

## Cultural Competency

At Integra MLTC, we recognize various ethnic communities and linguistic groups we serve, each with their own cultural traits, linguistic needs, spiritual and health beliefs, practices and priorities. The diversity of our community brings opportunities for Integra, to effectively connect with our diverse member population, and provide services that are culturally and linguistically appropriate and tailored to each member's unique needs.

Key strategies to ensuring the delivery of services in a culturally and linguistically competent manner to all members include:

- Integration of cultural and linguistic understanding into organization policies.
- Ensuring that Integra staff and our network of providers are attuned to meeting the diverse needs of our members,
- Providing training and education on culturally and linguistically appropriate service delivery to our staff and our health partners.
- Development of culturally and linguistically appropriate marketing and educational materials to meet the literacy levels and language of our membership.
- Collaboration with community partners to address health disparities throughout our service area.

Our commitment to cultural competency aligns with our mission to make a difference in the lives of the people we serve and is ingrained in everything we do. This commitment keeps the focus on our members and guides our efforts to ensuring that all members, regardless of their country of origin, language, race, ethnicity, cultural background, physical disabilities, differential abilities, sexual orientation, gender identity or expression, are served in a manner that is respectful of, and appropriate to, their social, cultural and linguistic needs.

To assist in the integration of the knowledge, attitudes and skills reflective of a culturally competent organization, Integra maintains a Cultural and Linguistic Competency Plan (CLCP), which reflects a comprehensive, organized and methodical approach to the strategic planning, development, implementation and evaluation of cultural competency and serves as a guide in the ongoing developmental of a culturally competent service delivery system.

The program utilizes the national [Culturally and Linguistically Appropriate Services \(CLAS\) standards](#), developed by the United States Department of Health and Human Services' Office of Minority Health, as the guide and baseline of standards. Integra has adopted all 15 National

Standards for Cultural and Linguistically Appropriate Services in health care to ensure all members who enter the health system receive equal, quality and effective care.

View a complete copy of [Integra's Cultural and Linguistic Competency Plan](#).