

# CULTURAL COMPETENCY RESOURCES

Revised: June 2016



## SANDHILLS CENTER

Administrative Offices -- P.O. Box 9, West End, NC 27376

24-Hour Call Center

**1-800-256-2452**

TTY: 1-866-518-6778 or 711

**SandhillsCenter.org**



ACCREDITED  
Health Network  
Expires 05/01/2019



ACCREDITED  
Health Call Center  
Expires 05/01/2019



ACCREDITED  
Health Utilization  
Management  
Expires 05/01/2019

Sandhills Center is committed to promoting high-quality service delivery to all enrollees, including those with diverse cultural and ethnic backgrounds, and those with limited English proficiency.

We strive to ensure that individuals and families have access to services provided by a culturally-competent Sandhills Center staff and network of providers. Sandhills Center recognizes, respects and responds to the unique, culturally-defined needs of the populations served in our geographic area.

We understand that cultural competence goes beyond race or language identifiers. Cultural competence encompasses understanding one's own culture, and that there are diversities within each culture.

We have developed this *Cultural Competency Resource Manual* to assist diverse populations in finding resources within and near our nine-county region. In some instances, we have provided resources at the state and national levels. We hope you will find it useful.

To learn more, please refer to our website at [sandhillscenter.org/for-providers/](http://sandhillscenter.org/for-providers/), and click on the "Cultural Competency Plan" listing on the menu. Thank you for your reciprocal commitment to our efforts.



Victoria Whitt, CEO  
Sandhills Center

## FOR THE VISUALLY AND HEARING IMPAIRED

### **NC Department of Health and Human Services - Division of Services for the Blind and Hard of Hearing --**

Provides assistive technology, employment services and specialized training to help people who are deaf and/or blind to improve the quality and ease of their everyday lives.

Services for the Blind: (919) 733-9822

Services for the Deaf and Hard of Hearing: (919) 874-2212, or 1-800-851-6099, or TTY: (919) 874-2212

Website: [www.ncdhhs.gov/divisions/dsb/deaf-blind-service](http://www.ncdhhs.gov/divisions/dsb/deaf-blind-service)

Regional Centers:

- **Charlotte Regional Center (serves individuals in Anson, Montgomery and Richmond counties) --**  
5501 Executive Center Drive, Suite 200, Charlotte, NC 28212  
Voice: (704) 568-8558, or Toll-Free Voice: 1-800-835-5302  
Video Phone: (704) 918-1554  
TTY: (704) 568-8505, or Toll-Free TTY: 1-800-835-5306
- **Greensboro Regional Center (serves individuals in Guilford and Randolph counties) --**  
122 North Elm St., Greensboro, NC 27401  
Voice: (336) 273-9692, or Toll-Free Voice: 1-888-467-3413  
Video Phone: (336) 429-5644
- **Raleigh Regional Center (serves individuals in Harnett, Hoke, Lee and Moore counties) --**  
4900 Waters Edge Drive, Raleigh, NC  
Voice: (919) 859-8526, or Toll-Free Voice: 1-800-999-5737  
Video Phone: (919) 890-0858  
TTY: (919) 233-7082; or Toll-Free TTY: 800-233-7082

**Communication Services for the Deaf and Hard of Hearing --** Provides advocacy, sign language, interpreting, captioning and a mentoring program, among other services.

1175 Revolution Mill Drive, Studio 15, Greensboro, NC 27405

Voice Phone: (336) 275-8878, or Video Phone: (336) 542-3981

On-call 24-hour emergency services including interpreting: (336) 275-8878, ext. 1

Website: [www.csdhh.org](http://www.csdhh.org)

**NC Lions Foundation --** Helps provide eye glasses and hearing aids. Clients must first go through the local chapter for assistance. Visit the Lions Foundation website to get information on local chapters.

