

**Gila River Behavioral Health Services (GRBHS)
Gila River T/RBHA
Cultural Competency Plan FY2011-2012**

	Identified Objective	Assigned Parties: (Responsible for Action Steps)	Action Steps	Completion Date	Measures (Attachments/Documentation)
7	INITIATIVES				
7A	Education and Training				
7A.1	<p>Develop, maintain and monitor trainings for cultural competence, CLAS Standards, LEP and special populations inclusion to ensure cultural relevance and increase cultural awareness, such as:</p> <ul style="list-style-type: none"> - Blind and Visually Impaired - Deaf and Hard of Hearing - Ethnicity - Gender - Lesbian, Gay, Bisexual, Transgender and/or Questioning (LGBTQ) - Military - Race - Sensory, Cognitive, Intellectual and/or physical disabilities - Age 	<p>Training Coordinators Director Assistant Director</p>	<ol style="list-style-type: none"> 1. Identify/Provide workshops/training modules to staff and providers specific to special populations served by GRBHS (ex. Race/Ethnicity, Sexual Orientation).(A,B,C,D) 2. Require and provide cultural competency training for new employees and existing staff.(A,B,C,D) 3. Mandatory Trainings: Provide DBHS with requested curriculum submissions.(A,B,C,D) 4. Participate in DBHS workgroup to develop a new/revised Mandatory Cultural Competency Training Curriculum for new employees and staff. (D) 	<ol style="list-style-type: none"> 1. Ongoing 2. Ongoing 3. Per DBHS 4. DBHS Target date of May 2012 	<ol style="list-style-type: none"> A. Maintain a log/list of trainings offered (mandatory and non-mandatory). B. Sign-in Sheets C. Training Curriculum submissions D. Training Reports E. DBHS Sign-in Sheets
7A.2	<p>Provide education, awareness, training and support to behavioral health professionals to meet the needs of culturally diverse populations.</p>	<p>Executive Director Director Assistant Director Clinical Managers Training Coordinators</p>	<ol style="list-style-type: none"> 1. Review education and training needs at GRBHS Operations meetings. (A,B) 2. Develop and provide professional development in-services on cultural competency topics. (A,B) 	<ol style="list-style-type: none"> 1. Ongoing 2. Ongoing 	<ol style="list-style-type: none"> A. Identified needs and action plan to be included in training reports and meeting notes.

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			3. Participate in conferences, seminars, forums and/or committees related to cultural competency topics and reducing health disparities. (C)		B. Maintain a log/list of trainings, in-services offered. C. Maintain list of events attended.
7A.3	Improve capacity to work effectively with the American Indian community	Executive Director Director Clinical Managers Training Coordinator	1. Participate in planning and implementation of the Statewide Arizona American Indian Behavioral Health Forum II. (A) 2. Provide professional development workshops for staff and providers on cultural competency topics related to American Indians and tribal cultures. (B) 3. Include training/education specific to working with an American Indian population, and in a reservation community as part of New Employee Orientation.(C)	1. February 2012 2. Ongoing 3. Ongoing	A. Planning meeting participation B. Maintain a log/list of trainings, in-service, professional development workshops provided and attendance. C. Gila River Health Care (GRHC) New Employee Orientation and Patient Family Centered Care Component of the orientation.
7A.4	Ensure training techniques are culturally and linguistically effective	Training Coordinators	1. Develop/Access, and provide alternative training formats: self-study modules, videotapes, e-learning, web-based and in-person workshops that meet the needs of diverse populations. (A)	1. Ongoing	A. Maintain a log/list of trainings, in-services, and professional development and attendance. B. Training Reports

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7B	Collaborative Partnerships with Community Based Organizations				
7B.1	Reduce disparities within behavioral health.	Director Clinical Managers Clinical Coordinators Training Coordinators	1. For information identifying health disparities within substance abuse populations, review and disseminate relevant findings of the DBHS Annual Report of Substance Abuse: Treatment and Programs.(A) 2. Older adult initiative: Participate in trainings on the updated DBHS practice protocol for older adults.(B, C) 3. Juvenile Justice: Explore access to services specific to the juvenile justice system.(D, E) 4. LGBTQ Initiative: - Participate in DBHS LGBTQ Advisory Committee - Make available on-line trainings for behavioral health providers. (F, B, G)	1. Following publication of the Report in December 2011 2. Roll out after updated DBHS practice protocol is received.	A. Dissemination of information regarding needs, and any GRBHS action plan developed as a result. To be included in training reports and meeting notes. B. Maintain a log/list of trainings, in-service, professional development workshops provided and attendance. C. Training Reports D. Gila River Indian Community Drug Court E. Gila River Indian Community Model Court F. DBHS LGBTQ Advisory Committee G. On-line LGBTQ training series

