



Diversity workgroup environmental scan

*Resources on cultural competence in services
and supports for persons with disabilities*

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**Research and Training Center on Community Living
Institute on Community Integration**

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Mission statement: The Institute on Community Integration's Diversity Initiative Workgroup will work with diverse communities to understand their needs, specific to their disability and their culture, in order to improve their quality of life through research, training, and technical assistance, so that all people with intellectual and other developmental disabilities live as valued members of their community.

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Diversity scan preface

The purpose of this environmental scan is to find out what local (Minneapolis/St. Paul) metro area organizations and selected state agencies are doing around the topic of diversity, both inside and outside their respective organizations. The list of organizations included in this scan is by no means exhaustive but is the start of what we hope will become a longer list. Organizations that were contacted were asked the following questions —

- What are you doing in the area of diversity. Do you offer training? Written materials?
- Who else do you know who is working on this topic/area?
- Do you have any materials/websites?
- Who is the audience for your message and/or materials?

This scan is the result of those questions and will be updated periodically to include new information as it is received that is focused on diversity efforts.

Advocating Change Together

Organization overview or mission

Advocating Change Together is a grassroots disability rights organization run by and for people with developmental and other disabilities. Its mission is to help people across disabilities to see themselves as part of a larger disability rights movement and make connections to other civil and human rights struggles.

Contact

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Anoka County Human Services

Organization overview or mission

Our VISION is to have a community where all people are safe and healthy. Our MISSION is working with people to improve lives. We serve children and families, adults, senior citizens, and general public health and safety.

Contact

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Department
Government Center, 5th floor
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Cultural competence and diversity activities

Audience

Anoka Human Services staff

- Social Services/Mental Health – Social Workers, Case Aides from Family Services (Child Protection and Child Welfare staff) – Developmental Disabilities, Children and Adults Mental Health workers, Senior Services, Foster Care workers, Child Care Licensing workers, Volunteer Services, Early Intervention staff, Administrative staff
- Corrections – Probation Officers, Juvenile Probation Officers, Staff at the correctional facilities – both juvenile and adult
- Public Health Nurses – Environmental Services staff
- Income Maintenance – Financial Assistance Workers
- Jobs and Training – Employment Counselors

Training topic(s)

Speakers on immigrants with different health needs and other topics. We have sponsored trainings on the Mental Health needs of immigrant (Russian) community. East African cultural training has been provided. Hispanic cultural training has been provided.

- Inclusion training (internal/external)
- Sponsoring outside training that is culturally adaptive
- Sponsor few speakers on different topics such as Immigrants with different health needs
- Anoka County has a Cultural Coordinator who is responsible for the Affirmative Action Plan
- Written materials available on the internal county employee site
- Websites (internal/external)
- Upcoming meetings and trainings

Resources

- East African: Abdi G. Elmi, MA of AGE Associates www.ageassociate.com or director@ageassocialte.com
- Anoka County's Cultural Coordinator: Andre Koen at (763) 323-5689 or andre.koen@co.anoka.mn.us

Arc Greater Twin Cities

Organization overview or mission

The mission of Arc Greater Twin Cities (GTC) is to secure for all people with intellectual and developmental disabilities and their families the opportunity to realize their goals of where and how they live, learn, work and play.

Contact

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Saint Paul, MN 55114

Web address: www.arcgreatertwincities.org

General activities

Activities

Activities include monthly trainings which include an overview of developmental disabilities and specific disabilities. Arc GTC advocates have connections with over twenty organizations serving families from other cultures to explore opportunities for collaboration and cross training.

Inclusion training (internal/external)

- Internal: In hiring for culturally specific positions, Arc includes language fluency testing to ensure that the candidate has the necessary language fluency for the position. Arc has taken the initiative to serve an ever-changing diverse population in the 7 county metro area. We are currently addressing the needs in underserved communities. Arc GTC has advocates who are fluent in Hmong, Somali and Spanish to help address the community's needs.

- External: Arc GTC is collaborating to train other community agency staff to be more knowledgeable of developmental disabilities issues and services.

Website and written materials

In 2008, Arc GTC launched Family Access Groups, aimed at providing ongoing education and support for families from African American, Hmong, Hispanic and Somali Communities at agencies that are culturally specific to these respective groups. Families from each group get together monthly to talk, share a meal, learn and play. Activities are planned for the children while other family members participate in the training component.

A monthly training curriculum was developed that includes —

- An overview of Arc GTC, developmental disabilities and specific disabilities,
- Guidance on establishing networks for support and mentoring other parents,
- Disability awareness, including laws, the service delivery system and advocacy techniques,
- An introduction to the GetSet! Training for Special Education Success™, including information regarding individual education plans, assessments and behavior intervention plans,
- Civic engagement and community involvement, with components on child abuse and vulnerable adult laws, non-citizen/immigration law, and how to become involved in advisory committees, boards and the legislative system,
- Utilization of positive behavior interventions and techniques for building parent resilience, and
- Healthy homes and families, including education about the dangers of toxic chemicals, proper disposal of chemicals, and ways to reduce the use of toxic chemicals in the home.

