



Jackson County Mental Health Fund

Cultural Competency Plan

Future Steps

- Effective 2011, the Board of Trustees will require all provider agencies to submit cultural competency plans that address the minimum following Culturally Linguistic and Appropriate Standards (CLAS) standards.
- Develop/implement a written plan with clear goals around cultural competence and a measurable way to assess agency needs/progress in areas such as internal audits, performance improvement programs, consumer satisfaction assessments, staff performance reviews, and outcomes-based evaluations.

*“The term “cultural competency” often limits itself to defining an ethnic group and/or language. While these are the most common to consider, how can our future plans force us to think outside the box and challenge us to include all cultural groups within Jackson County’s diverse population (i.e. the culture of age, gender etc..).”
Mercedes Mora, JCCMH Board of Trustees*

- Develop/implement a Cultural Competency advisory structure
- Develop/implement a policy on consumer rights for competent language assistance (For recipients of federal funding such as Medicaid, policy should be concordant with Department of Health and Human Services (DHHS), Office of Minority Health requirements).
- Develop/implement strategies to recruit, retain and promote at all levels of the organization, a diverse staff and leadership that are representative of the demographic characteristics of the service area.

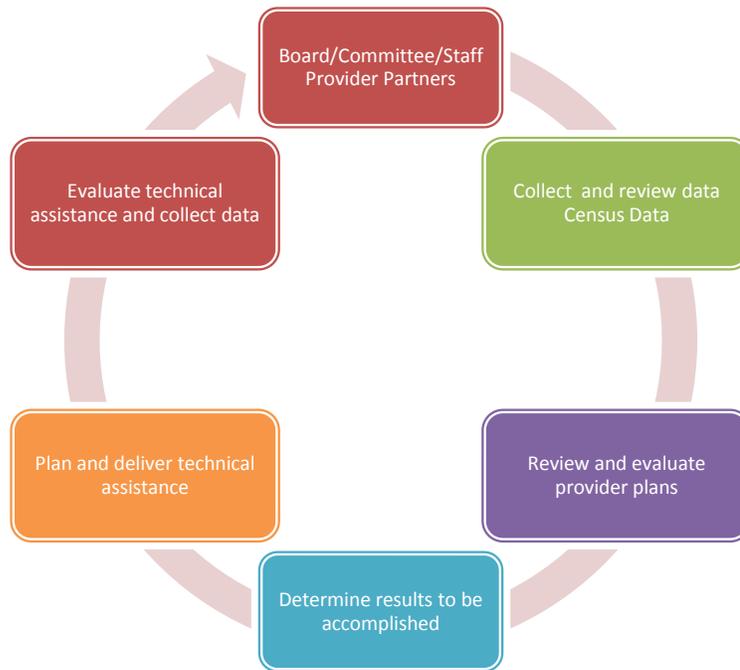
The Board has selected these standards as building blocks of a framework to measure progress in the development and implementation of inclusive practices within mental health provider organizations. The framework includes identification of local mental health leaders to serve as partners on an advisory committee. The committee will identify internal and external resources to help providers develop inclusive practices and reduce disparities in care. Strategies will also include combining mild mandates with information gathered from providers and external data to develop training and technical assistance. It is anticipated that language assistance and employee recruitment and retention practices will be the first focus area.

Board and Staff will continue to evaluate and analyze data from providers and reputable sources to determine changes in demographics and identify needs of special populations in order to provide relevant technical assistance to provider agencies.

An outline for the future plan is as follows:

