

Phase One - Awareness

	Mission & Vision	Goal	Objective	Activities
Mission & Vision		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 the progression toward a culturally responsive system of care.	<ul style="list-style-type: none"> • Network Providers are encouraged to review their agencies Mission/Vision/Values statements for inclusion of cultural competence. • Network Providers are encouraged to adhere to all cultural competence contractual elements. • Network Providers are encouraged to have access to appropriate self-awareness assessments for their agency. • Network Providers are encouraged to determine the areas in which they currently have competencies. • Upon completion of a Provider Cultural Competence plan, providers are encouraged to develop an agency specific implementation plan.
Décor		The decorum is representative of the cultural and multi-lingual population that we serve.	The decorum/atmosphere (where the consumer is offered services/where relationships are established) will reflect the diverse population they serve.	<ul style="list-style-type: none"> • Network Providers are encouraged to assess their décor/atmosphere for cultural appropriateness. The décor/atmosphere should be consumer driven. (i.e. Residential settings What do you like to eat? What movies do you like? Where do you like to get your hair and nails done? What do you like to be called? What do you like to wear and where do you go to shop?)
Access to Services		To ensure that culturally diverse/multilingual persons have access to mental health, developmental disability, and substance abuse services.		
Assessment/ Diagnosis/Treatment		To ensure that clinical assessment, diagnosis, and treatment for racial/ethnic minorities are culturally and linguistically appropriate.		

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Phase One - Awareness

Consumer-Driven Recovery

Goal
To promote a system of care that supports and promotes consumer-driven recovery in culturally diverse/multilingual communities.

Objective

Activities

Human Resources

To strive to ensure that the workforce reflects the cultural diversity of the community it serves.

Network Providers will develop a strategic plan to actively recruit, hire, maintain, and promote persons from culturally diverse/multilingual communities at all levels of the organization.

- Network Providers are encouraged to use workforce data to assess the cultural/multilingual composition of their agency/organization in relation to consumer served and staff population.
- Network Providers are encouraged to establish collaborative relationships with colleagues from diverse racial and ethnic backgrounds and expertise.

Education & Training

Develop and promote cultural competence through education/training.

Network Providers will participate in on-going training and educational opportunities to become culturally competent.

- Network Providers are encouraged to review PBH's Cultural Competency Plan.
- Network Providers are encouraged to review NC DHHS Cultural & Linguistic Competency Action Plan.
- Network Providers are encouraged to participate in quarterly trainings offered by PBH, local and state agencies, and organizations including PBH's annual Cultural Competence Conference. *Trainings should identify: what is Cultural Competence and how it can be applied; what is culture; how to take culture, traditions, & beliefs into account when serving consumers, etc.*
- Network Providers will have access to information and resources via PBH website that relative to providing cultural competent care, including web-based training. Resource needs of Network Providers will be assessed periodically and information updated accordingly.

Community Engagement

To promote, encourage and support community involvement to increase outreach and education.

Network Providers will increase community engagement and education in culturally diverse/multilingual communities.

- Network Providers are encouraged to participate in community and cultural events.
- Network Providers are encouraged to identify the resources for cultural engagement within their community. i.e. clubs, ethnic groups, websites, Chamber of Commerce, visitors bureaus.

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		Goal	Objective	Activities
Phase Two - Sensitivity	Phase One - Awareness	Research/ Monitoring/Evaluation	To ensure a system of care that promotes the compilation and accessibility of data and research.	
	Mission & Vision	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 the progression toward a culturally responsive system of care.	<ul style="list-style-type: none"> Network Providers are encouraged to complete a yearly self-awareness assessment to assess their cultural competence. This can be done through agency meetings and on-going dialogue.
	Décor	The decorum is representative of the cultural and multi-lingual population that we serve.	The decorum/atmosphere (where the consumer is offered services/where relationships are established) will reflect the diverse population they serve.	<ul style="list-style-type: none"> Network Providers are encouraged to ensure that consumers have a culturally diverse service setting/ environment/atmosphere defined by where the consumer is offered services & where relationships are established.
	Access to Services	To ensure that culturally diverse/multilingual persons <i>can trust in the provider's ability to offer</i> access to mental health, developmental disability, and substance abuse services.	Network Providers will become educated on how to provide culturally competent access to services.	<ul style="list-style-type: none"> Network Providers are encouraged to review consumer service accessibility, policies and procedures. (i.e. hours of operations, appointment schedule, staff availability) Network Providers are encouraged to 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 and the importance of ensuring that necessary documents are available to persons in a variety of venues, i.e. first language of the consumer, accommodations for deaf and hard of hearing, visually impaired, and other available resources.

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		Goal	Objective	Activities
		Phase Two - Sensitivity		<p>To ensure that clinical assessment, diagnosis, and treatment are culturally and linguistically appropriate. Person centered/family centered Planning.</p>
<p>To promote a system of care that supports and promotes consumer-driven recovery/independence in culturally diverse and multilingual communities.</p>	<p>Network providers will promote, support, and encourage culturally diverse consumer participation and representation with its system of care.</p>			<ul style="list-style-type: none"> • Network Providers will encourage consumer participation on policymaking board, committees, and advisory committees. • Network Providers are encouraged to review organizational components, both formally and informally, to assess how to support consumer-driven recovery/independence. • Network Providers are encouraged to solicit consumer satisfaction feedback to determine a baseline for available services and supports.
<p>To ensure that the workforce reflects the cultural diversity of the community it serves.</p>	<p>Network Providers will develop a strategic plan to actively recruit, hire, maintain, and promote persons from culturally diverse/multilingual communities at all levels of the organization.</p>			<ul style="list-style-type: none"> • Network Providers are encouraged to develop methods to recruit, hire, maintain, and promote applicants who represent the diversity of the community and population served.
<p>Develop and promote cultural competence through education/training.</p>	<p>Network Providers will participate in on-going training and educational opportunities to become culturally competent.</p>			<ul style="list-style-type: none"> • Network Providers are encouraged to develop an individualized, agency-specific training plan that addresses cultural competence.