Email: [nclions@nclionsinc.org](mailto:nclions@nclionsinc.org)

Phone: 1-800-622-7401, ext. 223

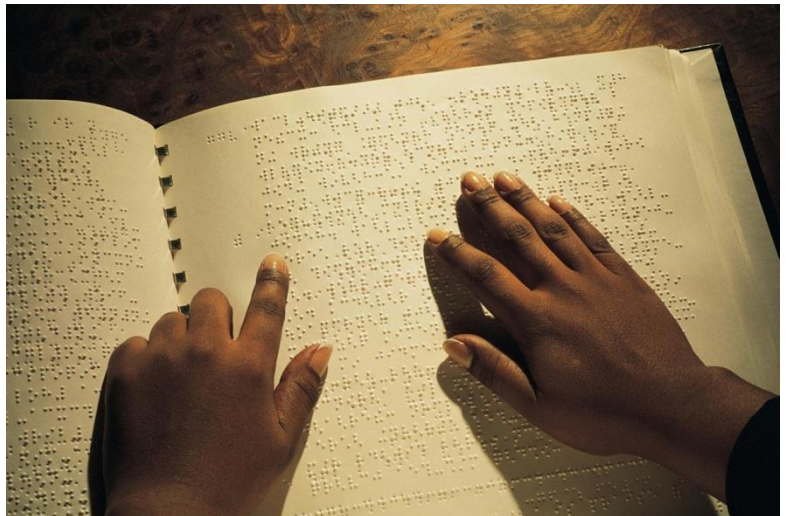
Website: [www.nclf.org](http://www.nclf.org)

### **The Children's Cochlear Implant Center at UNC (Pediatric Audiology Services) --**

Provides hearing diagnostic and rehabilitation services to infants and children having a wide range of hearing disorders. UNC often identifies hearing loss within the first weeks of life and is closely linked with early intervention programs.

Phone: (919) 419-1449

E-mail: [CCCDP@unch.unc.edu](mailto:CCCDP@unch.unc.edu)



**Central Region Deaf and Hard of Hearing Services/RHA Behavioral Health** -- Offers a wide range of behavioral health services to people with vision and/or hearing impairments. Services are designed to meet individual needs. Offices are located at the High Point Walk-In Crisis Center.

211 S. Centennial St., High Point, NC 27260

Phone: (336) 899-1505

Video Phone: (336) 803-7590

Website: [rhabehavioralhealth.org](http://rhabehavioralhealth.org)

**NC Association of the Deaf** -- Promotes the educational, socioeconomic, health, civil rights and welfare of the deaf, hard-of-hearing, and deaf-blind citizens of North Carolina.

President: Linda Nelson of Cary, NC

Email: [lknelson2@msn.com](mailto:lknelson2@msn.com)

**HEAR NOW Hearing Aid Program** -- Provides hearing aids to adults and children who are permanent residents of the United States and have very limited financial resources.

Phone: 1-800-648-4327

Website: [starkeyhearingfoundation.org](http://starkeyhearingfoundation.org)

**North Carolina Telecommunications Equipment Distribution Program** -- Assistive technology for the deaf and hard of hearing.

Phone (Voice and TTY): 1-800-999-5737

Website: [www.relaync.com](http://www.relaync.com)

**Language Resources** -- Professional interpreting services for American Sign Language, and translation and interpreting services for more than 60 languages.

406 W. Fisher Ave., Greensboro, NC 2740

Phone: (336) 279-1199, or 1-877-859-9823

Website: [www.languageresources.com](http://www.languageresources.com)



**Fluent Language Solutions (Language Line Solutions)** -- Comprehensive interpreting and translating services for foreign language, American Sign Language, telephone and video remote interpreting, and translating.

Email: [info@fluentls.com](mailto:info@fluentls.com)

Phone: (704) 532-7446

Website: [www.fluentls.com](http://www.fluentls.com)

**Hearing Aid Helpline (International Hearing Society)** -- An active leader in consumer advocacy for the hearing impaired. Each year, hundreds of individuals and families are assisted by the Helpline through a variety of services, at no cost to the consumer. The Helpline provides a referral service for locating qualified hearing healthcare professionals.

Helpline: 1-800-521-5247

Website: [www.ihinfo.org](http://www.ihinfo.org)

**National Association of the Deaf** -- Promotes, protects and preserves the rights and quality of life for deaf and hard-of-hearing individuals in the United States.

Email: [nadlaw@nad.org](mailto:nadlaw@nad.org)

Phone (301) 587-1788

Website: [www.nad.org](http://www.nad.org)

## FOR ETHNIC MINORITIES

**Center for New North Carolinians** -- Promotes access and integration for immigrants/refugees, including community-based outreach initiatives and programming to help navigate complex systems; research studies to educate the general public; track demographic trends; and experiential training and leadership development for all community members through AmeriCorps positions, internships, volunteer experiences and workshops. This center is affiliated with the University of North Carolina at Greensboro (UNCG).

