

POLICIES AND PROCEDURE MANUAL

Chapter:	Service Delivery System		
Title:	Cultural Competency Policy		
Policy: <input checked="" type="checkbox"/> Procedure: <input type="checkbox"/> Page: 1 of 2	Review Cycle: Biennial Author: Deputy Director	Adopted Date: 01.05.2016 Review Date: 03.04.2025	Related Policies: Enrollee Rights Info Accessibility/Limited English Proficiency Recipient Rights for Substance Use Disorder Personnel Manual Service Philosophy & Treatment

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 individuals of all cultures, ages, races, gender, sexual orientation, socioeconomic status, languages, ethnic backgrounds, spiritual beliefs and religions in a manner that recognizes, values, affirms, respects, and preserves their dignity and honors their culture.. In addition, MSHN and its Provider Network value workforce diversity and shall actively engage in culturally competent employment practices.

MSHN and its Provider Network shall demonstrate an ongoing commitment to linguistic and cultural competence that ensures timely access to services and supports, that are person centered.

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

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

- (1) A method of community assessment;
- (2) Policy that supports the elements within MSHN’s Cultural Competency Policy;
- (3) A procedure that includes the method of service assessment, evaluation, monitoring, complaint reporting, resolution and continuous improvement;
- (4) Ongoing training, resources and supports to ensure staff awareness of, and ability to implement policy and procedure
- (5) Availability of supports and services that reflect and embrace the cultural context of the individuals and communities;
- (6) A system for outreach to engage target populations/underrepresented communities where disparities exist in service delivery; and
- (7) Evaluation tools that reflect cultural competency, sensitivity, (individual plans of service, discharge plans) and integrate supports unique to the individual’s cultural identity.

Cultural 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: Substance Use Disorder Prevention, Treatment and Recovery 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.

Cultural Identity: is a person's sense of belonging to a group or culture and is part of their self-concept. It's made up of a person's cultural beliefs and practices, and can be influenced by a variety of factors, including: nationality, ethnicity, religion, social class, generation, locality, sexuality, and ability.

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:

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
9.1.2024	Biennial Review	Deputy Director