

ACCOUNTABLE BEHAVIORAL HEALTH ALLIANCE

Policy No. 036 Cultural Competency Policy

Original Policy Date:	September 6, 2007
Next Review Date:	September 2009
Revision History (approval):	September 6, 2007
Cross References:	

Purpose:	To promote the delivery of mental health services and the provision of information to ABHA members in a manner that is responsive to and respectful of the of the individual attitudes, beliefs, customs and practices of the various cultural and ethnic groups we serve.
Policy:	<p>ABHA and County Partners will have a plan to address the need for culturally specific and relevant programming, through it’s contracting mechanism with service delivery providers, educating enrollees and training initiatives funded by ABHA.</p> <p>Definitions:</p> <p><u>Culture</u> An entire set of values, behaviors, attitudes, beliefs, social interactions and communication patterns that distinguish a group of people (e.g. ethnic populations; immigrant populations; sexual minorities; physically challenged including mobility, hearing and sight impairment; persons with mental illness and in recovery, developmentally disabled persons; youth; and elderly people).</p> <p><u>Cultural Competence</u> The ability of an individual or an agency to work effectively with members of various cultural groups. The cultural competence of an individual or an agency can be measured by observation and documentation of specific behaviors, attitudes, abilities, policies, and procedures that are acknowledged and accepted as necessary to facilitate successful consumer interactions.</p> <p><u>Cultural Competency Standards</u> Measurable criteria that establish for individuals and organizations a functional ability to work with the cultural groups identified as potential or immediate consumers.</p> <p>Standards:</p> <p><u>I. Non-Discrimination</u> ABHA <i>will not discriminate against any individual with respect</i> to employment or provision of services based upon that individual’s race, color, religion, sex, national origin, age, sexual orientation, political affiliation, marital status, or disability, gender identity, source of income or familial status.</p> <p><u>II. Staff Diversity</u></p> <p>A. Staff, management and advisory boards reflect as closely as possible the ethnicity and culture of the population the agency serves.</p>

III. Accessibility to Services

- A. ABHA applies American with Disabilities Act (ADA) standards to their physical plant and services and has a plan in place to address necessary improvements, make necessary/as needed accommodations, or maintain the physical plant at those standards.
- B. ABHA has the ability to serve non-English speaking clients represented in the agency's service area.
- C. ABHA's environment is welcoming and safe to members of various cultural groups the agency is funded to serve, i.e., furnishings etc/ reflect the cultural groups served.

IV. Training

- A. Consideration of cultural competence is an ongoing part of employee performance evaluation. Areas needing improvement are identified and a plan for improvement through training and education is implemented as a performance improvement measure.
- B. ABHA addresses issues pertaining to cultural competency whenever clinical and other relevant trainings are provided to staff, providers, community stakeholders, etc.
- C. At least every two years, all ABHA staff will demonstrate that they have engaged in an activity or formal training that is designed specifically to improve their cultural competency skills.
 - ABHA will provide in-service training specific to cultural competency on an annual basis during regularly scheduled staff meetings.

V. Culturally Appropriate and/or Specific Programs/Services

ABHA provides culturally specific programs/services, or uses appropriate service methodologies, to meet the identified needs of the cultural populations represented in the service area.

VI. Community Outreach

- A. ABHA is able to serve persons from all cultural groups residing within the service area, or has a process for referring clients to other services if they are not prepared to serve them. If agency receives clients solely through referral from another source, ABHA has plans in place to accommodate persons from cultural groups not usually served by the agency and has a process in place to assess whether or not changes can be made to increase likelihood of referrals from other cultural groups.
- B. Outreach plans for groups not served or under served are developed and implemented, when appropriate.

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Objective:	Services and information provided to members that are consistent with the Cultural Competency Standards described above are most likely to achieve positive clinical outcomes.
Scope:	This policy applies to both ABHA and its partner counties and, where applicable, its contracted providers. The terms “ABHA” or “ABHA staff” apply to all ABHA employees as well as the staff of ABHA partner agencies.
Procedure:	ABHA and each Community Partner agency serving ABHA members will develop, implement, and monitor the effectiveness of a Cultural Competency Plan that is consistent with this policy. ABHA will provide technical assistance to County Partners as requested to develop and implement cultural competency policies and procedures.
Enforcement:	Agency management, staff and consumers participate in evaluating agency cultural competence. This review will: <ul style="list-style-type: none">• Occur at least every two years in conjunction with bi-ennial planning process and will include improvement planning for areas identified as deficient.• ABHA will review County Partner cultural competency plans annually as part of the Quality Management Evaluation. of agency services

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Seth Bernstein, Executive Director

September 6, 2007

Date Approved by the Governing Board