



**Cultural Competency Plan
2009 – 2010**

	Identified Objective	Assigned Parties	Action Steps	Measures	Completion Date	Status/Progress Update	Identified Barriers/ Comments
1	Collaborative Partnerships						
1.1	Continue partnering and collaborating with AZ Commission for the Deaf and Hard of Hearing (AZCDHH) to improve engagement and retention strategies for the Deaf and hard of hearing.	RBHA CC AZCDHH RBHA Learning Department	1. Magellan CC staff will attend the AZCDHH meeting to determine areas that need to be addressed within the behavioral health system and work collaboratively with DBHS and AZCDHH to carry out initiatives developed from the meetings. 2. Invite AZCDHH to host a booth at MY FEST 3. RBHA CC will host a booth at an AZCDHH event	1. Attendance rosters 2. Invitation 3. Number of materials distributed	Ongoing Ongoing Ongoing 6/30/10		
1.2	Establish a partnership with Mexican Consulate to collaborate in outreach and education efforts for their targeted population.	RBHA CC Department Community Relations	1. Participate in "Semana Binacional de Salud" 2. Participate in at least 2 more events to do outreach and education to support the Latino Initiative 3. Share behavioral health and substance abuse materials for distribution at Consulate's offices and events.	1. Events attended 2. Outreach efforts (materials distributed) 3. Number of materials shared	December 2009 Ongoing		



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1.3	Continue partnership with Women's Health Coalition to expand outreach and education strategies to diverse populations	RBHA CC Department Community Relations	1. Attend Coalition's monthly meetings to network with their current members 2. Collaborate with WHC in their Healthy Women – Healthy Families Symposium	1. Attendance 2. Participation (panel presentation, materials distributed)	Ongoing		
1.4	Participate in design and implementation of the African American seminar within Maricopa County to identify barriers and possible solutions to effectively provide behavioral health services to the African American Community	RBHA CC Department Community Relations	1. Attend planning meetings and collaborate with material production, speaker recruitment, survey development and planning details. 2. Participate in event	1. Meetings attended 2. Analyze results and produce report based on survey results 3. Educational materials distributed			
1.5	Participate in design and implementation of Native American forums with targeted tribes to identify barriers and possible solutions to effectively engage Native American recipients in behavioral health services	RBHA CC Department RBHA Tribal Liaison Children's Department Community Relations	1. Identify two tribes to engage in collaborations to conduct tribal forums, one per tribe. 2. Work collaboratively with the identified tribes to plan and execute tribal forums. 3. In collaboration with Tribal liaison, children's Department and community relations Department, develop a survey to measure impact	1. Minutes of strategy meetings 2. Community forums attendance rosters 3. Materials distributed 4. Survey results	Ongoing 6/30/10 6/30/10	Survey results summary to be ready one week after the forum has been conducted	



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2	Education and Training						
2.1	Implement Native American curriculum	RBHA CC Department RBHA learning Department RBHA Tribal liaison	1. In coordination with Learning Department and Tribal liaison, develop a calendar for implementation. 2. Develop list of co-facilitators from community stakeholders 3. Promote Native American training within providers and community stakeholders	1. Maintain a log/list of trainings offered 2. Training sign-in sheets.	6/30/10		
2.2	In conjunction with RBHA learning Department and the AZCDHH, explore the development of a on line Deaf culture curriculum	RBHA CC Department Learning Department AZCDHH	1. Initiate a brainstorming session to discuss the feasibility of an on line training course 2. Identify training content to focus on behavioral health considerations pertinent to the Deaf population	1. Maintain a log/list of trainings offered 2. Training sign-in sheets.	6/30/10		
2.3	Implement Documentation of interpretation services and CLAS standards training	RBHA CC Department RBHA Learning Department	1. In coordination with the Learning Department, develop a calendar for implementation. 2. Implement calendar	1. Maintain a log/list of trainings offered 2. Training sign-in sheets.			
2.4	Deliver ADHS CC clinical and non-clinical Training of Trainers (TOT)	RBHA CC Department RBHA Learning Department	1. Meet with the Learning Department, identified the date of the TOT 2. Update and enhance the ADHS CC clinical and non-clinical Training of Trainers (TOT)	1. ADHS CC updated clinical and non-clinical curriculum 2. TOT sign-in sheets	6/30/10		



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2.6	Host bimonthly brown bag seminars for RBHA, providers, and community members to promote cultural awareness of diverse populations	RBHA CC Department	1. Develop calendar of brown bag seminars based on feedback from last year as well as input from CC advisory QI committee 2. Implement Brown bag seminars calendar 3. Develop and implement a survey for feedback on brown bag seminars	Summary of brown bag survey results	6/30/10		
2.7	Identify one Promotora group to implement Promotora training in behavioral health model	RBHA CC Department RBHA Community Developer	1. identify agency/group (Promotora) 2. Deliver Promotora training	Number of individuals trained	6/30/10		
3	Communication/Marketing and Outreach						
3.1	Collaborate with Community Relations Department in the creation and implementation of marketing and outreach campaign to address the needs of diverse populations.	RBHA CC Department RBHA Community Relations Department	1. Brainstorm community's needs with Community Relations Department. 2. Develop marketing and outreach plan. 3. Implement marketing and outreach plan.	1. Meeting notes 2. Plan 3. List of executed activities	11/15/09 12/15/09 6/30/10		