The PowerPoint speaker support presentation for each curriculum has been translated into Spanish, Hmong and Somali. Other written materials, including promotional brochures are provided in languages specific to each group and each group has a facilitator fluent in the dominant language of the group. In addition, Arc has invested significant resources into translating brochures, Arc Guides and informational materials.

Arc's web site also includes information in Spanish and Hmong using pod cast technology. Plans are in place to add a Somali component in the near future.

Resources

The Arc Committee on Minority Participation: The Arc of the United States, 1010 Wayne Avenue, Suite 650, Silver Spring, Maryland 20910 Phone: 301-565-3842 E-mail: infor@thearc.org [Http://www.thearc.org/faqs/minority.html](http://www.thearc.org/faqs/minority.html)

Cultural competence and diversity activities

Audience

Primary audience is individuals with intellectual disabilities and their families.

Training topic(s)

Various

Brain Injury Association of Minnesota

Organization overview or mission

The mission of the Brain Injury Association of Minnesota is to enhance the quality of life and bring the promise of a better tomorrow for all people affected by brain injury.

Contact

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General activities

Multicultural Outreach – Multicultural Outreach broadens awareness of brain injury in Minnesota’s racially/ethnically diverse communities: including people from the African American, Hmong, Somali, Latino and Native American Communities. This is achieved by working closely with existing cultural service organizations to provide education about brain injury and support to individuals, professionals, spiritual leaders and community members. The activities of the multicultural outreach coordinator fall under three categories: prevention and education, meeting with individuals diagnosed with brain injury or suspected as having brain injury with regards to resource facilitation and carrying out outreach activities throughout Minnesota to make professionals, communities and individuals aware of the services that the association provides. Prevention and education activity are aimed at reducing brain injuries resulting from shaken baby syndrome, family violence and bike accidents (bike and helmet safety). The recipients of the shaken baby syndrome sessions are often individuals who have been court ordered to obtain the training. The multicultural coordinator also provides information sessions for professionals

focusing on the basics of brain injury, so that professionals would refer individuals suspected of having contracted a brain injury to the association. The multicultural coordinator also coordinates resource facilitation for those individuals, and also hosts a multicultural ambassador council 1 to 2 hours per month, which gathers individuals from culturally diverse communities who can help keep the work plans on track and meet the demands of one of their funders, Medtronic.

Products

- Web
 - » Resources
www.braininjurymn.org/resources/index.php
 - » Library articles
www.braininjurymn.org/resources/library.php
 - » Videos
www.braininjurymn.org/resources/video.php
 - » Publications
www.braininjurymn.org/resources/publications.php
 - » Consumer Guide
<http://www.braininjurymn.org/consumerguide/>
 - » Consumer support
www.braininjurymn.org/professionals/support/index.php
- Documents
 - » 2008 Consumer Guide to Brain Injury Resources
 - » General Information Brochure
 - » Shaken Baby Syndrome (SBS/inflicted Traumatic Brain Injury) Flip
 - » Family Violence Flip Card
 - » Your Brain Is More Fragile Than You Think Bookmark
 - » Bicycle Safety Bookmark (English and Spanish)
 - » Newsletters: Headlines and Headlines Online

Cultural competence and diversity activities

Audience

Professionals: social workers, teachers, doctors, YMCA staff, homeless shelters/battered women shelters staff.

Training topic(s)

The association does not provide training in cultural competency or diversity. It does however hold a presentation called 'Brain Injury Does not discriminate', which uses case scenarios to discuss how to work with people from different cultural backgrounds suspected of having a brain injury.

Centre for Asians and Pacific Islanders

Organization overview or mission

The Centre for Asians and Pacific Islanders (CAPI) is a unique, multi-service mutual assistance association that annually assists 3,500 refugees from around the world to become increasingly self-sufficient and contributing members to our community.

CAPI fulfills its mission through three integrated departments (Employment and Training and Social Services and Cultural Education) and a growing number of strategic partnerships and collaborations. The agency is staffed by 32 diverse employees who collectively speak 10 languages, and offer many valuable services from three different Minneapolis locations.

Contact

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Cultural competence and diversity activities

Audience

The intended audiences for our trainings are case managers, clients and employers.

Training topic(s)

The topics that we cover include understanding cultural barriers, eliminating cultural stereotypes and other cultural specific topics related to the S.E. Asian and East African populations.

Chicano Latino Affairs Council

Organization overview or mission

The Chicano Latino Affairs Council (CLAC) is a statewide government agency created by the legislature in 1978. The primary mission of CLAC is to advise the governor and the state legislature on the issues of importance to Minnesota's Chicano Latino community.

