

**GILA RIVER REGIONAL BEHAVIORAL HEALTH AUTHORITY
CULTURAL COMPETENCY PLAN FOR FY 2006-2008**

It is the mission of the Gila River Regional Behavioral Health Authority (RBHA) to promote, develop, and maintain a culturally competent behavioral health care system that offers a choice of Traditional services (indigenous modalities) and alternative behavioral health care services (e.g. psychotherapy) to Community Members and residents of the Gila River Indian Community.

Domain: Organizational Values and Leadership

Objective	Steps or Activity	Completion Date/ Product or Measure	Assigned Parties	Status/Progress Update
1. To take a leadership role in providing culturally relevant behavioral health services to Community Members and residents of the Gila River Indian Community.				
	1. The RBHA will research the availability of a cultural competency organizational assessment developed specifically for use by Native American organizations.	Date: 6/07 Cultural Competency Subcommittee meeting minutes.	RBHA Director	
	2. The RBHA will conduct an organizational assessment and incorporate findings and recommendations into the annual plan.	Date: 12/07 Assessment findings/ recommendations.	RBHA Director	
	3. The RBHA Director will meet with RBHA staff to review key findings from the organizational assessment.	Date: 2/08 Meeting agendas and sign-in sheets.	RBHA Director	
	4. 80% of RBHA staff will receive training on the standardized ADHS/DBHS Cultural Competency curriculum.	Date: 6/07 Training sign-in sheets.	Clinical Manager	
	5. A minimum of two RBHA staff will receive train-the-trainer training on the DBHS Cultural Competency curriculum.	Date: 3/08 Training sign-in sheets.	Clinical Manager	

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Domain: Workforce Development

Objective	Steps or Activity	Completion Date/ Product or Measure	Assigned Parties	Status/Progress Update
1. To recruit qualified personnel and provide RBHA staff with ongoing opportunities to increase their cultural awareness, knowledge and skills.				
	1. The RBHA will include a Gila River Indian Community (GRIC) Member on its personnel selection committee.	Date: Ongoing Interview evaluation form.	RBHA Director	
	2. Traditional healers, counselors and other natural helpers recognized by the GRIC will provide case consultation to RBHA clinical staff.	Date: Ongoing Meeting minutes; progress notes (if consultation is specific to an individual consumer).	Clinical Manager Medical Director	
	3. RBHA staff will complete the Cultural Competence Health Practitioner Assessment (CCHPA) and incorporate information from the self-assessment into their practice.	Date: Current staff by 6/07 New staff within 60 days of hire Discussion of assessment profile documented in supervision notes.	RBHA Director Clinical Manager	
	4. The RBHA will make ongoing opportunities for discussion and learning regarding the Gila River Indian Community and culture available to RBHA staff.	Date: Ongoing Training and meeting sign-in sheets.	Cultural Competency Subcommittee	

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Objective	Steps or Activity	Completion Date/ Product or Measure	Assigned Parties	Status/Progress Update
2. To develop and maintain a network of agencies and practitioners who are committed to making culturally relevant behavioral health services available to GRIC Members.				
	1. The RBHA will recruit qualified culturally relevant providers with experience operating behavioral health prevention and treatment programs and will utilize providers as a resource to improve culturally relevant practice.	Date: Ongoing New providers and/or expanded programs documented in Quarterly Network Status Reports.	Network Manger	
	2. The RBHA will host bi-monthly home-based counselor provider meetings to support culturally competent practice and to provide learning opportunities for agency-based and independent counselors providing services to GRIC Members.	Date: Ongoing beginning 2/07 Meeting agendas and sign-in sheets.	Network Manager Clinical Manager	
	3. Traditional healers, counselors and other natural helpers recognized by the GRIC will provide case consultation to provider network staff as appropriate.	Date: Ongoing Provider progress notes.	RBHA Clinicians	
	4. The RBHA will provide cultural competency training, in partnership with Arizona's Children Association for therapeutic foster care parents serving Gila River RBHA youth.	Date: Quarterly Training sign-in sheets	Clinical Manager	

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	5. As opportunities arise, the RBHA will invite staff from the provider network to trainings, meetings and other community events to learn more about the Gila River Indian Community and culture.	Date: Ongoing Training and meeting sign-in sheets.	Network Manager Clinical Manager	
	6. The RBHA will require network providers to submit an annual training plan and will randomly request sign-in sheets from providers to ensure staff attendance at cultural competency trainings.	Date: Ongoing Training plans and training sign-in sheets.	Network Manager	

