

CULTURAL AND LINGUISTIC ASSESSMENT

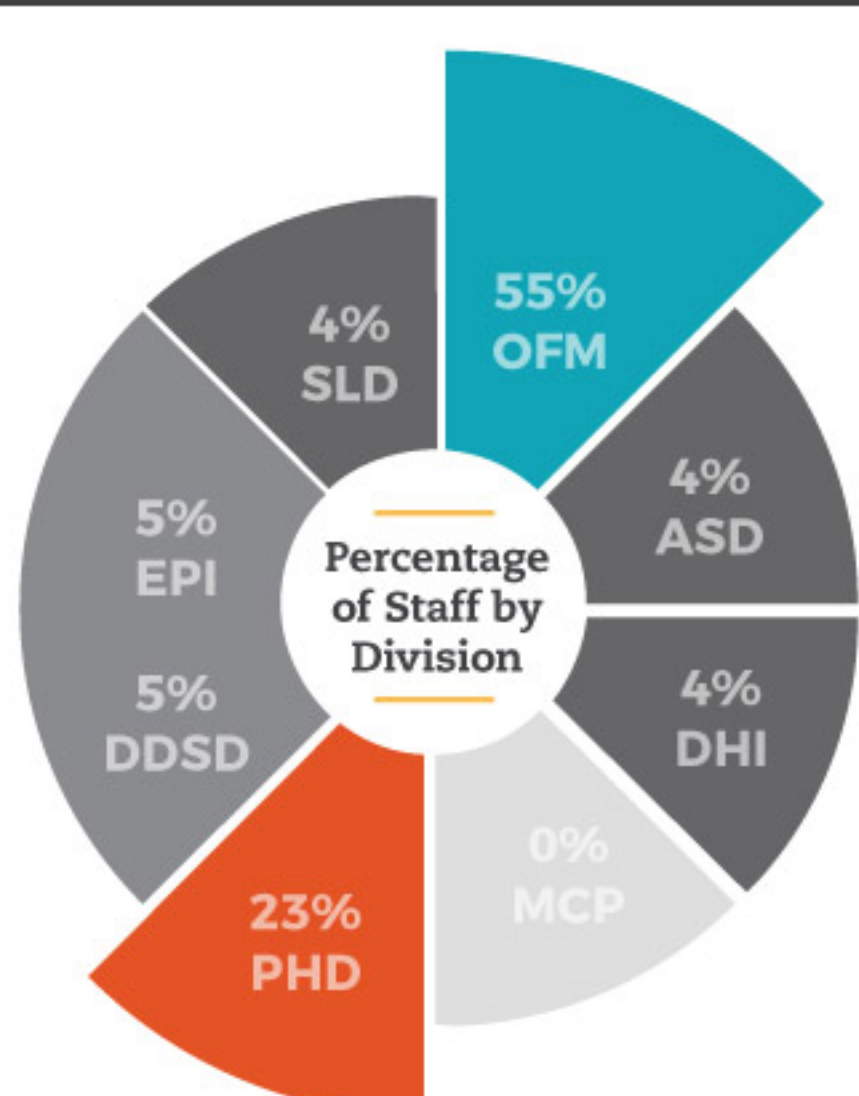
Our mission: Promote health and wellness, improve health outcomes, and ensure safety net services for all people in New Mexico.

INTRODUCTION

In April 2017, the New Mexico Department of Health (NMDOH), Health Equity Workgroup conducted its annual Cultural and Linguistic Assessment. The purpose of the survey was to assess how well staff felt equipped, in their workplace, to provide culturally and linguistically appropriate services (CLAS) based on the National CLAS standards.

STRUCTURE

NMDOH has approximately 3,000 employees. NMDOH is a centralized state agency made up of 8 divisions: Administrative Services Division (ASD); Public Health Division (PHD); Epidemiology and Response Division (ERD); Office of Facilities Management (OFM); Developmental Disabilities Services Division (DDSD); Division of Health Improvement (DHI); Scientific Laboratory Division (SLD); and Medical Cannabis Program (MCP). * The response rate was approximately 10%.