915 W. Gate City Blvd., Greensboro, NC 27403

Phone: (336) 334-5411

Website: <https://cnnc.uncg.edu>

**Catholic Social Services Refugee Resettlement Office** -- Assists individuals and families that must leave their homelands due to fear of persecution because of race, religion, nationality, membership in a particular social group and political opinions. Refugees come from all parts of the world.

1123 South Church St., Charlotte, NC 28203

Email: [ceponce@charlottediocese.org](mailto:ceponce@charlottediocese.org)

Phone: (704) 370-3277

Website: [cssnc.org](http://cssnc.org)

**International House** -- Promotes international understanding by serving as a center for diversity, advocating for people of diverse national backgrounds, and facilitating professional and cultural programs.

Email: [info@ihclt.org](mailto:info@ihclt.org)

Phone: (704) 333-8099

Website: [www.ihclt.org](http://www.ihclt.org)

**Office of Minority Health** -- Promotes and advocates for the elimination of health disparities among all racial and ethnic minorities and other underserved populations in North Carolina.

1100 Navaho Drive, Suite 510, Raleigh, NC 27699

Email: [omhhd@ncmail.net](mailto:omhhd@ncmail.net)

Phone: (919) 431-1613

Website: [www.ncminorityhealth.org](http://www.ncminorityhealth.org)



## FOR HISPANICS/LATINOS

**Center for New North Carolinians - Latino Community Coalition of Guilford** -- Strengthens and supports the Latino community in Guilford County by promoting advocacy and education through a collaborative and empowered network. The Latino Community Coalition of Guilford is sponsored by the Center for New



North Carolinians, which promotes access and integration for immigrants and refugees in North Carolina. This includes community-based outreach initiatives and programming to help immigrants and refugees build their capacity to navigate complex systems in their new home; research studies to educate the general public, track demographic trends, and enhance the quality of service provisions; and experiential training and leadership development for all community members through AmeriCorps positions, internships, volunteer experiences and workshops. This center is affiliated with the University of North Carolina at Greensboro (UNCG).  
Latino Community Coalition of Guilford: (336) 256-1065  
Center for New North Carolinians: (336) 334-5411  
915 W. Gate City Blvd., Greensboro, NC 27403  
Website: <https://cnnc.uncg.edu>

**Limited English Proficiency: A Federal Interagency Website** -- Provides individuals with information, tools and technical assistance regarding limited English proficiency and language services for federal agencies, recipients of federal funds, those who utilize federal and federally-assisted programs, and other stakeholders.  
Website: [www.LEP.gov](http://www.LEP.gov)

**Casa Guadalupe Greensboro -- Catholic Social Services** -- Provides extensive immigration services to clients including translation services, interpretive assistance, help with IRS tax preparations and legal representation. Website includes a searchable directory of services in your area.  
2201 W. Market St., Greensboro, NC 27403  
Phone: (336) 574-2837  
Website: [www.hispanicaccess.org](http://www.hispanicaccess.org)

**Mi Casa Su Casa (Center for Leadership Innovation)** -- Promotes self-sufficiency and empowerment in the Latino community.  
E-mail: [info@centerforleadershipinnovation.org](mailto:info@centerforleadershipinnovation.org)  
Phone: (410) 418-5181  
Website: [www.centerforleadershipinnovation.org](http://www.centerforleadershipinnovation.org)

**Latin-American Coalition** -- Provides education, information and referrals for Latino families including short-term case management, job bank, small business development, first-time home buyers program, labor and consumer rights advocacy, immigration services and citizenship classes.  
E-mail: [info@latinamericancoalition.org](mailto:info@latinamericancoalition.org)  
Phone: (704) 531-3848  
Website: [www.latinamericancoalition.org](http://www.latinamericancoalition.org)

**Project Esperanza - Legal Aid of North Carolina Inc. (Administration)** -- Provides legal services to battered Hispanics and Latinos.

Phone: (919) 828-4647

Website: [www.legalaidnc.org](http://www.legalaidnc.org)

**Hablamos Juntos** -- Improves patient-provider communication for Latinos. It is a national program funded by the Robert Wood Johnson Foundation.