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4	Language Service Access and CLAS standards monitoring						
4.1	Conduct site visits to apply Administrative Program Requirements Tool to evaluate adherence to CLAS standards and provide technical assistance to providers struggling with CLAS standards adherence	RBHA CC Department RBHA QI Department	1. Work in conjunction with QI Department to schedule visits to monitor providers 2. Execute site visits 3. Develop CLAS standards report and conduct exit interviews to provide technical assistance	1. Calendar of site visits 2. APRT tool report 3. CLAS standards report			
4.2	Generate and analyze the Provider Interpretation Quarterly Usage report on language interpretation services.	RBHA CC Department	1. Request and analyze a quarterly utilization report by qualified contracted vendors in order to keep track of language services utilization in Maricopa County and trends.	1. Analysis report.	10/15/09 1/15/10 4/15/10 7/15/10		
4.3	Monitor language thresholds to identify emerging trends in language needs of enrolled recipients.	RBHA CC Department RBHA IT Department	1. Generate and analyze monthly reports on language thresholds 2. When a language reaches threshold, ensure the translation of vital materials and other documents	1. Magellan Enrolled Language Report			



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4.4	Ensure translation of vital materials into languages other than English when requested	RBHA CC Department	1. Send vital documents for translation into specified language as requested	1. Translated materials	Ongoing		
5	Implementation and Analysis of Organizational Self-Assessment at all Levels						
5.1	Rescore RBHA's organizational self assessment to develop an action plan to address areas of need.	RBHA CC Department	1. Apply scoring tool 2. Develop action plan	1. Results of scoring tool 2. Executed plan	1. Annual		
5.2	RBHA will share results of provider CC organizational self assessment	RBHA CC Department	1. Organize results and produce a report for providers utilizing the results of the organizational self assessment 2. Offer TA to providers to help them address their areas of need identified in the organizational self assessment	1. Report 2. TA log	03/31/10 Ongoing		



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6	Data Collection and Report Production						
6.1	Based on data received from DBHS on penetration rates, RBHA will generate a Quarterly Diversity Report on Enrollment and Penetration	RBHA CC Department RBHA IT Department RBHA Prevention Department RBHA Community Relations Department RBHA Learning Department	1. RBHA will use the data analysis provided to identify the existing culturally appropriate strategies and initiatives for diverse populations	1. Quarterly Report – analysis of Enrollment and Penetration data.	Quarterly Reports: 10.15.09 1.15.10 4.15.10 7.15.10		
6.2	Generate and analyze annual Diversity Report	RBHA CC Department Community Relations Tribal liaison QI Department Networks Prevention	1. The report will be used as guidance to develop the baseline initiatives for the following year's Cultural Competency Plan.	1. Data on diverse populations receiving services in the Arizona public behavioral health system	1. Annually		



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7	Customer service/Best Practices						
7.1	Work in collaboration with Networks Department to survey providers on current use of culturally adaptive treatment strategies based on best practices models	RBHA CC Department RBHA Networks Department	1. Ensure survey is implemented in network inventory plan	1. Best practices survey results	Annually		
7.2	Collaborate with DBHS CC committee to review and update the Consumer Satisfaction Survey to ensure it addresses cultural needs of behavioral health recipients	ADHS/DBHS QM/MM/UM Unit RBHA CC Department RBHA QI Department	1. Review the current questionnaire to determine if the questions included are culturally oriented. Determine if questions incorporate national standards and Arizona specific requirements. 2. Review satisfaction survey with QI CC committee for suggestions and feedback 3. Feedback will be incorporated to the RBHA satisfaction survey	1. Assessment of the Member Satisfaction Survey. 2. Reviewed survey, including feedback and suggestions 3. Results of the Member Satisfaction Survey.	06/30/10		
7.3	Research National standards and emerging trends in CC for program enhancement and future implementation	RBHA CC Department	1. Research National Standards and compare to current practices 2. Identify areas of improvement and areas of accomplishment.	1. National Standards data	Ongoing		



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8	Policies and Procedures/ Regulations						
8.1	Ensure accuracy and updating of provider manual section 3.23 Cultural Competency, to guarantee the cultural needs of the diverse population served are met	RBHA CC Department RBHA Policy Liaison	1. Provider Manual Section is revised on a quarterly basis 2. Provider manual is updated as needed	Revisions to provider manual	6/30/10 and ongoing		
8.2	Ensure RBHA is compliant with CO 1.2 Cultural Competency	RBHA CC Department RBHA Policy Liaison	1. Revise policy to ensure compliance	N/A	1. 7.1.09 2. Every two years		
9	Prevention						
9.1	Work in conjunction with Prevention Department to design and implement a tool to monitor CLAS standards for prevention providers	RBHA CC Department RBHA prevention Department	1. Meet with prevention department to identify needs regarding monitoring CLAS standards 2. Design or improve tool to monitor CLAS standards 3. Implement tool	1. Meeting minutes 2. Tool 3. Report results on CLAS standards for Prevention providers	11/30/09 2. 12/31/09 3. 06/30/10		



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9.2	Work in collaboration with Prevention Department to engage and participate in strategies addressing diverse populations	RBHA CC Department RBHA prevention Department	1Collaborate in assessment production 2Attend and participate in LGBTQ coalition. 3. Identify potential needs for behavioral health and substance abuse treatment services.	1. Assessment 2. Coalition attendance 3. Needs assessment	Ongoing Ongoing Ongoing		