

## Cultural and Linguistic Competency Resources

**This is a sampling of resources. Inclusion of an organization in this list does not constitute a recommendation or endorsement by the Centers for Disease Control and Prevention. Starred items (\*\*) include tuberculosis specific resources.**

Organization Name	Contact Information	Brief Description
Administration on Aging	330 Independence Avenue, SW Washington, DC 20201 Phone: 202 619-7501 Fax: 202 260-1012 Web site: www.aoa.gov	Web site provides resources to effectively serve minority older persons, including a recently published guidebook.
American Association for Respiratory Care	11030 Ables Ln. Dallas, TX 75229-4593 Phone: 972 243-2272 Fax: 972 484-2720 E-mail: infor@aarc.org Web site: www.aarc.org	AARC distributes an independent study package, "Towards Culturally Competent Respiratory Care," designed to give practitioners a basic knowledge of the differing health and illness belief models, help practitioners inquire about a patient's health beliefs and practices, and help them incorporate and negotiate approaches to care that best serve the patient and provider.
American Medical Association	Contact: Enza Messineo Phone: 312 464-5333 E-mail: ccc@ama-assn.org Web site: www.ama-assn.org/ama/pub/category/4848.html	AMA offers a Cultural Competence Compendium, a 460-page resource guide to help physicians and other health professionals communicate with patients and provide individualized, respectful, patient-centered care. Selected sections of the book are also available online.
American Translators Association (ATA) - Interpreters Division	Houston, Texas Contact: Diane Teichman, Administrator Legal Interpreter E-mail: speakeasy@pdq.net Web site: www.ata-divisions.org/ID	The American Translators Association has an online translation and interpretation services directory of all interested members, with options to search by language pair, specialty, geographic area, etc. Click on "Looking for an Interpreter?" and then click on the "online directory."
AT&T Language Line Services	Building 2 1 Lower Ragsdale Drive Monterey, CA 93940 Phone: 800 752-0093 Free recorded demo: 800 821-0301 Web site: www.languageline.com	Offers interpreter services over the phone 7 days a week, 24 hours a day, in 140 languages. In most cases, an interpreter is immediately available. Interpreters have no special training in medical terminology. Rates range depending on the language and the time of day.
<b>Association of Asian Pacific Community Health Organizations**</b>	439 23rd Street Oakland, CA 94612 Phone: 510 272-9536 Fax: 510 272-0817 Web site: www.aapcho.org	Mission is to promote advocacy, collaboration, and leadership that improves the health status and access of Asian Americans. Recently produced a Cross-Cultural Tuberculosis Guide for health centers working with Asians and Pacific Islanders at risk for tuberculosis. Web site has links to products, publications, programs and other resources. AAPCHO also maintains an e-mail listserv.

## Cultural and Linguistic Competency Resources

Organization Name	Contact Information	Brief Description
Bayer Institute for Health Care Communication	400 Morgan Lane Westhaven, CT 06516 Phone: 800 800-5907 Web site: <a href="http://bayerinstitute.com">http://bayerinstitute.com</a>	Offers workshops that stress the importance of interpersonal skills and for which physicians can receive continuing medical education credit.
Baylor School of Nursing, Texas Department of Health, Office of Refugee Resettlement	Web site: <a href="http://www3.baylor.edu/~Charles_Kemp/refugees.htm">www3.baylor.edu/~Charles_Kemp/refugees.htm</a>	This site is dedicated to issues in Refugee Health and Resettlement. It includes a background on refugees, addresses general health issues, infectious diseases, mental health, religious influences on health, women & health, models for care, planning, and funding. In addition there are links to resources, relief agencies, and information on specific populations.
Bureau of Primary Health Care, Health Resource and Services Administration, U.S. Department of Health and Human Services	East West Towers 4350 East West Highway Bethesda, Maryland 20814 Phone: 888 Ask-HRSA Web sites: <a href="http://bphc.hrsa.gov">http://bphc.hrsa.gov</a> <a href="http://bphc.hrsa.gov/bphc">http://bphc.hrsa.gov/bphc</a>	The Bureau of Primary Health Care (BPHC) assures that underserved and vulnerable people get the health care they need. BPHC is one of four Bureaus of the Health Resources and Services Administration, an agency in the Department of Health and Human Services. The network of programs includes: Community and Migrant Health Centers, Health Care for the Homeless, National Health Services Corps, Immigration Health Services, and Models that Work. A database of publications is available on-line.
California Healthcare Interpreters Association (CHIA)	16 Mission Street, Suite D Santa Barbara, CA 93101 Phone: 805 682-1215 or 805 682-1206 Fax: 805 682-1276 Contact: Niels Agger-Gupta, Executive Director E-mail: <a href="mailto:agger@attglobal.net">agger@attglobal.net</a> Web site: <a href="http://www.chia.ws">www.chia.ws</a>	CHIA is preparing "The Health Care Interpreter Ethics and Standards of Practice Document," which will form the core of the move to establish interpreter accreditation, training and ultimately, certification. CHIA will be working with the MMIA over the next year to establish a collaborative relationship around medical interpreter certification. More information will be posted on their Web site as it develops.
<b>CDC National Prevention Information Network**</b>	P.O. Box 6003 Rockville, MD 20849-6003 Phone: 800 458-5231 Fax: 888 282-7681 E-mail: <a href="mailto:info@cdcnpin.org">info@cdcnpin.org</a> Web site: <a href="http://www.cdcnpin.org">www.cdcnpin.org</a>	Provides information about HIV/AIDS, sexually transmitted diseases, and tuberculosis to people and organizations working in prevention, health care, research, and support services. TB-specific materials can be searched for by language, target population, and topic area. Some publications may be ordered through the Web site.

