

Health Disparity Impact Statement

1. Proposed number of individuals to be served by subpopulations in the grant service area

The intentions are to serve those who most experience disparities in treatment. Included on the table below are the subpopulations which not only may need such services most, but have a tougher time linking with a provider. This is due to language barriers, location, and cultural differences. Please see below for a more detailed narrative of these subpopulations.

Population of Chautauqua County (2013 U.S. Census Bureau Survey Estimates)

<i>Sub-group by ethnicity</i>	<i>Population (%)</i>
White	88.4%
Black or AA	2.7%
Latino or Hispanic	6.8%
Native American	0.4%
Other/Not identified	1.7%
Total	100% - 133,080

Chautauqua County is mostly rural which creates challenges to accommodate for appropriate services for the population and for individuals to obtain these services, thus creating disparities in linkages between client and provider. The population in the county is predominantly white followed by Hispanics and Latinos. The largest group within the Latino population in the county is Puerto Ricans, mostly concentrated in the cities of Dunkirk and Jamestown. There is about a 9% population of Latinos in Jamestown, where 5% to 6% speak Spanish at home. More than 25% of the population in Dunkirk is Latino, where 17% speak Spanish at home. A migrant working community is made up mostly of Mexicans and Indigenous Mexican families. The African American population also mostly resides in Jamestown and Dunkirk. The proximity of Chautauqua County to two Seneca Nation Reservations contributes a small yet solid Native American population. Chautauqua County suffers from a high unemployment rate as well as higher instances of people living in poverty. Nearly 30% of children living in Chautauqua County live under the poverty line.

2. A quality improvement plan using our data

Due to the cultural and linguistic diversity in the community, services will be carefully planned to suit the needs of the individual. The Cultural and Linguistic Competency Committee, the Governance Board, and our local Hispanic Coalition have and will continue to coordinate events and programs. These efforts will not only make an impact on the various cultural groups in the community, but will help in their need for appropriate services.

Our mission includes supporting the development of interpreting and translation services, which is currently an essential need to any community agency in the area, by working with CC Health & Human Resource to increase their knowledge on recruiting and understanding Latinos

Appendix F

and Spanish-speaking workers and the LGBTQA population. For this effort, a partnership with Pride Alliance of WNY has been made and continues to flourish. This will allow for better service to Latino and Spanish Speaking clients as well as another underrepresented population, lesbian, gay, bisexual, transgendered, queer, and allies.

As with any successful coalition and task force, a monitoring component will be set in place to examine the effectiveness of our efforts and what needs to be changed through surveying and data collection. There will also be an effort in collecting data of clientele through agency partnerships, collection of referrals, and family peer support statistics of families served.

3. Methods for the development of policies and procedures to ensure adherence to CLAS

Our strategy to ensure cultural competency standards will begin with the training of partner agencies on working with the minority communities. This includes hiring protocols for culturally competent and bilingual staff. This encompasses issues such as teaching how to audit and improve services and operations using CLAS standards. There will be a focus on the shared interpretation and translation of materials with other partner agencies lacking the bilingual staff.

Services and events will target minority communities. The Hispanic Coalition will coordinate job fairs targeting the Latino community, but open to all in the community. Cultural competency training will be including for agencies and companies that are represented at the job fair and other recruitment events.

A major sub-group that experiences health care disparities includes the LGBTQA population. With the cultural competency gain through Trevor Project training and Pride Alliance of WNY, Chautauqua Tapestry and its partners are better prepared to treat and provide appropriate care for this population. The Trevor Project has provided the CLC with a Train the Trainor opportunity, where trainings and information can now be provided to Chautauqua County. Its purpose is to become more competent with the LGBTQA population who live with a mental health illness.

The cultural competency training will concentrate on health and mental health services. Efforts to recruit staff in the health and human services departments and agencies will be a priority.