

**DBHS
Cultural Competency Plan
2009 – 2010**

**WORK PLAN
Initiatives**

	Identified Objective	Assigned Parties	Action Steps	Measures	Completion Date	Status/Progress Update	Identified Barriers/ Comments
5	DBHS INITIATIVES						
5A	Education and Training						
5A.1	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: <ul style="list-style-type: none"> • Deaf and Hard of Hearing • GLBTQ • Native American • Asia and Pacific Islanders • African American • Hispanic/Latino • Blind and Visually Impaired 	DBHS T/RBHAS	1. Continue providing New Employee Orientation training for clinical and non clinical staff. 2. Develop a one hour executive curriculum for all staff to be provided annually. 3. Develop a policy for mandatory trainings. 4. New activity to be developed throughout the year and reported at the completion date.	1. Maintain a log/list of trainings offered (include brownbag). 2. Training sign-in sheets. 3. Approved training curriculums. 4. Quarterly reports. 5. Annual Administrative Review. 6. Revised as necessary and updated as required.	Ongoing activities will be reported on a quarterly basis: 09-15-09 12-15-09 03-15-10 06-15-10		

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5A.2	Continue development of alternative training mechanisms (ie. video, web, e-learning)	DBHS T/RBHAS	1. The T/RBHAS collectively will present ideas at the committee on how to improve training techniques to be more effective.	1. Maintain a log/list of trainings offered. 2. Training sign-in sheets. 3. Maintain a list of monitoring tools used.	Ongoing		
5A.3	Participation in conferences, seminars, forums etc Due to budget constraints, DBHS will be working collaboratively with the T/RBHAS to participate in Statewide conferences regarding Cultural Competency Initiatives.	DBHS T/RBHAS	1. Develop a list of possible conferences. 2. DBHS will be attending planning meetings and providing documentation to be used at the Cesar Chavez conference. 3. DBHS staff will be presenters at the Cesar Chavez conference.	1. Maintain a log of DBHS conference participation. 2. Maintain a log of activities and presenters offered at the Cesar Chavez Annual conference. 3. Quarterly report. 4. Conference to be held in March 2010.	1. Ongoing 2. May 2010 - conference summary will be developed		
5A.4	Identify needs, develop trainings, and enhance services for treatment and prevention related	DBHS Prevention Unit	1. The monthly DBHS LGBTQ Advisory Committee will include T/RBHA representatives.	1. Need assessments. 2. Strategic tools to collect	1. Quarterly reports:		

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	to the Lesbian Gay Bisexual Transgender Questioning (LGBTQ) population.	T/RBHAS	<p>2. Develop training for prevention of substance abuse within the LGBT community.</p> <p>3. Cultural Competency Training will be provided to professionals working with LGBTQ individuals.</p> <p>4. Conduct need assessments and develop strategic tools to collect and analyze data.</p> <p>5. 2009-2010 work plan to be executed.</p>	<p>and analyze data.</p> <p>3. 2009-2010 work plan.</p>	<p>09-15-09 12-15-09 03-15-10 06-15-10</p>		
5A.5	Training of Trainers (TOT)	DBHS Prevention Unit T/RBHAs	<p>1. Develop processes for monitoring the existing trainings for TOT.</p> <p>2. Develop a list of TOT trainings</p>	1. Curriculum	<p>1. Quarterly reports:</p> <p>09-15-09 12-15-09</p>		

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			<p>available.</p> <p>3. Establish Continuing Education Units (CEU's) for TOT.</p>		<p>03-15-10 06-15-10</p>		
5 B	Collaborative Partnerships with Community Based Organizations						
5B.1	Increase participation of the DBHS Office of Individual and Family Affairs (OIFA)	ADHS/DBHS	<p>1. A representative will attend the Cultural Competency Advisory Committee meeting to determine areas that need to be addressed.</p> <p>2. DBHS will work collaboratively with the family organizations to carry out initiatives developed from the meetings.</p> <p>3. Develop a quarterly report regarding initiatives, programs, and general community involvement lead by the OIFA.</p>	1. Quarterly report indicating initiatives, programs, and general community involvement	<p>1. Ongoing</p> <p>2. Ongoing</p> <p>3. Quarterly reports:</p> <p>09-15-09 12-15-09 03-15-10 06-15-10</p>		