In addition, CLAC serves as a liaison between local, state and federal governments and Minnesota's Chicano Latino community. CLAC also serves as an information and referral agency to ensure that Chicano Latinos in Minnesota are connected to the appropriate government agencies and community based organizations to address their concerns, which range from immigration and education to discrimination and social welfare.

Contact

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Cultural competence and diversity activities

Audience

CLAC's primary mission involves cultural competent state policy and civic engagement. In this work, the main audience of CLAC's work is the state legislature. Secondary audiences are the various agencies of the state government. The tertiary mission involves connecting Latino Minnesotans with policy makers.

Training topic(s)

CLAC's five topic areas include health, education, economic development, housing and immigration.

Cultural Responsiveness Initiative Steering Committee

Organization overview or mission

The mission of the Cultural Responsiveness Initiative Steering Committee is to achieve an understanding of the values and beliefs specific to individual cultures as they apply to disability, and use this knowledge to assure service and advocacy systems for people with disabilities and their families are inviting, responsive and helpful.

Contact

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Other committee members:

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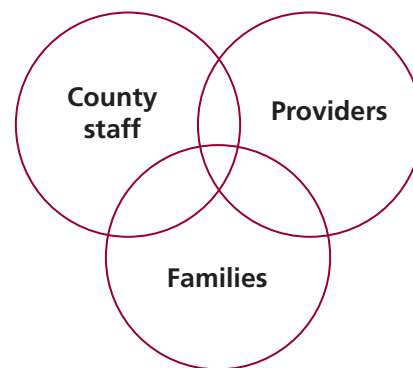
Matt Ziegler, Institute on Community Integration,
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Cultural competence and diversity activities

Audience

Three key constituencies: individuals/families, county staff, contracted providers

- Education of county staff
- Education of providers/staff (contracted providers)
- Education for families/individuals



*Gather community together with attention to the flow of research, education and policy change

Goals

- Develop and maintain an active steering committee with representatives from culturally specific communities and service systems who are interested in the communities' welfare, to speak up, who value trust, respect - cultural awareness/competence- open communication.
- Implement strategies to learn, know, understand identified culturally specific communities
 - » Disability views from culturally specific communities
 - » What's working, not working in current system to meet need
 - » How systems of care from advocacy, education, intervention can better serve and be accessible

- Assess information (what have we learned?) from conference, research, community members
- Articulate approaches and models that respond to the needs of each community
- Identify and train on flexible services, which are currently available, that we can use immediately to be more culturally responsiveness
- Assess the feasibility of models
- Identify and foster relationships with individuals in leadership/policy, etc.
- Adopt the culturally appropriate model(s) across the continuum of care.
- Evaluate the extent to which models are accessible and reflect needs of the community.

Objectives

- Identify and nurture partnerships with stakeholders who are committed to strengthening systemic capacity for culturally responsive services
- Offer opportunities for dialogue and building communities of practice with diverse stakeholders

Two key themes of focus

- Availability: DD Services are culturally appropriate in Hennepin and Ramsey County (i.e., culturally appropriate services are being offered and available to people)
- Access: Individuals and their families know what services are available to them and understand how to access them
- Services in Hennepin and Ramsey county will be provided differently, in a manner that is consistent with an individual or family cultural needs

Next steps

- Host a Forum/Community Dialogue
- Initiate ongoing dialogue and build connections. Have meetings at various locations and have guest speakers to build partnerships.

Jordan New Life One Stop Family Support Center

Organization overview or mission

The Jordan New Life One Stop Family Center is a one-stop resource center for families and individuals with developmental disabilities and the community as a whole. At the center, families can find out information about local and statewide services available learn about disabilities, and get help with concerns or challenges as it relates to family members with or without a disability.

Contact

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General activities

In 2003, the GCDD received a Projects of National Significance planning grant for a One Stop Family Support Center and then implementation funds for a total of five years to design a Center that is inviting, welcoming, and fully accessible; located within a Near North Minneapolis neighborhood; staffed with individuals who reflect the diversity of the community; and serving at least 50 families each year.

The Center is located at Jordan New Life Church in North Minneapolis, in the Jordan Neighborhood, the most underserved area in the state. The neighborhood is predominately African American.

Families seek assistance with a broad range of issues, many of which reflect the poverty and absence of basic services that have long characterized the Jordan neighborhood. Family goals and service needs include affordable housing (and housing related issues such as Section 8, shelters, temporary housing, rent issues), employment, Social Security benefits, and special education. An increasing number of families

are taking advantage of food donations provided to the Center and a monthly community building meal provided by the Church. A laundromat is also located in the Church building, the only laundromat in the neighborhood.

Navigators work with families to develop individual family plans and monitor the success of those plans. Navigators model and instill self-sufficiency and accountability in the parents, encouraging them to take the necessary steps to achieve their goals.

