



COUNTY OF YOLO
HEALTH AND HUMAN SERVICES AGENCY

POLICIES AND PROCEDURES

SECTION 5, CHAPTER 8, POLICY 006

CULTURAL COMPETENCY

POLICY NUMBER:	5-8-006
SYSTEM OF CARE:	BEHAVIORAL HEALTH
FINALIZED DATE:	03.29.2021
EFFECTIVE:	01.01.2021
SUPERSEDES # :	Supersedes Policy #'s: 5-8-001 Cultural Competency Trainings 5-8-002 Cultural Competency Standards and the Role of the Cultural Competency Committee 5-8-005 Information Dissemination and Cultural Competency 5-8-003 Cultural Diversity 5-8-004 Cultural Competency and Training of Interpreters PP 700 Training of Interpreters (10-23-08)

A. PURPOSE: To establish a policy to ensure that all services, programs and activities are conducted in a manner sensitive to and shows respect for the cultural and ethnic diversity for beneficiaries of Yolo County Health and Human Services Agency (HHSA) Behavioral Health (BH) and Network Providers consistent with state and federal requirements.

B. RELATED DOCUMENTS:

1. Compliance Plan

C. DEFINITIONS:

1. Cultural Competence: means a set of congruent practice skills, behaviors, attitudes and policies in a system, agency or among those persons providing services that enables the systems, agency or those persons providing services to work effectively in cross cultural situations.

- D. POLICY:** Cultural Competency is a quality of care issue, where effective, client-centered care is provided. Yolo County HHSA continues to demonstrate a commitment to cultural competence and culturally responsive services.

Yolo County HHSA BH and Network Providers shall participate in the State's efforts to promote the delivery of services in a culturally competent manner to all beneficiaries, including those with limited English proficiency and diverse cultural and ethnic backgrounds, disabilities, and regardless of gender, sexual orientation or gender identity. (42 C.F.R. § 438.206(c)(2).)

Yolo County HHSA BH and Network Providers shall provide culturally competent services. Service providers shall ensure that policies, procedures, and practices are consistent with the principles outlined and are embedded in organizational structure, as well as being upheld in day-to-day operations. Translation services shall be available for beneficiaries, as needed.

Yolo County HHSA shall make efforts to increase recognition, value and commitment of racial, ethnic, and cultural diversity and equality and shall strive to exhibit equitable practices, policies, and programs, internally across departments and externally for clients and the community.

E. PROCEDURE:

1. **Cultural Competence Plan (CCP):** Yolo County HHSA BH shall have a written cultural competence plan which shall be submitted to the Department of Health Care Services (DHCS) for approval and which shall be updated at minimum annually in accordance with regulations. (CCR title 9, section 1810.410). If DHCS does not issue a Notice of Approval or Disapproval within 60 calendar days after receipt of Yolo County HHSA BH CCP, Yolo County HHSA BH may implement the CCP.
2. **Cultural Competence Committee (CCC):** Yolo County HHSA BH shall have a CCC or other group that addresses cultural issues and has participation from cultural groups that is reflective of the community. (CCR title 9, section 1810.410). The CCC shall:
 - a. be responsible to complete its Annual Report of CCC activities as required in the CCPR. (CCR title 9, section 1810.410);
 - b. Participate in overall planning and implementation of services at the county;

- c. Provide reports to the Quality Assurance and/or the Quality Improvement Program (CCR title 9, section 1810.410) and any additional party that may benefit from reports;
 - d. Record and track all activities and involvement.
- 3. Cultural Competence Training:** Yolo County HHSA BH and Network Providers shall ensure that BH staff attend annual cultural competence training to ensure the provision of culturally competent services. Training should improve the cultural competence skills of staff and contract providers. Yolo County HHSA BH and Network Providers shall:
- a. Ensure there is a plan for cultural competency training for the administrative and management staff of the organization;
 - b. Ensure there is a plan for cultural competency training for persons providing Specialty Mental Health Service (SMHS) and/or Drug Medi-Cal Organized Service Delivery (DMC-ODS) Substance Use Disorder (SUD) Services employed by or contracting with Yolo County HHSA BH;
 - c. Have a process that ensures that interpreters are trained and monitored for language competence (e.g., formal testing) (CCR, title 9, § 1810.410 (c)(4).);
 - d. Record and track implementation of training plans.
- 4. Language Accessibility:** Yolo County HHSA BH and Network Providers shall:
- a. Offer and provide interpreter services, when applicable;
 - b. Make written materials that are critical to obtaining services available to beneficiaries in prevalent non- English languages. (MHP Contract, Ex. A, Att. 11; 42 C.F.R. § 438.10(d).) including when applicable, treatment specific information be offered and provided in an alternative format (e.g., braille, audio, large print, etc.). (CCR, title 9, § 1810.410(e)(2), and 3200.210);
 - c. Provides referrals for beneficiaries who prefer to receive services in that threshold language, but who initially access services outside the specified geographic area, to a key point of contact that does have interpreter services in that threshold language (CCR, Title 9, Section 1810.410 (e)(2)(B)).
 - d. Ensure equal access to quality care by diverse populations, for each DMC-ODS SUD service provider receiving funds shall adopt the federal Office of Minority Health Culturally and Linguistically Appropriate Service (CLAS)

international standards (Document 3V) and comply with 42 CFR 438.206(c)(2).

B. REFERENCES:

1. CCR title 9, section 1810.410
2. Mental Health Plan Contract, Exhibit A
3. Drug Medi-Cal Organized Delivery System Intergovernmental Agreement

Approved by:



Karen Larsen, Director
Yolo County Health and Human Services Agency

3/30/2021

Date