GOVERNANCE, LEADERSHIP AND WORKFORCE



QUOTES FROM STAFF:

"The populations we serve are not health literate."

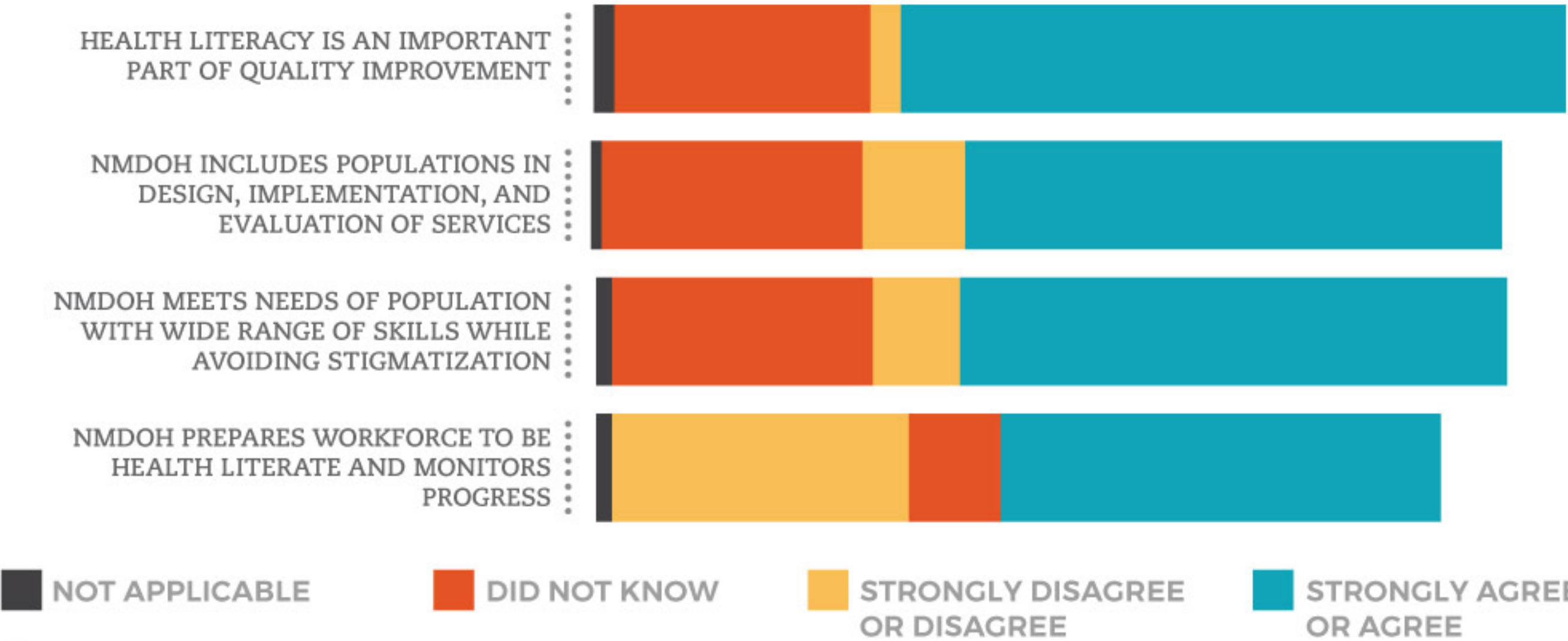
"The department/division as a whole needs some work but there are several health department employees who take this seriously and are well educated in these areas."

"I don't even understand most of the questions you ask."

3 out of 4 employees either agreed or strongly agreed that their program recruits and promotes staff that reflect the cultural diversity of the community.