Phone: (Robert Wood Johnson Foundation) (877) 843-RWJF (7953)

Website: [www.hablamosjuntos.org](http://www.hablamosjuntos.org), or [www.rwjf.org](http://www.rwjf.org)

## FOR OTHER NON-ENGLISH SPEAKERS

**Area Health Education Centers (AHEC)** -- Provides programs that help communities and immigrants bridge the barriers of language and culture. AHEC offers education in cultural competence, interpreting, translating and Spanish. Check with each chapter for detailed services, as some may be different.

- **Greensboro AHEC (serves Guilford, Randolph and Montgomery counties)** --

200 E. Northwood St., #100, Greensboro, NC 27401

Phone: (336) 832-8025

Website: [www.gahec.org](http://www.gahec.org).

- **Southern Regional AHEC (serves Harnett, Hoke, Moore and Richmond counties, and others)**

--1601 Owen Drive, Fayetteville, NC 28304

Phone: (910) 323-1152

Website: [southernregionalahec.org](http://southernregionalahec.org)

- **Charlotte AHEC (serves Anson and other counties)**

Mailing address: P.O. Box 32861, Charlotte, NC 28232

Phone: (704) 512-6523

Website: [www.charlotteahec.org](http://www.charlotteahec.org)

**Language Resources** -- A professional translation and interpreting service for more than 60 languages.

406 W. Fisher Ave., Greensboro, NC 27401

Phone: (336) 279-1199, or 1-877-859-9823

Website: [www.languageresources.com](http://www.languageresources.com)

**Choice Translating Inc.** -- A North Carolina-based global network providing communication solutions in 176 languages. Provides translation, interpretation, global brand evaluation and tagline localization.

Email: [moreinfo@choicetranslating.com](mailto:moreinfo@choicetranslating.com)

Phone: (704) 717-0043, or Toll Free: 1-888-721-2077

Website: [www.choicetranslating.com](http://www.choicetranslating.com)

**American Translators Association (ATA)** -- A professional association founded to advance translating and interpreting professions, and to foster the professional development of individual translators and interpreters. Find a translator or interpreter using their searchable online directory of services.

Phone: (703) 683-6100

Website: [www.atanet.org](http://www.atanet.org)



**Limited English Proficiency: A Federal Interagency Website** -- Provides people with information, tools and technical assistance regarding limited English proficiency and language services for federal agencies, recipients of federal funds, those who utilize federal and federally-assisted programs, and other stakeholders. Website: [www.LEP.gov](http://www.LEP.gov)

**Alliance Francaise de Charlotte** -- Offers cultural and social events, and French language classes. P.O. Box 470156, Charlotte, NC 28247  
Email: [info@afcharlotte.org](mailto:info@afcharlotte.org), or [ses@afcharlotte.org](mailto:ses@afcharlotte.org)  
Phone: (704) 341-0080  
Website: [www.afcharlotte.org](http://www.afcharlotte.org)

**Carolina Association of Translators & Interpreters (CATI)** -- A chapter of the American Translators Association (ATA). An online database helps you search for a translator, interpreter or language services company. Built-in tools let you refine your search by location or qualification.  
Email: [catiadmin@catiweb.org](mailto:catiadmin@catiweb.org)  
Website: [www.catiweb.org](http://www.catiweb.org)



**Diversity RX** -- Promotes language and cultural competence to improve the quality of health care communities. Their website contains networking opportunities with colleagues and experts; research findings on language and cultural competence in health care; and information on designing better programs and policies.  
Website: [www.diversityrx.org](http://www.diversityrx.org)

**International Medical Interpreters Association (IMIA)** -- Committed to equal access to quality health care for all people and the advancement of professional medical interpreting.  
E-mail: [info@imiaweb.org](mailto:info@imiaweb.org)  
Website: [www.imiaweb.org](http://www.imiaweb.org)

**National Council on Interpreting in Healthcare** -- Promotes culturally-competent professional healthcare interpreting as a means to support equal access to healthcare for those with limited English proficiency.  
Phone: (202) 596-2436  
Website: [www.ncihc.org](http://www.ncihc.org)

