



Cultural Competency Plan

The Cultural Competency Plan is created by the Cultural Competency Committee (CC), a delegated authority by the Texas Children's Health Plan (TCHP) Quality Committee (QC), to adhere to the requirements in the Uniformed Managed Care Contract with the State of Texas. Texas Children's Health Plan is required to have a written cultural competency plan that details the implementation of the national Culturally and Linguistically Appropriate Services (CLAS) standards. Scope of work includes the following:

CLAS Standard	Component	Implementation Activities
Principal Standard	1. Provide effective, equitable, understandable, and respectful quality care and services that are responsive to diverse cultural health beliefs and practices, preferred languages, health literacy, and other communication needs.	<ul style="list-style-type: none"> • Texas Children's Health Plan (TCHP) maintains a Cultural Competency Plan that is committed to providing Culturally and Linguistically Appropriate Services (CLAS). • The Cultural Competency Plan is available to employees, the organization's Compliance and Quality Committees, and to our provider community on www.thecheckup.org
Governance, Leadership, and Workforce	2. Advance and sustain organizational governance and leadership that promotes CLAS and health equity through policy, practices, and allocated resources.	<ul style="list-style-type: none"> • TCHP's commitment to culturally competent care is reflected in our mission of creating a healthier future for children and women throughout our global community. • TCHP's governance structure includes a Cultural Competency Committee, that reports up to TCHP's Quality Committee, whereby the Cultural Competency Plan and associated activities, are reviewed annually. • TCHP Compliance Dept. also reviews and ensures we are adhere to our CLAS-related activities.
	3. Recruit, promote, and support a culturally and linguistically diverse governance, leadership, and workforce that are responsive to the population in the service area.	<ul style="list-style-type: none"> • TCHP recruits, retains, and promotes at all levels of the organization, and has a diverse leadership. • Texas Children's Human Resources department evaluates language and communication proficiency of staff to determine fluency and appropriateness when communicating with members.
	4. Educate and train governance, leadership, and workforce in culturally and linguistically appropriate policies and practices on an ongoing basis.	<ul style="list-style-type: none"> • TCHP employees are introduced to the Cultural Competency Plan and Annual Training in New Employee Orientation. • Employees are required to complete the online Cultural Competency training module annually. • Training is embedded as a performance management goal into the employee's annual evaluation. • Effective SFY 21, each new employee is provided a TCHP Cultural Competency Plan resource at Orientation.
Communication and Language Assistance	5. Offer language assistance to individuals who have limited English proficiency and/or other communication needs, at no cost to them, to facilitate timely access to all health care and services.	<ul style="list-style-type: none"> • TCHP offers language assistance at no cost, and provide interpretation in multiple languages. • Employees are trained on the use of language assistance services, including the use of 2-1-1 for communication with individuals who may be hearing impaired. • The TCHP website and portal along with all member material are written at a 6th grade reading level and are available in Spanish.
	6. Inform all individuals of the availability of language assistance services clearly and in their preferred language, verbally and in writing.	<p>TCHP offers members the following:</p> <ul style="list-style-type: none"> • Receive written communication about the language services available. • Resources on how to request materials in different languages. • Access to Spanish translation via the interactive voice response (IVR) system. • Call Center Representatives (CCRs) that assist Members to obtain language assistance in their preferred language.

CLAS Standard	Component	Implementation Activities
Communication and Language Assistance	7. Ensure the competence of individuals providing language assistance, recognizing that the use of untrained individuals and/or minors as interpreters should be avoided.	<ul style="list-style-type: none"> • TCHP partners with Texas Children’s Human Resources department to evaluate language and communication proficiency of staff. • Employees are trained on the use of language assistance services, including the use of 2-1-1 for communication with individuals who may be hearing impaired. • Language assistance is offered for numerous languages at no cost.
	8. Provide easy-to-understand print and multimedia materials and signage in the languages commonly used by the populations in the service area.	<ul style="list-style-type: none"> • TCHP contracts with a national vendor that provides multi-language interpretation for print material and health information pieces. • TCHP has a process for translating material into different languages. • Member materials are available in Spanish, and are written at a 6th grade reading level.
Engagement, Continuous Improvement, and Accountability	9. Establish culturally and linguistically appropriate goals, policies, and management accountability, and infuse them throughout the organization’s planning and operations.	<p>TCHP establishes culturally and linguistically appropriate goals, policies, and management accountability by doing the following:</p> <ul style="list-style-type: none"> • Assigning employees to complete the online Cultural Competency training module annually. • Embedded into the employee’s annual evaluation.
	10. Conduct ongoing assessments of the organization’s CLAS-related activities and integrate CLAS-related measures into measurement and continuous quality improvement initiatives.	The TCHP Compliance department reviews our Cultural Competency Plan annually and ensures we are appropriately adhering to our CLAS-related action plan.
	11. Collect and maintain accurate and reliable demographic data to monitor and evaluate the impact of CLAS on health equity and outcomes and to inform services delivery.	TCHP links demographic data with other types of data, e.g. quality of care data or considers demographic data in the development of specific health related programs to promote health equity and deliver outcomes that further inform service delivery to its members.
	12. Conduct regular assessments of community health assets and needs and use the results to plan and implement services that respond to the cultural and linguistic diversity of populations in the service area.	<ul style="list-style-type: none"> • TCHP has a Member Advisory Group that represents the cultural and linguistic diversity of populations in the service areas. • The Member Advisory Board gather feedback on the needs of the community to help implement services that respond to the populations. • TCHP collaborates with other organizations and stakeholders in data collection, analysis, and reporting efforts to create a better understanding of its member populations.
	13. Partner with the community to design, implement, and evaluate policies, practices, and services to ensure cultural and linguistic appropriateness.	<ul style="list-style-type: none"> • TCHP has Member Advisory and Focus groups that are culturally specific to learn how to provide culturally appropriate services to its members. • TCHP engages the media (billboards, TV, radio, message boards) using messaging in languages and location of its members. • We employ trained Community Health Workers (CHWs) that provide feedback to TCHP leaders, ensuring cultural and linguistic characteristics are represented.
	14. Create conflict and grievance resolution processes that are culturally and linguistically appropriate to identify, prevent, and resolve conflicts or complaints.	<p>TCHP maintains a Conflicts and Grievance Resolution Policy and Procedure by doing the following:</p> <ul style="list-style-type: none"> • Informing members about their rights to provide feedback ensuring that the individuals are contacted with a resolution. • Employing Member Advocates and Provider Complaint Resolution Specialists who support Members and Providers through the processes. • Contact our Member Services and Provider Services Hotline for more information.
15. Communicate the organization’s progress in implementing and sustaining CLAS to all stakeholders, constituents, and the general public.	TCHP shares our commitment and progress in implementing and sustaining CLAS by utilizing various communication channels and hosting an annual Cultural Competency week.	