

2016 UCEDD TA Institute Enriching Cultural Efforts: What's in Your Toolbox? March 3 - 4, 2016

Session Notes

Theme: Infrastructure

Objective: Provide and participate in ongoing staff and faculty training.

Facilitator: Paula Sotnik

General Notes/ Big Takeaways:

- Training is needed that will engage different audiences, is developmental and outcomes-based

Challenges:

- Moving from training to changing of attitudes – one time training is not enough and folks have different needs
- Need investment/buy-in from folks in leadership positions to get their folks to trainings....and sometimes it is the leaders who need it most
- Conveying importance of this topic to faculty and staff
- Moving beyond UCEDD and addressing issues in larger university setting and in distance work
- Engaging and keeping diverse faculty that are already in place
- Dealing with faculty and staff who are not meeting standards
- Defining success – is it changes in attitudes and behaviors, better outcomes for families?

What Works/Strategies Shared:

- Working with outside experts to do self-assessment and reflection (AUCD network has capacity, ex. Tawara Goode, Harolyn Belcher)
 - Community partners can also be engaged
- Use family members as experts to teach about culture from their perspective
- MD UCEDD in hospital system – for process of hospital accreditation, data is gathered on patient satisfaction and cultural competence in service delivery; this data can be looked at by center or clinic and targeted trainings offered. Other UCEDDs in a similar situation could try to access this data and/or add relevant questions to their own patient surveys

- IA UCEDD also part of university health system and as part of performance appraisal, each staff member must demonstrate sensitivity to issues of diversity and CLC; this is tied to patient satisfaction
- Invite diverse membership to serve on CAC. AZ has CAC member who is a member of a Native American tribe and works in that community. This person has served as a bridge between the UCEDD and native American community
- NJ funded 4 people from diverse communities to learn about disability and culture within their own communities and share this with the UCEDD to inform their work (challenge is how to keep this going with a broader range of communities and as faculty and staff change)
- TX, NM both have engaged in university-wide climate training
- IL strong with Latino issues (have 2 Latino professors which helps); clinic developed a support group for parents of ASD which has been very successful and now serves a resource for the UCEDD, including serving as a vehicle for research

Resources or Contact Persons:

- Chris Smith to share accreditation survey questions
- www.patientprovidercommunication.org
- Harvard Business review series on diversity training

Recommendations/Follow-up:

- AUCD should develop a research plan around the efficacy of the toolkit strategies and the network should commit to study
- Research should be conducted to provide empirical evidence about which of the 14 toolkit strategies work