

**Northern AZ Regional Behavioral Health Authority  
(NARBHA)  
Cultural Competency Plan  
2009 – 2010**

**WORK PLAN  
Initiatives**

	Identified Objective	Assigned Parties	Action Steps	Measures	Completion Date	Status/Progress Update	Identified Barriers/ Comments
5	NARBHA INITIATIVES						
5A	Education and Training						
5A.1	<p>Develop and maintain ongoing trainings for diverse populations in regards to Cultural competence, CLAS standards, LEP and special populations. Increase awareness of cultures such as:</p> <ul style="list-style-type: none"> <li>• Deaf and Hard of Hearing</li> <li>• GLBTQ</li> <li>• American Indian/Native American</li> <li>• Asia and Pacific Islanders</li> <li>• African American</li> <li>• Hispanic/Latino</li> <li>• Blind and Visually Impaired</li> </ul>	Cultural Sensitivity Administrator/ NARBHA Training Coord and RAs	<ol style="list-style-type: none"> <li>1. Continue providing New Employee Orientation training for clinical and non clinical staff.</li> <li>2. Collaborate with DBHS to develop a one hour executive curriculum for all staff to be provided annually.</li> <li>3. Continue to utilize DBHS approved NARBHA curriculum on "Working with Tribal Governments and Tribal Members"</li> </ol>	<ol style="list-style-type: none"> <li>1. Maintain a log/list of trainings offered (include brownbag).</li> <li>2. Training sign-in sheets.</li> <li>3. Training sign in sheets and reports.</li> </ol>	<p>Ongoing activities will be reported on a quarterly basis:</p> <p>09-15-09 12-15-09 03-15-10 06-15-10</p>		

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			<p>4. New activity to be developed throughout the year and reported at the completion date.</p> <p>a. NARBHA to focus on development of cultural specific training on the GLBT and Hispanic/Latino populations to provide to staff in New Employee Orientation</p>	4. Training sign in sheets and reports.			
5A.3	<p>Participation in conferences, seminars, forums etc</p> <p>Due to budget constraints, DBHS will be working collaboratively with the T/RBHAS to participate in Statewide conferences regarding Cultural Competency Initiatives.</p>	<p>DBHS &amp; NARBHA Cultural Sensitivity Administrator &amp; NARBHA Prevention Manager &amp; NARBHA Communications Manager</p>	<p>1. NARBHA to continue annual MBrace Life Summit for the Native American Coalition for Suicide Prevention and Intervention for A.I. Communities.</p> <p>2. NARBHA would like to attend planning meetings at the Cesar Chavez conference.</p>	<p>1. MBrace Life Summit to be held in Fall 2010.</p> <p>2. Conference to be held in March 2010.</p>	<p>1. Ongoing</p> <p>2. May 2010 - conference attendance</p>		

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5A.4	Identify needs, develop trainings, and enhance services for treatment and prevention related to the Lesbian Gay Bisexual Transgender Questioning (LGBTQ) population.	Cultural Sensitivity Administrator & NARBHA Prevention Manager & NARBHA Training Coord	<ol style="list-style-type: none"> <li>1. The monthly DBHS LGBTQ Advisory Committee will include NARBHA and WYGC representatives.</li> <li>2. Develop strategic tools to collect and analyze demographic data of enrolled people whom are LGBT.</li> <li>3. Develop training for prevention of substance abuse within the LGBT community (in conjunction with DBHS initiative).</li> <li>4. Cultural Competency Training will be provided to professionals working with LGBTQ individuals.</li> <li>5. NARBHA is researching possibility of creating a structured avenue for input from LGBT</li> </ol>	<ol style="list-style-type: none"> <li>1. Attend meetings.</li> <li>2. Strategic tools to collect and analyze demographic data.</li> <li>3. As guided by DBHS</li> <li>4. Report as completed.</li> </ol>	<ol style="list-style-type: none"> <li>1. Ongoing</li> <li>2. Incorporate data fields and data as appropriate.</li> </ol> Quarterly reports: 09-15-09 12-15-09 03-15-10 06-15-10		