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7B.2	Ensure culturally and linguistically appropriate services for the Deaf and/or Hard of Hearing	Director	<ol style="list-style-type: none"> 1. Participate in Mental Health Roundtable for the Deaf and Hard of Hearing Committee.(A) 2. Collaborate with DBHS to carry out initiatives developed from Mental Health Roundtable meetings. (A) 	<ol style="list-style-type: none"> 1. Ongoing as invited 2. Ongoing 	<ol style="list-style-type: none"> A. Mental health Roundtable for the Deaf and Hard of Hearing meeting attendance; sign in sheets
7B.3	Improve Tribal Nation access to T/RBHA behavioral health services.	Executive Director Director Assistant Director Clinical Managers	<ol style="list-style-type: none"> 1. Participate with RBHA Tribal Liaisons to promote American Indian initiatives to ensure the provision of behavioral health services on reservation communities. (A) 2. Advocate for assistance in addressing issues related to behavioral health services in the Gila River Indian Community.(A, B) 	<ol style="list-style-type: none"> 1. Ongoing 2. Ongoing 	<ol style="list-style-type: none"> A. Cultural Competency Operations Committee B. Diversity/Episode of Care/Penetration Report
7B.4	Reduce stigma associated with behavioral health.	Director Assistant Director Clinical Managers Training Coordinators Clinical Coordinators	<ol style="list-style-type: none"> 1. GRBHS will provide community-wide activities for National Depression Screening Day. (A, B) 2. GRBHS will provide community-wide activities for May is Mental Health month. (A, B) 	<ol style="list-style-type: none"> 1. October 2011 2. May 2012 	<ol style="list-style-type: none"> A. Training Reports B. Diversity/Episode of Care/Penetration Report
7C	System Health Integration				
7C.1	Establish health integration services that are culturally and linguistically appropriate for diverse populations.	Director Assistant Director Clinical Manager	<ol style="list-style-type: none"> 1. Participation in GRHC's Patient Family Centered Care Committee, comprised of GRHC employees and patients and GRIC community members and obtain information from the community regarding desired service integration. (A) 	<ol style="list-style-type: none"> 1. Ongoing 2. Ongoing 	<ol style="list-style-type: none"> A. Patient Family Centered Care Committee B. MHSIP Consumer Survey

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			<p>2. Analyze results of the annual Consumer Satisfaction Survey to obtain information for guiding client services. (A,B)</p> <p>3. Continue to monitor and update provider services regarding languages spoken by practitioners. http://www.gilariverrbha.org/providerpage.htm</p>	3. Ongoing	C. Provider page on GR T/RBHA website.
7C.2	Provide a culturally competent Trauma Informed Care (TIC) awareness effort to reach diverse populations.	Training Coordinators	1. Conduct trainings related to community experiences with trauma; including historical trauma. (A, B, C)	1. Ongoing	<p>A. System of Care Plans</p> <p>B. Maintain a log/list of trainings, in-service, professional development workshops provided and attendance.</p> <p>C. Training Report</p>
7C.3	Comply with national standards and cultural competency with the utilization of assessments.	Director Assistant Director Clinical Managers	1. Implement organizational, provider, and/or individual assessments per DBHS. (A, B)	1. Following DBHS roll out target date of May 2012	<p>A. Assessment tools: organizational, provider, and/or individual</p> <p>B. Deliverable assessment reports: organizational, provider, and/or individual</p>
7C.4	Continue to conduct the Consumer Satisfaction Surveys with analysis	Director Assistant Director Quality Improvement Manager	1. Consumer Satisfaction Surveys Adult/Youth; Results will be analyzed in cultural competency areas.(A, B)	1.Ongoing	<p>A. Consumer Satisfaction Surveys: MHSIP and YSS-F</p> <p>B. Survey results</p>
7C.5	Develop a cultural competency survey to access for CLAS, LEP and	Director Assistant Managers Clinical Managers	1. Participate in DBHS workgroup to assess the need and develop processes and implementation for a cultural competency survey. (A)	1. Following DBHS workgroup plan roll out	A. Cultural Competency Operations Committee

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	cultural considerations.			target date of May 2012	
7C.6	Remove barriers to appropriate care through advocacy and special assistance.	Quality Improvement Manager Clinical Managers Training Coordinators	1. Identify needs of specialty populations and advocate for and support individuals' access to and receipt of needed services. (A,B) 2. Provide staff and provider training/education about culturally and linguistically appropriate services. (C)	1. Ongoing 2. Ongoing	A. Regular review of seclusion and restrain reports B. Regular review of Incident/Accident reports C. Maintain a log/list of trainings, in-service, professional development workshops provided and attendance.
7C.7	Streamline reporting of Network and Cultural Competency in treatment of special populations.	Network Manager Clinical Managers	1. Develop a network plan to establish network sufficiency, target all covered services, and ensure CLAS, LEP.(A) 2. Network Plan to include incorporation of provider feedback; analysis of feedback comparisons through the network.(A)	1. June 2012 2. June 2012	A. Annual Network Plan
7C.8	Continue Quality Management (QM) monitoring and reporting	Quality Improvement Manager Clinical Manager	1. Monitoring of member complaints/grievances related to cultural needs: process, trends, and resolution updates. (A,B) 2. Monitor treatment plans to ensure that consumer's cultural preferences (values, traditions, beliefs, race/ethnicity, language, etc.) are reflected. (C)	1. Ongoing 2. Ongoing	A. Quality Management Plan B. UM/MM Plan C. Performance data validation

