

Year One - Awareness	Mission & Vision	Goal	Objective	Activities	Responsible Team	
					Internal	External
	Décor	The decorum is representative of the cultural and multi-lingual population that we serve.	The decorum of PBH will reflect the diverse population that we serve.	<ul style="list-style-type: none"> Murals in common areas, i.e. waiting room walls, hallways, break rooms, conference/training facility. Culturally diverse magazines in waiting areas. Multilingual signage in waiting area. Diverse musical selections in waiting area. Plaques/Awards received through collaboration with culturally diverse organizations. Creation of rewards/plaques for cultural diversity. Serving culturally diverse foods served @ celebrations, gatherings, and meetings. 	CQI Council CQI Council CQI Council CQI Council CQI Council CQI Council	<hr/>
	Access to Services	To ensure that culturally diverse/ multilingual persons have access to mental health, developmental disability, and substance abuse services.				

Year One - Awareness	Assessment/ Diagnosis/Treatment	Goal	Objective	Activities	Responsible Team	
					Internal	External
		To ensure that clinical assessment, diagnosis, and treatment for racial/ethnic minorities are culturally and linguistically appropriate.				
	Consumer-Driven Recovery	To promote a system of care that supports and promotes person-centered planning and consumer-driven recovery in culturally diverse/multilingual communities.				
	Human Resources	To ensure that the workforce reflects the cultural diversity of the community it serves.	PBH will review and analyze the cultural/multilingual composition of its workforce.	<ul style="list-style-type: none"> PBH will complete a workforce study that analyzes the agencies' racial/ethnic composition at all levels of the organization and the hiring of consumer/family members. PBH will provide results of the workforce study to the Cultural Competence Committee. 	Human Resources CQI	
	Education & Training	Develop and promote cultural competence through education/training.	PBH will offer education/training to its employees and staff about becoming culturally competent.	<ul style="list-style-type: none"> PBH will add cultural competency information to its website, i.e., Update on Cultural Competence Process, Cultural Competency FAQ's, informal organizational self-assessment, Cultural Competency Committee Rosters, Cultural Competency Study Report, Latino Outreach Plan. 	Community Relations CQI	

Year One - Awareness	Education & Training	Goal	Objective	Activities	Responsible Team	
					Internal	External
		Develop and promote cultural competence through education/training.	PBH will offer education/training to its employees and staff about becoming culturally competent.	<ul style="list-style-type: none"> PBH will add a 'Cultural Competency Corner' to the Community Connections Newsletter in which representatives from the community will be invited to write articles. PBH will develop an Annual Training Plan. This plan will include a training/education curriculum that assesses levels of training proficiency. This process will also identify cultural competency resources. PBH will host a 2006 Cultural Competence Conference to educate consumers, providers, PBH staff, and stakeholders on the importance of cultural competence. 	Community Relations CQI Network Management Cross-Functional Team Community Relations CQI	
To promote, encourage and support community involvement to increase outreach and education.	PBH will identify methods to promote, encourage, and support community outreach, engagement, and education in culturally diverse/multilingual communities.	<ul style="list-style-type: none"> PBH will conduct a community cultural needs assessment. PBH will assess client satisfaction through Client Satisfaction Surveys. 	Community Relations CQI CQI Council			
Research/ Monitoring/Evaluation		To ensure a system of care that promotes the compilation and accessibility of data and research.				

Year Two - Sensitivity	Mission & Vision	Goal	Objective	Activities	Responsible Team	
					Internal	External
		To ensure that Cultural Competence is an integral part of developing a system of care that is embedded in cultural and linguistic responsiveness.	Cultural Competence is enjoined in all organizational/departmental components to ensure progression toward a culturally responsive system of care.	<ul style="list-style-type: none"> PBH will evaluate the yearly progress of the Cultural Competence Plan. 	CEO/Board of Directors	_____
	Décor	The decorum is representative of the cultural and multi-lingual population that we serve.	The decorum of PBH will reflect the diverse population that we serve.	<ul style="list-style-type: none"> PBH will monitor is decorum for reflection of cultural diversity. 	CQI Council	_____
	Access to Services	To ensure that culturally diverse/multilingual persons have access to mental health, developmental disability, and substance abuse services.	PBH will become educated on how to provide culturally competent access to services.	<ul style="list-style-type: none"> PBH will educate culturally diverse communities on how to access services. PBH will become educated on the integration of Title VI into service provision and service delivery. This includes the use of interpreter services for those who do not speak English or are illiterate, the importance of ensuring that necessary documents are available to persons in variety of venues, i.e. first language of the consumer, accommodations for deaf and hard of hearing, and other available resources. PBH will incorporate the review of its provider locations and services, as it relates to culturally diverse communities, as part of its annual provider study. i.e. Are services located in cultural diverse neighborhoods?, Do people have access to traditional healers, faith-based services, etc. 	Community Relations CQI Clinical Management Cross-Functional Team Network Management Cross-Functional Team	_____