## Cultural and Linguistic Competency Resources

Organization Name	Contact Information	Brief Description
Center for Applied Linguistics	1118 22nd Street, NW Washington, DC 20037 Phone: 800 276-9834 Web site: www.cal.org	CAL carries out a wide range of activities including translation services, linguistics research, teacher education, analysis and dissemination of information, design and development of instructional materials, technical assistance, conference planning, program evaluation, and policy analysis. The Multilingual Health Education Resources Guide produced by this center lists health education materials that are available in 10 different languages.
Center for Applied Research in Anthropology	Georgia State University One University Plaza Atlanta, GA 30303 Phone: 404 651-1038 Web site: <a href="http://monarch.gsu.edu/CARA/carahome.htm">http://monarch.gsu.edu/CARA/carahome.htm</a>	Offers resources on particular cultures. Much of the information available is specific to Georgia or the Southeastern US.
Center for Cross-Cultural Health	1313 SE 5th Street, Suite 100B Minneapolis, MN 55414 Phone: 612 379-3573 Fax: 612 625-1434 E-mail: <a href="mailto:ccch@crosshealth.com">ccch@crosshealth.com</a> Web site: <a href="http://www.crosshealth.com">www.crosshealth.com</a>	The center has produced materials to guide areas in the country facing the challenge of providing culturally competent care. Sample language policies, guidelines for working with interpreters, instruments to help measure an organization's cultural competency, and lists of translated health education materials are available.
Center for Effective Collaboration and Practice	1000 Thomas Jefferson Street, NW Suite 400 Washington, DC 20007 Phone: 202 944-5300 TTY: 877 334-3499 Toll free: 888 457-1551 Web site: <a href="http://www.air.org/cecp">www.air.org/cecp</a>	The Web site offers links to other organizations working on cultural competency. It lists training opportunities as well as conferences.
Center for Healthy Families and Cultural Diversity	Department of Family Medicine Univ. of Medicine & Dentistry of NJ Robert Wood Johnson Medical School 1 Robert Wood Johnson Place New Brunswick, NJ 08903 Phone: 732 235-7662 Fax: 732 246-8084 E-mail: <a href="mailto:like@umdnj.edu">like@umdnj.edu</a> Web site: <a href="http://www2.umdnj.edu/fmedweb/chfcd/">http://www2.umdnj.edu/fmedweb/chfcd/</a>	Offers customized cross-cultural training, as well as instruction in working with interpreters. Training may run from half a day to a full day or longer. Rates vary.

