

CULTURALLY COMPETENT CARE DIRECT CARE: MEETING THE LTSS NEEDS OF DUALY ELIGIBLE BENEFICIARIES - RESOURCE GUIDE

This is a supplemental resource guide to the webinar hosted on July 25, 2019, *Culturally Competent Direct Care: Meeting the LTSS Needs of Dually Eligible Beneficiaries*. This guide is intended for frontline workers, long-term services and supports (LTSS) providers, provider organizations, consumer organizations, and health plan staff who are interested in strategies for developing cultural competence within LTSS settings, as well as those interested in supporting and training culturally competent direct care workers. The webinar recording, slides, and transcript can be found on the Resources for Integrated Care website: https://resourcesforintegratedcare.com/CulturalCompetency/2019_CC_Webinar/Direct_Care_Workforce

GUIDES

Adult Learner-Centered Training: An Introduction for Educators in Home and Residential Care, a guide from PHI, describes strategies for training direct care workers that emphasize interactive learning approaches, including role plays, case scenarios, and small group work. These adult learning principles have a variety of applications, but are particularly useful in training direct care workers in cultural competence.

<https://phinational.org/wp-content/uploads/2017/07/PHI-386-ALCT-Guide-small.pdf>

Growing a Strong Direct Care Workforce: A Recruitment and Retention Guide for Employers, from PHI, describes strategies for recruiting and retaining a high-quality direct care workforce, with an emphasis on person-centered approaches to hiring, training, supporting, and supervising direct care workers. This guide also describes the importance of cultural and linguistic competence in recruiting and retaining a diverse direct care workforce.

<https://phinational.org/wp-content/uploads/2018/05/RRGuide-PHI-2018.pdf>

BRIEFS

Resources for Integrated Care's series of **Direct Care Workforce Briefs** discuss the importance of a diverse direct care workforce, as well as strategies for recruiting and retaining diverse direct care workers, developing a culturally competent organization, and training direct care workers in cultural competence.

https://www.resourcesforintegratedcare.com/CC/Direct_Care_Workforce/Briefs/Organizational_Cultural_Competence

https://www.resourcesforintegratedcare.com/CC/Direct_Care_Workforce/Briefs/Training

 https://www.resourcesforintegratedcare.com/CC/Direct_Care_Workforce/Briefs/Recruiting_and_Retaining

Adopt a Culturally Competent Approach: Home Care Workers are Increasingly Diverse, a brief from PHI, describes culturally competent approaches to hiring and training direct care workers to meet the needs of individuals from diverse backgrounds receiving LTSS. The brief highlights Encuentro, a nonprofit organization in New Mexico, which has developed a range of workforce supports appropriate to the diverse backgrounds of their direct care workforce, which includes many Spanish-speaking immigrants.

 <https://60caregiverissues.org/innovations-issue-29.html>

CURRICULUM

The Institute on Community Integration at University of Minnesota's curriculum, **The Power of Diversity: Supporting the Immigrant Workforce**, is for supervisors, managers, and administrative staff working in community-based services and programs that provide supports to persons with developmental disabilities. The curriculum focuses on helping staff understand the impact of culture and diversity, and contains strategies for recruiting, training, and supporting direct care workers who are immigrants.

 <https://ici.umn.edu/products/view/204>

REPORTS

Supporting Cultural Diversity in Long-Term Care, a report from the Research Institute on Aging, describes strategies for long-term care providers seeking to deliver culturally competent care. This report includes strategies for meeting client needs and preferences related to language and dietary preferences, as well as strategies for developing culturally competent organizational practices, and how to create a culture-supportive space. While developed in a Canadian context, many concepts apply to long-term care in the United States.

 https://the-ria.ca/wp-content/uploads/2018/10/Supporting-Cultural-Diversity-Report-final_full_March-30-2017_update_A.pdf

NATIONAL ORGANIZATIONS

Various national organizations, listed below, advocate and provide resources for improving health care and social services for diverse populations. Their pages provide information, resources, and trainings relevant to both providers and plans.

National Asian Pacific Center on Aging

<http://www.napca.org/>

National Indian Council on Aging

<https://nicoa.org/>

PHI

<https://phinational.org/>

SAGE

<http://sageusa.care/>

National Resource Center on LGBT Aging

<https://www.lgbtagingcenter.org/>

National Caucus and Center on Black Aging Inc.

<http://www.ncba-aged.org/>

National Hispanic Council on Aging

<http://www.nhcoa.org/>

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The Medicare-Medicaid Coordination Office (MMCO) in the Centers for Medicare & Medicaid Services (CMS) seeks to help beneficiaries dually eligible for Medicare and Medicaid have access to seamless, high-quality health care that includes the full range of covered services in both programs. This resource guide is intended to support health plans and providers in integrating and coordinating care for dually eligible beneficiaries. It does not convey current or anticipated health plan or provider requirements. For additional information, please go to <https://www.resourcesforintegratedcare.com/>.