

POLICIES AND PROCEDURE MANUAL

Chapter:	Service Delivery System		
Title:	Cultural Competency Policy		
Policy: <input checked="" type="checkbox"/>	Review Cycle: Biennial	Adopted Date: 01.05.2016	Related Policies:
Procedure: <input type="checkbox"/>	Author: Deputy Director	Review Date: 11.01.2022	
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Purpose

This policy is intended to define the expectations for Mid-State Health Network (MSHN) and its Provider Network to provide culturally competent supports and services.

Policy

It is the policy of MSHN and its Provider Network to effectively provide services to recipients of all cultures, ages, races, gender, sexual orientation, socioeconomic status, languages, ethnic backgrounds, spiritual beliefs and religions in a manner that recognizes, values, affirms, and respects the worth of the individuals and protects and preserves the dignity of each person. In addition, MSHN and its Provider Network value workforce diversity and actively engage in culturally competent employment practices.

In furtherance of this policy MSHN and its Provider Network shall demonstrate an ongoing commitment to linguistic and cultural competence that ensures access and meaningful participation for all people in the service area.

Such commitment includes acceptance and respect for the cultural values, beliefs and practices of the community, as well as the ability to apply an understanding of the relationships of language and culture to the delivery of supports and services.

To effectively demonstrate such commitment, MSHN’s Provider Network shall have five components in place:

- (1) A method of community assessment;
- (2) Sufficient policy and procedure to reflect the PIHP's value and practice expectations;
- (3) A method of service assessment and monitoring;
- (4) Ongoing training to assure that staff are aware of, and able to effectively implement, policy; and
- (5) The provision of supports and services within the cultural context of the recipient.

Competence includes a general awareness of the cultural diversity of the service area including race, culture, religious beliefs, regional influences in addition to the more typical social factors such as gender, gender identification, sexual orientation, marital status, education, employment and economic factors, etc.

Applies to:

- All Mid-State Health Network Staff
- Selected MSHN Staff, as follows:
- MSHN’s CMHSP Participants: Policy Only Policy and Procedure
- Other: Sub-contract Providers

Definitions:

CMHSP: Community Mental Health Service Program

Cultural Competency: is an acceptance and respect for difference, a continuing self-assessment regarding culture, a regard for and attention to the dynamics of difference, engagement in ongoing development of

cultural knowledge, and resources and flexibility within service models to work toward better meeting the needs of minority populations.

MSHN: Mid-State Health Network

PIHP: Prepaid Inpatient Health Plan

Provider Network: refers to a CMHSP Participant that is directly under contract with the MSHN PIHP to provide services and/or supports through direct operations or through CMHSP subcontractors.

Other Related Materials:

MSHN Utilization Management Plan

References/Legal Authority:

Medicaid Managed Specialty Supports and Services Contract: Concurrent 1915(B)/(c) Waiver Programs, the Health Michigan Program and Substance Use Disorder Community Grant Programs

Change Log:

Date of Change	Description of Change	Responsible Party
03.18.2015	New Policy	Deputy Director
02.28.2018	Annual Review	Deputy Director
02.28.2019	Annual Review	Deputy Director
08.31.2020	Biennial Review	Deputy Director
09.09.2022	Biennial Review	Deputy Director