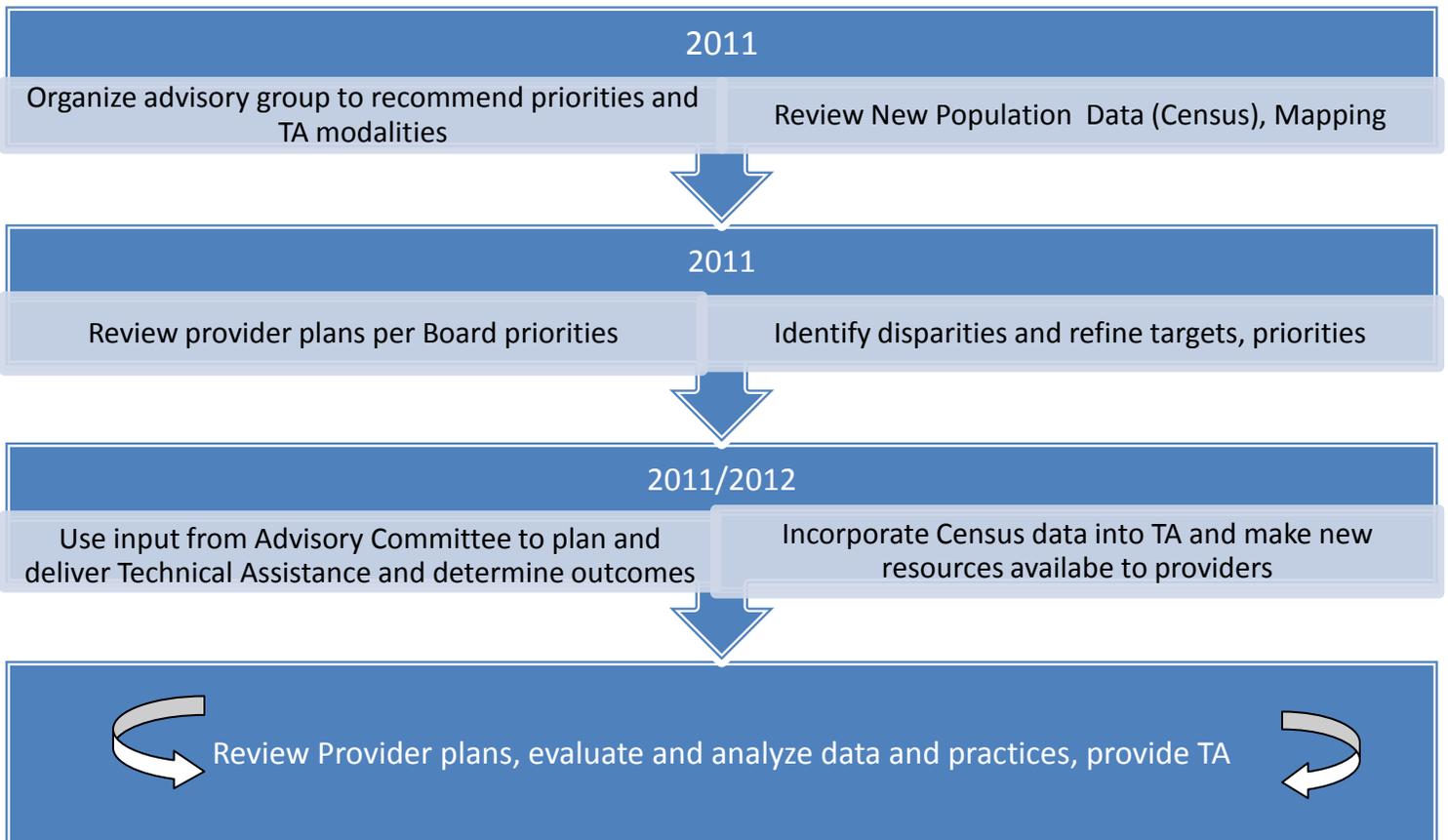
Ongoing

Process:



Tasks

Timeline:



History of collecting and reporting on diversity information from mental health service providers

The Board of Trustees has expressed interest in consumer diversity information since the 1990's. Funded providers have submitted consumer and staff diversity information in proposals since that time. In 2005, community demographic data and links were made available on the website to improve service planning for providers. The following year we added a requirement for cultural competence plans in funding proposals. In 2009 Board and staff worked together on several major projects to better understand diversity and inclusion in our provider network and plan new training and technical assistance. Projects included:

- a report on the local availability of non-English mental health services,
- a “secret shopper” study on the experiences of Spanish-speaking consumers with selected provider agencies, and
- a content analysis of existing provider cultural competence plans based on modified federal Culturally Linguistic and Appropriate Standards (CLAS).

All of these reports can be found on our website at www.jacksoncountycares.org. The website is used as a way to communicate cultural competency resources that are free to the provider community. As a result of these efforts, in March 2010, the Board adopted minimum requirements for Cultural Competence plans to be effective for proposals submitted in 2011.

Current plan for cultural competency initiative

In October 2010, the Board approved a new mission and goals statement which will help lead cultural competency efforts into the future.

Support can be interpreted to include funding, advocacy, technical assistance, etc. The varied and unique needs can be interpreted or expanded to include all or any minority or special needs population within the County.

Goals of the Board of Trustees are to provide and assure:

- *Accountability to taxpayers*
- *Equity and response to disparities in services for consumers without access to mental health care*
- *Leadership through funding, initiatives and partnerships*
- *Response to changing conditions in the community and state through education, advocacy, and development of new sources of support*
- *Commitment to quality care through technical assistance, fostering partnerships and other support services to grantee organizations in the community.*

The mission of the JCCMHF Board of Trustees is to support a network of mental health services for the mentally ill, that are locally accessible, and responsive to the varied and unique needs of Jackson County residents.

The adoption of a new mission and goal statement is an important step among a series of tasks toward building a comprehensive cultural competency effort that will lead mental health providers toward a service delivery system that is inclusive and address disparities where they are apparent.

Initial Resource needs of Mental Health Levy Board and Staff:

- Assist with developing a **Cultural Competency Advisory Structure** for MHL Fund and staff
- Provide input into our plan and areas of weakness and strength
- Facilitate a Board discussion on the following:
 - How does our Mission/Goals inform our commitment to action on cultural competence?
 - What should our role be in this initiative?
 - Given our time/resources, where can we make the most impact or make a difference?
 - What and where can we leverage?
 - How can we improve quality and or access to care?
- Develop knowledge of what other funders are doing to impact cultural competency outcomes in their communities.
- Identify best practices and training on recruitment and retention policies and practices