## Cultural and Linguistic Competency Resources

Organization Name	Contact Information	Brief Description
Center for Immigration Studies	1522 K Street N.W., Suite 820 Washington, DC 20005-1202 Phone: 202 466-8185 Fax: 202 466-8076 E-mail: center@cis.org Web site: www.cis.org	The CIS is an independent, non-partisan, non-profit research organization founded in 1985. It is devoted to research and policy analysis of the economic, social, demographic, fiscal, and other impacts of immigration on the United States. Its mission is to expand the base of public knowledge and understanding of the need for an immigration policy that gives first concern to the broad national interest. The Center publishes different materials which are available through the web site. In addition, the Center maintains two e-mail lists covering immigration news from around the world. The web site contains a sanctions database, current news articles, information on common immigration topics, and a place to ask immigration questions.
Center for Multicultural Human Services (CMHS)	105 14th Avenue, Suite 2C Seattle, WA 98122 Phone: 206 461-6910 Web site: www.cmhsweb.org	The CMHS program provides mental health, education, consulting, training, and social services as well as interpreters in 27 languages, and works to increase access to community health center services for individuals with limited English proficiency.
CEO Services	110 West Squantum Street, Suite 21 Quincy, MA 02171 Phone: 617 965-8964 or 617 376-9920 for clinical services Fax: 617 965-5753 Email: CEOservices@culturalcompetence2.com Web site: www.culturalcompetence2.com	Provides Consulting, Educational, and Organizational development services for those committed to transformation of work and organization environments toward a multicultural, culturally competent organization.
CW Hines & Associates, Inc.	825 Diligence Drive Suite 104 Newport News, VA 23606 Phone: 757 874-7208 Fax: 757 874-7435 E-mail: turtlecwh@aol.com Web site: www.seva.net/~cwassoc	Offers customized cross-cultural training. Training usually lasts 1 to 3 days, plus follow-up.
Communication Training Consultants	3358 Megans Way Olney, MD 20832 Phone: 301 924-0690 Fax: 301 570-2318 E-mail: akbrady@aol.com	Offers customized cross-cultural training.

## Cultural and Linguistic Competency Resources

Organization Name	Contact Information	Brief Description
Community Tool Box	Web site: <a href="http://ctb.lsi.ukans.edu">http://ctb.lsi.ukans.edu</a>	This is a Web site created and maintained by the University of Kansas Work Group on Health Promotion and Community Development in Lawrence, KS, and AHEC/Community Partners in Amherst, Massachusetts. The tool box provides links to other Web pages and listservs in areas such as funding, health, education, and community issues. The site provides "how-to" tools for community building, a trouble-shooting guide, and support in preparing requests for funding.
Cross-Cultural Communications	4585 48th Street San Diego, CA 92115 Phone: 800 858-4478 or 619 583-4478 Fax: 619 583-0304 E-mail: <a href="mailto:STPhd@aol.com">STPhd@aol.com</a>	Offers customized cross-cultural training. Also offers books and videos.
Cross Cultural Health Care Program	Pacific Medical Center 1200 12th Avenue, South Seattle, WA 98144 Cross-cultural training: 206 621-4478 Interpreter training: 206 621-4472 Fax: 206 326-2471 E-mail: <a href="mailto:training@pacmed.org">training@pacmed.org</a> Web site: <a href="http://www.xculture.org">www.xculture.org</a>	CCHCP offers training in cultural competency and medical interpretation, and has interpretation and translation services. A part of the program focuses on research in cross-cultural health care. Offers customized cross-cultural training, at your office or theirs, usually for a half or full day.
Culturally and Linguistically Appropriate Services (CLAS) in Health Care – CLAS Standards	Web site: <a href="http://www.omhrc.gov/clas">www.omhrc.gov/clas</a>	This project makes recommendations for national standards for culturally and linguistically appropriate services (CLAS) in health care. Based on an analytical review of key laws, regulations, contracts, and standards currently in use by federal and state agencies and other national organizations, these standards were developed with input from a national advisory committee of policymakers, health care providers, and researchers. Each standard is accompanied by commentary that addresses the proposed guideline's relationship to existing laws and standards, and offers recommendations for implementation and oversight to providers, policymakers, and advocates.

