



Cultural Competency Plan Evaluation

Concordia Behavioral Health has recently completed the annual evaluation of its Cultural Competency Plan (CCP). The summary below reflects an assessment of the plan’s key elements and its effectiveness in meeting the goals of the CCP.

1. Member Satisfaction Survey

A review of the most recent member satisfaction survey data reflects that 58% of adult respondents and 77% of child respondents identified with a non-White ethnicity. Below are the statistics regarding the self-identified race of the adult and child respondents:

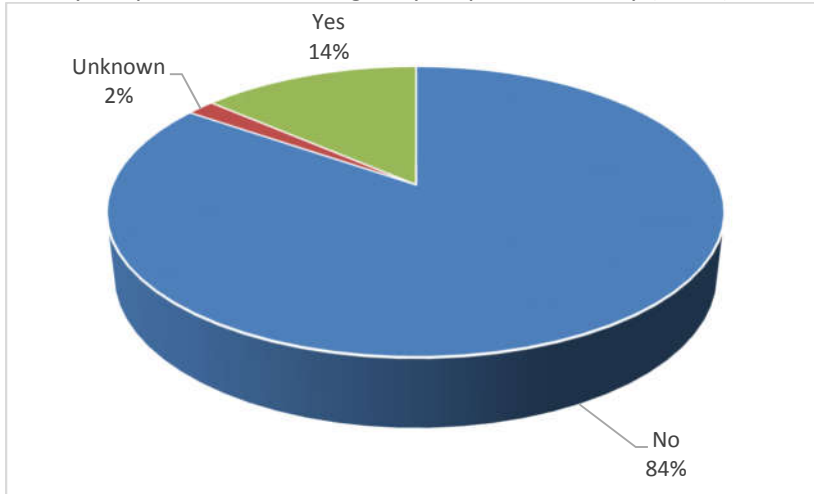
Survey Respondent Percentages by Race (Adults) n=2913

Adult	
<i>Race</i>	<i>Percentage</i>
White	42%
Black	36%
Hispanic	14%
Multiracial	3%
Unknown	2%
Other	1%
Asian	1%
Indian (American) or Alaskan Asian	1%
Native Hawaiian or Pacific Islander	0%

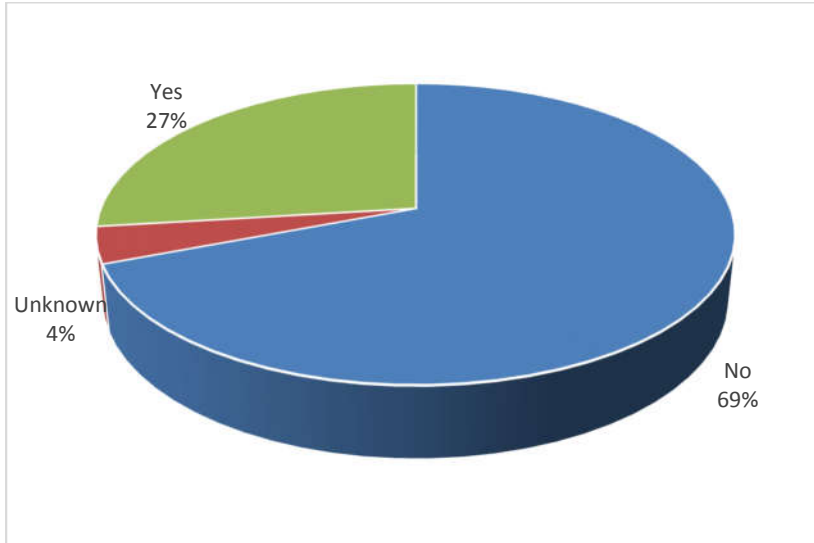
Survey Respondent Percentages by Race (Children) n=999

Child	
<i>Race</i>	<i>Percentage</i>
Black	38%
Hispanic	27%
White	23%
Multiracial	6%
Unknown	5%
Other	1%
Asian	1%
Indian (American) or Alaskan Asian	0%

Survey Respondent Percentages by Hispanic Ethnicity (Adult) n=2913



Survey Respondent Percentages by Hispanic Ethnicity (Children) n=999



Based on the survey questions regarding respect for culture and ethnicity, the results below show that both child and adult members are highly satisfied with their treatment as it relates to these factors.

Cultural Competency
Questions from Survey:

ADULT

Item Number	Percent Agreed, or Favorable Response
1. I was treated with respect.	93.8%

18. The staff is sensitive to my cultural/ethnic background.	87.4%
19. The services focus on my needs.	90.2%

CHILDREN

Item Number	Percent Agreed, or Favorable Response
1. I was treated with respect.	96.7%
15. Staff respected my ethnic background.	93.6%
20. I was free to practice my religion.	89.0%

2. Provider Network Regarding Race, Ethnicity, and Cultural Needs

Concordia assesses its membership to determine if there are needs specific to this population that can be met by the characteristics of the provider network. According to a demographic profile done for Concordia members, the South Florida population, in general, and the Concordia member population, specifically, have a higher-than-average percentage of Hispanics, blacks, and Creole-speaking Haitian-Americans who may require that providers speak Spanish or Creole in addition to English, and be sensitive to their cultural and ethnic needs. Concordia strives to have appropriate providers available for this large group of Hispanics and Creole-speakers.

