

Title of Manual: Mid-South Substance Abuse Commission Policy and Procedures			Page 1 of 3	
			History	
Policy Number: A010	Subject/Title: Cultural Competency		Replaces:	2/2004
			Last Reviewed:	3/2009
Issued By: Executive Director	Approved By: Board of Directors Date: 04/27/2009	Scope: Treatment and Prevention Providers	Effective:	04/27/2009

1. POLICY

Cultural competence is defined as a set of values, behaviors, attitudes, and practices within a system, organization, and program or among individuals and which enables them to work effectively cross culturally. Further, it refers to the ability to honor and respect the beliefs (including religious), language, interpersonal styles and behaviors of individuals and families receiving services, as well as staff who are providing such services. Cultural competence is a dynamic, ongoing, developmental process that requires a long-term commitment and is achieved over time. (The National Center for Cultural Competence)

It is critical that both Mid-South and our contracted prevention and substance use disorder (SUD) treatment providers strive toward cultural competency for there are people from diverse cultural backgrounds in our communities who are in need of accessing our services. We need to remove the barriers and embrace the differences in order to offer safe and caring environments for all who are in need of our services.

2. EXPECTATIONS

It is the expectation that each prevention and treatment provider will have applicable policies and procedures for review by Mid-South.

- 2.1. Governance: Mid-South and all its contracted prevention and SUD treatment providers will make every effort to ensure that governing boards and advisory bodies are representative of the diversity of the regional and local population.
- 2.2. Provider: Mid-South shall ensure, to the extent possible, that racial or ethnic minority prevention and SUD treatment providers and non-minority culturally competent prevention and SUD treatment providers are part of Mid-South's provider network.
- 2.3. Identification of Diverse Populations: Mid-South and its contracted prevention and SUD treatment providers will identify and assess the cultural needs, including language, of potential and active clients based on population served. This identification will be based on current census data, client utilization data, and data from other sources such as local Public Health Departments, Intermediate School Districts, and Refugee Services.
- 2.4. Limited English Proficiency: Mid-South shall ensure that all contracted prevention and SUD treatment providers comply with its Limited English Proficient Persons Policy which includes requirements concerning the provision of both written and interpretative services. Refer to the Limited English Proficiency Persons Policy (T004) located at www.mssac.com.
- 2.5. Recruitment and Hiring of Culturally Competent Staff: Mid-South will work with all contracted prevention and SUD treatment providers to ensure racial and ethnic diversity in their workforce, including direct service providers.
 - 2.5.1. Mid-South is fully committed to increasing the racial and ethnic diversity in the prevention and SUD treatment field. To that end Mid-South will encourage all contracted prevention and SUD treatment providers to have an ethnic and racial diverse workforce as seen by their recruiting and hiring practices.
 - 2.5.2. Additionally, each contracted prevention and SUD treatment provider will be encouraged to work within the various racial and ethnic communities to recruit individuals to seek

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education and training in the field of prevention and SUD treatment. Mid-South will provide technical assistance and support necessary to further this end.

2.6. Ongoing Staff Training: Mid-South and each of its contracted prevention and SUD treatment providers will ensure staff training on cultural diversity and competency issues will be based on the needs of the staff and documented for review.

2.6.1. Mid-South requires each contracted prevention and SUD treatment provider to have a plan that annually assess the needs of their staff regarding cultural diversity and competency issues based on local cultural needs.

2.6.2. Mid-South requires for each new hire by the contracted prevention and SUD treatment provider, cultural diversity and competence training will happen within the first six (6) months of hire and annually thereafter.

2.6.3. Mid-South encourages each contracted prevention and SUD treatment provider to have staff needs incorporated into the annual staff development plan and become a part of clinical supervision for clinical staff.

2.6.4. Compliance with 2.6 will be reviewed during the annual quality site review

2.6.5. Mid-South will ensure its own staff is provided with opportunities for ongoing training and to the extent possible, its contracted prevention and SUD treatment providers on cultural competency. Mid-South will provide its own staff opportunities to attend off-site training and an annual training session during monthly staff in-service. This annual training will be documented and kept with the personnel files of each employee for review.

3. Compliance Requirements and Assurance

Mid-South will monitor each contracted prevention and SUD treatment provider's compliance with all applicable requirements concerning the provision of culturally competent services through the contracting process, including review of current provider policies and procedures and during the annual Quality Assurance Site Review process.

3.1. Areas of review may include, but are not limited to the following:

3.1.1. Providers are to address cultural issues in the community which includes working collaboratively with other community organizations.

3.1.2. Provider staff carrying out access and treatment functions will have an understanding of how different cultural viewpoints impact clients' alliance with a treatment provider, thus impacting treatment outcomes.

3.1.3. The assessment tools and/or methods used must be culturally sensitive, reliable, and validated, whenever possible, for use with racial and ethnic minorities.

3.1.4. Service/support/treatment plans and discharge plans must incorporate the natural supports and strengths specific to the racial and ethnic background of the client, family, community, faith-based, and self-help resources.

3.1.5. Prevention, education and outreach efforts will include linkages with racial, ethnic, and cultural organizations throughout the community.

3.1.6. Providers are to have mapped the cultural characteristics of the community in order to be sensitive to the cultural composition of the community and be able to deliver services to an array of cultures either themselves or in collaboration with others.

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Reference:
Limited English Proficiency Persons Policy T004