All of the families have received information, referral and assistance with regard to the developmental disability service delivery systems. Many families are receiving direct support in the process of developing or revising their child's Individual Education Program (IEP). In some instances, Center staff will accompany a family to an IEP meeting. Nearly 300 families have already used the services of the Center.

The need to address a surge in violent crime that plagues the neighborhood continues to engage community churches and organizations, slowing efforts to address other needs.

Mortgage foreclosures affect at least 35% of families who are home owners in the Jordan neighborhood; this percentage has not changed over the past few years. As a result, families are forced to move frequently. The lack of a secure home environment contributes to destabilizing the education process for school age children; some children are changing schools up to five times during a single school year.

Public and private agencies ("allies") continue to formally support the Center by promoting an understanding of family support services among their own clientele, helping to recruit families who may be in need of such services, and providing training information and resources. These allies include the Brain Injury Association of MN, contributing four hours monthly in training and education for families;

the Minnesota Department of Employment and Economic Development, Rehabilitation Services, providing three hours per week of on-site direct assistance to families; Outreach Services of MN, Inc., contributing three hours weekly, helping families apply for Social Security and other benefit programs; and American Red Cross, contributing two hours monthly in first aid training for families and Center staff. The Minnesota Literacy Council has provided adult basic education information to families.

The Center is planning for long-term sustainability and a transition to the Jordan Hub Project as a key service component. The Hub is a community rebuilding and revitalization effort; and is envisioned with expanded services, increased long-term partners, and with long-term sustaining resources from both outside and within the community. The Hub has the strong support of the Evangelical Lutheran Church of America.

Products

- *The Neighborhood Navigator*
- *The New Life News*
- General information brochure

Resources

Provides access to —

- Computers and education
- Career-related resources
- Resources available in the community
- Housing and credit resources

Cultural and diversity activities

The Center does not provide training on cultural competency or diversity. Instead the center strives to bring programs and services to people from traditionally underserved communities.

Minnesota Governor's Council on Developmental Disabilities

Organization overview or mission

The mission of the Minnesota Governor's Council on Developmental Disabilities is to provide information, education, and training to build knowledge, develop skills, and change attitudes that will lead to increased independence, productivity, self-determination, integration, and inclusion (IPSII) for people with developmental disabilities and their families.

Contact

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658 Cedar Street, St. Paul, Minnesota 55155

Web address: www.mnddc.org

General activities

SAM Network

DD Council funds support the Central and Northwest regions of the SAM Network. A host agency in each region provides coaching and technical assistance to self-advocacy groups. Self-advocates participate in 12 training sessions each year on issues related to personal empowerment, disability awareness, and social change; and evaluate each session. Self-advocates also serve as teachers/trainers for many of the training sessions. A separate state legislative appropriation is supporting the Southeast, Southwest, and Northeast regions of the SAM Network.

Partners in Policymaking

Partners in Policymaking®: Adults with disabilities and parents with young children with developmental disabilities participate in a competency based and value based leadership training program that teaches best practices in the developmental disabilities field, and leadership and communication skills to develop positive partnerships with elected officials and influence systems change. Participants include individuals from racial and ethnic minority communities. Five online courses supplement the classroom training. Partners graduates participate in graduate workshops to improve and increase their personal leadership skills.

Cultural competence and diversity activities

Cultural Outreach Programs

The Cultural Outreach Programs serve as a step to the Partners program. The expectation is that participants will learn about services available to them and their families know where and how to access services, become leaders in their own communities, and develop the skills and confidence to be part of the systems change process. Programs have been carried out in the African American community since 1992 and the Latino community since 1999. Programs have also been carried out in the Native American and Asian communities.

- CLUES is carrying out the Cultural Outreach Program in the Latino community. Training sessions are held in both Minneapolis and St. Paul. On average, 19 individuals are participating in this program each year. "It's my Choice," a Council publication on self determination, has been translated into Spanish and is used during this Outreach Program.

- IPSII, Inc. is carrying out the Cultural Outreach Program in the African American community. On average, 10 individuals are participating in this program each year. Sessions are held at Jordan New Life Church. Participants learn about the One Stop Family Support Center and have been involved in neighborhood activities.

Partners in Policymaking graduates

Partners' graduates from minority communities have taken their experience and used it to begin their own organizations or to create initiatives —

- Several Partners graduates from the African American Community used their Partners training to create a new approach to providing quality services to their community.
- One graduate from Partners class 25 is from the Hispanic community and is working on childcare services.
- Another Partners graduate from the Native American community with several children with disabilities is very involved in women's issues. She brought the leadership skills she learned in the Partners program back to her community.
- Julie Kenney is a Minnesota Partners graduate. She started her own nonprofit organization, IPSII, Inc. . In addition to the Cultural Outreach Program in the African American Community, On Eagles Wings, that she is carrying out with Council grant funds, Julie is working on a Federal Project of National Significance grant. The focus of this grant is on education and employment; the target population is African American youth and young adults in North Minneapolis. Coordination and collaboration is ongoing with these two grant projects and the One Stop Family Support Center.

