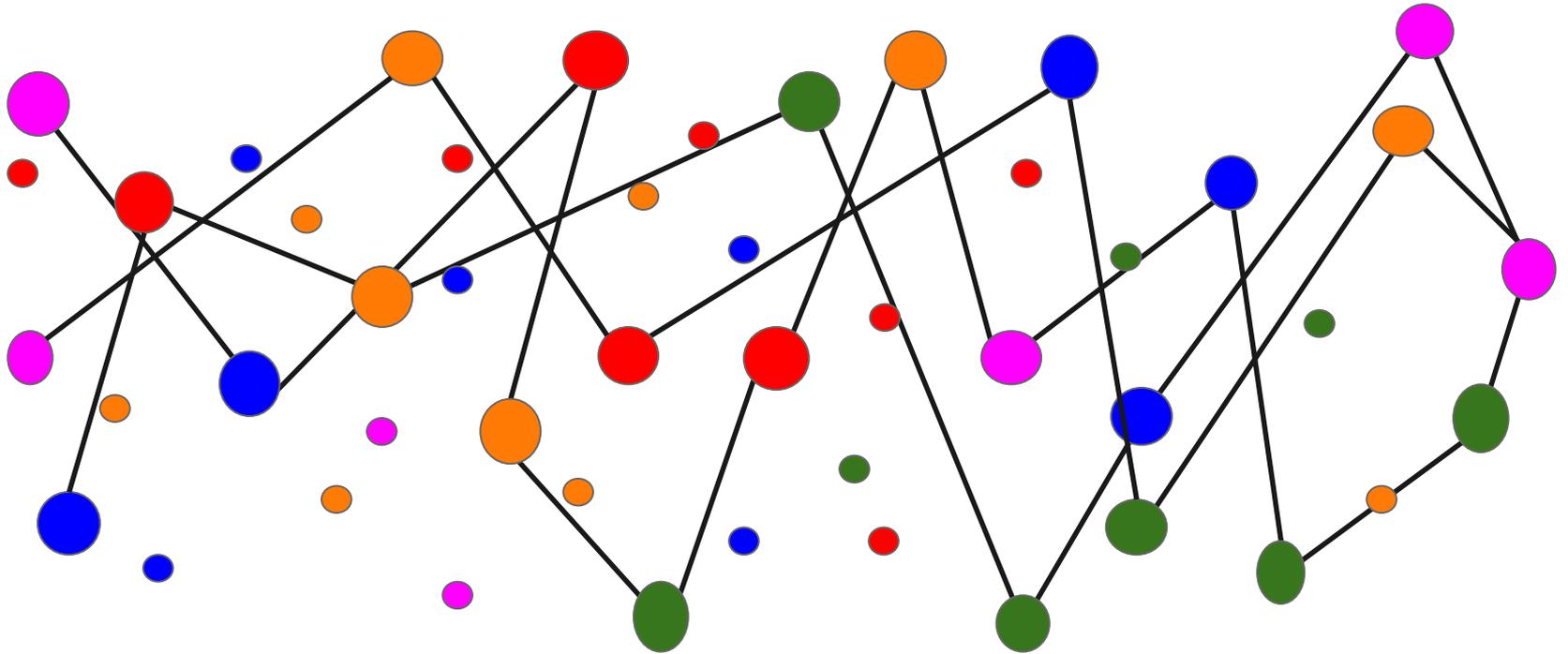
- Do you speak another language?
- Is there diversity of thought among your friends and family?
- Have you traveled outside of CA?
- Have you lived outside of CA?
- Have you traveled or lived outside the country?
- Do you eat food from other cultures?
- Do you work with people who have backgrounds different than you?



What is your Narrative?



