

BAY-ARENAC BEHAVIORAL HEALTH AUTHORITY POLICIES AND PROCEDURES MANUAL

Chapter: 1	Organization		
Section: 3	Organization-Agency		
Topic: 13	Cultural Competence and Limited English Proficiency		
Page: 1 of 8	Supersedes Date: Pol: 5-15-03, 6-20-00, 3-16-00, Proc: 7-20-15, 6-24-09, 4-27-6-20-02, 8-11-00 <small>(previously C3-S9-T1)</small>	Approval Date: Pol: 3-20-08 Proc: 8-19-2021	<hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/> <i>Board Chairperson Signature</i> <hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/> <i>Chief Executive Officer Signature</i>
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Policy

It is the policy of Bay-Arenac Behavioral Health Authority (BABHA) that behavioral health services be available and provided to all persons living in Bay and Arenac Counties by staff who demonstrate cultural competence and recognize the need for accommodations when providing services to individuals. All direct operated and contracted programs will abide by LEP guidelines and will provide an augmentative communication specialist, voice interpreter, and translation services whenever needed, at no cost to individuals (see BABHA Policy and Procedure C04-S07-T35 – Accommodations for Communication Services).

Purpose

This policy and procedure is established to ensure that staff have the understanding and skills to work effectively in cross-cultural situations and with individuals who have Limited English Proficiency (LEP).

Education Applies to

- All BABHA Staff
- Selected BABHA Staff, as follows:
- All Contracted Providers: Policy Only Policy and Procedure
- Selected Contracted Providers, as follows:
 - Policy Only Policy and Procedure
- Other:

Definitions

Accommodations: Internal or external resources used to provide individuals meaningful access to services at no cost to them. Examples include, but are not limited to, augmentative communication specialists, voice interpreters, interpreter/translation services, etc.

Cultural Competence: Cultural competence is defined as a set of congruent behaviors, attitudes, beliefs, practices and procedures that come together in a system, agency, or among professionals

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to enable that system, agency, or those professionals to work effectively in cross-cultural situations. The word culture implies the integrated patterns of human behavior that include thoughts, communications, actions, customs, beliefs, values, and institutions of racial, ethnic, religious, or social groups. The word competence implies having the capacity to function within the context of culturally integrated patterns of human behavior defined by the group.

Limited English Proficiency (LEP): The inability to speak, read, write or understand English at a level that permits effective interaction with health care providers.

Procedure

Significant language differences will be determined using definitions from the reference “Policy Guidance, Title VI Prohibition against National Origin Discrimination as it Affects Persons with Limited English Proficiency” and the 2010 United States Census”.

Clinical Services

Forms requiring signatures (consent to treatment, release of information, ability to pay) and other vital documents (anything to which individuals have to respond) will be in language that is understandable to persons served. This particularly applies to persons whose primary language is English or Spanish. These are the two populations within our safe harbor designation for LEP. Voice interpreter services will be made available to people with LEP when the population in the community may be too small to justify the translation of forms, i.e., non-English or Spanish speaking.

Person-Centered Plans, surveys, etc., will also be presented to individuals in understandable English, Spanish, or other languages as requested/required.

Clinical forms, such as assessments, will contain questions to address cultural/religious needs. Assessment questions will be asked using language understandable to persons served. Communication assistance will be given to people with sight and hearing impairments. Interpreter services will be provided for those individuals who speak a language other than English, or for those persons with hearing impairments who need someone to sign. An interpreter should not be a family member of the individual and under no circumstances should

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an interpreter be a child. The Agency contracts for interpreter services that are available as needed. Interpreter services will be provided at no expense to persons served.

The Agency shall ensure that interpreters and bilingual staff can demonstrate bilingual proficiency, receive training that includes the skills and ethics of interpreting, and demonstrate knowledge, in both languages, of the terms and concepts relevant to clinical or non-clinical encounters. Family or friends are not considered adequate substitutes, in part because they usually lack these abilities, however, the basic premises of Person-Centered Planning prevail. If individuals ask that an adult family member or friend interpret for them, their desire must be honored, however the Agency will make an effort to confirm that the family member is interpreting accurately. Health and safety issues may be a basis for refusing an individual's request for a family member to interpret.

Recipient Rights training is mandatory for all interpreters. Contracted interpreters sign an agreement regarding the confidentiality of treatment.

Physical access to clinical services will be guided by specifications set forth by the Americans with Disabilities Act, i.e., support animals will have access to all clinic sites with their owners, etc.

Training

BABHA supports the efforts of staff to achieve and maintain a high level of cultural competence along with the ability to work effectively with individuals with LEP. Therefore, the Staff Development Center will develop standards for cultural competence and LEP training for all staff. Staff will receive cultural competence training on an annual basis and LEP on an ongoing basis.

