

Northeast Michigan Community Mental Health Authority  
Cultural Competency Plan – 2021/2022

**Purpose**

It is the responsibility of Northeast Michigan Community Mental Health Authority (NeMCMHA) to ensure reasonable steps are taken to facilitate appropriate cultural competence as it relates to the organizations work environment and in the provision of mental health and substance use services.

The purpose of this plan is to ensure that employees and people receiving services from NeMCMHA receive equitable treatment regardless of their age, color, culture, disability, gender/gender identity, genetic information, height, language, marital/familial status, national origin, political affiliation, pregnancy, race, record of arrest without conviction, religion, sexual orientation, socioeconomic status, spirituality, veteran status, weight, or status in any group protected by local, state, or federal law.

**Application**

This plan applies to all employees, programs and persons served.

**General Overview**

Efforts to provide equitable mental health and substance use treatment in a culturally and linguistically competent manner to persons served must be organizational wide and ongoing. In order to assure that these efforts are sustained, the Cultural Competency Plan is developed from a performance improvement perspective. Assuring this compliance, both prospectively and retrospectively, is best done through focus on improvement, utilizing objective data, systems analysis, and feedback.

**Administrative Responsibilities**

Primary responsibility for implementing and monitoring compliance to the Cultural Competency Plan shall be assigned to the QI Coordinator. The QI Coordinator and Cultural and Linguistic Competency (CLC) Workgroup will, with oversight of Management Team, perform the following activities:

- Review and amend the Cultural Competency Plan, as necessary, based on changes in the laws and regulations that govern cultural competency standards.
- Develop methods to ensure that employees and provider organization staff are aware of the Cultural Competency Plan/policies, and are aware of the importance of ensuring equitable treatment in a culturally and linguistically appropriate manner.
- Ensure that employees are educated and trained in the cultural competence standards.
- Monitor at least annually for appropriate training of staff and that appropriate data gathering is occurring.
- Initiate corrective actions for identified deficiencies in implementation and maintenance of cultural competence standards.

**Administrative Plan**

The Cultural Competency Plan may include but is not limited to the following features:

- Written policies and procedures for operational activities undertaken by the organization personnel, including any specialty specific standards that may be relevant;
- Education and training programs to ensure staff have a working knowledge of cultural competency standards;
- A system ensuring and documenting that all new personnel receive training regarding cultural competency standards;
- A system ensuring and documenting that staff receive annual cultural competency training;
- A process for routine “spot checks” of cultural competency activities, with the results of such review being reported to the PIHP as requested.
- A process for availability of interpreter services when needed.

**Policy Guidelines**

The Cultural Competency Plan will be reviewed annually, and revised as necessary. Cultural Competency training will be a part of new employee orientation and staff annual training.