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5B.2	<p>Bi-national effort to assess individual and public health issues, prevention, and treatment services along the border of US and Mexico.</p> <p>DBHS Prevention Office is collaborating with The US-Mexico Border Initiative to coordinate and implement the strategic plan in Arizona as a border state.</p>	<p>ADHS/DBHS Prevention Unit</p> <p>US-Mexico Border Initiative</p>	<ol style="list-style-type: none"> 1. SAMHSA granted Behavioral Health Assessment, Inc. (BAI) to organize collaboration with states within US and Mexico Border to provide Strategic prevention framework (SPF) training and develop a strategic plan. 2. Copy of the plan 3. Maintain a list of activities 4. Prepare presentations 5. Develop a plan/report indicating results of the initiative. 	<ol style="list-style-type: none"> 1. Plan/report indicating results of the initiative. 	Ongoing/TBD		
5B.3	<p>Include T/RBHA outreach plans as a component of the Cultural Competency objectives and goals</p>	ADHS/DBHS	<ol style="list-style-type: none"> 1. T/RBHAs will present outreach plans each fiscal year. 2. The Cultural Competency Advisory Committee will review plans to determine if extra activities need to be included. 	<ol style="list-style-type: none"> 1. Outreach plans 2. Developed initiatives 	<ol style="list-style-type: none"> 1. Annually 2. Quarterly review: 09-15-09 12-15-09 		

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			3. Determine new/ revised activities related to Cultural Competency.		03-15-10 06-15-10		
5B.4	Deaf and Hard of Hearing Commission Meetings	ADHS/DBHS Arizona Commission for the Deaf and Hard of Hearing	1. DBHS provides the meeting location and telemed equipment. 2. DBHS attends the meeting to determine areas that need to be addressed by behavioral health. 3. DBHS works collaboratively with the T/RBHAs to carry out initiatives developed from the meetings.	1. Established initiatives	1. Quarterly 2. Quarterly 3. Ongoing		
5B.5	Statewide Arizona American Indian Behavioral Health Forum	ADHS/DBHS American Indian Behavioral Health Community	1. Steering committee has been developed and has begun meeting to develop the forum plan/details. 2. T/RBHAs have now hired Tribal Liaisons to develop and	1. Forum plans 2. Developed initiatives	1. December 2009 2. Ongoing		

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			promote American Indian initiatives.				
5B.6	African American Community Stakeholders	ADHS/DBHS African American Community Stakeholders	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. Analysis of data processes. 2. Develop reports on collected data as applicable.	Ongoing		
5C	Implementation and Analysis of Organizational Self-Assessment at all Levels						
5C.1	Create a format for the organizational assessment that complies with national standards/criteria and that incorporates unique environments of the T/RBHAs a. ADHS/DBHS b. T/RBHAs	ADHS/DBHS T/RBHAs	1. The pilot template developed years ago will be used as the basis for a new model. 2. The draft will be presented to the Cultural Competency Advisory Committee and ADHS/DBHS Management.	1. At the end of the fiscal year the assessment will be implemented and the data has to be gathered for posterior analysis.	1. Annual		

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			3. Explore mechanisms for implementation. . 4. Schedule a date for implementation. 5. A model will be presented in February 2010 with an expected approval by March 2010.				
5C.2	Provider Cultural Competency Organizational Assessment	ADHS/DBHS T/RBHAs Providers	1. The assessment has been administered and report created. 2. The first draft report has been produced. 3. The analysis will be conducted by February 2010.	1. Assessment tools 2. Report analyzing the assessment 3. Improvement strategies	The final report and analysis will be presented by April 2010.		
5C.3	Individual self-assessment a. ADHS/DBHS b. T/RBHAs	ADHS/DBHS T/RBHAs	1. Presentation of the pilot ISA developed years ago will be reviewed and modified as necessary.	1. Assessment tools 2. Report analyzing the assessment	At the end of the fiscal year the assessment will be		