The goal of training is to enhance the ability of staff to comprehend and incorporate the cultural diversity of the community, in which services are provided, and to provide services in the most effective and meaningful manner possible to meet the needs of persons served. As a result, training is:

- Supported by BABHA and its Board
- Reflective of the diversity in the community
- Reflective of staff-identified training needs
- Provided annually during Staff Development Days

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Cultural competence and LEP will be measured by (not an inclusive listing):

- Post-testing during Staff Development Days
- Responses on consumer satisfaction surveys
- Results of consumer focus groups
- Peer discussion groups

BABHA will ensure the following is available:

- Phone interpreter services for nearly all languages spoken in North America will be available on a 24 hour/7 day a week basis.
- BABHA Recipient Rights staff will provide the necessary resources for persons with LEP requesting services.
- TTY or similar adaptive devices will be available for callers with hearing impairments.

- Bilingual (English/Spanish/other languages) services will be available during working hours. Interpreters for people with LEP will be available by contract and called when needed. Interpreters will be used for ongoing treatment and will be provided at no cost to consumers.
- Support and Emergency Services staff will utilize appropriate BABHA resources when needing accommodations for services.

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Public Relations

The BABHA *Your Guide to Services* will be available in English and Spanish and written brochures will be available:

- ~ In understandable English
 - ~ In Spanish, upon request
 - ~ Other languages, upon request
 - ~ On CDs or removable storage devices for individuals with sight impairment or individuals with literacy limitations. The CDs or removable storage devices will be available in understandable English, Spanish, and other languages as needed.
- Braille copies will be made available upon request.
 - Brochures (and any other materials deemed appropriate, such as *Scriptographs* with an Agency label on them) will be distributed to and maintained at the following (not an inclusive list):
 - ~ Community and Senior Centers, through the Division on Aging
 - ~ The Department of Health & Human Services (DHHS)
 - ~ Social Security
 - ~ Health Fairs
 - ~ Physicians' offices/groups
 - ~ Schools
 - ~ Day Care centers (through Head Start and Successful Futures)
 - ~ Cable: Charter Home Town News and Community Connection and WNEM's Community Calendar
 - ~ Community based organizations through the Bay County Prevention Network and the Human Services Collaborative Council
 - ~ Law enforcement agencies

The number of brochures taken by community members helps provide data regarding publicity efforts.

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Brochures regarding basic BABHA services should be translated into Spanish for those in the community with LEP who speak Spanish. Other languages may be considered as the population becomes increasingly diverse.

- BABHA staff will be involved in collaborative efforts (as appropriate) with community resources such as: DHHS, Social Security, community groups, churches, clubs, etc.
- BABHA staff will be involved with an advisory group, representative of the diversity of the community that meets at least quarterly.

Administration

Hiring practices:

BABHA strives to offer to the community a staff which reflects the cultural diversity of the community and will continue to maintain high standards for education and competence for new hires. The Agency will hire the best-qualified candidates.

Methods to recruit will include (but are not limited to):

- A regular cycle of advertising in the same periodicals, newspapers, and Internet sites.
- Employment ads which may target both mid-sized and larger metropolitan areas, colleges, and universities in order to recruit from a diverse pool of potential applicants for all positions.

Board of Directors

BABHA abides by the Michigan Mental Health Code and the process utilized by both the Bay and Arenac County Board of Commissioners for the selection of Board members. BABHA will coordinate these activities with both respective counties and the Nominations Committee will review and advise the Bay and Arenac Boards of Commissioners as necessary.

To increase community awareness of pending Board vacancies (and to increase the potential for more diversity among applicants) the agency may inform staff via:

- Interoffice e-mail

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- Staff meetings
- Public service announcements
- Local cable channels
- Bilingual communication sources

Attachments

N/A

Related Forms

N/A

Related Materials

N/A

References and/or Legal Authority

LEP Analysis from the 2010 Census
 Policy Guidance, Title VI Prohibition against National Origin Discrimination as it Affects
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SUBMISSION FORM				
AUTHOR/REVIEWER	APPROVING BODY/COMMITTEE/SUPERVISOR	APPROVAL/REVIEW DATE	ACTION (Deletion, New, No Changes, Replacement or Revision)	REASON FOR ACTION - If replacement list policy to be replaced
Marlene Wolber	Janis Pinter	02/06/08		Policy & Procedure needs updating in regards to Cultural Competence & LEP
Marlene Wolber	Chris Pinter	04/27/09		
Marlene Wolber	Janis Pinter	06/24/09	Revised	Procedure updated to reflect current practices & appts to Board of Directors.
Rebecca Smith	Rebecca Smith	05/13/13	No Changes	Triennial review
Rebecca Smith	Christopher Pinter	07/20/15	Revised	Re-numbered C07-S03-T05 to C01-S03-T13, Review based on internal department consolidation and to reflect current practice
Christopher Pinter	Christopher Pinter	8/19/21	Revised	Triennial review