Year Two - Sensitivity	Assessment/Diagnosis/ Treatment	Goal	Objective	Activities	Responsible Team	
					Internal	External
		To ensure that clinical assessment, diagnosis, and treatment are culturally and linguistically appropriate.	PBH will identify culturally and linguistically appropriate clinical tools & strategies for practice application.	<ul style="list-style-type: none"> ▪ PBH will identify existing clinical tools and strategies that are culturally competent. ▪ PBH will identify training opportunities for staff in the use of culturally competent clinical tools. 	Clinical Management Cross-Functional Team	Clinical Advisory Committee
	Consumer-Driven Recovery	To promote a system of care that supports and promotes person-centered planning and consumer-driven recovery in culturally diverse/multilingual communities.	PBH will promote, support, and encourage culturally diverse consumer participation and representation in its system of care.	<ul style="list-style-type: none"> ▪ PBH will educate consumers on consumer-driven recovery. ▪ PBH will identify culturally diverse consumers. ▪ PBH will promote, encourage, and support consumer participation on boards and planning committees. ▪ PBH will encourage consumer and family participation in cultural competence educational initiatives, i.e. forums, focus groups, workshops, etc. 	Department of Consumer Affairs Department of Consumer Affairs Department of Consumer Affairs Department of Consumer Affairs	Consumer/Family Advisory Council Consumer/Family Advisory Council Consumer/Family Advisory Council Consumer/Family Advisory Council
	Human Resources	To ensure that the workforce reflects the cultural diversity of the community it serves.	PBH will develop a strategic plan to actively recruit, hire, maintain, and promote persons from culturally diverse/multilingual communities at all levels of the organization.	<ul style="list-style-type: none"> ▪ PBH will review the workforce study results and incorporate the results into development of a strategic plan. ▪ PBH will research policy and procedures on zero tolerance and evaluate how to apply within the organization. 	Human Resources CQI Human Resources CQI	██████████
Education & Training	Develop and promote cultural competence through education and training.	PBH will examine and identify ways to apply cultural competence in all organizational/departmental components.	<ul style="list-style-type: none"> ▪ PBH will engage in on-going training/education for staff & the provider network. 	CQI Council	Clinical Advisory Committee	

Year Two - Sensitivity	Education & Training	Goal	Objective	Activities	Responsible Team	
					Internal	External
		Develop and promote cultural competence through education and training.	PBH will examine and identify ways to apply cultural competence in all organizational/departmental components.	<ul style="list-style-type: none"> PBH will examine and identify ways to integrate cultural competence into practice application: i.e.: QA Monitoring Standards, Provider Credentialing, Consumer Satisfaction Surveys, Clinical Assessments/Diagnosis/Treatment, Employee Performance Evaluations. 	Clinical Management Cross-Functional Team	_____
	Community Engagement	To promote, encourage and support community involvement to increase outreach and education.	PBH will increase community outreach, engagement, and education in culturally diverse/multilingual communities.	<ul style="list-style-type: none"> PBH will implement community engagement & outreach plan based on cultural needs assessment and client satisfaction surveys. 	Community Relations CQI	Community Advisory Council
<ul style="list-style-type: none"> PBH will establish collaborative relationships with culturally diverse/multilingual community organizations. 				Community Relations CQI	Consumer/Family Advisory Council Community Advisory Council	
<ul style="list-style-type: none"> PBH will establish informal collaborative relationships with people within culturally diverse communities, i.e. cultural brokers. 				Community Relations CQI	Community Advisory Council Consumer/Family Advisory Council	
<ul style="list-style-type: none"> PBH will participate on/in community forums, focus groups, and community education/outreach. PBH will promote, support, and encourage consumer education, including working with culturally diverse community resources as part of the person-centered planning process. 				Community Relations CQI CPSS CQI	Community Advisory Council Consumer/Family Advisory Council Consumer/Family Advisory Council	
	Research/ Monitoring/Evaluation	To ensure a system of care that promotes the compilation and accessibility of data and research.	PBH will ensure that demographic identifiers are included in the data collection process.	<ul style="list-style-type: none"> PBH will maintain a consumer data information system. PBH will maintain timely and accurate demographic consumer data, which provides for tracking across age and racial ethnicity. 	Clinical Management Team Clinical Management Team	_____