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			<p>2. Develop the tool and define mechanisms of implementation.</p> <p>3. Schedule a date for implementation.</p> <p>4. Model draft will be presented in February 2010. Model must be approved by March 2010.</p>	<p>3. Improvement strategies</p>	<p>implemented and the data will be gathered for posterior analysis</p>		
5C.4	Consumer Satisfaction Survey	ADHS/DBHS QM/MM/UM Unit T/RBHAs	<p>1. Review the current questionnaire to determine if the questions included are culturally oriented. Determine if questions 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</p>	<p>1. Assessment of the Member Satisfaction Survey.</p> <p>2. Results of the Member Satisfaction Survey.</p>	<p>At the end of the fiscal year the assessment will be implemented and the data will be gathered for posterior analysis</p>		

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			<p>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>				
5C.5	Focus groups	ADHS/DBHS T/RBHAs	<p>1. Establish process for focus groups with the intent of gathering data and community input to improve quality of services.</p> <p>2. Determine/develop questions.</p> <p>3. Determine dates/times for focus groups.</p>	TBD	Ongoing		

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5D	Communication/Marketing and Outreach						
5D.1	ADHS/DBHS Communication Officer	ADHS/DBHS	<p>1. Quarterly Collection of information regarding communication strategies from the T/RBHAs.</p> <p>2. DBHS Communication Officer will participate in the monthly Cultural Competency Advisory Committee to report T/RBHA communication activities/ initiatives.</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. Monthly</p> <p>3. On-going</p>		
5D.2	Marketing Strategies to increase knowledge of services available to members and potential	ADHS/DBHS T/RBHAs	1. DBHS has begun a Statewide marketing campaign focusing on youth the first year and on adults		1. 01.2010		

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	members of diverse populations		<p>the next year.</p> <p>2. Results will be used to support T/RBHAs in outreach activities to increase enrollment into the system.</p> <p>3. T/RBHAs to create initiatives based on the results.</p>		<p>2. Ongoing</p> <p>3. Annually</p>		
5E	Data Collection and Report Production						
5E.1	Quarterly Diversity Report on Enrollment and Penetration	T/RBHAs	<p>1. DBHS will provide a template to the T/RBHAs</p> <p>2. DBHS will provide penetration and enrollment data analysis to the T/RBHAs</p> <p>3. T/RBHAs will use the data analysis provided to identify the existing culturally appropriate strategies and initiatives for the</p>	1. Quarterly Report – analysis of Enrollment and Penetration data.	<p>1. 9.2009</p> <p>2. 9.2009</p> <p>3. Quarterly</p>		

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			<p>identified populations to improve the number of behavioral recipients accessing/engagement and retention of behavioral health services.</p> <p>4. Reports will be due to DBHS 15 days after Quarter end.</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 T/RBHAs	<p>1. DBHS will provide penetration and enrollment data analysis to the T/RBHAs</p> <p>2. T/RBHAs 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 and retention of behavioral health services.</p>	<p>1. Identification/ analysis of appropriate strategies and initiatives for the identified populations to improve the number of behavioral recipients accessing/engaging and retaining behavioral health services</p>	<p>1. Twice a year</p> <p>2. Quarterly</p>		

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5E. 3	Annual Diversity Report	ADHS/DBHS T/RBHAs	<p>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.</p> <p>2. Once the report is finalized it will be posted to the ADHS/DBHS and T/RBHAs websites.</p> <p>3. The report will be used as guidance to develop the baseline initiatives for the following year's Cultural Competency Plan.</p>	1. Data on diverse populations receiving services in the Arizona public behavioral health system	<p>1. Annually</p> <p>2. Annually</p> <p>3. Annually</p>		
5E. 4	Assessments: 1. Organizational Assessment: a. ADHS/DBHS Cultural Competency Organizational	ADHS/DBHS T/RBHAs	Organizational Assessments: a. ADHS/DBHS Cultural Competency Organizational Assessment	1. Assessment tools 2. Report analyzing the assessment	Organizational Assessments: 1. One-time		