Excellence in Action

DD Council has donated publications and resource materials to Excellence in Action, a new group in North Minneapolis that is working with families and connecting those families with the services and supports they need so they can be productive and actively involved in their communities.

Products

The following are used in the Cultrual Outreach Programs described earlier and are also available in Spanish —

- It's My Choice
- Shifting Patterns
- Making Your Case

Events

- The DD Council participated in the Annual Human Rights Day Conference in 2007 and 2008 and staffed an exhibit. Self-advocates helped disseminate information and spoke with many conference participants. There was significant representation from minority communities.
- The One Stop Family Support Center and Partners in Policy Making graduates are very involved in neighborhood and community celebrations in North Minneapolis, including the annual Juneteenth celebration.

Metropolitan Center for Independent Living

Organization overview or mission

The Metropolitan Center for Independent Living (MCIL) provides cross-disability services to people with disabilities without regard to age, income, gender or cultural identity.

Contact

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St. Paul, MN 55104-3834

Web address: www.mcil-mn.org

Cultural competence and diversity activities

MCIL has no cultural or diversity programs but does have access to multi-cultural resources enabling them to respond to needs from various cultures.

The MultiCultural Development Center

Organization overview or mission

The MultiCultural Development Center's (MCDC) mission is to promote cultural understanding and inclusiveness to enhance workplace performance and community relationships.

Contact

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Cultural competence and diversity activities

Educational Services

- **Cultural Forums:** MCDC Forums are designed to increase awareness of multicultural issues and expose participants to diverse cultures and cultural perspectives in addition to providing cultural knowledge to enhance workplace performance and generate positive, informed communication between employees, clients and customers. The Forums also act as a means to connect cultural leaders and community resources to corporations and organizations. These events are open to members and non-members as well as students.
- **Workshops and seminars:** MCDC workshops and seminars are designed to develop cultural competencies to foster a productive work environment and to provide tools and information to participants that they can apply in their organizational and personal lives. The workshops connect people from corporations, organizations and institutions for the purpose of sharing ideas and information about diversity-related issues and educate individuals about

topics related to their workplace and work function. Workshops are also open to members, non-members and students.

Resources, networking and referral services

- **Organizational assistance:** MCDC helps to facilitate successful implementation of diversity initiatives or programs. This assistance includes supplying information on ethnic and cultural groups and events, providing referrals or connections to many resources, as well as organizing artists and speakers.
- **Connections:** MCDC is connected to ethnic organizations throughout the community. MCDC is also connected to individuals, companies and organizations who can provide valuable information for benchmarking purposes.
- **SharingDiversity.com:** MCDC's new online resource center provides a wealth of diversity-related information at your fingertips. The site includes MultiCultural listings, Frequently Asked Questions, MCDC Preferred Consultants listings, MultiCultural Recruiting Directory and the World MultiCultural Events Guide. Gain access to thousands of resources as an MCDC member.

Consultation Services

- **Consultation assistance:** MCDC works with companies and organizations at all stages of the diversity process. From assessment and the beginning stages, all the way through measurement and managing a diverse workforce, MCDC works to assist organizations of all sizes that wish to develop and implement diversity strategies.
- **Diversity awareness presentations:** As part of membership, MCDC members are entitled to receive diversity awareness workshop(s) by Dr. Ghafar Lakanwal, MCDC Executive Director. The diversity workshop is also available to non-members for a nominal fee.

Products

- **Chronology of World Cultural Events Poster and Desk Calendar.** This colorful, 12-month calendar of events is used by organizations as an effective tool for creating awareness of the many events that are important to people from cultures around the world. Hundreds of schools have begun using it in social studies classes to illustrate national and international celebrations, religious holidays, and other special days.
- **MCDC News**, an electronic bi-monthly newsletter focusing on cultural diversity issues.

Events

The following cultural forums, workshops, and seminars (described under Educational Services) are for people from corporations, nonprofits, government, educational institutions and the community. A complete up to date list can be found here: http://mcdc.org/2009_Events.htm

- January 22 – “Networking the Networks” (Connecting Affinity Groups and Employee Resource Groups) - Speaker: Prof. Ray Friedman, Vanderbilt University
- February 26 – “Understanding East African Immigrant Culture: Sustaining a Productive Workforce and Enhancing Community Relationships”
- March 26 – Signature Event – “Beyond the Color of Fear: Race and Ethnicity in the U.S. Today” - Speakers: Victor Lewis and Hugh Vasquez, Anti-Racism speakers and cast members of the original film *The Color of Fear*
- April 23 – “Critical Measures: A Model to Help Organizations Adapt to Change” - Presenter: David Hunt, President and CEO of Critical Measures
- May 21 – Signature Event – Women’s Leadership Forum “Size Matters: Women and Beauty in America” - Speaker: Nancy Giles, CBS Sunday Morning
- June 26 – “Understanding Inclusion Inhibitors: Biases, Assumptions and Stereotypes” - Presenter: Dolores Fridge, Medtronic, Inc.
- August 27 – “Networking & Benchmarking: Connecting Recruiters, Diversity Practitioners, and Human Resource Professionals”
- September 24 – “Measuring Diversity Results: Providing Metrics and Score Cards as Measurement Tools” - Presenter: Dr. Edward Hubbard, Hubbard & Hubbard, Inc.
- October 22 – “Micro-Inequities: The Power of Small: A Tool for Affecting Change in Organization Culture” - Presenter: Stephan Young, Insight Education Systems
- November 19 – “From Chaos to Coherence: A Tool to Manage Conflict” - Presenter: Dr. Glenda Eoyang, Human Systems Dynamics

