

Northern Arizona Regional Behavioral Health Authority Cultural Competency Plan FFY 2014-2015

Holly Figueroa, Northern Arizona Regional Behavioral Health Authority (NARBHA) Cultural Competency Administrator, in concert with NARBHA's multiple departments will be overseen and monitored for how services will be delivered in a culturally competent, linguistically appropriate manner to diverse populations within the NARBHA geographic service area (GSA). In reviewing the 2013-2014 CCP goals there were a couple of goals that were not met that NARBHA will include in the 2014-2015 CCP. The mobile crisis goal was not successful as there were no bids for this project. The alternative solution was to continue to partner with the Coconino County Criminal Justice Coordinating Council to identify a program that would be effective and would benefit all community partners. In addition, NARBHA experienced a transition in the Training Coordinator position that presented some challenges in achieving the goal of reviewing all training evaluations for cultural appropriateness. This will be a goal for the coming year as the new training coordinator becomes acquainted with the position. As NARBHA looks towards the future, the CCA will continue to ensure the improvement of the overall health and wellness of members, and reduce the gaps in services for Arizonans with and without serious mental illness.

- NARBHA's goals and objectives relative to the following:
 - Education and Training – NARBHA's goal is to enhance the tracking and monitoring of the required trainings and increase provider participation by 40%. NARBHA will also be working to create and deliver population specific training through face to face and online training modalities. NARBHA will also work to increase training facilitators of Cultural Competency required trainings by 50% in the NARBHA GSA. NARBHA will also work to deliver training to the Tribal communities within the NARBHA GSA. Cultural Competency Administrator in concert with the Training Coordinator will have regular training meetings to review training evaluations and share findings with NARBHA leadership as well as the NARBHA Cultural Awareness and Diversity committee members. Adjustments to training content and modalities will be made based on findings. The Cultural Competency Administrator will continue to participate in training and conferences to build resources for NARBHA.
 - Culture Competent Services/Care – NARBHA Cultural Competency Administrator will work collaboratively with the NARBHA Clinical Team to provide culturally and linguistically appropriate trainings and presentations to NARBHA Responsible Agencies, Community Services Agencies and NARBHA staff. NARBHA Cultural Competency Administrator will submit LGBTQI2S Clinical Competencies developed by the Regional Cultural Awareness and Diversity LGBTQI2S subcommittee for endorsement by the NARBHA Clinical Committee. NARBHA will create collaboration of care protocols for tribal communities and NARBHA responsible agencies to enhance timeliness and quality of care coordination for the tribal members and all other diverse populations within the GSA.
 - Language Access Services (Interpretation and Translation Services) – NARBHA Cultural Competency Administrator will enhance the use of Language Access Services. Orientation and training will be provided to NARBHA responsible agency staff. Data collection will be done to track and monitor the use of interpretive and translation services for members in their preferred or primary language. These efforts will be to increase services for the diverse population of the NARBHA GSA.
 - Family-Centered Care – NARBHA Cultural Competency will work in concert with the Adult and Child system of care to ensure family centered care is being delivered in a culturally and linguistically sensitive way. NARBHA CCA will continue to bring awareness of the diversity within the NARBHA GSA. Continued presentations and workshops will be delivered throughout the GSA.
- NARBHA's method(s) for assessing and evaluating throughout the GSA:
 - Cultural diversity among service providers will be assessed and evaluated throughout the NARBHA GSA by conducting site visits, monthly Cultural Awareness and Diversity Committee meetings, and data collection. NARBHA CCA is working with the NARBHA

Northern Arizona Regional Behavioral Health Authority Cultural Competency Plan FFY 2014-2015

responsible agencies to development of Cultural Competency plans specific to providers/sites to ensure cultural and linguistic needs are being met and that the staff is aware and empowered to provide appropriate services.

- Potential service needs among diverse populations will be assessed and evaluated by the continued use of the DBHS Customer Service Satisfaction survey. NARBHA CCA reviews language data and demographic data to track data. NARBHA CCA also will continue to attend community events to engage with community members to listen and identify the needs of the community. NARBHA CCA attends internal NARBHA committee meetings to report any identified or potential needs that need to be addressed.

