



Cultural Competency Plan FY2012-2013 WORK PLAN: Initiatives

	Identified Objective	Assigned Parties: (Responsible for Action Steps)	Action Steps	Measures (Attachments/ Documentation)	Completion Date	Status Updates on Action Steps	Identified Barriers / Comments
	Magellan INITIATIVES						
1	Education and Training						
1.1	Increase education in the importance of cultural impact/influence on life experience.	RBHA: <ul style="list-style-type: none"> • Cult Comp. • Prevention • Learning • Community Relations 	<ol style="list-style-type: none"> 1. Identify, develop and provide trainings that are specific to culturally competent care, language access services and organizational supports. 2. Offer learning opportunities which promote culturally responsive service delivery and which target serving populations at risk for suicide attempts/completions. 3. Promote DBHS/SIRC webinar series on Lesbian, Gay, Bisexual, Transgender, and Questioning (LGBTQ) culture and behavioral health needs. 4. Promote and offer learning opportunities that are specific to language access services and culturally competency care. 5. Increase ability and comfort of BH providers to provide culturally competent services for service members, veterans, and their families 6. Continue providing cultural competency trainings for new and existing employees. 	<ol style="list-style-type: none"> A. Children's System of Care Plan (CSOC). B. Analysis of Language Services Report. C. Analysis of Annual Diversity Report. D. Analysis of Cultural Competency Trainings Quarterly Report E. Training flyers, schedule, documentation of dissemination of information, and attendance rosters 	1. 6.30.13 and ongoing		
1.2	Promote cultural awareness of diverse populations by hosting brown bag seminars for RBHA, providers, and community members	RBHA: <ul style="list-style-type: none"> • Cult Comp. 	<ol style="list-style-type: none"> 1. Develop calendar of brown bag seminars based on feedback from last year as well as input from advisory QICCC 2. Implement brown bag seminars calendar 3. Implement brown bag evaluations to obtain 	<ol style="list-style-type: none"> A. Training flyers and schedule B. Documentation of dissemination of information C. Attendance rosters 	1. 6.30.13:		

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			feedback to identify topics of interest				
1.3	Participate in conferences, seminars, forums, committees etc., related to cultural competency topics and reducing health disparities.	RBHA: <ul style="list-style-type: none"> Cult Comp. 	CC Department will participate in the Planning, implementation and volunteering at various events focusing on cultural competency and reducing health disparities.	Conferences/seminars attended (TBD)	1. 6.30.13		
1.4	Collaborate with DBHS and T/RBHAs on implementation and evaluation of the Cultural Competency Clinical and Non-Clinical Trainer of Trainers (TOT) Curriculum	RBHA: <ul style="list-style-type: none"> Cult Comp. Learning 	<ol style="list-style-type: none"> Participate in delivery of New/Revised Mandatory Cultural Competency Training Curriculum for new employees and staff and conduct TOT within system of care. Technical Assistance (TA) by email, phone, and face to face) will be provided on a needs basis to contracted providers. 	<ol style="list-style-type: none"> Curriculum Maintain a log/list of trainings offered. Maintain sign-in sheets of trainings. (Submitted upon request.) Maintain a list of monitoring tools used. 	1. 6.30.13.		
1.5	Implement training module for Language Vendors: Employ "Interpretation 101" and cultural considerations when providing interpretation services for diverse populations	RBHA: <ul style="list-style-type: none"> Cult Comp. Learning 	<ol style="list-style-type: none"> Create training schedule to make training module available for the community interpreters. Quality Improvement Cultural Competency Committee (QICCC) will review the training module for feedback. 	<ol style="list-style-type: none"> List of attendees Evaluation results 	1. 6.30.13		
1.6	Collaborate with Arizona Council of Human Service Providers on the creation of a training module for qualified Spanish bilingual staff at RBHA and provider levels on Behavioral Health terminology and providing interpretation services	RBHA: <ul style="list-style-type: none"> Cult Comp. Learning Collaborate with selected Provider 	<ol style="list-style-type: none"> Identify a contracted provider to collaborate in the development of this module Research best practices on interpretation services Develop English and Spanish glossary with behavioral health terminology Develop training module 	<ol style="list-style-type: none"> Identified contracted provider(s) List of literature reviewed Spanish English BH glossary Draft Training module 	1. 6.30.13		