PACER Center, Inc.

Organization overview or mission

PACER is a Minnesota nonprofit, tax-exempt organization that provides information, training, and assistance to parents of children and young adults with all disabilities; physical, learning, cognitive, emotional, and health. Its mission is to improve and expand opportunities that enhance the quality of life for children and youth with disabilities and their families. Eighteen Minnesota disability organizations are part of the PACER coalition.

Contact

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Cultural competence and diversity activities

PACER has a multicultural staff, consisting of parents of children with disabilities from a variety of cultures.

Target population

PACER has a multicultural staff, consisting of parents of children with disabilities. They work with parents who have children with disabilities and who are Hispanic, Somali, Hmong, Native American and African American. In addition, the African American parents work with parents from other cultures as well.

Major activities

PACER has 38 projects. Regarding disability and cultural diversity, they offer workshops focusing on issues facing families from diverse backgrounds in Somali, Spanish and Hmong for parents, and also translate materials in those different languages. "Workshop topics include areas of interest in special education, including information on the Individuals with Disabilities Education Act (IDEA),

the Individualized Education Plan (IEP) program, early childhood, the area of transition for students 14-21 (housing, post secondary, employment, and community), assistive technology, and many more!". They may hold 'workshops without walls' where they meet 2 or 3 families and discuss special education issues and health issues for instance. Multicultural advocates also help parents in school meetings, and they help with other projects for instance, assistive technology. The advocates also do community outreach, making PACER visible in their respective communities, so that parents can be aware of what PACER is, and know that they can make referrals to the organization. They go to community centers, attend cultural activities, and distribute brochures in the process. The advocates also do other PR activities, such as public TV announcement, participating on TV programs regarding education, and writing articles for local newsletters.

PACER also has Minnesota parents resources center which serves parents from underserved populations and the multicultural staff works with this group as well. The focus of this project is to encourage participation in schools.

Multicultural advocates undergo a one year intensive training before starting to work with parents. They are paired with an experienced advocate and participate in workings. Daily sessions last about 30 minutes.

Resources

Programs and resources can be found at this website: <http://www.pacer.org/pandr/>. Some materials can be downloaded, some need to be ordered.

- Link to information translated in Hmong: <http://www.pacer.org/publications/hmongseasian.asp>
- Link to information translated in Somali: <http://www.pacer.org/publications/somali.asp>
- Link to information translated in Spanish: <http://www.pacer.org/publications/spanish.asp>

Ramsey County Human Services: Developmental Disabilities Services

Organization overview or mission

The Mission of the Ramsey County Human Services: Developmental Disabilities Services is to provide essential protective, habilitative, rehabilitative, and support services to eligible citizens of Ramsey County in order to assure protection for vulnerable adults, children, and elderly, and to assist persons with disabilities to achieve their maximum level of independence.

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Cultural competence and diversity activities

Audience

Ramsey County employees, individuals with disabilities and their families

Activities

- A key focus of RCHS is to provide culturally responsive services and work to eliminate racism in our organization. Ramsey County has an Anti-Racism Leadership Team with the mission of recognizing racism in our institution and implement a transformational strategy for change. More information about the Anti-Racism Initiative can be found at <http://www.co.ramsey.mn.us/hs/antiracism.htm>. Regular trainings are provided to employees across Community Human Services such as Cultural Bias, Dismantling Racism.
- In the Developmental Disabilities section, analysis of consumers with Intellectual and Developmental Disabilities (I/DD) shows a significant rise in diverse populations when comparing adults to youth (ages 0-17). A number of efforts and projects are underway to address this issue. Below are some examples.
- Developed internal case management committee to identify and address issues facing Hmong consumers. Work activities include examining the coverage system to handle emergency phone calls from families, developing outreach materials and activities to educate about services offered and also continuing to explore culturally specific housing options.
- Work with nursing students and Hmong Case Manager group to identify health disparities impacting Asian Pacific Islanders. Will be using the information drawn from the project to hold a health promotion training that is culturally specific.
- In 2007, implemented pilot study interviewing Hmong consumers and guardians focusing on several factors: access, choice, respect/dignity, and overall satisfaction
- Participation in Language Work Group across Community Human Services. The work group established a contract with Wilder Research Center. (See attached document documenting plan for the provision of services to persons with limited English Proficiency) The group facilitated implementation of contract by assisting with —
 - » Implementation of 4 focus groups with Developmental Disability Section and Mental Health Section staff to discuss use and perceptions of current interpreter system (challenges, shortcomings, ideas for improvement).