- NARBHA's process to identify:
 - NARBHA identifies service gaps and/or needs by utilizing the DBHS Cultural Competency Organizational Assessment, the Deaf and Hard of Hearing Assessment, Customer Service Satisfaction survey and the NARBHA Quality Management meetings and feedback received from responsible agencies. Survey results are reviewed with all NARBHA leadership as well as the contracted provider leadership. NARBHA also hosts a Tribal Summit where tribes are able to voice gaps and needs for their tribal communities. Site visits also provide opportunity for one on one discussion of any needs or gaps that are identified. The site visits are conducted with NARBHA Responsible Agencies, tribal communities and Community Service Agencies.
 - Actions to be taken to correct identified deficiencies would be to work collaboratively with ADHS/DBHS and NARBHA staff to develop a strategy to meet the deficiencies. This may be training or NARBHA facilitated collaborative meetings. Activities to address deficiencies would be a collaborative effort with key NARBHA staff.

- NARBHA's processes to adhere to the Federally-mandated CLAS Standards throughout the GSA:
 - Implementing CLAS standards throughout the NARBHA GSA will be a priority for the NARBHA CCA. NARBHA CCA will work the training team and NARBHA responsible agencies to educate all staff on the CLAS standards. Once training is provided, responsible agencies will be instructed to work on implementing these standards within their agencies. NARBHA will also request the assistance of the NARBHA Adult & Child team to assist with the implementation of these standards.
 - Monitoring will be done at the monthly Cultural Awareness and Diversity Committee meetings to receive updates on how implementation is being done and to identify any technical assistance that may be needed.
 - NARBHA CCA will track progress of training implementation with NARBHA training department as well as with quarterly reporting from the responsible agencies. NARBHA will ensure that training facilitators are housed throughout the GSA that is accessible for all the service providers. Evaluations will provided and reviewed to identify gaps and adjustments that may need to be made to be more effective for providers. Evaluations and findings will be shared with NARBHA leadership.

**Northern Arizona Regional Behavioral Health Authority
Cultural Competency Plan FFY 2014-2015**

CC Program Goal: Ensure members receive culturally and linguistically appropriate services within NARBHA GSA.					
Initiative: Promote service delivery that demonstrates culturally and linguistically appropriate services to all members in NARBHA GSA.					
Strategy 1.1: Continue to train both new and existing NARBHA and NARBHA contracted provider staff.					
High Level Tasks	Measurements	Outcomes	Progress Update	Status: Completed /Not Completed	Target Date
Provide cultural competency trainings/awareness presentations (Cultural and Linguistically Appropriate Services Standards (CLAS), Language Access Services, and Cultural Competency 101: Embracing Diversity) to new employees and existing staff.	Number of Cultural Competency (CC) trainings offered Number of new employees and current staff trained	100% of new staff training within 90 days of hire. 80% of current staff trained by the end of the contract year.			October 2015
Ensure Cultural Competency curriculums are up to date and disseminated to NARBHA contacted training leads in a timely manner.	Amount of time to disseminate revisions of CC curriculums.	Curriculum revisions are disseminated within 5 business day to NARBHA contracted providers training leads			October 2015
Monitor effectiveness of the CC curriculums.	Training effectiveness through training evaluations.	85% or more of trainings/presentations conducted are scored “effective” by participants. 85% or more participants have a passing grade.			October 2015
Strategy 1.2: Ensure availability and accessibility of interpretation and translation services.					
High Level Tasks	Measurements	Outcomes	Progress Update	Status: Completed /Not Completed	Target Date
Identify current language interpretation/translation contractors used by NARBHA responsible agencies.	Number of language service vendors used by responsible agencies.	Desired outcome is to have 2 to 4 vendors available for responsible agencies.			June 2015

**Northern Arizona Regional Behavioral Health Authority
Cultural Competency Plan FFY 2014-2015**

Create a process for tribal language interpreters to be deemed qualified interpreters.	Number of tribal languages that need translation.	Desired outcome is to have a boilerplate process for each tribal community.			Ongoing
Complete and monitor the NARBHA Language Access Services Report and Demographic Report.	Number of members receiving and accessing LAS.	85% of members who request LAS and receive the service.			Semi-Annually
Strategy 1.3: Ensure community engagement activities for health integration to address cultural and linguistic needs of members.					
High Level Tasks	Measurements	Outcomes	Progress Update	Status: Competed /Not Completed	Target Date
Ensure diverse populations are included in the community engagement efforts/activities.	NA	Number of participants at community engagements and number of engagements.			October 2105
Host trainings/presentations/summits at internal meetings, at RA locations, in community that provide learning opportunities on how to provide culturally appropriate care.	Number of events Number of different populations Levels of staff attending events	Desired outcome would be have participation of the 10 NARBHA responsible agencies staff.			Ongoing
Strategy 1.4: Implement CLAS Standards in the NARBHA GSA.					
High Level Tasks	Measurements	Outcomes	Progress Update	Status: Competed /Not Completed	Target Date
Collaborate with DBHS to revise existing CLAS Standards trainings to develop on single encompassing all 15 CLAS Standards.	N/A	Desired outcome is to have 1 CLAS Standards training developed and deployed to NARBHA responsible agency training leads.			February 2015
Identify trainers to deliver face to face CLAS training in NARBHA GSA.	Number of trainers	Desired outcome is to have up to 2 trainers for each responsible agency.			March 2015
Conduct training of trainers.	Number of training of trainers	Desired outcome is to have up to 2 trainers for each responsible agency.			April 2015
Develop a CLAS Standards Monitoring Tool.	N/A	Develop a CLAS Standards Monitoring Tool.			February 2015