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1.7	Offer documentation of Interpretation Services and CLAS Standards training via online delivery	RBHA: <ul style="list-style-type: none"> • Cult Comp. • Learning 	<ol style="list-style-type: none"> 1. Coordinate with Learning Department; develop a calendar for online implementation. 2. Deliver online training 3. Update the online training quarterly : 	<ol style="list-style-type: none"> A. Training flyers and schedule B. Documentation of dissemination of information C. Attendance rosters 	<ol style="list-style-type: none"> 1. 6.30.13 		
2	Collaborative Partnerships with Community Based Organizations						
2.1	<p>Pursue partnership efforts with external agencies to ensure collaboration with diverse programs and initiatives in order to enhance the services we provide.</p> <p>Partnerships:</p> <ul style="list-style-type: none"> • U of A College of Public Health Phoenix Division • ASU School of Social Work <p>Continue partnerships with:</p> <ul style="list-style-type: none"> • Mexican Consulate • Women's Health Coalition (WHC) • Arizona Commission for the Deaf and Hard of Hearing (AZCDHH) • NAMI 	RBHA: <ul style="list-style-type: none"> • Cult Comp. • Community Relations • Adult Services R&R 	<ol style="list-style-type: none"> 1. Continue collaboration with Raising Special Kids, OIFA, Medicaid Health Plans of AZ, and St. Luke's Health Initiatives 2. Participate in committees or workgroups with partners 3. Establish partnership with U of A College of Public Health, Phoenix Division, for support on Health and Wellness Initiatives. <p>Continue Partnerships:</p> <ol style="list-style-type: none"> 1. Participate in Mexican Consulate's "Semana Binacional de Salud" during Hispanic Heritage month's celebrations. 2. Continue collaboration with AZCDHH / NAMI by sharing information on events, supporting efforts on training development and outreach initiatives. 	<ol style="list-style-type: none"> A. Number of events and number of individuals in attendance B. Meetings attended and shared information C. Event and number of individuals in attendance D. Meetings, events, outcomes 	<ol style="list-style-type: none"> 1. 6.30.2013 2. 6.30.2013 3. 6.30.2013 4. 6.30.2013 		
2.2	Continue partnership and collaboration with Magellan Housing Department to address initiatives and actively participate to support activities that address health disparities.	RBHA: <ul style="list-style-type: none"> • Cult Comp. • Housing 	<ol style="list-style-type: none"> 1. Participate in Homeless Count initiative 2. Participate in Homeless water drive 3. Gather demographic data on behavioral health recipients who are receiving housing assistance to determine if services meet cultural and gender needs of tenants living in the units 	<ol style="list-style-type: none"> A. Attendance at preparatory meetings B. Participation in actual events of the Homeless Count and water drives C. Generate and analyze a biannual demographic report regarding housing; including: <ul style="list-style-type: none"> • Compliance with local, state 	<ol style="list-style-type: none"> 1. 1.30.2013 2. 6.30.2013 3. 6.30.2013 and ongoing 		

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			<ol style="list-style-type: none"> 4. Ensure RBHA's Housing Department Abide by all local, state and federal housing laws. 5. Explore data on disparities of race and ethnicity among homeless individuals 	<ul style="list-style-type: none"> and federal laws; <ul style="list-style-type: none"> • Race and ethnicity breakdown on homeless individuals and make recommendations 			
2.3	Continue partnership and collaboration with Maricopa County LGBT consortium	RBHA: <ul style="list-style-type: none"> • Cult Comp. 	<ol style="list-style-type: none"> 1. Attend monthly meetings 2. Participate in the Education and Training Workgroup to execute specific tasks 	<ol style="list-style-type: none"> A. Meetings B. Completion of assigned tasks (TBD) 	1. 6.30.2013		
2.4	Continue partnership and collaboration with Tribal Liaison to address the Native American population in the GSA.	RBHA: <ul style="list-style-type: none"> • Cult Comp. • Tribal Liaison 	<ol style="list-style-type: none"> 1. Continue attending the Native American Task Force meetings. 2. Explore opportunities for collaboration on: <ul style="list-style-type: none"> • Urban Native American providers • Rural Native American providers 	<ol style="list-style-type: none"> A. Meetings B. Report on events we participate on. 	1. 6.30.2013		
2.5	Monitor System of Care Plans for Cultural Competency items	RBHA: <ul style="list-style-type: none"> • Cult Comp. • Adult Services • Children's Services 	<ol style="list-style-type: none"> 1. Monitor Cultural Competency items on ASOC Plan to provide assistance and collaboration 2. Monitor Cultural Competency items on CSOC plan to provide assistance and collaboration 	<ol style="list-style-type: none"> A. Meetings B. Complete Cultural Competency items for ASOC and CSOC plans. 	1. 6.30.2013		
2.6	Continue attending meetings at Arizona Council of Human Service Providers, Cultural Competency subgroup.	RBHA: <ul style="list-style-type: none"> • Cult Comp. 	<ol style="list-style-type: none"> 1. Attend all scheduled meetings 2. Execute assigned tasks as needed 	<ol style="list-style-type: none"> A. Meeting attendance B. Executed assigned tasks 	1. 6.30.2013		
2.7	Evaluate and monitor network to ensure diverse populations are served in a culturally competent manner to address behavioral health disparities	RBHA: <ul style="list-style-type: none"> • Cult. Comp. • Adult Services • Children's Services • Learning 	<ol style="list-style-type: none"> 1. Analyze NOMS outcomes data by gender, race, age, & ethnicity 2. Participate in AZ Coalition for Military Families 3. Explore developing a training module for older adults 	<ol style="list-style-type: none"> A. NOMS data B. System of Care Plans (ASOC/CSOC) C. Maintain list of: trainings, meetings, education forums and record attendance of participants 	1. 6.30.2013 and ongoing		