## Cultural and Linguistic Competency Resources

Organization Name	Contact Information	Brief Description
CulturedMed	SUNY Institute of Technology Library P.O. Box 3051 Utica, NY 13504 Phone: 315 792-7250 Fax: 315 792-7517 Contact: Jacquelyn Coughlan E-mail: jackie@sunyit.edu Web site: www.sunyit.edu/library/html/culturedmed/index.html	"CulturedMed" is a Web site promoting culturally-competent health care for refugees and immigrants. The library also houses a research center containing relevant print materials. The bibliographies and links found on the web site contain items that discuss health beliefs or ethnographic information about various ethnic groups.
<b>Department of Human Services, Public Health Division for Victoria, Australia**</b>	Web site: www.dhs.vic.gov.au/phd/language.htm	Web site contains patient education materials on tuberculosis in multiple languages.
DeVaney-Wong International	209 East Bayridge Drive Weston, FL 33326 Phone: 954 389-0988 Fax: 954 385-4017 E-mail: devaneyw@aol.com	Offers customized cross-cultural training.
Diversity RX	Web site: www.diversityrx.org	This organization has a Web site of resources and information pertaining to issues such as legal responsibility, new research, policies, and model programs.
Eat Ethnic	P.O. Box 70015 Sunnyvale, CA 94086 Phone: 408 735-8847 Fax: 408 735-8610 Web site: www.eatethnic.com	This Web site provides information about ethnicity and food. The site offers a dietitian's response to questions, ethnic recipes, and other information about nutrition.
<b>Ethnomed**</b>	Web site: http://healthlinks.washington.edu/clinical/ethnomed	Ethnomed presents short articles on disease and minority groups. Many of the articles are written by health professionals. Some TB patient education materials are also available on this Web site.
<b>EurasiaHealth**</b>	Web site: www.eurasiahealth.org/english/library/index.cfm	Web site contains a searchable database of health education materials available in the languages of Central and Eastern Europe and the former Soviet Union. Full text, or instructions for retrieving the full text, are given for each record. Some TB materials and an Infection Control Glossary are available in Russian.

## Cultural and Linguistic Competency Resources

Organization Name	Contact Information	Brief Description
<b>Florida Department of Health Bureau of TB and Refugee Health**</b>	4052 Bald Cypress Way, BIN A20 Tallahassee, FL 32399 Phone: 850 245-4350 Fax: 850 921-9906 Contact: Suzy Peters E-mail: suzy_peters@doh.state.fl.us Web site: www.doh.state.fl.us/disease_ctrl/tb/index.html	The mission of the Florida Department of Health, Bureau of TB and Refugee Health, is to augment local resources in order to meet the health needs of refugees, thereby removing potential barriers to the attainment of social and economic self-sufficiency. Patient education materials on TB are available in several languages on the website.
Health and Literacy Compendium	Web sites: www.worlded.org/us/health/docs/comp www.ed.gov/pubs	An annotated bibliography of print- and web-based health materials for limited-literacy adults. The compendium is available on-line from the Worlded web site, or a hard copy can be ordered from the ed.gov web site.
Health Literacy Project	260 South Broad Street 17th Floor Philadelphia, PA 19102 Phone: 215 635-6476 Contact: Janet Ohene-Frempong E-mail: jofrempong@home.com	Provides workshops and consultation in plain language and cross-cultural communications.
Henry J. Kaiser Family Foundation	2400 Sand Hill Road Menlo, CA 94025 Phone: 800 656-4533 Fax: 650 854-9400 Web site: www.kff.org	Provides materials and resources on language and health, improving access to limited English speakers, and ensuring linguistically appropriate health care.
Intercultural Family Services, Inc. (IFS)	4225 Chestnut Street Philadelphia, PA 19104 Phone: 215 386-1298 24 Hours Fax: 215 386-9348 Contact: Evelyn Marcha-Hidalgo, Executive Director/CEO Web site: www.ifsinc.org/index.htm	IFS provides an array of community-based health and social services, and a constant exchange of training, educational, artistic, cultural and civic experiences. IFSI has the capacity to translate and interpret in more than two dozen primary languages.
<b>Immigration and Refugee Services of America (IRSA)**</b>	1717 Massachusetts Ave., NW Suite 200 Washington, DC 20036 Phone: 202 797-2105 Fax: 202 347-2460 E-mail: irsa@irsa-uscr.org Web site: www.irsa-uscr.org	IRSA's Medical Case Management Program assists refugees to secure appropriate medical care and treatment in their new communities and facilitates communication and collaboration between refugee resettlement caseworkers and health care providers. The program currently operates at two IRSA member agency sites in Brooklyn, New York and Chicago, Illinois. The site lists some brochures about HIV and tuberculosis available in French, Somali and Vietnamese.