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			community – such as an advisory group.				
5A.5	Training of Trainers (TOT)	DBHS Prevention Unit & NARBHA Prevention Manager	1. Develop processes for monitoring the existing trainings for TOT. 2. Develop a list of TOT trainings available. 3. Establish Continuing Education Units (CEU's) for TOT.	1. Curriculum	1. Quarterly reports: 09-15-09 12-15-09 03-15-10 06-15-10		
<b>5 B</b>	<b>Collaborative Partnerships with Community Based Organizations</b>						
5B.1	Increase participation of Consumers and Families in cultural competence system of care efforts	NARBHA and RAs	1. A representative will attend the NARBHA Cultural Competency and Diversity Committee meeting to determine areas that need to	1. Quarterly report indicating initiatives, programs, and general community involvement	1. Ongoing		

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			<p>be addressed.</p> <p>2. NARBHA will work collaboratively with the consumer and family organizations to carry out initiatives developed from the meetings.</p>		<p>2. Quarterly reports:</p> <p>09-15-09 12-15-09 03-15-10 06-15-10</p>		
5B.3	Include RBHA outreach plan as a component of the Cultural Competency objectives and goals	Communications Manager; Cultural Sensitivity Administrator	<p>1. NARBHA includes cultural diversity outreach initiatives in the Outreach Plan each year.</p> <p>2. Determine new/ revised activities related to Cultural Competency within the Outreach Plan</p>	<p>1. Outreach plan</p> <p>2. Implement developed initiatives within plan.</p>	<p>1. Annually</p> <p>2. Quarterly reports:</p> <p>09-15-09 12-15-09</p>		

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					03-15-10 06-15-10		
5B.4	Deaf and Hard of Hearing Commission Meetings in conjunction with DBHS	Arizona Commission for the Deaf and Hard of Hearing/DBHS /NARBHA representative	<p>1. DBHS provides the meeting location and telemed equipment.</p> <p>2. NARBHA will attend the meetings when invited by DBHS, to determine areas that need to be addressed by behavioral health.</p> <p>3. NARBHA works collaboratively with the DBHS to carry out initiatives developed from the meetings.</p>	1. Established initiatives from meetings.	<p>1. Quarterly</p> <p>2. Quarterly</p> <p>3. Ongoing</p>		
5B.5	Statewide Arizona American Indian Behavioral Health Forum	Tribal Liaison;ADHS/ DBHS American Indian	1. Steering committee has been developed and has begun meeting to develop the forum plan/details.	<p>1.Forum plans</p> <p>2. Developed initiative actions will be reported:</p>	<p>1. December 2009</p> <p>2. Ongoing</p>		

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		Behavioral Health Community	2. NARBHA has had a Tribal Liaison since 2002 to develop and promote American Indian initiatives and to integrate services and resources to American Indians within the System of Care.	Quarterly: 09-15-09 12-15-09 03-15-10 06-15-10			
5B.6	African American Community Stakeholders	Members of NARBHA Cultural Awareness & Diversity Committee	1. Gather information on outreach efforts and promotion of African American Initiatives such as housing efforts, refugee centers, behavioral health clinics, and sexual health disparities.	1. Continue implementation of NARBHA's survey for specified community.  2. Develop reports on collected data as applicable.	Ongoing		
<b>5C</b>	<b>Implementation and Analysis of Organizational Self-Assessment at all Levels</b>						
5C.1	Create a format for the organizational assessment that complies with national	NARBHA Cultural Sensitivity	1. The pilot template developed years ago will be used as the basis for a new model.	1. At the end of the fiscal year the assessment will be implemented and the data	1. Annual		

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	standards/criteria and that incorporates unique environments of the RBHA a. ADHS/DBHS b. NARBHA	Administrator & ADHS/DBHS	<p>2. The draft will be presented to the Cultural Competency Advisory Committee and ADHS/DBHS Management.</p> <p>3. Explore mechanisms for implementation.</p> <p>4. Schedule a date for implementation.</p> <p>5. A model will be presented in February 2010 with an expected approval by March 2010.</p>	has to be gathered for posterior analysis.			
5C.2	Provider Cultural Competency Organizational Assessment	ADHS/DBHS & NARBHA & RAs	<p>1. The assessment has been administered and report created.</p> <p>2. The first draft report has been produced.</p>	<p>1. Assessment tools</p> <p>2. Report analyzing the assessment</p> <p>3. Improvement strategies</p>	The final report and analysis will be presented by April 2010.		