**Northern Arizona Regional Behavioral Health Authority
Cultural Competency Plan FFY 2014-2015**

Participate in the piloting of the CLAS Standards Tool.	N/A	Completed the piloting of the CLAS Standards Tool.			March 2015
Work with NARBHA QM team on how to utilize the tool.	Number of staff trained.	To have QM staff trained.			May 2015
Strategy 1.5: Monitor the coordination of culturally appropriate care through quality improvement measures.					
High Level Tasks	Measurements	Outcomes	Progress Update	Status: Completed /Not Completed	Target Date
Monitor member complaints and grievances related to cultural and linguistic needs.	Number of complaints. Number of grievances.	100% Resolution			Quarterly
Work with QM department to become more involved in the member review process to allow for the monitoring of service plans for the inclusion of cultural considerations and linguistic needs; monitoring of assessments to ensure that cultural and linguistic needs are being addressed.	Number of work sessions	Desired outcome to accompany file reviewer on 2 visits.			Quarterly
Review findings from the consumer satisfaction survey relating to cultural and linguistic needs.	Number of respondents whose cultural and linguistic needs are being met.	80% of adults and youth respondents indicated that cultural sensitivity and language needs were met.			Annually
Goal 2: Increase access to services for underserved/underrepresented populations in the NARBHA GSA.					
Initiative: Work to increase the number of Lesbian, Gay, Bisexual, Transgender and Queer (LGBTQ) members served.					
Strategy 2.1: Train NARBHA responsible agency staff (all levels) about cultural, language, and values of the LGBTQ population.					
High Level Tasks	Measurements	Outcomes	Progress Update	Status: Completed /Not Completed	Target Date
With collaboratively with DBHS and RBHA CC leads to develop CC200: Gender and Sexual Minorities Data Collection Curriculum	Curriculum	Implementation of the finalized curriculum.			February 2015

**Northern Arizona Regional Behavioral Health Authority
Cultural Competency Plan FFY 2014-2015**

Conduct CC 200: Gender and Sexual Minorities Data Collection-Training of Trainers (TOT)	Number of trainers trained	Desired outcome is to have two or more trainers trained per NARBHA responsible agency.			March 2015
Pilot the CC 200: Gender and Sexual Minorities Data Collection Curriculum	Effectiveness of training curriculum through evaluations.	85% of evaluations said the training increased their ability to serve LGBTQ individuals.			March 2015
Rollout CC 200: Gender and Sexual Minorities Data Collection Curriculum to NARBHA responsible agencies.	Number trainings Number of individuals trained	Desired outcome is to have the following staff levels trained: 40% of intake specialist 10% of case managers 10% of therapist 10% of peers 10% of administrative staff			April 2015
Initiative: Ensure that eligible individuals needing mental health services who are Deaf and or Hard of Hearing (DHH) receive culturally and linguistically appropriate services within the same time frame as any other eligible individuals.					
Strategy 2.2: Continue to monitor and track DHH members.					
High Level Tasks	Measurements	Outcomes	Progress Update	Status: Competed /Not Completed	Target Date
Monitor and track DHH enrollment through the NARBHA demographic data system.	NARBHA Demographic reports.	Ability to identify the number of DHH enrolled members in EOC.			Ongoing
Strategy 2.3: Train responsible agency staff on collecting DHH enrollment data and working effectively with the DHH individuals.					
High Level Tasks	Measurements	Outcomes	Progress Update	Status: Competed /Not Completed	Target Date
Work collaboratively DBHS and AZ Commission for the Deaf and Hard of Hearing to create DHH sensitivity curriculum.	N/A	Finalized training curriculum.			March 2015
Pilot DHH sensitivity curriculum.	Effectiveness of training curriculum through evaluations.	85% of evaluations said the training increased their ability to serve DHH individuals.			March 2015