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	<p>Assessment b. RBHA Cultural Competency Organizational Assessment</p> <p>2. Self-Assessment a. ADHS/DBHS Cultural Competency Self-Assessment</p> <p>b. RBHA Cultural Competency Self-Assessment</p> <p>3. Provider Cultural Competency Organizational Assessment</p>		<p>1. ADHS/DBHS will develop a report based on the assessment</p> <p>2. DBHS will develop strategies to improve areas demonstrating low scores</p> <p>b. RBHA Cultural Competency Organizational Assessment 1. The RBHAs will develop a report based on their assessment</p> <p>2. DBHS will work with RBHAs to develop strategies to improve areas demonstrating low scores</p> <p>Self-Assessments: a. ADHS/DBHS Cultural Competency Self-Assessment 1. ADHS/DBHS will develop a report based on the assessment</p> <p>2. DBHS will develop strategies</p>	<p>3. Improvement strategies</p>	<p>2. Ongoing</p> <p>Self-Assessments: 1. One-time</p> <p>2. Ongoing</p> <p>Provider Cultural Competency Organizational Assessment: 1. On-going</p> <p>2. Ongoing</p>		

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			<p>to improve areas demonstrating low scores</p> <p>b. RBHA Cultural Competency Self-Assessment</p> <p>1. The RBHAs will develop a report based on their assessment</p> <p>2. DBHS will work with RBHAs to develop strategies to improve areas demonstrating low scores</p> <p>Provider Cultural Competency Organizational Assessment:</p> <p>1. The report was developed in June 2009.</p> <p>2. DBHS will work with T/RBHAs to develop strategies to improve areas demonstrating low scores.</p>				
5E.5	Network Plan/Inventory	ADHS/DBHS Network Unit T/RBHAs	1. Each RBHA reports on Linguistic Needs: Primary Language	1. Linguistic Needs Analysis of Primary Language and Deaf and Hard of Hearing	Ongoing		

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			<p>Deaf and Hard of Hearing</p> <p>2. ADHS/DBHS Network Unit analyzes linguistic needs data and creates the Network Inventory Plan.</p> <p>3. ADHS/DBHS intends to use the data from the Network Inventory Plan toward creating language capacity initiatives.</p>	<p>2. Language Capacity Initiatives</p>			
5E.6	<p>Prevention Plan</p> <p>A. Screening tool and referral process</p> <p>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</p>	ADHS/DBHS T/RBHAs	<p>1. Implementation of the screening and referral process.</p> <p>2. Report the number of youth screened with substance abuse indicators who are participating in prevention programs.</p> <p>3. Identify potential needs for behavioral health and substance</p>	<p>1. Data report</p>	<p>1. Data report to be prepared by 9.2009</p>		

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	treatment services		abuse treatment services.				
5E.7	QM/MM/UM Plan/Committee	ADHS/DBHS Quality Management Unit	<p>1. A Cultural Competency Representative will attend monthly QM/UM Committee.</p> <p>2. A Cultural Competency Representative will provide information regarding the Consumer Satisfaction Survey.</p> <p>3. Review the current questionnaire to determine if the questions included are culturally oriented. Determine if questions incorporate national standards and Arizona specific requirements.</p> <p>4. A Cultural Competency expert will be contacted to provide assessment on the Member</p>	1. Consumer Satisfaction Survey Questions	1. Usually posted by July 1 of each year.		

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			<p>Satisfaction Survey.</p> <p>5. Feedback will be provided to the ADHS/DBHS QM/UM area regarding modification/inclusion of questions as necessary.</p>				
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 T/RBHAs	<p>1. Provider Manual Section is developed.</p> <p>2. Reviewed and updated every two years.</p> <p>3. Obtain information on culturally competent materials.</p>	N/A	<p>1. 7.1.09</p> <p>2. Every two years</p>		
5F.2	CO 1.2 Cultural Competency	ADHS/DBHS T/RBHAs	<p>1. Policy and Procedure is developed.</p> <p>2. Reviewed and updated every</p>	N/A	<p>1. 7.1.09</p> <p>2. Every two</p>		

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			two years. 3. Obtain information on culturally competent materials.		years		
5F.3	Focus on National Standards and development of Arizona initiatives	ADHS/DBHS T/RBHAs	1. Research National Standards and compare to current ADHS/DBHS initiatives. 2. Identify areas of improvement and areas of accomplishment.	1. National Standards data	Ongoing		