DOES LEADERSHIP SUPPORT HEALTH LITERACY

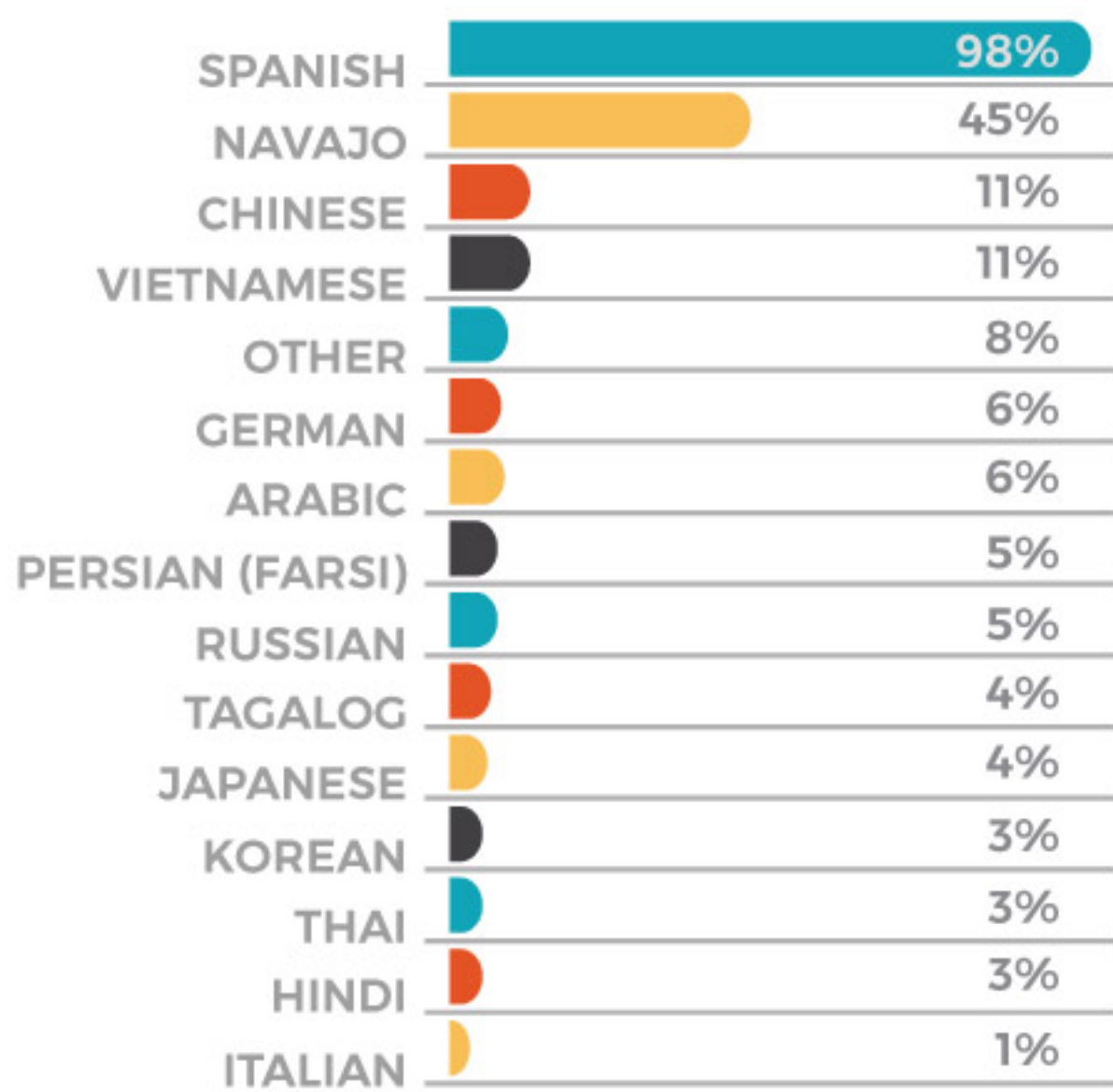


60% of staff reported that they felt leadership has made health literacy an important part of its mission, structure and operations.

