POLICY: CULTURAL COMPETENCY

I. PURPOSE:

The purpose of this policy is to ensure equal access to quality services by diverse populations.

II. REFERENCES:

NNA/DMC State-County Contract, Exhibit A, Attachment 1, Section K
National CLAS Standards, Office of Minority Health, US Department of Health and Human Services

III. POLICY:

It is the policy of County Mental Health and Substance Use Services (MHSUS) that Cultural Competency is embedded as a critical component in the planning and delivery of Substance Use Services. Additionally, it is the policy of MHSUS to ensure contractors comply with the Office of Minority Health Culturally and Linguistically Appropriate Service (CLAS) National Standards.

IV. AUTHORITY/RESPONSIBILITY:

Contract Managers
Alcohol and Drug Administrator
MHSUS Director

V. PROCEDURE:

The County ensures that the County and Contractors receiving funding under the NNA/DMC State-County Contract comply with requirements of funding sources and applicable laws and regulations through the below methods.

The County and all contracted providers must have a cultural competency plan in place and must follow the Culturally and Linguistically Appropriate Services (CLAS) Standards.
Contractor compliance with this policy shall be achieved through:

1. Distribution of the CLAS Standards in the Contractor Manual annually at contract renewal.
2. Submission of contractor policy on cultural competence and compliance with CLAS standards at contract execution and annually at renewal, which is reviewed by MHSUS staff.
3. Approval of contract as to form and legal affect by county counsel.
4. Signature of Contractor on contract agreeing to all conditions set forth in the contract.
5. Approval and execution of contract by the County Board of Supervisors or County Administrator.
6. Demographics of persons receiving services and activities are monitored monthly by County staff.
7. The provision of cultural competency training for contracted providers annually.
8. Annual completion of Section 3 of the Self Audit (CLAS Standards) by contractor indicating how contractor is meeting the CLAS standards, and subsequent review by MHSUS Contract Manager, including Contractor’s signed attestation of adherence to all laws and regulations.
9. At annual Site Visit, Contract Manager shall review contractor policy and related documentation regarding Cultural Competency.

County compliance with this policy shall be achieved through:

1. Approval of State-County NNA/DMC Contract by Board of Supervisors or authorized designee agreeing to all conditions set forth in the contract.
2. Attestation to compliance with Cultural Competency Requirements at the annual DHCS Monitoring review.
3. Requiring staff performing SAPT BG or Drug/Medi-Cal funded activities participate in a cultural competency training annually. Participation will be documented.
4. Monitoring of demographics of persons receiving services on a monthly basis.
5. Annual completion of Section 3 of the Self Audit (CLAS Standards), including County Alcohol & Drug Administrator’s signed attestation of adherence to all laws and regulations.
6. At annual Site Visit, MHSUS Quality Management shall review policy regarding Cultural Competency, and review staff training records to ensure employees are participating in cultural competency training.
7. Maintenance of the County Cultural Competence Advisory Board, which serves as an advisory group to ensure compliance with cultural competence standards.