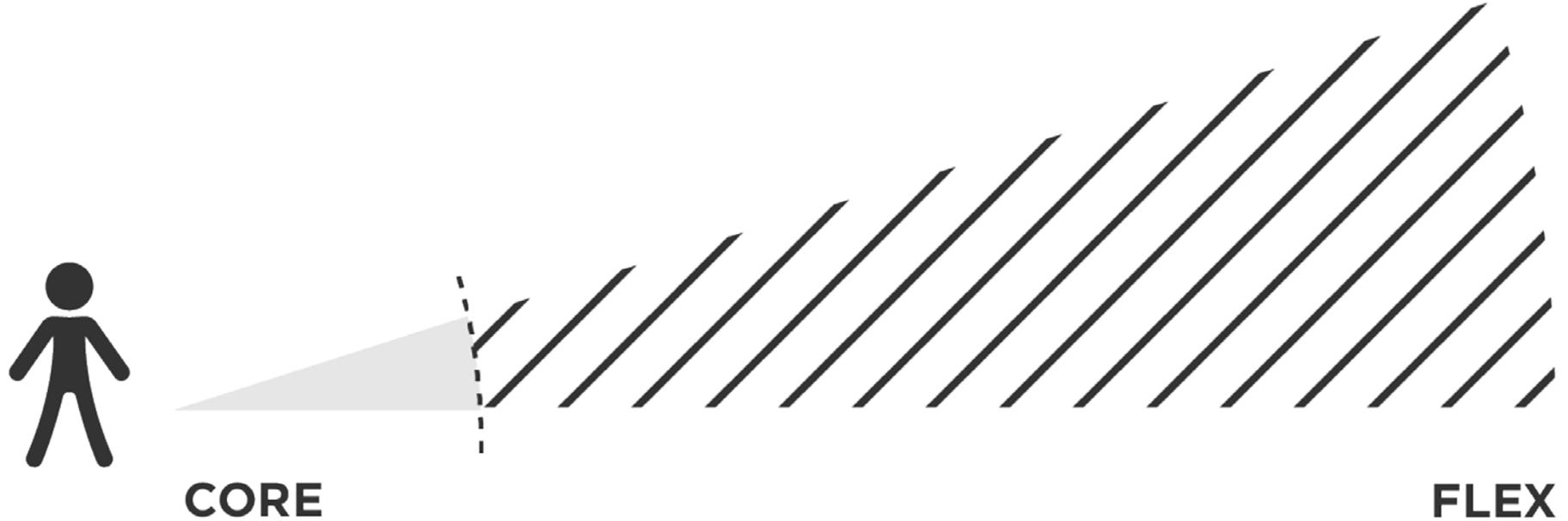
Can your Story Grow?

