

SAN MATEO COUNTY HEALTH SYSTEM
BEHAVIORAL HEALTH AND RECOVERY SERVICES

DATE: July 9, 2014

BHRS POLICY: 14-01

SUBJECT: Implementation of Cultural Competency Standards

AUTHORITY: CA Welfare and Institutions Code, Title 9 Section 1810.410; BHRS Cultural Competence Plan; County and Departmental Directive; National Standards for Cultural and Linguistically Appropriate Services (CLAS)

SUPERSEDES: Restatement of Existing Practice

BACKGROUND

Commitment and adherence to culturally and linguistically competent services is an enduring value in San Mateo County Behavioral Health and Recovery Services (BHRS). It is reflected in the BHRS Mission Statement:

Promote wellness and provide public mental health services that support San Mateo County residents to achieve their potential in meaningful life activities, and to live as contributing and successful members of their families and communities.

It is a key dimension in the BHRS Welcoming Statement:

All persons will be welcomed with respect for their ethnic, cultural and linguistic diversity, sexual orientation and gender identity, religious and spiritual background, age and socioeconomic issues. It is our responsibility to be aware of and open to each person's circumstances and cultural needs. Our goal is to continue to develop our capacity to best serve each person.

PURPOSE

- To institutionalize the value of cultural diversity throughout BHRS and to provide the most culturally competent services possible to clients we serve.
- To provide a mechanism to assure increased participation and input from various levels of BHRS and from the communities we serve.

- To promote our workplace as an environment where people are valued for their uniqueness and differences, and are confident that their contributions matter and are respected.
- To provide a link to key policies and documents supporting cultural competency already in effect and guiding services in BHRS.

POLICY

The importance of providing culturally and linguistically competent services shall be reflected in all areas of mental health and substance abuse services within BHRS. Program policies and administrative practices shall reflect the cultural, ethnic and linguistic diversity of the clients served within BHRS.

DEFINITION

Cultural Competence: A set of congruent practice skills, knowledge, behaviors attitudes and policies that enable county and community providers and clients to work effectively in cross-cultural situations.

PROCEDURES

- The Health Equity Initiatives Manager is charged with the enhancement of cultural competence throughout BHRS, including the submission of the annual Cultural Competence Plan Update.
- BHRS has established and will continue to fully support the Diversity and Equity Council, a state mandated mechanism to monitor and promote cultural competency.
- Cultural Competence issues are to be included throughout Policy and Procedure Manual(s), Provider Manuals, Documentation Manuals and trainings, and other clinical and administrative references.
- BHRS Recruitment policies will enable managers to specify bilingual staff recruitment. Training policies will include the expectation that all staff be trained in Cultural Competence issues.
- Cultural Competence stipends will continue to be offered to graduate level trainees.
- Specific Cultural Competence language will be written into all contracts. This shall include availability of linguistic services, reporting requirements about the population and human resources, and participation in Cultural Competence efforts.

- Evaluations of Adult, Older Adult and Child/Youth Services shall address issues of cultural competence.
- Decisions about the adoption of evidence based activities and the promotion of evidence based learning shall also include promising and community based or defined practices.

BHRS REFERENCES

- BHRS Vision, Mission and Values
- Policy 08-01 Welcoming Framework
- Policy 92-03 Affirmative Action
- Policy 99-01 Services to Clients in Primary or Preferred Languages
- Policy 05-01 Translation of Written Materials
- Policy 95-04 Practice Standards: Community Workers, Residential Counselors and Behavioral Health Counselors
- Policy 14-03 Selection of Evidence-Based and Community Defined Practices
- San Mateo County Health Systems Linguistic Access Policy
- BHRS Cultural Competence Plan
- BHRS Quality Management Work Plan

Approved: Signature on File
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Reviewed: _____