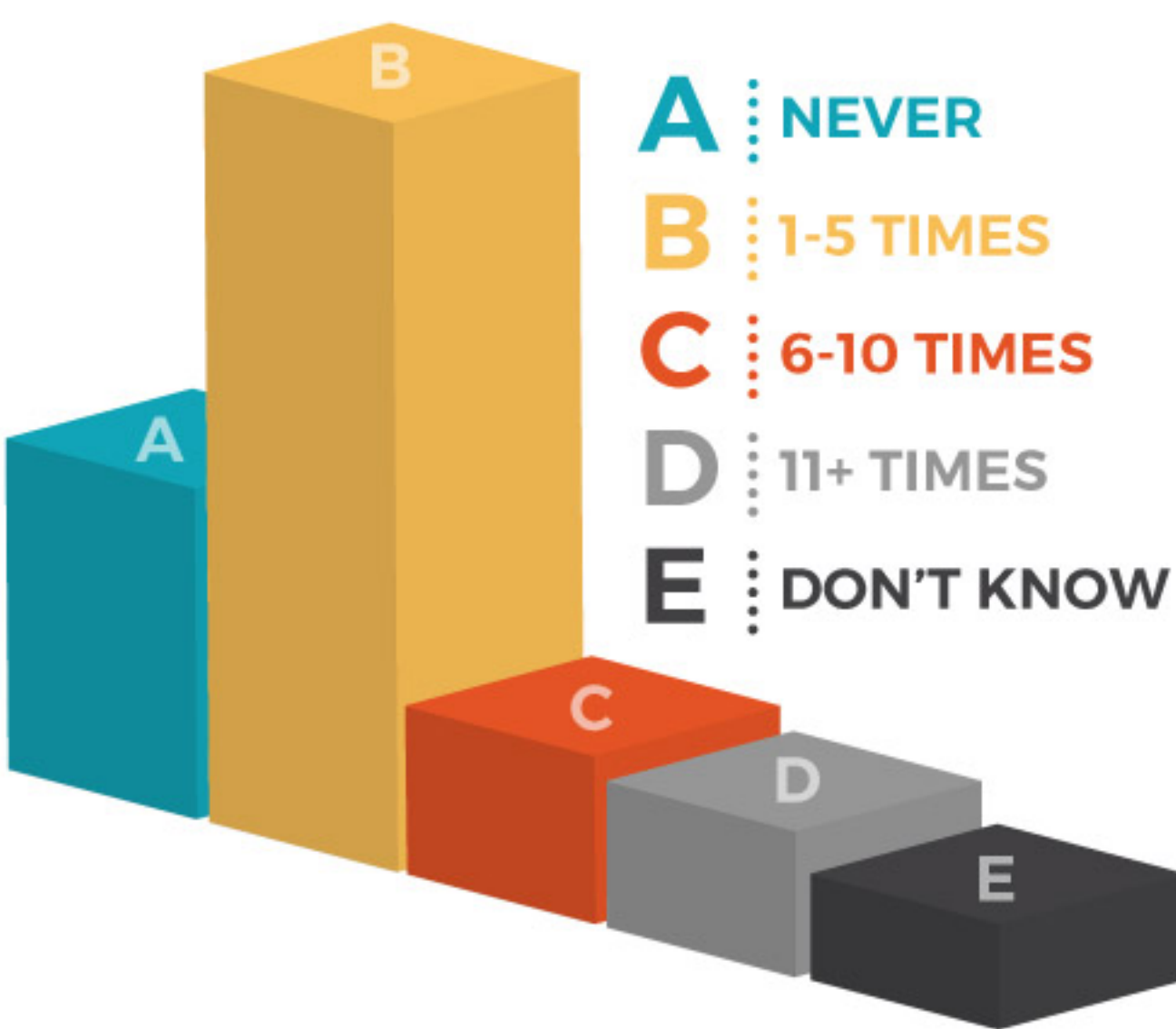


COMMUNICATION AND LANGUAGE ACCESS

LANGUAGES HEARD IN NMDOH OFFICES



HOW OFTEN PER WEEK DO YOU INTERACT WITH NON-ENGLISH OR LIMITED ENGLISH PROFICIENT SPEAKERS AT WORK?



ENGAGEMENT, CONTINUOUS IMPROVEMENT AND ACCOUNTABILITY

MY PROGRAM COLLABORATES WITH COMMUNITY BASED ORGANIZATIONS TO ADDRESS NEEDS OF DIVERSE GROUPS



MY PROGRAM'S PROCEDURES SUPPORT DELIVERY OF CULTURALLY COMPETENT SERVICES

