

# Missouri Cultural and Linguistics Competence (Intelligence) Toolkit

## Section 2: Examining Cultural Characteristics

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## INTRODUCTION

Organizations that develop culturally responsive skills can improve consumer engagement, enhance the therapeutic relationship between consumer and provider, and improve treatment retention and outcomes ([SAMHSA TIP 59](#)).

One of the first steps in enhancing the organization's cultural competence is examining the internal and external cultural characteristics of the organization.

## CORE CULTURAL COMPETENCIES

The next page is a list of some core cultural characteristics to consider examining. Each characteristic is followed by tools organizations can use to understand the culture they serve. There are internal resources to examine the existing clients and external resources to examine the counties in the service area. The data can be used in subsequent steps in enhancing the organization's cultural and linguistic competence.

Cultural Characteristics	Internal resources used to examine those currently served	Resource to examine the people within the counties that you serve
Age	EMR, CIMOR	<b>U.S. Census Bureau</b> <a href="http://quickfacts.census.gov/qfd/states/29000.html">http://quickfacts.census.gov/qfd/states/29000.html</a>
Education (only HSG or higher 25+ and Bachelor's or higher 25+)	EMR, CIMOR	<b>U.S. Census Bureau</b> <a href="http://quickfacts.census.gov/qfd/states/29000.html">http://quickfacts.census.gov/qfd/states/29000.html</a>
Education (by school district)	EMR	<b>MO Department of Elementary &amp; Secondary Education-MO Comprehensive Data System</b> <a href="http://mcds.dese.mo.gov/quickfacts/sitepages/districtinfo.aspx">http://mcds.dese.mo.gov/quickfacts/sitepages/districtinfo.aspx</a>
Elderly / disabled / etc demographics	EMR, CIMOR	<b>MO Housing Development Commission (bottom of page)</b> <a href="http://www.communitycommons.org/groups/missouri-housingdevelopment-commission/resources/demographic-andsocioeconomic-profile/">http://www.communitycommons.org/groups/missouri-housingdevelopment-commission/resources/demographic-andsocioeconomic-profile/</a>
Gender	EMR, CIMOR	<b>U.S. Census Bureau</b> <a href="http://quickfacts.census.gov/qfd/states/29000.html">http://quickfacts.census.gov/qfd/states/29000.html</a>
Hearing Status	EMR, CIMOR	<b>U.S. Census Bureau</b> <a href="http://factfinder.census.gov/bkmk/table/1.0/en/ACS/14_5YR/S1810/0400000US29.05000">http://factfinder.census.gov/bkmk/table/1.0/en/ACS/14_5YR/S1810/0400000US29.05000</a>  <b>MO Department of Elementary &amp; Secondary Education-MO Comprehensive Data System</b> <a href="http://mcds.dese.mo.gov/quickfacts/Pages/Special-Education.aspx">http://mcds.dese.mo.gov/quickfacts/Pages/Special-Education.aspx</a>
Homelessness	EMR, CIMOR, HMIS	<b>MO Balance of State only (pdf page 69)</b> <a href="http://www.mhdc.com/ci/documents/SHM_2011.pdf">http://www.mhdc.com/ci/documents/SHM_2011.pdf</a>
Language	EMR, CIMOR	<b>MLA Language Map Data Center</b> <a href="https://apps.mla.org/map_data">https://apps.mla.org/map_data</a>
Poverty rate	No resource found	<b>Missourians to End Poverty Coalition</b> <a href="http://www.caastlc.org/pdf/2014Poverty%20ReporteRSRKp.pdf">http://www.caastlc.org/pdf/2014Poverty%20ReporteRSRKp.pdf</a>
Race/Ethnic groups	EMR, CIMOR	<b>U.S. Census Bureau</b> <a href="http://quickfacts.census.gov/qfd/states/29000.html">http://quickfacts.census.gov/qfd/states/29000.html</a>
Sexual Orientation	EMR	<b>For planning, estimate that 3.4% of the state adult population is LGBT (ref:</b> <a href="http://www.lgbtmap.org/equality_maps/profile_state/MO">http://www.lgbtmap.org/equality_maps/profile_state/MO</a> )

