

CHELAN-DOUGLAS RSN/PIHP POLICY AND PROCEDURE MANUAL		Chapter:	1.9.1
Title:	INTRODUCTIONS AND ADMINISTRATIVE POLICIES	Page:	1 of 3
		Date Effective:	June 15, 2006
Subject:	CULTURALLY AND LINGUISTIC COMPETENCY: STANDARD	Date Revised:	January 19, 2007
		Authorizing Signature:	

PURPOSE: To promote, develop and maintain a culturally and linguistically competent public mental health service system of care for the CDRSN/PIHP geographic service area.

POLICY: The CDRSN/PIHP and its Provider Network will develop a plan and process designed to promote the development and maintenance of cultural and linguistic competency toward its consumers, employees and the community at large.

DEFINITIONS:

Culture: the integrated patterns of human behavior that include language, thoughts, communications, actions, customs, beliefs, values, and institutions of racial, ethnic, religious and/or social groups.

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

Cultural Identity: includes, but is not limited to race, ethnicity, language, age, gender, sexual orientation, physical ability, region or country of origin, degree of acculturation, socioeconomic class, religious beliefs and the make up of ones family.

Cultural and Linguistic Competence: a set of congruent behaviors, attitudes, and policies that come together in a system, agency, or among professionals that enables effective work in cross-cultural situations. Operationally defined, cultural competence is the integration and transformation of knowledge about individuals and groups of people into specific standards, policies, practices and attitudes used in appropriate cultural settings to increase the quality of services; thereby producing better outcomes.

PROCEDURES:

CDRSN/PIHP will review its Provider Network’s policies and procedures periodically to ensure the promotion of cultural competence throughout the mental health system of care at all levels.

CDRSN/PIHP will prepare and periodically update a cultural competency development and implementation plan. The plan, at a minimum, will address the following:

1. The minority population groups in the service region;
2. Methods for outreach to minority communities;
3. Methods employed to recruit culturally competent staff;
4. Methods and mechanisms for obtaining input and consultation from minority groups in its service area;
5. Methods for collaborating with local minority groups to review service delivery to minorities;
6. Methods and mechanisms for receiving professional consultation on planning, providing, and evaluating services to minorities;
7. Methods for monitoring service delivery to minority consumers;
8. Methods for evaluating the effectiveness of service to minority consumers;
9. Method for ensuring a statistically significant number of minority consumers are included in the state-wide consumer satisfaction surveys; and
10. Method for ensuring training activities includes significant components reflecting development of cultural competency.

CDRSN/PIHP will periodically assess the bilingual and bicultural capabilities of its service delivery system. A thorough analysis of all consumer and consumer related data will be performed to ascertain the level of need for bilingual/bicultural staff. These analyses will include, but not be limited to:

1. Consumer Demographic Data;
2. Minority Consumer Penetration Rates;
3. Customer Satisfaction Surveys;
4. Provider Periodic On-Site Contract Review Reports;
5. Input from Community Groups;
6. Consumer Grievances, Appeals and Fair Hearings; or
7. Human Resource Recruitment and Retention Data.

Publications routinely circulated among minority communities will be regularly included in advertising for CDRSN/PIHP and Provider Network staff vacancies. Additionally culturally sensitive groups, organizations and academic institutions may be contacted to maximize recruitment potential.

CDRSN/PIHP conducts periodic on-site contract reviews of the Provider Network, which include review of documentation for orientation and

training on cultural competence. In addition CDRSN/PIHP conducts a cultural and linguistic competence review of Provider staff that includes:

1. Ethnic Background;
2. Language Fluency (including American Sign Language);
3. Education Level;
4. Knowledge of Culturally Competent Policies and/or Plan;
5. Participation in Cultural Competence Training; and
6. Experience Working with Specific Minority Groups.

CDRSN/PIHP and its Provider Network will maintain a listing of their employees or others in the community who are certified interpreters in other languages, including American Sign Language, so that interpreter services are available.

CDRSN/PIHP will utilize the aggregate related data, such as review of Provider Network policies and procedures, onsite contract reviews, review of consumer satisfaction, and the like, to periodically assess its performance and effectiveness in developing, implementing, and maintaining cultural and linguistic competence.