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Domain: Community Outreach

Objective	Steps or Activity	Completion Date/ Product or Measure	Assigned Parties	Status/Progress Update
1a. To reduce stigma and increase Gila River Indian Community (GRIC) awareness of behavioral health issues.				
1b. To strengthen links with community members and resources and expand the availability of culturally appropriate strategies to improve client outcomes.				
	1. The RBHA will attend key community activities and events including the Mul Chu Tha festival and GRIC Annual Youth Conference Job Fair to increase community awareness of behavioral health issues and to provide information regarding available services.	Date: Ongoing Cultural Competency Subcommittee meeting minutes.	Cultural Competency Subcommittee	
	2. The RBHA will investigate additional opportunities for the dissemination of information to increase community awareness regarding behavioral health issues.	Date: 6/07 Cultural Competency Subcommittee meeting minutes.	Cultural Competency Subcommittee	
	3. The RBHA will pay stipends to interested members of the Parent Advisory (Purple Onions) group to assist with the annual MHSIP satisfaction survey and will look for additional opportunities to use the group as ambassadors of the behavioral health system.	Date: Ongoing Purple Onion Meeting Agendas and sign-in sheets.	Cultural Competency Subcommittee	

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	4. The RBHA will participate in relevant community meetings to provide information regarding services available through the RBHA and to solicit community input regarding culturally appropriate treatment and support service strategies.	Date: Ongoing Meeting minutes	Cultural Competency Subcommittee	

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Domain: Language Access Services

Objective	Steps or Activity	Completion Date/ Product or Measure	Assigned Parties	Status/Progress Update
1. To provide supportive services to Gila River RBHA clients in accordance with the National Standards for Culturally and Linguistically Appropriate Services (CLAS) in Health Care.				
	1. The RBHA will provide written and verbal notice to clients or their parent/guardian regarding the availability of oral interpreter services at no cost to the client.	Date: Ongoing Member Handbook and Other Notices Form signed by the client or guardian. Indicator 8b. Gila River RBHA Case File Review Tool.	Clinical Manager	
	2. The RBHA will make language assistance services, including bilingual staff and interpreter services, available for Gila River RBHA enrolled members with limited English proficiency and will ensure the competence of language assistance provided by interpreters and bilingual staff.	Date: Ongoing Gila River Health Care Corporation interpreter list.	Clinical Manager	

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Domain: Use of Data to Assess Culturally Competent Practice and Disparity in Access and Utilization of Services

Objective	Steps or Activity	Completion Date/ Product or Measure	Assigned Parties	Status/Progress Update
1. To evaluate culturally competent practice and identify any disparity in access and utilization of services.				
	1. The RBHA will consider information from the following data sources in assessing culturally competent practice and in detecting possible disparity in access and utilization of services: a. Complaints, grievances, and appeals related to language and/or culture; b. MHSIP survey data; c. RBHA case file review findings.	Date: Ongoing Findings and recommendations documented in QM/UM Committee Meeting minutes.	QM/UM Manager	
	2. The RBHA will take appropriate follow-up action through the quality improvement process to address any identified problems related to culturally competent practice and/or detected disparity in access and utilization of services.	Date: Ongoing Recommendations and required performance improvement activities documented in QM/UM Committee Meeting Minutes.	QM/UM Manager	

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	3. The RBHA will make decisions regarding the retention of network providers based upon provider performance, including quality improvement data related to cultural competence.	Date: Ongoing Provider credentialing and privileging files.	RBHA Director Medical Director RBHA Management Team	
	4. The RBHA will evaluate fee-for-service rates that may compromise its ability to contract for a full continuum of covered services and will submit requests for rate increases to ADHS as appropriate.	Date: Ongoing Rate reconsideration letters to ADHS.	RBHA Director Network Manager	
	5. The RBHA will continue to advocate for equal access to care through participation in the Governor's Indian Health Care Summit Work Group.	Date: Ongoing Work Group meeting minutes.	RBHA Director	
	6. The RBHA will explore opportunities to compare outcome measures to those of other predominant cultures.	Date: Ongoing Cultural Competency Subcommittee meeting minutes.	RBHA Director Medical Director RBHA Management Team	