- » Identification of a lexicon of DD and MH terminology/concepts.
- » Creation of consistent definitions of all terms/concepts.
- » Translation of each term/concept in three languages.
- We are beginning to roll out trainings with staff who work with individuals who have limited English proficiency and need interpreting services. This training is being provided in collaboration with the University of Minnesota.
- Will be working with Cultural Consultants who are familiar with issues impacting persons with DD and are members of and connected with culturally specific communities whose needs and preferences may be different from those individuals who have been historically serviced through the DD service delivery system. The consultants will work as a liaison with Ramsey County and its diverse constituency to open up lines of communication and mobilize strategies with community partners about how DD services can be designed and offered in a manner that is culturally affirming.
- Recently awarded grant funding to support some of the work of the Cultural Responsiveness Steering Committee. Have been provided resources to offer a stipend to “cultural consultants” who are not being compensated for their time and input on the committee, some “start-up” money to hold a forum or event.
- Have contracted with a provider who has a program to provide employment services for Latinos with Disabilities and are a member of their Advisory Committee. Ramsey County is working with this organization on how to assist eligible individuals in accessing this service.

Institute on Community Integration (ICI) at the University of Minnesota

Organization overview or mission

Overview

ICI is a federally designated University Center for Excellence in Developmental Disabilities, part of a national network of similar programs in major universities and teaching hospitals across the country. We are currently home six affiliated centers and over 80 projects.

Mission

The mission of ICI is to improve the community services and social supports available to individuals with developmental and other disabilities, and their families, throughout the United States and abroad.

Contact

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Cultural competence and diversity activities

Diversity Initiative Workgroup

Description. For more information about the workgroup, contact Carol Ely at elyxx021@umn.edu or 612-626-3346.

Expanding the Circle: Transition Resources for American Indian Students (ici.umn.edu/etc)

The Expanding the Circle (ETC) offers culturally relevant activities that facilitate the successful transition from high school to postsecondary experiences for American Indian students. ETC resources help youth explore who they are, what skills they need, and what their options are for life after high school. Resources are designed for use by teachers as well as elders, community members, or other professionals who may work with American Indian youth.

- **Expanding the Circle: Respecting the Past, Preparing for the Future.** A transition curriculum for American Indian students by Jean E. Ness and Jennifer Huisken LaPointe.
 - » A two day training on implementing the Expanding the Circle curriculum is offered periodically. Check the ETC website for current training dates.
- **Finding Our Voice (45 min).** This video and curriculum highlights four American Indian students participating in transition activities designed to prepare them for life after high school. The students participate in adventure and service-based programs gaining leadership abilities that they then demonstrate at home, in school, and in their communities. The students tell how these programs have improved their lives by raising their expectations of themselves, strengthening their connection to the community, and fostering pride in their American Indian heritage. A resource manual provides specific activities to be used by students and staff to enhance the learning experience accompanies the video. *Finding Our Voice* is an excellent complement to the curriculum, *Expanding the Circle: Respecting the Past, Preparing for the Future*.

National Center on Educational Outcomes (NCEO) (cehd.umn.edu/nceo)

The work of NCEO addresses many aspects of educational assessment and instruction for English language learners and English language learners with disabilities. In the mid-1990's the Minnesota Assessment Project (MAP), which was affiliated with NCEO, provided an early examination of one state's efforts to include English language learners in standards-based reform. Since that time NCEO's focus has broadened to include the needs of English language learners with disabilities. Other projects have addressed topics such as the participation and performance of ELLs and ELLs with disabilities in statewide testing programs, accommodations use by these students, the importance of universally designed assessments, inclusive instruction that precedes assessment, etc. The perceptions of students, parents and teachers are interwoven throughout reports on these topics.

- A section of NCEO's website is devoted to a basic explanation of assessment and accountability issues for linguistically and culturally diverse students who are identified as English language learners <http://cehd.umn.edu/NCEO/LEP/default.htm>
- There are a variety of reports addressing the needs of English language learners with, and without, disabilities that are available on the NCEO publications page <http://cehd.umn.edu/nceo/OnlinePubs/default.html>
- NCEO published a document especially for parents explaining two important federal education laws that affect instructional decisionmaking for students with disabilities. This document is available in both Spanish and English.
- NCLB and IDEA: What Parents of Students with Disabilities Need to Know and Do (English version) <http://cehd.umn.edu/nceo/OnlinePubs/Parents.pdf>
- NCLB e IDEA: Lo que los Padres de Estudiantes con Discapacidades Necesitan Saber y Hacer (Spanish version) <http://cehd.umn.edu/nceo/OnlinePubs/NCLBeIDEA.pdf>

National Center on Secondary Education and Transition (ncset.org)

NCSET coordinates national resources, offers technical assistance, and disseminates information related to secondary education and transition for youth with disabilities in order to create opportunities for youth to achieve successful futures.

