

**ARIZONA DEPARTMENT OF HEALTH SERVICES
DIVISION OF BEHAVIORAL HEALTH**



**CULTURAL COMPETENCE
NARRATIVE and WORK PLAN
FOR
FISCAL YEAR
2009-2010**

**Arizona Department of Health Services
Division of Behavioral Health Services
Cultural Competency 2009-2010 Plan Narrative**



Introduction

The Arizona Department of Health Services/Division of Behavioral Health Services (ADHS/DBHS) has achieved several meaningful goals in regards to planning, designing, and implementing diverse initiatives to promote the inclusion of cultural values and traditions at all levels of care provided statewide. In the past, ADHS/DBHS has devoted its efforts in the development of a comprehensive Cultural Competency program involving state contractors as well as other stakeholders, community members, services providers, and community based organizations. ADHS/DBHS focused on leading initiatives that have had an important impact on the provision of Behavioral Health services.

Through methods of data collection and community collaboration, ADHS/DBHS has determined that many disparities and/or gaps still exist with regard to tradition, cultural believes, diverse cultures, and race/ ethnicity being included as vital elements in quality of care and effectiveness of services provided. Therefore, ADHS/DBHS has determined that it is time to focus efforts on data driven outcomes and apply new initiatives and programs to provide a comprehensive range of inclusive and high quality services for all the underserved/underrepresented populations identified within Arizona's geographical regions.

PURPOSE

The approach for the CYE 2009 Cultural Competency Plan is data driven and outcome based. The attached work plan is a comprehensive document that includes the Center for Medicaid Services (CMS) Requirements, Arizona Health Care Cost Containment System (AHCCCS) Contract Requirements, AHCCCS Policy Requirements, AHCCCS Corrective Action Plan Requirements, and ADHS/DBHS Cultural Competency standards and initiatives developed and recommended by the ADHS/DBHS Cultural Competency work group and the Cultural Competency Advisory Committee. Also utilized in the development of initiatives are data components including the Annual Diversity Report and the Bi-Annual Enrollment and Penetration Report. ADHS/DBHS intends to use these documents as the foundation for continued efforts in the promotion of culturally competent services.

WORK PLAN COMPONENTS

Development of the work plan was based on current initiatives in the field of cultural competency on a national level, contractual requirements, and initiatives developed by internal and external stakeholders, including providers and experts in the Cultural competency field. The intent of the work plan is to be a working document that will be updated as projects, activities, and accomplishments are reached and/or analyzed. The Cultural Competency workgroup as well as the T/RBHA culturally competent representatives will develop future recommendations for implementation of strategies for the proposed guidelines. The plan has two major components: the "Work Plan Requirements Guide" outlines the applicable regulations and the "Work Plan Initiatives" outlines the goals and activities that implement the strategies in a measurable outcome.

A. Work Plan Requirements Guide

The Work Plan Requirements Guide outlines applicable regulations to Cultural Competency. The document includes CMS Requirements, AHCCCS Contract Requirements, AHCCCS Policy Requirements, and AHCCCS Corrective Action Plan Requirements. The intended use for this document is as a reference document. The document will be one resource for creating new initiatives and modifying existing initiatives while complying with national and state standards.

**Arizona Department of Health Services
Division of Behavioral Health Services
Cultural Competency 2009-2010 Plan Narrative**

B. Work Plan Initiatives

The Work Plan Initiatives document outlines implementation of initiative goals and activities with measurable outcomes. The attached Initiatives work plan is a comprehensive document that includes ADHS/DBHS Cultural Competency standards and initiatives developed and recommended by the ADHS/DBHS Cultural Competency work group and the Cultural Competency Advisory Committee based on national and state requirements as well as current initiatives. As projects, activities, and accomplishments are reviewed and analyzed, the work plan will be updated.

DATA COMPONENTS

The Annual Diversity Report, the Bi-Annual Enrollment and Penetration Report, and the T/RBHA Quarterly Diversity Report on Enrollment and Penetration have been included as resources for determining areas of accomplishment and areas of improvement.

A. Annual Diversity Report

The Annual Diversity Report is a comprehensive analysis of the total enrolled racial and ethnic populations at ADHS/DBHS. Information is pulled from the Client Information System (CIS) with a focus in demographic, programmatic, and utilization of services. The information provides an opportunity for ADHS/DBHS, T/RBHA's, and providers to explore the diversity of the population receiving services. The information also provides the opportunity to initiate further discussions on the importance of race, ethnicity, culture, and social influences as vital elements in the provision of services and how to provide culturally and linguistically effective care for diverse cultural and racial groups.

B. Bi-Annual Enrollment and Penetration Report

The Bi-Annual Enrollment and Penetration Report presents the AHCCCS penetration enrollment populations at ADHS/DBHS. Information is pulled from the CIS database and placed into categories based on the consumers' race/ethnicity. These groups are compared to similar census data populations and those enrolled in services at ADHS/DBHS. The bi-annual report allows for an overview of status on the diverse populations that are served. Information is provided in a format which focuses on areas of policy, marketing/outreach, prevention, training, and initiatives. Focus on these areas allows the T/RBHAs to review and analyze the efforts/initiatives that are effectively impacting the diverse communities.

C. T/RBHA Quarterly Diversity Report on Enrollment and Penetration

All T/RBHAs currently provide presentations on a quarterly basis to ADHS/DBHS on a variety of topics specific to data and outcome measures. A cultural competency component has been added to these meetings. The T/RBHAs will have a template format of reporting that will allow for analysis of the Bi-Annual Diversity Penetration report numbers and provide a forum where projects, initiatives, marketing/outreach, prevention, and training efforts and/or status updates can be highlighted. The T/RBHAs will have access to data on racial/ethnic populations to assist in monitoring of their initiatives/deliverables throughout the year. The quarterly report will feed into the development of the Bi-Annual Enrollment and Penetration Report.

Culture and society play pivotal roles in mental health, mental illness, and behavioral health services. Understanding the wide-ranging roles of culture and society enables the mental health field to design and deliver services that are more responsive to the needs of underserved/underrepresented populations.

**Arizona Department of Health Services
Division of Behavioral Health Services
Cultural Competency 2009-2010 Plan Narrative**

**Arizona Department of Health Services
Division of Behavioral Health Services
Cultural Competency 2009-2010 Plan Narrative**

Cultural Competency Plan Layout