The Concordia credentialing and re-credentialing applications do not ask any information regarding race and ethnicity; however, to assist members in seeking treatment from a provider who speaks a specific language or with whom they feel a cultural and/or ethnic connection, there is a question on the application that asks providers their spoken languages:

English	Dravidian	Kokborok	Slovakian
Spanish	Dutch	Kurukh	Swedish
Haitian Creole	Faardu	Lebanese	Sylheti
Sign Language	Farsi	Laotian	Tagalog
Afrikaans	French	Mahle	Tamalin
Arabic	Garo	Malayalam	Tamil
Arakanese	German	Manipuri	Telugu
Bangla	Gujarati	Marathi	Telugu
Bengali	Creole	Nepali	Thai
Bishnupriya	Hebrew	Philippine	Ukrainian
Bulgarian	Hindi	Polish	Urdu
Cambodian	Ho	Portuguese	Vietnamese
Chakma	Hungarian	Punjab	Yiddish
Chinese	Indo-Aryan	Punjabi	Other
Chittagonian	Italian	Romanian	
Croatian	Jannada	Russian	
Czech	Japanese	Serbian	

and the specialty question includes choices that Members may look for in choosing a provider who is sensitive to their cultural and ethnic background:

- | | |
|---------------------------------------|-----------------------------------|
| Dialectical Behavior Therapy (37) | Rape / Crime Victim (55) |
| Dissociative Disorders (38) | ➔ Religious-Based Counseling (71) |
| Domestic Violence (40) | Sex Offender Therapy (56) |
| Early Childhood (89) | Sexual Disorders (57) |
| Eating Disorders (25) | Sleep Disorders (58) |
| ECT (41) | Smoking Cessation (59) |
| EMDR (42) | Somatoform Disorders (60) |
| ➔ Ethnic Based Counseling (83) | Stress Management (29) |
| Forensic (74) | Substance Abuse / Addictions (16) |
| ➔ Gay/Lesbian/Transgender Issues (8) | Weight Management (63) |
| Gender Identity Issues -Children (47) | ➔ Women's Issues (76) |
| Geriatrics (88) | Workers Compensation (5) |

Concordia also tracks and trends the languages in which providers can use in treating their patients. The majority of Concordia’s membership is in South Florida, so the table below shows a breakdown of the percentages of Spanish-speaking and Creole-speaking providers by county and license level in the South Florida Concordia network:

Provider Language Breakdown by County and License Level

SPANISH

County	Doctoral	Masters Level	Psychiatrist
Broward	26.0%	36.4%	55.8%
Miami-Dade	58.6%	62.5%	72.0%
Palm Beach	34.6%	21.4%	51.7%

CREOLE

County	Doctoral	Masters Level	Psychiatrist
Broward	1.3%	4.9%	16.3%
Miami-Dade	3.6%	6.6%	6.4%
Palm Beach	11.5%	1.8%	13.8%

According to the Concordia member demographic analysis (derived from the 2015 United States Census Data), the South Florida ethnic breakdown is 66.8% Hispanic in Miami-Dade county (an increase from 65% in 2010), 28% in Broward county (an increase from 25% in 2010), and 21% in Palm Beach county (an increase from 19% in 2010). The Haitian community in Florida is estimated to be about 252,000 (concentrated in South Florida, Tampa and Orlando). Extrapolating these percentages to the Concordia member population, it can be seen in Table 1 above that there are sufficient numbers of Spanish-speaking and Creole-speaking providers to adequately serve Concordia’s Hispanic and Haitian members.

Concordia has consistently observed that those members from the member population who have sought services (those who call the Concordia member services department), around 10% of callers choose the Spanish-speaking option in the automated call distribution system. In 2016, this number decreased to 8.6%. The majority of Hispanic-identified members seem to be comfortable speaking English. Because the statistics above show that Concordia has sufficient provider coverage if the majority of Hispanic members wanted to receive treatment in Spanish, and most of the member population chooses to speak English, Concordia providers more than adequately cover these main linguistic requirements.

In addition to English, Spanish, Creole, and sign language, other languages spoken by Concordia providers include:

Provider Languages
Afrikaans
Arabic

Provider Languages
Bangla
Bengali
Chinese
Czech
Dutch
Farsi
French
German
Gujarati
Hebrew
Hindi
Italian
Malayalam
Mandarin
Polish
Portuguese
Punjab
Punjabi
Romanian
Russian
Swedish
Tagalog
Tamil
Telegu
Telugu
Ukrainian
Urdu
Yiddish

For any member who speaks a language not listed above, Concordia contracts with a translation services; however, Concordia has not had any language requests that are not listed above for the provider network.

We have concluded that this data suggests that our Provider network is currently meeting the language and cultural needs of our members.

3. QI Educational Materials for ADHD and MDD

All educational materials for members identified as being diagnosed with ADHD or MDD are available in both English and Spanish. Information on the website is also available in both languages. There have been no requests for materials in any other language; however, a translation service is available if this need arises.

4. Member Complaints and Grievances

There have been no complaints registered by members regarding cultural or ethnic issues.

5. Provider Complaints

There have been no complaints registered by providers regarding cultural or ethnic issues.