- **Cultural and Linguistic Diversity: Implications for Transition Personnel (October 2005).** NCSET Essential Tools. (<http://www.ncset.org/publications/essentialtools/diversity/>)
- **Addressing the Needs of Culturally and Linguistically Diverse Students With Disabilities in Postsecondary Education (February 2004)** NCSET Information Brief. <http://www.ncset.org/publications/viewdesc.asp?id=1411>
- **Issues of Transition for Youth with Disabilities from Culturally and Linguistically Diverse Backgrounds (August 2003).** Teleconference Teleconference Transcript. http://www.ncset.org/teleconferences/transcripts/2003_08.asp
- **Developing Cultural Competency: Improving Adult Outcomes for Youth with Disabilities (April 2003).** NCSET Teleconference Transcript. http://www.ncset.org/teleconferences/transcripts/2003_04.asp
- **My Future My Plan: A Transition Planning Resource for Life After High School — For Students with Disabilities and Their Families (English and Spanish Editions)** <http://www.ncset.org/publications/mfmp.asp>

Research and Training Center on Community Living (RTC) (rtc.umn.edu)

RTC provides research, evaluation, training, technical assistance and dissemination to support the aspirations of persons with developmental disabilities to live full, productive and integrated lives in their communities.

College of Direct Support
(collegeofdirectsupport.com)

The College of Direct Support is an online competency-based training curriculum created from a national set of skill standards that uses the latest technology to deliver a vibrant learning experience for today's Direct Support Professionals.

- **CDS course on cultural competency**

This course is an overview of cultural competence and its importance in daily support to people with disabilities. The learner is helped to understand the key components of cultural competence including: valuing diversity; recognizing one's own culture and the culture of others; and having the resources and ability to adjust one's behavior to meet the needs of the situation. Learners are asked to reflect on their capacities in these areas at different points during the course. The learner is given many opportunities to learn more about their own culture and reflect on the similarities and differences with other cultures

- » Lesson 1: What is Cultural Competence?
- » Lesson 2: Understanding Your Own Culture
- » Lesson 3: The Culture of Support Services
- » Lesson 4: The Continuum
- » Lesson 5: Communication
- » Lesson 6: Daily Support
- » Lesson 7: DSP Roles in Culturally Competent Organizations

Frontline Initiative (nadsp.org)

Frontline Initiative is a newsletter is produced by the National Alliance for Direct Support Professionals in partnership with the Research and Training Center on Community Living. Each issue focuses on topics relevant to DSPs and the people they support. Articles include personal stories, policy information, the latest research, and intervention activities.

- **Frontline Initiative Feature Issue on Diversity**, Volume 4, Number 1 (2000). Available from <http://rtc.umn.edu/docs/fi4-1.pdf>

Impact (ici.umn.edu/products/impact)

Impact is quarterly newsletter produced by RTC and ICI containing articles on research, strategies, philosophies, trends, and success stories in specific focus areas related to persons with developmental disabilities. Provides practical information useful to professionals in a variety of fields, including educators, community service providers, policymakers, and advocates, as well as persons with disabilities and their families. Recent issues are available online.

- **Impact: Feature Issue on Direct Support Workforce Development** (2007-08)
 - » Managing Diversity Within Human Services by Richard Oni
 - » Providing Culturally Competent Services by William Ebenstein
- **Impact: Feature Issue on Volunteerism by Persons with Developmental Disabilities** (2001)
 - » Disability Agencies and Cultural Communities: Working Together to Support Volunteers by Cheska Komissar, Maria Paiewonsky, Debra Hart and Rooshey Hasnain
- **Impact: Feature Issue on Supporting Diversity** (1996) (Available in print only)

Partnerships for Success: Curricula for Supervisors, Managers, and Administration Staff (2001)

Resources for frontline supervisors, agency administrators, and human resources personnel to assess recruitment and retention outcomes and develop recruitment and retention interventions. Materials include a state workforce development plan, a DSP job analysis, realistic job preview overview, sample structured interview questions, a new staff survey, survey of current employees, exit questionnaire, guidelines for assessing retention outcomes and an annual DSP turnover and vacancy rate worksheet. Available free from <http://rtc.umn.edu/dsp>

- **Power of Diversity: Supporting the Immigrant Workforce**

A curriculum to assist frontline supervisors in gaining cultural competency as well as other knowledge and skills necessary to manage and support a diverse workforce that includes recent immigrants. Developed to meet the needs of supervisors in Minnesota, the content is easily adapted to other states and work with their particular immigrant populations.