## Cultural and Linguistic Competency Resources

Organization Name	Contact Information	Brief Description
<b>Johns Hopkins University Center for Communication Programs**</b>	111 Market Place Suite 310 Baltimore, MD 21202 Phone: 410 659-6300 Fax: 410 659-6266 Web site: <a href="http://www.jhuccp.org">www.jhuccp.org</a> or <a href="http://www.jhuccp.org/mmc">www.jhuccp.org/mmc</a>	The Center for Communication Programs' Web site has a large photo exchange, an image database, communication resources, and links to other Web pages addressing issues of communication and health. The online Media/Materials Clearinghouse (M/MC) is an international resource for health professionals who seek samples of pamphlets, posters, videos, and many other media/materials designed to promote public health. The Mediabank includes materials on tuberculosis.
Langua Tutor, Inc.	30150 Telegraph Road Suite 385 Bingham Farms, MI 48025 Phone: 248 645-6663 Fax: 248 645-5376 E-mail: <a href="mailto:translat@languatutor.com">translat@languatutor.com</a> Web site: <a href="http://www.languatutor.com">www.languatutor.com</a>	Offers customized cross-cultural training, foreign-language lessons, nationwide telephone and on-site interpreter services, and document-translation services. Over 25 languages are available.
Language Interpreter Services and Translations (LIST)	Department of Social and Health Services Box 45820 Olympia, WA 98504-5820 Phone: 360 902-8117	In 1991, DSHS initiated an effort to certify medical and social service interpreters and translators; LIST was created to develop and oversee the testing process.
Management Sciences for Health: The Provider's Guide to Quality and Culture	U.S. Department of Health & Human Services Health Resources and Services Administration 5600 Fishers Lane, Rm. 14-45 Rockville, MD 20857 Phone: 301 443-3376 Fax: 301 443-1989 Web site: <a href="http://erc.msh.org/quality&amp;culture">http://erc.msh.org/quality&amp;culture</a>	The Provider's Guide to Quality and Culture features an interactive quiz that helps users enhance their knowledge and skills. The guide also has 11 modules on topics such as common health problems in selected minority, ethnic and cultural groups, and understanding immigrant, refugee and minority populations. Each module contains readings, mnemonics, exercises, references and annotated links to other relevant Web resources.
Massachusetts Medical Interpreter Association	800 Washington Street NEMC Box 271 Boston, MA 02111-1845 Phone: 617 636-5479 Fax: 617 636-6283 E-mail: <a href="mailto:JdNickrosz@aol.com">JdNickrosz@aol.com</a> Web site: <a href="http://www.mmia.org">www.mmia.org</a>	This project developed comprehensive medical interpreter standards of practice based on a content analysis of interpreter skills and work responsibilities. Provides resources for interpreters around the country, guidelines for assessing the quality and qualifications of interpreters, publications, videos, training.

## Cultural and Linguistic Competency Resources

Organization Name	Contact Information	Brief Description
<b>Minnesota Department of Health**</b>	717 Delaware Street, SE Minneapolis, MN 55440-9441 Phone: 651 215-5800 Web sites: <a href="http://www.healthstate.mn.us">www.healthstate.mn.us</a> <a href="http://www.health.state.mn.us/divs/dpc/adps/refugee/federalweb.htm">www.health.state.mn.us/divs/dpc/adps/refugee/federalweb.htm</a>	One Web site provides links to federal, state, local, or private organizations working on issues of linguistic and cultural diversity in health. Navigating from the other site provides access to health materials in a variety of languages.
Minnesota Department of Health, Refugee Health Program	717 Delaware St. SE Minneapolis, MN 55414 Phone: 612 676-5237 Fax: 612 676-5689 E-mail: <a href="mailto:refugee@health.state.mn.us">refugee@health.state.mn.us</a> Web site: <a href="http://www.health.state.mn.us/refugee">www.health.state.mn.us/refugee</a>	The goal of the program is to control communicable disease among and resulting from, the arrival of new refugees through health assessments, treatment and referral. Web site includes definitions, information on health assessments, demographic and health screening data, and links to publications and other refugee health sites.
Minority Health Network	Department of Epidemiology, Room A 529 Graduate School of Public Health University of Pittsburgh 130 Desoto Street Pittsburgh, PA 15261 Phone: 412 692-5203 Fax: 412 692-8329 Web site: <a href="http://www.pitt.edu/~ejb4/min">www.pitt.edu/~ejb4/min</a>	The Web site offers some information about health issues and minority groups, but is primarily devoted to connecting people with groups working on these issues.
<b>MultiLingual-Health-Education.Net**</b>	Web site: <a href="http://www.multilingual-health-education.net/index2.html">www.multilingual-health-education.net/index2.html</a>	Canada's multi-language web-based resource of high-quality translated information for professional health care providers and their clients. Click on a language to see all of the documents available in that language. Includes: Chinese, Farsi, French, Hindi, Korean, Punjabi, Spanish, Vietnamese and Japanese.
National Center for Cultural Competence	Georgetown Univ. Child Development Ctr. 3307 M Street, NW, Suite 401 Washington, DC 20007-3935 Phone: 800 788-2066 or 202 687-5387 Fax: 202 687-8899 E-mail: <a href="mailto:cultural@georgetown.edu">cultural@georgetown.edu</a> Web site: <a href="http://gucdc.georgetown.edu/nccc/cultural.html">http://gucdc.georgetown.edu/nccc/cultural.html</a>	The NCCC conducts an array of activities to fulfill its mission, including training, technical assistance, and consultation; networking, linkages and information exchange; and knowledge and product development and dissemination.
National Center for Cultural Healing	2331 Archdale Road Reston, Virginia 20191 Phone: 703 264-1994 E-mail: <a href="mailto:information@culturalhealing.com">information@culturalhealing.com</a> Web site: <a href="http://www.culturalhealing.com">www.culturalhealing.com</a>	NCCH offers consulting, training, and technical assistance. Their website contains a bibliography of resources on how to identify and develop patient education materials.