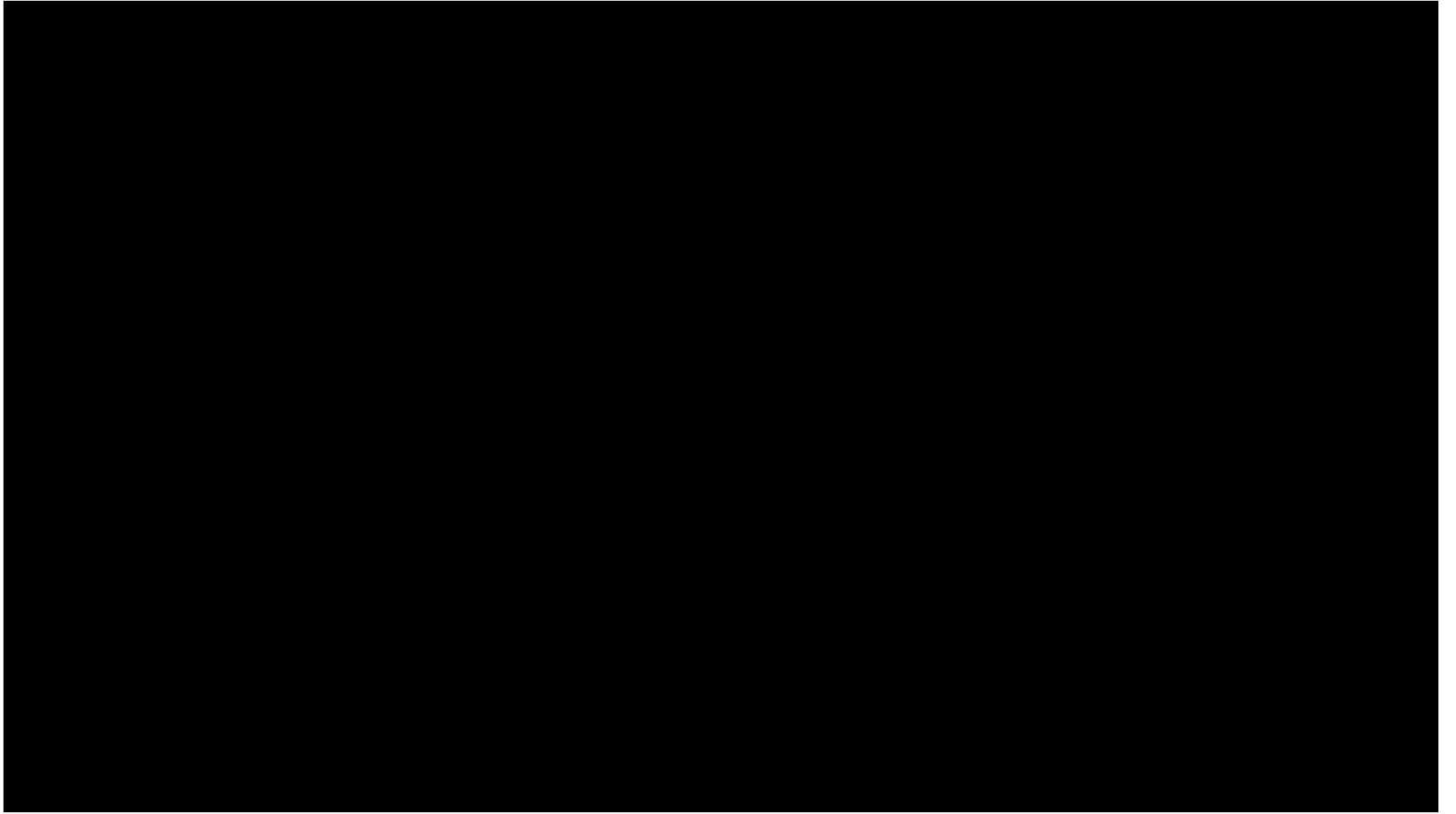


What Do You Like To DO For Fun?