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7C.9	Develop culturally competent Adult/Child System of Care strategic plans	Assistant Director Clinical Managers	1. Ensure that all areas of service delivery, monitoring and planning are culturally competent. (A) 2. Cultural competency is included as a component in Child and Family Team (CFT) Training which occurs in the first 90 days of providing direct patient care.(B)	1. Ongoing 2. Ongoing	A. ASOC/CSOS Plans B. Maintain a log/list of trainings, in-service, professional development workshops provided and attendance.
7D	Communication, Marketing and Outreach				
7D.1	Continue efforts to educate consumers on physical health topics with a goal of reducing health disparities.	Assistant Director Clinical Managers	1. Disseminate DBHS Quarterly Health Initiatives (QHI) to focus on information that reduces health disparities. (A,B)	1. Ongoing	A. Training report B. Diversity/Episode of Care/Penetration Report
7D.2	Increase awareness of behavioral health services and community supports.	Director Prevention Administrator	1. Participate in DBHS suicide prevention campaign through GRBHS suicide prevention initiatives. (A, B) 2. Utilize consumer input to develop and provide population specific outreach to identified populations. (B, C)	1. Ongoing 2. Ongoing	A. Prevention activities B. Diversity/Episode of Care/Penetration Report C. Purple Onions client services advocacy group
7E	Data Collection and Report Production				

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7E.1	Development of the DBHS Annual Diversity Report	Director	1. Participate if requested in the development of the DBHS Annual Diversity Report to highlight the importance of culture and society in providing effective care. (A)	1. As requested	A. Meeting attendance; DBHS sign in sheets
7E.2	Develop the Annual Analysis of Episode of Care/Penetration Report	Director Clinical Managers Training Coordinator	1. Analyze data provided by DBHS for the Quarterly Diversity/Episode of Care/penetration report to identify strengths and areas of need for GRBHS' client population.(A,B)	1. Quarterly	A. Diversity/Episode of Care/Penetration report template B. Diversity/Episode of Care/Penetration report deliverable
7E.3	Annual Effectiveness Review of the Cultural Competency Plan	Director Clinical Managers Training Coordinator	1. Collaborate with DBHS and T/RBHA representatives to complete the DBHS Annual Effectiveness Review of the Cultural Competency Plan (All) 2. T/RBHA Annual Effectiveness Review.(All)	1. August 2012 2. August 2012	A. Diversity/Episode of Care/Penetration report deliverable B. Semi-Annual Language Services Report C. Prevention Reports D. Data Validation Reports E. Training Reports F. Consumer Satisfaction Surveys: MHSIP and YSS-F

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7E.4	Semi-Annual Language Services Report	Director Clinical Managers	1. Provide a report on Languages: Language Access Services, Sign-Language, Interpretive/Translation Services and Traditional Healing Services.(A)	1. January 2012; July 2012	A. Semi-Annual Language Services Report
7E.5	Diversity Episode of Care/Penetration Quarterly Reports	Director Training Coordinator	1. Reports to DBHS quarterly. (A)	1. 10/29/2011 1/28/2012 4/29/2012 7/29/2012	A. Diversity Episode of Care/Penetration Reports
7F	Policies, Procedures and Regulations				
7F.1	Provider Manual (PM) section 3.23 review	Director Network Manager Clinical Managers	1. Provider Manual section is reviewed, modified, and/or updated (A)	1. Reviewed and updated every 2 years	A. Provider Manual 3.23 Cultural Competence.
7F.2	Review Policy (CO 1.2) Cultural Competency	Director	1. Review and update policy every 2 years. (A)	1. Every 2 years	A. CO 1.2 Cultural Competency
7F.3	National Standards and development of Arizona initiatives	Director	1. Receive information from DBHS regarding research of National Standards and comparison with DBHS initiatives.(A)	1. Ongoing	A. Research information provided by DBHS
7F.4	Ensure Housing Authorities abide by the 1964 Civil Rights Act as amended Title 8 fair Housing	Assistant Director Network Manger Clinical Mangers	1. Review providers used for housing services for GRBHS members to determine if services meet cultural and gender needs of tenants living in the units.(A)	1. Ongoing	A. Provider review information to be included in Diversity Episode of Care/Penetration Report.