**Northern Arizona Regional Behavioral Health Authority
Cultural Competency Plan FFY 2014-2015**

Conduct DHH sensitivity curriculum -Training of Trainers (TOT)	Number of trainers trained	Desired outcome is to have two trainers per responsible agency.			April 2015
Rollout DHH sensitivity curriculum statewide.	Number trainings. Number of individuals trained.	Desired outcome is to have the following staff levels trained: 40% of intake specialist 10% of case managers 10% of therapist 10% of peers 10% of administrative staff			May 2015
Work collaboratively to develop a tip sheet for responsible agencies to effectively work and serve the DHH individuals.	N/A	Desired outcome is to distribute the tip sheet to NARBHA responsible agencies.			April 2015
Strategy 2.4: Utilize DBHS Deaf and Hard of Hearing survey to identify cultural and linguistic needs for the DHH individuals.					
High Level Tasks	Measurements	Outcomes	Progress Update	Status: Competed /Not Completed	Target Date
Distribute annual DHH survey to NARBHA contracted providers to identify resources and gaps.	DHH survey number of respondents.	Gaps identified will be addressed in future plan.			December 2015
Initiative: Ensure coordination of care for tribal members in NARBHA GSA.					
Strategy 2.5: Meet with NARBHA Tribal Liaison, tribal staff and tribal leadership to raise awareness of the NARBHA system of care.					
High Level Tasks	Measurements	Outcomes	Progress Update	Status: Competed /Not Completed	Target Date
Meet with the tribal communities to build and strengthen partnership and collaboratively determine practices to create care coordination protocols that are tailored culturally and linguistically to each tribal community.	Number of meetings and number of participants.	Desired out come is to have captured the collective best practices. Have multiple tribal representatives attend meetings.			April 2015

**Northern Arizona Regional Behavioral Health Authority
Cultural Competency Plan FFY 2014-2015**

Develop a documented protocol on care coordination that is specific to tribal members	Number of members placed/discharged from care.	Desired outcome is to have			June 2015
Orient care providers across multiple sectors on the protocols created.	Number of orientation sessions	Desired outcome is to train tribal 638 staff, IHS staff, Social Services Staff, Judicial Staff, law enforcement staff from the 11 tribal communities			July 2015
Strategy 2.6: Train responsible agency staff about tribal coordination of care protocols.					
High Level Tasks	Measurements	Outcomes	Progress Update	Status: Completed /Not Completed	Target Date
Work collaboratively with NARBHA tribal liaison, ADHS/DBHS and tribal staff to develop Tribal Coordination of Care protocol	Training presentation.	Implementation of the finalized presentation.			June 2015
Pilot the Tribal Coordination of Care protocol training.	Effectiveness of training through evaluations.	80% of evaluations said the training increased their ability to coordinate care for tribal members.			July 2015
Strategy 2.7: Train tribal agency staff about tribal coordination of care protocols.					
High Level Tasks	Measurements	Outcomes	Progress Update	Status: Completed /Not Completed	Target Date
Work collaboratively with NARBHA tribal liaison, ADHS/DBHS and tribal staff to develop Tribal Coordination of Care protocol	Training presentation.	Implementation of the finalized presentation.			June 2015
Pilot the Tribal Coordination of Care protocol training.	Effectiveness of training through evaluations.	80% of evaluations said the training increased their ability to coordinate care for tribal members.			July 2015

**Northern Arizona Regional Behavioral Health Authority
Cultural Competency Plan FFY 2014-2015**

Strategy 2.8: Continue to monitor eligible tribal members.					
High Level Tasks	Measurements	Outcomes	Progress Update	Status: Completed /Not Completed	Target Date
Monitor and track tribal member enrollment through the NARBHA demographic data system.	NARBHA Demographic reports.	Ability to identify the number of tribal members enrolled members in EOC.			Ongoing
Ongoing Activities					
Continue to attend internal departmental meetings to report updates and hear feedback on culturally and linguistic needs and gaps in the NARBHA GSA.					
Continue to provide NARBHA responsible agency profiles at the monthly regional cultural awareness and diversity committee meetings.					
Continue to conduct the DBHS Organizational Cultural Assessment system wide to identify strength, needs, and gaps within the system and develop initiatives as needed.					
Continue to build community partnerships within the NARBHA GSA and the 11 tribal communities.					