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			3. The analysis will be conducted by February 2010.				
5C.3	Individual self-assessment a. ADHS/DBHS b. NARBHA	ADHS/DBHS & NARBHA Cultural Sensitivity Administrator	1. Presentation of the pilot ISA developed years ago will be reviewed and modified as necessary. 2. Develop the tool and define mechanisms of implementation. 3. Schedule a date for implementation. 4. Model draft will be presented in February 2010. Model must be approved by March 2010.	1. Assessment tools 2. Report analyzing the assessment 3. Improvement strategies	At the end of the fiscal year the assessment will be implemented and the data will be gathered for posterior analysis		
5C.4	Consumer Satisfaction Survey	ADHS/DBHS & QM/MM/UM Unit &	1. Review the current questionnaire to determine if the questions included are culturally oriented. Determine if questions	1. Assessment of the Member Satisfaction Survey. 2. Results of the Member	At the end of the fiscal year the assessment		

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		NARBHA Cultural Sensitivity Administrator	<p>incorporate national standards and Arizona specific requirements.</p> <p>2. A Cultural Competency expert will be contacted to provide assessment on the Member Satisfaction Survey.</p> <p>3. Feedback will be provided to the ADHS/DBHS QM/UM area regarding modification/inclusion of questions as necessary.</p> <p>4. A designated representative from the Cultural Competency workgroup will be participating in the QM/UM meetings to provide/report information.</p>	Satisfaction Survey.	will be implemented and the data will be gathered for posterior analysis		

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5D	Communication/Marketing and Outreach						
5D.1	Implement Communication/Marketing/Outreach to diverse populations within Region	NARBHA & ADHS/DBHS	<p>1. Quarterly Collection of information regarding communication strategies from the RAs.</p> <p>2. Communication Manager participates in the bi-monthly Cultural Awareness &amp; Diversity Committee to report NARBHA &amp; RA communication activities/ initiatives. The Communications Manager also participates on the Stigma Reduction Committee.</p> <p>3. Information obtained will be used to determine needed initiatives regarding underserved populations, diversity needs, and disparity needs.</p>	<p>1. Communication strategies</p> <p>2. Established initiatives</p>	<p>1. Quarterly</p> <p>2. Bi-Monthly</p> <p>3. On-going</p>		

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5D.2	Marketing Strategies to increase knowledge of services available to members and potential members of diverse populations	NARBHA Communication Manager	<p>1. NARBHA will collaborate with DBHS" Statewide marketing campaign focusing on youth the first year and on adults the next year.</p> <p>2. Results will be used to support NARBHA in outreach activities to increase enrollment into the system.</p> <p>3. NARBHA will create initiatives based on the results.</p>		<p>1. 01.2010</p> <p>2. Ongoing</p> <p>3. Annually</p>		
<b>5E</b>	<b>Data Collection and Report Production</b>						
5E.1	Quarterly Diversity Report on Enrollment and Penetration	NARBHA Cultural Sensitivity Administrator	<p>1. DBHS will provide a template to the NARBHA</p> <p>2. DBHS will provide penetration and enrollment data analysis to</p>	<p>1. Quarterly Report – analysis of Enrollment and Penetration data.</p>	<p>1. 9.2009</p> <p>2. 9.2009</p>		

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			<p>NARBHA</p> <p>3. NARBHA will use the data analysis provided to identify the existing culturally appropriate strategies and initiatives for the identified populations to improve the number of behavioral recipients accessing/engagement &amp; retention of behavioral health services.</p> <p>4. Reports will be due to DBHS 15 days after Quarter end.</p>		<p>3. Quarterly</p> <p>4. Quarterly Reports: 10.15.09 1.15.10 4.15.10 7.15.10</p>		
5E.2	Bi-Annual Penetration Report	ADHS/DBHS NARBHA Cultural Sensitivity Administrator & NARBHA UM Committee	<p>1. DBHS will provide penetration and enrollment data analysis to the NARBHAs</p> <p>2. NARBHA will use the data analysis provided to identify the existing culturally appropriate</p>	<p>1. Identification/ analysis of appropriate strategies and initiatives for the identified populations to improve the number of behavioral recipients accessing/engaging and</p>	<p>1. Twice a year</p> <p>2. Quarterly</p>		

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			strategies and initiatives for the identified populations to improve the number of behavioral recipients accessing/engagement & retention of behavioral health services.	retaining behavioral health services			
5E. 3	Annual Diversity Report	ADHS/DBHS & NARBHA Cultural Sensitivity Administrator as requested by DBHS	<ol style="list-style-type: none"> <li>1. DBHS will continue to develop an annual report intended to provide information on diverse populations receiving services in the Arizona public behavioral health system and to highlight the importance of culture and social influences in providing effective care.</li> <li>2. Once the report is finalized it will be posted to the ADHS/DBHS and NARBHAs websites.</li> <li>3. The report will be used as</li> </ol>	<ol style="list-style-type: none"> <li>1. Data on diverse populations receiving services in the Arizona public behavioral health system</li> </ol>	<ol style="list-style-type: none"> <li>1. Annually</li> <li>2. Annually</li> </ol>		