## Cultural and Linguistic Competency Resources

Organization Name	Contact Information	Brief Description
National Council on Interpretation in Health Care (NCIHC)	Interpreter Services/Minority Community Relations University of Wisconsin Hospital & Clinics 600 Highland Avenue Room G5/220A Madison, WI 53792 Phone: 608 265-7424 Fax: 608 263-7422 Contact: Shiva Bidar-Sielaff, M.A. Email: s.bidar-sielaff@ncihc.org or y.rachinskaya@ncihc.org Web site: www.ncihc.org	NCIHC is composed of leaders from around the country who work as medical interpreters, interpreter services coordinators and trainers, clinicians, policymakers, advocates and researchers. One of NCIHC's main activities is collecting, disseminating and acting as a clearinghouse on programs and policies to improve language access to health care for limited English proficient (LEP) patients.
National Health Law Program	1101 14th Street, NW Suite 405 Washington, DC 20005 Phone: 202 289-7661 Fax: 202 289-7724 Web site: www.healthlaw.org	The National Health Law Program is a resource on the legal issues surrounding culture/language and health. The Web site provides articles that help to clarify which laws address these issues and the rights and responsibilities of various entities.
National Immigration Law Center	3435 Wilshire Blvd., Suite 2850 Los Angeles, CA 90010 Phone: 213 639-3900 Fax: 213 639-3911 E-mail: info@nilc.org Web site: www.nilc.org	A national support center whose mission is to protect and promote the rights of low-income immigrants and their family members. Web site contains a publications order form, information about immigration and employment, community educational materials, public benefits, and policy.
National Multicultural Institute	300 Connecticut Avenue, NW Suite 438 Washington, DC 20008-2556 Phone: 202 483-0700 Fax: 202 483-5233 E-mail: nmci@nmci.org Web site: www.nmci.org	Offers customized cross-cultural training, conferences, publications, and resource materials.
<b>New Mexico Department of Health, New Mexico Refugee Health Program**</b>	PO Box 26110 Santa Fe NM 87502-2110 Phone: 505 827-2893 Contact: Tim Rogers Email: timr@doh.state.nm.us Web sites: <a href="http://star.nm.org/refugee/index.htm">http://star.nm.org/refugee/index.htm</a> <a href="http://star.nm.org/refugee/resources/foreign/tb.htm">http://star.nm.org/refugee/resources/foreign/tb.htm</a>	The Web site provides access to information on foreign-born population groups and services to meet needs in New Mexico, provides a venue for partner organizations to share information to improve services for foreign-born New Mexicans, and provide access to health education information in the primary language of foreign-born persons. The Web site also has a page with a table of TB specific translated materials.

