



Cultural Competence Plan

FY 2019-2020

Cultural Competence

This Cultural Competence Plan (CCP) outlines action steps needed to ensure that all the services and strategies are designed and implemented within the cultural context of individuals to be served. The overarching goal is to ensure that Partners Behavioral Health Management (Partners), its' Provider Network and staff adopt a systemic, systematic and strategic approach to increasing the cultural responsiveness of services and supports delivered to enrollees, and a sensitivity and appreciation of diversity and cultural issues.

Partners BHM Cultural Competency Policy Statement: It is the policy of Partners Behavioral Health Management (Partners BHM) to commit to the development, maintenance and sensitivity to cultural competency in its employees and its Provider Network. Cultural competency is defined as the understanding of the social, linguistic, ethnic and behavioral characteristics of a community population and the ability to systematically translate that knowledge into practices in the delivery of behavioral health services.

Partners' annual gap analysis and needs assessment provides a thorough review of the catchment area needs on a regular basis, and as identified, those needs and gaps are prioritized in network development planning.

I. Policy and Governance Level

Activity	Task	Responsible Person or Department	Target Date	Status
Review progress toward Cultural Competency Plan action steps.	<ul style="list-style-type: none"> 90% of action steps will be fully completed by July 2018 	Operations Team/QIC/Provider Council	6/2019	<ul style="list-style-type: none"> Q1 Q2 Q3 Q4
Funds	<ul style="list-style-type: none"> Allocate adequate funds to support training activities related to cultural competence for both providers and Partners employees 	Training Coordinator	6/2019	<ul style="list-style-type: none"> Q1 Q2 Q3 Q4
Public Awareness Materials	<ul style="list-style-type: none"> Follow current Policy for Review of Public Awareness Materials. Applies to all public awareness and education materials both new and established. 	Public Relations	6/2019	<ul style="list-style-type: none"> Q1 Q2 Q3 Q4

II. Administration/Management/Operations

Activity	Task	Responsible Person or Department	Target Date	Status
Monitoring Tool	<ul style="list-style-type: none"> Utilize Cultural Competency Expectations and Monitoring Tool for Providers and monitor providers on those expectations routinely 	NM	6/2019	<ul style="list-style-type: none"> Q1 Q2 Q3 Q4
Hiring of Employees	<ul style="list-style-type: none"> Strive to hire and retain employees who reflect the populations of Partners service area. 	HR Director	6/2019	<ul style="list-style-type: none"> Q1 Q2 Q3 Q4
Best Practice Standards	<ul style="list-style-type: none"> Research availability of emerging and effective Best Practice Standards for culturally diverse populations and communicate findings to providers via training, written communication or meetings. 	Operations Team	6/2019	<ul style="list-style-type: none"> Q1 Q2 Q3 Q4
Gaps and Needs Assessment	<ul style="list-style-type: none"> Review Gaps and Needs assessment for potential Cultural Competency Improvements as part of the Gap Analysis and Needs Assessment project conducted annually. 	PN Specialist II	6/2019	<ul style="list-style-type: none"> Q1 Q2 Q3 Q4

III. Monitoring

Activity	Task	Responsible Person or Department	Target Date	Status
Mission and/or Vision Statement	<ul style="list-style-type: none"> Review informational brochures, annual reports and printed materials to determine evidence of a written mission and/or vision statement that is regularly communicated internally to staff and externally to the target population served. Onsite Review. Written materials may be reviewed either via Desk or via On-site review. 	Provider Network	6/2019	<ul style="list-style-type: none"> Q1 Q2 Q3 Q4
Cultural Competency Plan	<ul style="list-style-type: none"> Provider has a written current cultural competency plan that has been approved by its governing body. Plan has been reviewed at least annually for relevance and effectiveness and is updated as necessary. 	Provider Network	6/2019	<ul style="list-style-type: none"> Q1 Q2 Q3 Q4
Skills and Training	<ul style="list-style-type: none"> The provider conducts staff orientation to include instruction on provider's vision, mission, policies, procedures and practices. The provider has a welcoming environment for people with disabilities, from the LGBTQ community, people from different ethnic, racial, & economic backgrounds, or different religious beliefs. 	Provider Network	6/2019	<ul style="list-style-type: none"> Q1 Q2 Q3 Q4

	<ul style="list-style-type: none"> The Provider has a process to adequately communicate with individuals needing interpretation/translation services (if a provider refers individuals to another provider with language capability to provide requested service, the provider is in compliance with Title VI of the Civil Rights Act Of 1964). 			
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APPENDIX: GLOSSARY OF TERMS

For the purposes of this document, the cultural competence definitions have been adopted from *Crass, Bazron, Dennis & Isaac's (1989) Towards a Culturally Competent System of Care: Monograph on Effective Services for Minority Children Who are Severely Emotionally Disturbed: Volume 1* and *Goode & Jones (modified 2004), National Center for Cultural Competence, Georgetown University & Human Development*. These terms are defined as follows:

Cultural Competence is

1. A defined set of values and principles which are reflected within the behaviors, attitudes, policies and structures of [Name of agency], agencies, family/youth organizations, providers and community stakeholders to result in appropriate and effective services for all;
2. The capacity to (1) value diversity, (2) conduct self-assessment, (3) manage the dynamics of difference, (4) acquire and institutionalize cultural knowledge, and (5) adapt to diversity and cultural contexts of the communities served; and,
3. Integration of the above in all aspects of policy making, administration, practice, service delivery, and systematic involvement of families and youth, key stakeholders and communities.

Cultural refers to integrated patterns of human customs, beliefs, values of racial, ethnic, religious, or social groups.


Competence implies having the capacity to function effectively as an individual and an organization within the context of the cultural beliefs, behaviors, and needs presented by children, youth and families and their communities.

Reviewed and approved by the following with dates:

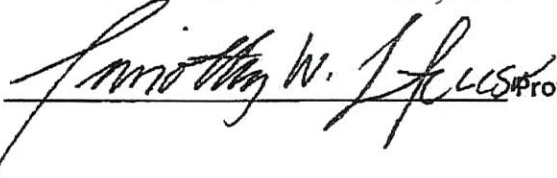
Partners Operations Team review date: _____

Partners QIC Committee review date: _____

Partners Provider Council review date: _____

 Operations Chair 6/28/19 Date

Bill Rambur, LPC QIC Chair 6/28/19 Date

 Provider Council President 6/28/19 Date