

## BAY-ARENAC BEHAVIORAL HEALTH AUTHORITY POLICIES AND PROCEDURES MANUAL

<b>Chapter: 7</b>	<b>Human Resources</b>		
<b>Section: 3</b>	<b>Education</b>		
<b>Topic: 5</b>	<b>Cultural Competence and Limited English Proficiency</b>		
<b>Page: 1 of 7</b>	<b>Supersedes Date:</b> <b>Pol: 5-15-03, 6-20-00, 3-16-00,</b> <b>Proc: 5-31-16, 5-14-15, 6-24-09, 4-27-09, 3-20-08, 3-19-03, 6-20-02, 8-11-00</b> <small>(previously C3-S9-T1)</small>	<b>Approval Date:</b> <b>Pol: 3-20-08</b> <b>Proc: 10-21-19</b>	<hr/> <i>Board Chairperson Signature</i> <hr/> <hr/> <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
- BABHA's Affiliates:     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.

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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 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 “LEP Analysis from the 2000 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.

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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 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., leader dogs 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, in collaboration with the Human Resources Department, 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:

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- 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

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

### Public Relations

The Customer Service Handbook will be available in English and Spanish and written brochures will be available:

- ~ In understandable English
  - ~ In Spanish
  - ~ Other languages as needed
  - ~ On CDs for individuals with sight impairment or individuals with literacy limitations. The CDs will be available in understandable English, Spanish, and other languages as needed.
- Audiotaped versions 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 and Human Services (DHHS)
    - ~ Social Security
    - ~ Health Fairs
    - ~ Physicians' offices
    - ~ Schools

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- ~ Day Care centers (through Head Start and Successful Futures)
- ~ Community based organizations Law enforcement agencies in Bay and Arenac Counties

Brochures regarding basic BABHA services are 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.

### 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, 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. The Chief Executive Officer of BABHA and the chairperson or his/her designee, of each Board of Commissioners meet on an annual basis prior to nominations to review this process.

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

- Intranet posting
- 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 2000 Census  
 Policy Guidance, Title VI Prohibition against National Origin Discrimination as it Affects  
 Persons with Limited English Proficiency

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<b>SUBMISSION FORM</b>				
<b>AUTHOR/ REVIEWER</b>	<b>APPROVING BODY/COMMITTEE/ SUPERVISOR</b>	<b>APPROVAL /REVIEW DATE</b>	<b>ACTION (Deletion, New, No Changes, Replacement or Revision)</b>	<b>REASON FOR ACTION - If replacement list policy to be replaced</b>
M. Wolber	J. Pinter	02/06/08	Revision	Removal of PIHP language and change from Braille to audio for visually impaired persons served.
M. Wolber	C. Pinter	04/27/09	Revision	Policy and procedure needs updating in regards to cultural competence and LEP
M. Wolber	J. Pinter	06/24/09	Revision	Procedure updated to reflect current practices and appointments to Board of Directors
Rebecca Smith	Rebecca Smith	05/31/13	No Changes	Triennial review
Kim Cereske	Melissa Prusi	05/14/15		
Kim Cereske	Melissa Prusi	05/31/16	No Changes	Triennial review
Rebecca Smith		10/21/19	Revision	Triennial review