## Cultural and Linguistic Competency Resources

Organization Name	Contact Information	Brief Description
<b>New York On-line Access to Health (NOAH)**</b>	Web site: <a href="http://www.noah-health.org/english/illness/tb/tb.html">www.noah-health.org/english/illness/tb/tb.html</a>	A collaborative project of the City University of New York, the Metropolitan New York Library Council, the New York Academy of Medicine and the New York Public Library. NOAH seeks to provide high quality full-text health information for consumers that is accurate, timely, relevant and unbiased. The NOAH Web site currently supports English and Spanish through a link at the top of the Web page. NOAH has TB information available in English and Spanish.
New York Task Force on Immigrant Health	New York University School of Medicine Department of Medicine Division of Primary Care 550 First Avenue New York, NY 10016 Phone: 212 263-8783 Fax: 212 263-8234 E-mail: <a href="mailto:nytfih.info@nyu.edu">nytfih.info@nyu.edu</a> Web site: <a href="http://www.med.nyu.edu/NYTFIH">www.med.nyu.edu/NYTFIH</a>	This organization is funded through grants and run by people working on different aspects of immigrant health. They serve as consultants to agencies, organizations, and governmental programs that want to improve their communication with people who have a limited English proficiency. They also conduct medical interpretation training and cross-cultural sensitivity training for staff and administrators.
<b>NSW Multi Cultural Health Communication Service**</b>	GPO Box 1614 Sydney, NSW 2001 Australia Phone: +61 2-9382-7516 Fax: +61 2-9382-7517 E-mail: <a href="mailto:mhcs@sesahs.nsw.gov.au">mhcs@sesahs.nsw.gov.au</a> Web site: <a href="http://www.mhcs.health.nsw.gov.au">www.mhcs.health.nsw.gov.au</a>	An Australian service based in the Southeastern Sydney Area Health Service and funded by NSW Health. The organization aims to facilitate the communication of quality information about health issues and health services to non-English speaking people. The patient education material "Taking the Fear out of TB" is available in multiple languages in PDF format through the Web site.
Office for Civil Rights	200 Independence Avenue, S.W. Washington, DC 20201 Phone: 202 619-0257 Web site: <a href="http://www.hhs.gov/ocr">www.hhs.gov/ocr</a>	The OCR promotes and ensures equal access to, and opportunity to participate in and receive, services in all HHS programs without unlawful discrimination. This office receives complaints registered against health care organizations not serving clients adequately. The OCR investigates the complaints and works to resolve the issues or start legal proceedings. The site provides links to fact sheets and regulations on topics related to equal access to care.

## Cultural and Linguistic Competency Resources

Organization Name	Contact Information	Brief Description
Office of Minority Health	P.O. Box 37337 Washington, DC 20013-7337 Phone: 800 444-6472 Fax: 301 230-7198 E-mail: <a href="mailto:Imosby@omhrc.gov">Imosby@omhrc.gov</a> Web sites: <a href="http://www.omhrc.gov">www.omhrc.gov</a> <a href="http://www.omhrc.gov/omhrc/publications/publications.htm">www.omhrc.gov/omhrc/publications/publications.htm</a>	The OMH has a resource center with health education materials and other publications to guide health care workers in serving ethnic populations. Publications can be accessed through the Web site. To access the Resource Persons Network, call the Resource Center toll free at 1-800-444-6472. OMH also produces a Pocket Guide to Minority Health Resources. An updated version will be released in Sept. 2001.
Pacific Interpreters	1020 SW Taylor Suite 280 Portland, OR 97205 Phone: 800 870-1069 or 503 223-8899 Fax: 503 223-1336 E-mail: <a href="mailto:information@pacinterp.com">information@pacinterp.com</a> Web site: <a href="http://www.pacinterp.com">www.pacinterp.com</a>	Offers nationwide telephone and video-conference interpreting and document translation services in more than 100 languages. Interpreters and translators are trained in clinical terminology. Interpreters are usually available immediately.
Queensland, Australia Health Information Network	Web site: <a href="http://www.health.qld.gov.au/hssb/cultdiv/home.htm">www.health.qld.gov.au/hssb/cultdiv/home.htm</a>	Divided into three sections: Cultural Diversity, Guidelines to Practice, and Checklists for Cultural Assessment. Complete documentation on a wide variety of issues, including, but not limited to: birthing practices, death and dying, diet and food practices, and gender and modesty.
Resources for Cross Cultural Health Care	27 Aspen Circle Albany, NY 12208 Phone: 518 435-1972 Fax: 518 435-9090 E-mail: <a href="mailto:RCCHC@aol.com">RCCHC@aol.com</a> Web site: <a href="http://www.diversityrx.org">www.diversityrx.org</a>	National network of individuals and organizations in ethnic communities organized to offer technical assistance and information on linguistic and cultural competence in health care. Focuses on medical interpretation program design and training, policy analysis and development, research, and community advocacy. Has an Interpreter Associations section in its DiversityRx Web site. Also on the site is the Multicultural Health Best Practices Report, which contains an annotated listing of key resources.
State University of New York Downstate Medical Center Department of Preventive Medicine & Community Health	Box 1240 450 Clarkson Avenue Brooklyn, NY 11203 Phone: 718 270-7727 Fax: 718 270-7565 Contact: Dennis Andrulis E-mail: <a href="mailto:ccconf@downstate.edu">ccconf@downstate.edu</a> Web sites: <a href="http://www.DiversityRx.org/ccconf">www.DiversityRx.org/ccconf</a> or <a href="http://www.downstate.edu/urbansoc_healthdata">www.downstate.edu/urbansoc_healthdata</a>	Convenes the national conference series on Quality Health Care for Culturally Diverse Populations. Also, produces materials including the Urban Social Health Chartbook and the Cultural Competence Self-Assessment Protocol, which are available for dissemination.

