



**MENDOCINO COUNTY**  
**BEHAVIORAL HEALTH & RECOVERY SERVICES**  
**POLICY AND PROCEDURE**



Service Area: Behavioral Health and Recovery Services

Subject: Culturally and Linguistically Responsive Services

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**POLICY:**

Mendocino County Behavioral Health and Recovery Services (BHRS) staff and contract providers shall endeavor to ensure access to and to provide culturally and linguistically responsive and relevant services. BHRS is committed to providing services that meet the National Standards for Culturally and Linguistically Appropriate Service (CLAS) Standards. BHRS staff and contract providers shall provide services in a culturally competent and a responsive manner to all beneficiaries, including those with limited English proficiency, diverse cultural and ethnic backgrounds, disabilities, and regardless of gender, sexual orientation, or gender identity. BHRS shall strive for diversity, equity, and inclusion in the composition of staff and in the services provided.

**Definitions**

**Threshold Language:** A language that has been identified as the primary language of 3,000 beneficiaries or five percent of the beneficiary population, whichever is lower in an identified geographic area. Mendocino County threshold languages are currently English and Spanish.

**PROCEDURE:**

1. **BHRS shall identify an Ethnic Services Manager.** The Ethnic Services Manager under administrative direction shall provide management level oversight over program staff, system wide procedures, implementation, and maintenance of various levels of cultural and linguistically appropriate programs. The Ethnic Services Manager shall be responsible for:
  - a. Ensuring completion of the Cultural Competence (Responsiveness) Plan.
  - b. Ensuring adherence to culturally and linguistically appropriate standards and regulations.

- c. Ensuring facilitation of Cultural Diversity Committee Meetings.
  - d. Reviewing Policy and Procedures that pertain to diversity and cultural responsiveness to ensure they are updated and maintained to be in compliance with regulations.
  - e. Facilitating and documenting trainings on cultural responsiveness to BHRS providers and the community.
  - f. Monitoring disparities in services to cultural, ethnic, or linguistic groups and developing strategies to minimize barriers to services.
  - g. Participating in the development of the MHSA Plan as relates to cultural responsiveness and serving underserved populations.
  - h. Communicating with the Quality Improvement team regarding cultural responsiveness activities.
  - i. Serving as liaison and working in collaboration with behavioral health service providers and key community cultural groups.
  - j. Communicating directly with the BHRS director regarding cultural responsiveness activities and challenges.
  - k. Ensuring annual training on Cultural and Linguistically Appropriate Service (CLAS) Standards and use of the Language Line and California Relay Services TTD/TTY services.
- 2. BHRS shall convene and facilitate the Cultural Diversity Committee (also known as the Cultural Competence Committee) Meeting.**
- a. The Cultural Diversity Committee will be composed of:
    - i. The Cultural Diversity Coordinator (Ethnic Services Manager or designee).
    - ii. Administrative Service Organization (ASO) representatives.
    - iii. BHRS service providers.
    - iv. Representatives of local cultural groups, agencies, and organizations including local Tribal Government representatives and representatives of Latino service provider agencies.
    - v. Community representatives from community agencies, organizational providers, Behavioral Health Advisory Board members, and BHRS consumers.
    - vi. The Patient's Rights Advocate.
  - b. The Cultural Diversity Committee shall:
    - i. Review cultural issues in Mendocino County and how those impact the delivery of BHRS service providers' cultural responsiveness.
    - ii. Review and contribute to the Cultural Competence/Responsiveness Mission Statement of BHRS and the Cultural Diversity Committee.
    - iii. Contribute to and review annually the Cultural Competence/Responsiveness Plan for Mendocino County.
    - iv. Review disparities in services to cultural, ethnic, or linguistic groups and develop strategies to minimize barriers to services.
    - v. Monitor and review annually the goals of the Cultural Competence/Responsiveness Plan and the progress toward those goals.

- vi. Review, prioritize, and ensure the implementation of Cultural Responsiveness trainings.
- vii. The Cultural Diversity Coordinator shall report to the Quality Improvement Committee on a regular basis, and will contribute cultural responsiveness information for the Quality Improvement Work Plan Evaluation.

**3. BHRIS shall develop a Cultural Competence Plan.** The Cultural Competence Plan shall be reviewed and updated annually. The Cultural Competence Plan will include the following:

- a. Objectives and strategies for improving the cultural responsiveness of Mental Health Plan services. Objectives and strategies shall be based on assessments of the Mental Health Plan's ability to meet the cultural needs of the beneficiaries in the community.
- b. A population assessment and organizational service provider assessment focusing on cultural competence/responsiveness and linguistic capacity.
- c. A review of the specialty mental health services and other services available for beneficiaries.
- d. A plan for cultural responsiveness/competence training for BHRIS staff and contract providers, specialty mental health providers, interpreters, and others that support services to beneficiaries.
- e. A report of annual Cultural Diversity and Responsiveness activities.

**4. BHRIS shall ensure linguistic responsiveness to the linguistic preference of the beneficiary.** Ensuring linguistic responsiveness shall include:

- a. Documentation of services provided in all Threshold Languages. See Policy and Procedure IV.A-4M Written Material in Threshold Languages.
- b. Making translation services available to beneficiaries for services in the preferred language of the beneficiary. See Policy and Procedure IV.A-6M Services to Beneficiaries in Primary/Preferred Languages. Translation services can include the use of a Language line.

**5. BHRIS shall ensure BHRIS staff and contractors attend at least one cultural responsiveness training annually.**

- a. Administrative and management shall be responsible for attending at least one cultural responsiveness training annually.
- b. Direct service providers shall be responsible for attending at least one cultural responsiveness training annually.
- c. Interpreters shall be responsible for attending at least one cultural responsiveness training annually.

**6. BHRIS shall evaluate the composition of BHRIS staff and contract providers in relation to the composition of the county.**

- a. BHRIS staff shall collect the cultural and linguistic makeup of BHRIS staff at least annually.
- b. BHRIS staff shall review and evaluate the cultural and linguistic makeup of the BHRIS staff and compare it to the cultural and linguistic makeup of the county.

- c. BHRS staff shall include the assessment of this information in the Cultural Competence Plan updates (see 3.b of this Policy).
7. BHRS shall ensure Cultural Diversity and Responsiveness Activities include participation in overall planning and implementation of services at the County.
  - a. Cultural Diversity Committee Activities will be reported on during Quality Assurance/Quality Improvement meetings.
  - b. Cultural Diversity Committee Activities will be shared with the Behavioral Health Advisory Board.
  - c. Cultural Diversity and Responsiveness activities and trainings will be shared with Behavioral Health providers and community stakeholders through stakeholder communications and posting on the BHRS website.

**REFERENCES:**

California Code of Regulations, Title 9, Sections: 1810.410  
Mental Health Plan Contract, Exhibit A, Attachment 7  
42 C.F.R Section 438.206(c)(2)

**ATTACHMENTS:**