**Fluent Language Solutions (Language Line Solutions)** -- Offers comprehensive interpreting and translating services including foreign language translation and interpreting services; American Sign Language interpreting; telephone and video remote translating; and document and web translating.  
Mailing Address: P.O. Box 563308, Charlotte, NC 28256-3308  
Physical Address: 8801 J.M. Keynes Drive, Suite 400, Charlotte, NC 28262-6406  
Email: [info@fluentls.com](mailto:info@fluentls.com)  
Phone: (704) 532-7446  
Website: [www.fluentls.com](http://www.fluentls.com)



## OTHER RESOURCES

**Crisis Council Inc.** -- Help for people affected by domestic violence. Spanish language resources are available.  
827 Ophir Ave., Troy, NC 27371  
Crisis Hotline: (910) 572-3747

**HAVEN in Lee County Inc.** -- A nonprofit agency created in 1984 to provide safety and support for those victimized by domestic and sexual violence in or outside their homes, and to educate the community about the issues of family violence and sexual assault. Spanish language resources are available.  
P.O. Box 3191, Sanford, NC 27331  
Crisis Hotline: (910) 774-8923

**S.A.F.E. of Harnett County Inc.** -- A private, nonprofit organization whose mission is to provide safety and serve as advocates for sexual assault and domestic violence victims, survivors and their families. Spanish language resources are available.  
P.O. Box 728, Lillington, NC 27546  
Crisis Hotline: (910) 893-7233  
Website: [www.safeofhc.org](http://www.safeofhc.org)

**The Guilford County Family Justice Center (FJC)** -- A public safety initiative that assists victims of family violence, sexual assault, child abuse, neglect and elder abuse. Seventeen agencies provide coordinated legal, social and health services to families in need. Spanish language resources are available.  
201 S. Greene St., 2nd Floor, Greensboro, NC 27401  
Phone: (336) 641-SAFE (7233)

**NC CareLink** -- A website that provides up-to-date information about services throughout North Carolina for a variety of population groups. Spanish resources can be found using the keyword search tool.  
Phone: 1-800-662-7030 (English/Spanish), or (919) 855-4400, or TTY: 1-877-452-2514  
Website: [www.nccarelink.gov/referral/](http://www.nccarelink.gov/referral/)

**Legal Aid of North Carolina** -- A statewide program that provides free legal services in civil matters to low-income people. Information is available in English and Spanish.  
Phone: 1-800-672-5834  
Website: [www.legalaidnc.org](http://www.legalaidnc.org)

**Substance Abuse and Mental Health Administration (SAMHSA)** -- Has the vision of “a life in the community for everyone.” All programs, policies and grants are geared toward that outcome. SAMHSA also has a multi-language initiative which adapts publications for clients and the general public whose first language is not English.  
Website: [www.samhsa.gov](http://www.samhsa.gov)



**The Language Academy of the Carolinas Inc.** -- Offers a wide range of services to fit business and personal needs including Spanish for children and adults, on-site Spanish training for businesses, Mandarin Chinese, French, English, Italian and Russian classes, as well as translation and interpreting.

Phone: (704) 548-0048

Website: [www.carolinallanguage.com](http://www.carolinallanguage.com)

**Centers for Disease Control and Prevention (CDC)** -- Dedicated to protecting health and promoting quality of life through the prevention and control of disease, injury and disability.

English Website: [www.cdc.gov/](http://www.cdc.gov/)

Spanish Website: [www.cdc.gov/spanish/](http://www.cdc.gov/spanish/)

**National Center for Cultural Competence (NCCC)** -- Affiliated with Georgetown University, NCCC has several resources on their website.

Phone: (202) 687-5387

E-mail: [cultural@georgetown.edu](mailto:cultural@georgetown.edu)

Website: <http://nccc.georgetown.edu/>



**Language Identification Flashcard (PDF)**--

From the Department of Commerce, Bureau of the Census, the "I Speak" Language Identification Flashcard is written in 38 languages and can be used to identify the language spoken by an individual accessing services provided by federally-assisted programs or activities.

Website: [www.LEP.gov/resources/resources.html#ispeak](http://www.LEP.gov/resources/resources.html#ispeak)

**Google Translate** -- A useful tool when translating a phrase or a few words. However, it is not recommended to translate an entire document.

Website: [www.translate.google.com](http://www.translate.google.com)



## **SANDHILLS CENTER**

**Sandhills Center manages mental health, intellectual/developmental disabilities and substance abuse services in Anson, Guilford, Harnett, Hoke, Lee, Montgomery, Moore, Randolph and Richmond counties in central North Carolina.**