## Cultural and Linguistic Competency Resources

Organization Name	Contact Information	Brief Description
Texas Department of Health, Office of Minority Health and Cultural Competency	Texas Department of Health Office of Minority Health and Cultural Competency 1100 West 49th Street Austin, TX 78756 Phone: 512 458-7111 Fax: 512 458-7629 Web site: <a href="http://www.tdh.state.tx.us/minority">www.tdh.state.tx.us/minority</a>	Web site offers links to other cultural competency resources, a report on minority health conferences, and information on funding sources. Some resources are specific to Texas and the Southern US.
U.S. Department of Commerce	Racial Statistics Branch Population Division Bureau of the Census Washington, DC 20233 Web site: <a href="http://www.census.gov">www.census.gov</a>	Statistics available through the Bureau of the Census on various populations around the country.
U.S. Department of Education	ED Pubs P.O. Box 1398 Jessup, Md. 20794-1398 Phone: 877 4-ED-PUBS TTY/TDD: 877 576-7734 Fax: 301 470-1244 Web site: <a href="http://www.ed.gov/pubs/index.html">www.ed.gov/pubs/index.html</a>	The U.S. Department of Education publishes information for anyone with an interest in education. Resources and materials on health and literacy can be ordered through the website publication database. "Culture, Health and Literacy: A Guide to Health Education Materials for Adults with Limited English Literacy Skills", "Health and Literacy Compendium: An Annotated Bibliography of Print and Web-Based Health Materials for Use with Limited-Literacy Adults, 1999", and "Empowerment Health Education in Adult Literacy: A Guide for Public Health and Adult Literacy Practitioners, Policy Makers and Funders" are available through the website.
University of Indiana	Contact: Ellen Bosman Web site: <a href="http://www.iun.edu/~libemb/trannurs/trannurs.htm">www.iun.edu/~libemb/trannurs/trannurs.htm</a>	Directory of links to other Web sites with info about each site. Includes links to sites about specific ethnic groups.
<b>Utah Department of Health Division of Health Systems Improvement, Primary Care, Rural and Ethnic Health**</b>	P.O. Box 142005 Salt Lake City, UT 84114-2005 Phone: 801 538-6113 Fax: 801 538-6387 Contact: Ms. Khando Chazotsang, Ethnic Health Coordinator E-mail: <a href="mailto:kchazots@doh.state.ut.us">kchazots@doh.state.ut.us</a> Web sites: <a href="http://www.primarycareutah.org">www.primarycareutah.org</a> <a href="http://medstat.med.utah.edu/library/refdesk/24lang.html">http://medstat.med.utah.edu/library/refdesk/24lang.html</a>	The Ethnic Health Office facilitates communication about multicultural health between the Utah Department of Health and Utah's ethnic communities. Assists in data collection, dissemination of information concerning health needs, cultural patterns, cultural competency, and resources. Offers cultural competency and diversity training, and technical assistance to Utah Department of Health programs. Maintains directories of resource consultants, trainers, and other experts on health care for ethnic communities. Includes link to electronic access to over 200 health education brochures in 24 different languages.
<b>World Health Organization**</b>	Web site: <a href="http://www.who.int/gtb/publications/TBCatalogue.htm">www.who.int/gtb/publications/TBCatalogue.htm</a>	Listing of all WHO documents related to Tuberculosis. Some available in languages other than English.

## Cultural and Linguistic Competency Resources

<b>Organization Name</b>	<b>Contact Information</b>	<b>Brief Description</b>
Yamada Language Center	Web sites: <a href="http://babel.uoregon.edu/YLC/info.html">http://babel.uoregon.edu/YLC/info.html</a> <a href="http://babel.uoregon.edu/YLC/guides.html">http://babel.uoregon.edu/YLC/guides.html</a>	These sites offer links to language resources. They provide access to information such as translation, organizations, history, and listservs...all connected to a language.