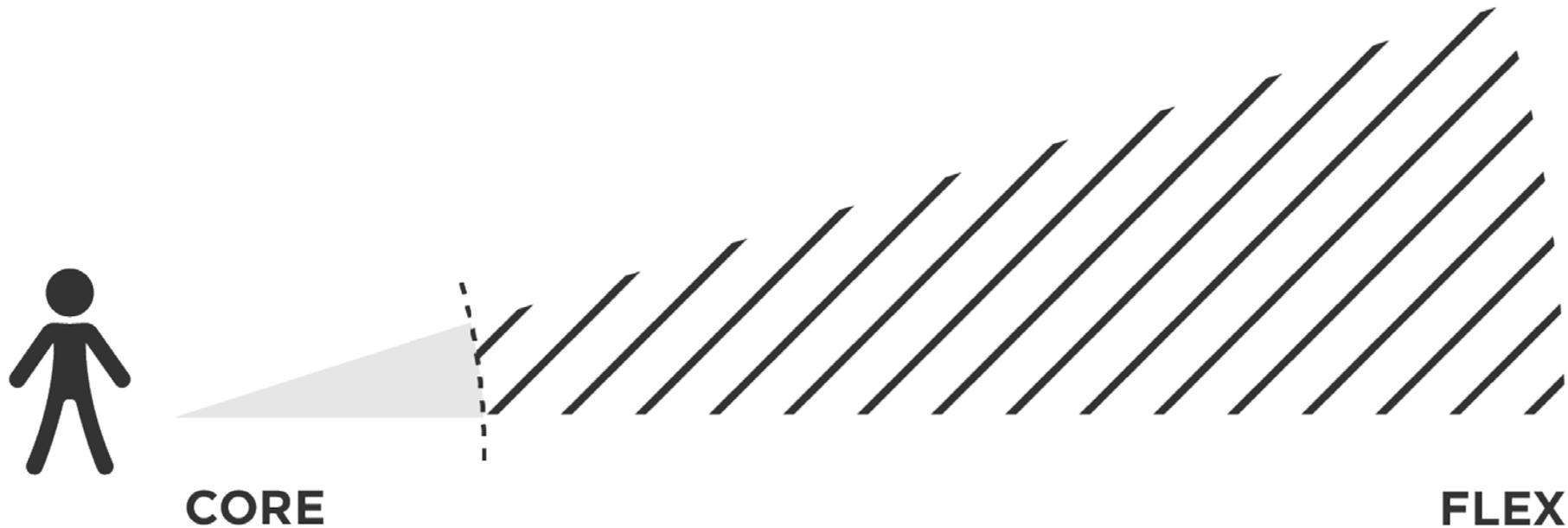


Cultural intelligence: the competitive edge for leaders | Julia Middleton |





CORE and FLEX





Knots

- Knots are deeply held beliefs and assumptions which influence our decisions and how we work with other people
- Over 1,000 studies in the past 10 years alone have conclusively shown that if you're human, you have bias, and that it impacts almost every variation of human identity: Race, gender, sexual orientation, body size, religion, accent, height, hand dominance, etc. **The question is not "do we have bias?" but rather "which are ours?"**



Can We Change Our Unconscious Bias?

- **Conscious Priming**
 - Create devices/activities to be more conscious of decision-making processes
- **Reorganize Structures and Systems**
 - Create and implement a range of activities that create change
- **Create New Forms of Accountability**
 - Put systems in place so it becomes clear when bias is occurring

The Experience of Being YOU

What was your neighborhood like where you grew up, in terms of diversity?

What was your first experience with someone who was different than you?

What messages did you receive about people who were different than you?

What is your life like now, in terms of diversity?

Self **SERVICES**

Alcohol
Drug
Mental
Fiscal
Sufficiency
Comprehensive
Operations
Welfare
Administration
Public
Health
Child
Adults
Older

What Is HHSA Culture
TO YOU??

Who are you at Napa County?



What do you bring to the table?

ACTIVITY SCENARIO

You are the birthday committee and you are planning a birthday party for a co-worker.

AVOID BIAS

NEXT EXIT 

Filtering your bias

Look for ways to challenge what you think you see.

Surround yourself with a diverse group of people.

Seek out people and information that challenge your opinions.

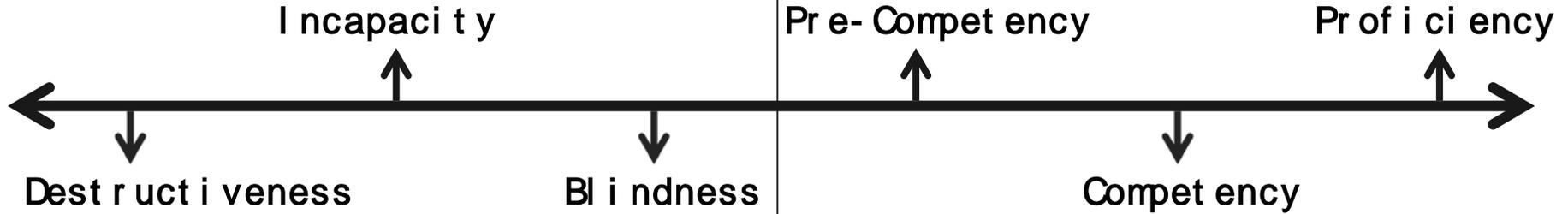
Make time to make decisions slowly.

Determine if you are depending on potentially unreliable information.

Ppractice empathy.

Cultural competence Continuum

Downward Spiral Conversation



Upward Spiral Conversation



Build Your Cultural Intelligence

- **Devise Learning Strategies to find Entry Points into to a New Culture**
- **Show that You Accept People from another Culture**
- **Believe in Your Ability to Adapt to a different Culture**

RESOURCES

CQ Test- Common Purpose

<http://commonpurpose.org/knowledge-hub/all-articles/what-is-cultural-intelligence/cq-test/>

Linn Van Dyne- Michigan State

<http://www.linnvandyne.com/shortmeasure.html>

Thank you
for your time and participation.

