

CHAPTER Human Resources	CHAPTER 05	SECTION 001	SUBJECT 20
SECTION Personnel		DESCRIPTION Cultural Competency and Sensitivity	
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APPLICATION:

<input checked="" type="checkbox"/> CMH Staff	<input checked="" type="checkbox"/> Board Members	<input checked="" type="checkbox"/> Provider Network	<input checked="" type="checkbox"/> Employment Services Providers
<input type="checkbox"/> Employment Services Provider Agencies	<input checked="" type="checkbox"/> Independent Contractors	<input checked="" type="checkbox"/> Students	<input checked="" type="checkbox"/> Interns
<input checked="" type="checkbox"/> Volunteers	<input checked="" type="checkbox"/> Persons Served		

POLICY:

Lapeer County Community Mental Health (LCCMH) assures persons served receive care and treatment within their cultural context. LCCMH reduces cultural barriers to services and communicates with all individuals in the most effective, culturally sensitive method.

STANDARDS:

- A. LCCMH follows state and federal requirements to provide culturally and linguistically (spoken and written) competent services.
- B. Cultural Diversity
 1. LCCMH develops, supports, and maintains efforts to enhance the cultural competency and promote diversity of staff members and other representatives of the organization.
 2. The Supervisory Staff, the Chief Executive Officer (CEO), and the Human Resources (HR) department are responsible for ensuring the composition of staff members and volunteers are comparable and representative of the genders and ethnic background of the persons served by the organization.

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This information is reviewed by the leadership staff for monitoring and evaluation and subsequent action. Actions may include specific recruitment and staff education efforts.

C. Cultural Competence

1. The Supervisory Staff and the HR department assures all staff members participate in ongoing training on issues related to cultural competency, sensitivity, and diversity.
2. LCCMH Administration supports a diverse workforce environment respecting each employee's unique differences related to cultural background, national origin, sexual orientation, race, age, gender, spiritual beliefs, socioeconomic status, language, or disability.
3. LCCMH Administration assures the availability of materials and resources on cultural diversity for staff members and persons served. This promotes an understanding of how culture may influence a person's likelihood to seek treatment as well as their response to receiving treatment.
4. LCCMH considers requests from staff members to attend conferences and trainings on cultural diversity, competence, and skills in relating to persons served. These requests follow the regular procedures for training and travel. Staff members attending conferences and training are encouraged to share this information with other staff members in the organization.
5. LCCMH assesses its overall program structure and identifies if there are cultural issues in any specific program or for an individual within a program.

D. Cultural Sensitivity

1. When 5% or more of the county population (according to the U.S. Census) represents a specific culture or ethnic group, LCCMH provides informational materials, forms, pictures, posters, artwork, and videos unique to those cultures or ethnic groups.
2. LCCMH respects and encourages the needs of persons served for a choice of service provider. LCCMH strives to provide a diverse work force to support such choice so individuals feel safe, respected, and supported in making the choices right for them.

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3. Surveys of persons served periodically solicit input and feedback regarding the organization's sensitivity to the cultures represented.
4. LCCMH employs and/or provides access to individuals who offer services to persons who are deaf and language interpreters. Refer to LCCMH Policy 02.003.55 Limited English Proficiency, Interpretation and Translation Services Policy .

E. LCCMH maintains a Cultural and Linguistic Competency Plan.

DEFINITIONS:

Culture: a set of traditions, behaviors, values, and beliefs held by a group of people defined by race, ethnicity, age, religion, sexual orientation, sensory impairment, or psychological or substance use background.

Cultural Identity: the feeling of belonging to a particular culture. A person may have multiple cultural identities. These identities may involve age, country of origin, gender, language, physical disabilities, religious beliefs, sexual orientation, social class, spiritual beliefs, or substance use.

Cultural Sensitivity: an individual's ability to recognize, respect, and address the unique needs, worth, thoughts, communications, actions, customs, beliefs, and values that reflect an individual's racial, ethnic, religious, and/or social groups or sexual orientation or disability even when these differ from one's own. Information and understanding about one's own belief system and culture contribute to understanding those of others. Cultural sensitivity also means taking steps to assure an individual is comfortable and accepted.

Cultural Competence: the ability to deliver services in cross cultural situations a manner responsive to the norms of the culture. It is a multidimensional concept involving various aspects of policy, knowledge, attitude, behavior, and skills. Cultural competence includes self-knowledge, knowledge of cultural differences, and empathy.

Cultural Diversity: differences in race, ethnicity, nationality, religion, gender, sexual orientation, socioeconomic status, physical ability, language, beliefs, values, behavior patterns, or customs among various groups within a community, organization, or nation.

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Workforce Diversity: a philosophy and approach to recruitment, development, and retention of personnel who reflect the culture of persons served. This term reflects this philosophy and an approach to education and sensitivity to individuals of other cultures.

REFERENCE:

Lapeer County Community Mental Health Cultural and Linguistic Competency Plan

LCCMH Limited English Proficiency, Interpretation and Translation Services Policy
02.003.55

AM: js

Supersedes: #09/08046 dated 09/23/2008