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Phase Two - Sensitivity		Goal	Objective	Activities
		Community Engagement	To promote, encourage and support community involvement to increase outreach and education.	Network Providers will increase community engagement and education in culturally diverse/multilingual communities.
Research/ Monitoring/Evaluation	To ensure a system of care that promotes the compilation and accessibility of data and research.	Network Providers will ensure that demographic identifiers are included in the data collection process.	<ul style="list-style-type: none"> Network Providers are encouraged to incorporate some components of cultural competence assessment into their consumer/stakeholder/staff satisfaction survey process. Network Providers will assist the LME in research, monitoring and evaluation of the system of care by providing & updating information about consumers and services. Network Providers are encouraged to collaborate with LME and other research entities (i.e. colleges and universities) to gather and analyze data and findings and identify indicators for system improvement. 	

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Phase Three - Competency	Mission & Vision	Goal	Objective	Activities
	Mission & Vision	To ensure that Cultural Competence is an integral part of developing a system of care that is embedded in cultural and linguistic responsiveness.	Network Providers will: <ul style="list-style-type: none"> determine the areas in which they currently have competencies. Review Mission/Vision/Values statements. Develop a Cultural Competence implementation plan. Adhere to all cultural competence contractual elements. 	<ul style="list-style-type: none"> Conduct self-awareness assessment. QM Checklist and review. Provider Relations Checklist. QM Checklist and review.
	Décor	The decorum is representative of the cultural and multi-lingual population that we serve.	<ul style="list-style-type: none"> Consumers will have a culturally diverse service setting/environment/atmosphere. Staff will participate in the having a cultural diverse setting. Décor should be consumer driven. 	<ul style="list-style-type: none"> Consumer Satisfaction Survey. Staff Satisfaction Survey. QM Checklist and Review. Consumer Satisfaction Survey.
	Access to Services	To ensure that culturally diverse/multilingual persons have access to mental health, developmental disability, and substance abuse services.	<ul style="list-style-type: none"> Network Providers will review consumer service accessibility, policies and procedures . Network Providers will become educated on how to integrate Title VI into service provision. 	<ul style="list-style-type: none"> QM Checklist. Providers will complete training on Title VI.
	Assessment Diagnosis Treatment		<ul style="list-style-type: none"> Network Providers will review resources on cultural competence and clinical applications for person centered/family centered service delivery. Network Providers will understand the social and psychological dynamics that influence perceptions and behaviors. Network Providers will identify clinical tools and strategies. Network Providers will access training. 	<ul style="list-style-type: none"> Demonstrated utilization of resources and collaboration with other providers, if necessary. Culturally Appropriate Clinical Tool will be availability. Pre and Post-test for trainings offered. Demonstrate what tools that are currently being utilized. Documenting training acquired by staff.
	Consumer-Driven Recovery	To promote a system of care that supports and promotes consumer-driven recovery in culturally diverse/multilingual communities.	<ul style="list-style-type: none"> Network Providers will have consumer participation on policymaking board, committees, and advisory committees. Network Providers will assess how to support consumer-driven recovery/independence. Network Providers will solicit consumer feedback. 	<ul style="list-style-type: none"> Review copies of: board minutes, client rights, health and safety committees, etc. Survey/Interviews. Survey/Interviews.

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Phase Three - Competency

Human Resources

Goal

Objective

Activities

To ensure that the workforce reflects the cultural diversity of the community it serves.

- Network Providers will use workforce data to assess the cultural/multilingual composition.
- Network Providers will develop methods to recruit and select applicants.
- Network Providers will establish collaborative relationships with providers.

- Provider self report.
- Provider self report.
- Self and Peer report.

Education & Training

Develop and promote cultural competence through education/training.

- Network Providers will review PBH's Cultural Competency Plan.
- Network Providers will review NC DHHS Cultural & Linguistic Competency Action Plan.
- Network Providers will participate in quarterly trainings.
- Network Providers will develop an individualized, agency-specific training plan.
- Network Providers will access information and resources via PBH website.

- Provider self report.
- Provider self report.
- Review training attendance records.
- QM Checklist.
- Provider self report.

Community Engagement

To promote, encourage and support community involvement to increase outreach and education.

- Network Providers will participate in community events and cultural events.
- Network Providers will identify resources for cultural engagement within the community.
- Network Providers will promote community education.

- Provider self report.
- Provider self report .
- Provider self report.

Research/Monitoring/Evaluation

To ensure a system of care that promotes the compilation and accessibility of data and research.

- Network Providers will incorporate some components of cultural competence assessment into their consumer/stakeholder/staff satisfaction survey process.
- Network Providers will assist the LME in research, monitoring and evaluation of the system of care.
- Network Providers will collaborate with the LME and other research entities.

- Provider stakeholder satisfaction survey.
- Assist in determining that LME Data is accurate.
- Documentation (letters, MOA, of collaborative intent.)

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