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			guidance to develop the baseline initiatives for the following year's Cultural Competency Plan.		3. Annually		
5E. 4	<p>Assessments:</p> <p>1. Organizational Assessment: a. RBHA Cultural Competency Organizational Assessment</p> <p>2. Self-Assessment a. RBHA Cultural Competency Self-Assessment</p> <p>3. Provider Cultural Competency Organizational Assessment</p>	ADHS/DBHS & NARBHA Cultural Sensitivity Administrator & RAs	<p>Organizational Assessments: a. NARBHA Cultural Competency Organizational Assessment</p> <p>1. NARBHA will develop a report based on their assessment</p> <p>2. DBHS will work with NARBHA to develop strategies to improve areas demonstrating low scores</p> <p>NARBHA Cultural Competency Self-Assessment</p> <p>1. NARBHA will develop a report based on the assessment</p> <p>2. DBHS will work with NARBHA to develop strategies to improve areas demonstrating low scores</p>	<p>1. Report analyzing the assessment</p> <p>2. Improvement strategies</p>	<p>Organizational Assessments: 1. One-time 2. Ongoing</p> <p>Self-Assessments: 1. One-time 2. Ongoing</p> <p>Provider Cultural Competency Organizational Assessment: 1. On-going</p>		

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			Provider Cultural Competency Organizational Assessment: 1. The report was developed in June 2009.  2. DBHS will work with NARBHA to develop strategies to improve areas demonstrating low scores.		2. Ongoing		
5E.5	Network Plan/Inventory	ADHS/DBHS & NARBHA Network Unit	1. NARBHA will report on Linguistic Needs: Primary Language Deaf and Hard of Hearing  2. NARBHA and ADHS/DBHS Network Unit analyzes linguistic needs data and creates the Network Inventory Plan each year.  3. ADHS/DBHS intends to use the data from the Network Inventory Plan toward creating	1. Linguistic Needs Analysis of Primary Language and Deaf and Hard of Hearing  2. Language Capacity Initiatives	Ongoing		

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			language capacity initiatives.				
5E.6	Prevention Plan A. Screening tool and referral process B. Report the number of youth screened in behavioral health and substance abuse who are participating with prevention programs to indentify the potential need for behavioral health and substance abuse treatment services	ADHS/DBHS & NARBHA Prevention Manager	1. Implementation of the screening and referral process.  2. Report the number of youth screened with substance abuse indicators who are participating in prevention programs.  3. Identify potential needs for behavioral health and substance abuse treatment services.	1. Data report	1. Data report to be prepared by 9.2009		
5E.7	QM/MM/UM Plan/Committee	ADHS/DBHS Quality Management Unit & NARBHA QM Unit	1. NARBHA Cultural Sensitivity Administrator will attend monthly NARBHA QM & UM Committee.  2. NARBHA Cultural Sensitivity Administrator and QM Manager will review the current	1. Attendance on committees  2. Consumer Satisfaction Survey Questions	1. monthly  2. Usually posted by July 1 of each year.		

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			<p>questionnaire to determine if the questions included are culturally oriented. Determine if questions incorporate national standards and Arizona specific requirements.</p> <p>3. Feedback will be provided to the ADHS/DBHS QM/UM area regarding modification/inclusion of questions as necessary.</p> <p>4. NARBHA Cultural Sensitivity Administrator will lead a UM/QM workgroup to determine data elements and implement a reporting structure to analyze cultural competence in the NARBHA System of Care.</p>	<p>3. Feedback provided through QM/UM Unit</p> <p>4. implementation of reports to the NARBHA QM &amp; UM committees for analysis.</p>	<p>3. Survey usually posted by July 1 of each year</p> <p>4. 4/30/10</p>		

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5 F	Policies and Procedures/ Regulations						
5F.1	PM Section 3.23 Cultural Competence A. Culturally Competent Language Services B. Respect for Diversity	ADHS/DBHS & NARBHA Cultural Sensitivity Administrator	1. Provider Manual Section is developed.  2. Reviewed and updated every two years.	N/A	1. 7.1.09  2. Every two years		