Cultural Characteristics	Internal resources used to examine those currently served	Resource to examine the people within the counties that you serve
Unemployment Status	EMR, CIMOR	Missouri Department of Labor <a href="http://labor.mo.gov/data">http://labor.mo.gov/data</a>
Veterans Status	EMR, CIMOR	<b>DMH Veterans Services</b> <a href="mailto:Jon.Sabala@dmh.mo.gov">Jon.Sabala@dmh.mo.gov</a> or <b>National Center for Veterans Analysis and Statistics (for veteran data)</b> <a href="http://www.va.gov/vetdata/veteran_population.asp">http://www.va.gov/vetdata/veteran_population.asp</a> and <b>Army OneSource Resource Center (for Active Service members data)</b> <a href="http://www.aosresourcecenter.com/">http://www.aosresourcecenter.com/</a> note: this requires a free account

Organizations may also consider the following resources to examine the cultural characteristics in more detail:

MO demographic projections	<b>MO Office of Administration</b> <a href="https://oa.mo.gov/budget-planning/demographicinformation/population-projections/2000-2030-projections">https://oa.mo.gov/budget-planning/demographicinformation/population-projections/2000-2030-projections</a>
Hispanic population	<b>Pew Research Center</b> <a href="http://www.pewhispanic.org/states/state/mo/">http://www.pewhispanic.org/states/state/mo/</a>

## CIMOR Data

The demographic data input into CIMOR can also be used to examine an agency's cultural characteristics. The following page is an example of agency data that can be retrieved from CIMOR.

**FY 2015 Agency Profiles**

<b>NUMBER ENROLLED</b>	<b>FY2015</b>	<b>VETERAN STATUS</b>	
Total ADA and CPS Individuals	523	Veteran	4
Total ADA Individuals	523	Not Veteran	519
Total CPS Individuals	0		
<b>AGE</b>		<b>ETHNICITY</b>	
Under 6	11	Hispanic	2
6 to 9	4	Non Hispanic	521
10 to 14	3		
14 to 17	0	<b>CSTAR/CPR Medicaid Eligibility Status</b>	
18 to 24	63	CSTAR/CPR Medicaid Eligible	202
25 to 29	102	Not CSTAR/CPR Medicaid Eligible	321
30 to 34	86		
35 to 39	72	<b>Primary Language</b>	
40 to 44	52	American Sign Language (ASL)	0
45 to 49	45	Arabic	0
50 to 54	39	Cambodian (Khmer)	0
55 to 59	0	Chinese	0
60 and Over	17	Contact Signing Variety of ASL (CSV)	0
Age Unknown	0	Deaf-does not use ASL, SEE, PSE or CSV	0
		East Indian/Pakistani Language	0
<b>GENDER</b>		Eastern European	0
Female	248	English	474
Female from Male	0	Ethiopian	0
Male	275	Farsi	0
Male and Female	0	French	0
Male from Female	0	Japanese	0
Gender Unknown/Unspecified	0	Korean	0
		Native American Languages	0
<b>RACE</b>		Northern European/Scandinavian	0
African American	394	Other African Languages	0
Asian/Pacific Islander	0	Other Asian/Pacific Rim Languages	0
Caucasian	109	Other Slavic Languages	0
Native American/Alaskan	0	Other	0
Other Race/Two or More Races	20	Philippines	0
Race Unknown	0	Portuguese	0
		Russian	0
<b>Hearing Status</b>		Rwandan	0
Deaf	0	Somali	0
Hard of Hearing	16	Spanish	0
Normal	495	Unknown or Unable to Determine	49
Hearing Status Unknown	16	Vietnamese	0