

## POLICIES AND PROCEDURE MANUAL

<b>Chapter:</b>	<b>Service Delivery System</b>		
<b>Title:</b>	<b>Cultural Competency Policy</b>		
<b>Policy:</b> <input checked="" type="checkbox"/> <b>Procedure:</b> <input type="checkbox"/> <b>Version:</b> 1.0 <b>Page:</b> 1 of 3	<b>Review Cycle:</b> Annually  <b>Author:</b> Deputy Director	<b>Adopted Date:</b> 01.05.2016  <b>Review Date:</b> 05.08.2018  <b>Revision Eff. Date:</b>	<b>Related Policies:</b>

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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**

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 Competence:** An ongoing process by which individuals and systems respond respectfully and effectively to all people in a manner that recognizes, affirms and values diverse 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:**

<b>Date of Change</b>	<b>Description of Change</b>	<b>Responsible Party</b>
03.18.2015	New Policy	Deputy Director
02.28.2018	Annual Review	Deputy Director