pbh Cultural Competency Plan 2006©

Year Three - Competency	Mission & Vision	Goal	Objective	Activities	Responsible Team		
					Internal	External	
			To ensure that Cultural Competence is an integral part of developing a system of care that is embedded in cultural and linguistic responsiveness.	Cultural Competence is enjoined in all organizational/departmental components to ensure progression toward a culturally responsive system of care.	<ul style="list-style-type: none"> PBH will complete a post self-assessment in the Fall 2009. This self-assessment will be used to assess the level of change since initial baseline evaluation of cultural competence in 2005. 	Community Relations CQI	
			The decorum is representative of the cultural and multi-lingual population that we serve.				
			Décor				
			Access to Services				
	To ensure that culturally diverse/multilingual persons have access to mental health, developmental disability, and substance abuse services.	PBH will become educated on how to provide culturally competent access to services.	<ul style="list-style-type: none"> PBH will explore the integration of the utilization of a variety of support systems including traditional healers, self-help services, faith – based leaders, cultural brokers, as a person-centered consumer choice. 	CPSS CQI			
	Assessment Diagnosis Treatment						
	To ensure that clinical assessment, diagnosis, and treatment are culturally and linguistically appropriate.	PBH will identify culturally and linguistically appropriate clinical tools & strategies for practice application.	<ul style="list-style-type: none"> PBH will integrate culturally and linguistically appropriate clinical tools into practice application. 	Clinical Management Cross-Functional Team	Clinical Advisory Committee		
	Consumer-Driven Recovery						
	To promote a system of care that supports and promotes person-centered planning and consumer-driven recovery in culturally diverse/multilingual communities.	PBH will promote, support, and encourage culturally diverse consumer participation and representation in its system of care.	<ul style="list-style-type: none"> PBH will promote, encourage, and support consumer and family leadership. PBH will evaluate ways to integrate culturally diverse consumer-driven recovery into service provision. 	Department of Consumer Affairs Clinical Management Cross-Functional Team	Consumer Family Advisory Council		

Year Three - Competency		Responsible Team					
		Goal	Objective	Activities	Internal	External	
		Human Resources	To ensure that the workforce reflects the cultural diversity of the community it serves.	PBH will develop a strategic plan to actively recruit, hire, maintain, and promote persons from culturally diverse/multilingual communities at all levels of the organization.	<ul style="list-style-type: none"> PBH will review the Strategic Plan and timeline for implementation. 	Human Resources CQI	██████████
		Education & Training	Develop and promote cultural competence through education/training.	PBH will demonstrate educational and training competence in cultural competency.	<ul style="list-style-type: none"> PBH will continue to train and educate staff and the provider network through the implementation of the Annual Training Plan. PBH will complete a post self-assessment in Fall 2009. This self-assessment will be used to assess the level of change since initial baseline evaluation of cultural competence in 2005, considering service provider turnover and the changing provider continuum. 	Network Management Cross-Functional Team Human Resources CQI Community Relations CQI	Community Advisory Council
Community Engagement	To promote, encourage and support community involvement to increase outreach and education.	PBH will increase community outreach, engagement, and education in culturally diverse/multilingual communities.	<ul style="list-style-type: none"> PBH will utilize collaborative relationships with culturally diverse/multilingual community organizations. PBH will utilize informal collaborative relationships with people within culturally diverse communities, i.e. cultural brokers 	Community Relations CQI Community Relations CQI	Community Advisory Council Community Advisory Council		
Research/Monitoring/Evaluation	To ensure a system of care that promotes the compilation and accessibility of data and research.	PBH will ensure that demographic identifiers are included in the data collection process.	<ul style="list-style-type: none"> PBH will maintain a tracking system that determines utilization trends based on demographic data. PBH will review utilization trends and integrate this information into the monitoring and evaluation of its system of care. 	Clinical Management Team Clinical Management Team	██████████		