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2.8	Work in collaboration with Children's Department regarding cultural needs and diversity in Children and Family Team process and monitor family inclusion and participation in treatment	RBHA: <ul style="list-style-type: none"> • Cult Comp. • QI • Children's Services 	<ol style="list-style-type: none"> 1. Attend the Children's cross functional meetings and provide input 2. Work with Quality Improvement (QI) to review the Administrative Program Review Tool (APRT) and Treatment Record Review (TRR) Tool results to determine family inclusion and participation in treatment. 3. Work with Children's and QI Departments to review and provider feedback to providers on the System of Care Practices Review and Standard Needs Survey. 	<ol style="list-style-type: none"> A. Meetings B. APRT and TRR Tool report C. Practice Review Report D. ASOC and CSOC Plans 	<ol style="list-style-type: none"> 1. 6.30.2013 and ongoing 2. Quarterly and ongoing 3. Ongoing 4. Ongoing 		
3	System Health Integration						
3.1	Participate in Magellan's efforts on Health and Wellness to address and identify the needs of diverse populations and culturally relevant areas	RBHA: <ul style="list-style-type: none"> • Cult Comp. • Adult Services • Children's Services 	<ol style="list-style-type: none"> 1. Identify strategies to outreach to members of potentially diverse groups to inform them about health integration. 2. Develop social marketing efforts to: educate members about BH, accessing services and transition to the integrated health environment 3. Execute assigned tasks 	<ol style="list-style-type: none"> A. Meetings B. Complete assigned tasks 	<ol style="list-style-type: none"> 1. Ongoing until implementation and beyond 		
3.2	Assist in the administration of the Consumer Satisfaction Survey in order to collect and analyze data pertaining to cultural competency	RBHA: <ul style="list-style-type: none"> • Cult Comp. • QI 	<ol style="list-style-type: none"> 1. Assist in the analysis of the Consumer Satisfaction Surveys Adult/Youth to collect and analyze data pertaining to cultural competency. 	<ol style="list-style-type: none"> A. Result of the Consumer Satisfaction Surveys: MHSIP and YSS-F. 	<ol style="list-style-type: none"> 1. 6.30.13 and ongoing 		
3.3	Collaborate with Magellan Ombudsman to ensure that advocacy for persons requiring special assistance (specific to persons with SMI) occurs, particularly in relation to the provision of interpretation services, and to also identify additional cultural competency needs of this population.	RBHA: <ul style="list-style-type: none"> • Cult Comp. • Ombudsman 	<ol style="list-style-type: none"> 1. Assist Ombudsman by identifying the needs of specialty populations: advocacy and assessment. 	<ol style="list-style-type: none"> A. Meet with Ombudsman on a need basis to provide special assistance 	<ol style="list-style-type: none"> 1. Ongoing 		

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3.4	Magellan Cultural Competency and Network Management will utilize streamlined process in the reporting of special assistance populations.	RBHA: <ul style="list-style-type: none"> Cult Comp. Network 's 	<ol style="list-style-type: none"> Participate in the development of a network analysis and plan to establish network sufficiency within geographical service areas (GSAs) to target all covered services and ensure CLAS, LEP for diverse population. Listing of specialty services provided. 	<ol style="list-style-type: none"> Annual Network Plan. Annual Network report. Listing of specialty services compiled by RBHA in coordination with the Network Providers 	2. 6.30.13 and ongoing		
3.5	Collaborate with Magellan's Quality Improvement (QI) Department to determine that monitoring and reporting of cultural competency is occurring.	RBHA: <ul style="list-style-type: none"> Cult Comp. QI 	<ol style="list-style-type: none"> Work in conjunction with QI Department: <ul style="list-style-type: none"> To review member complaints/grievances related to cultural needs: process, trends, and resolution updates. Monitor that service plans reflect the behavioral health recipient's cultural preferences (values, traditions, beliefs, race/ethnicity, language, etc.) Monitor and review the CLAS standards report to ensure adherence and provide technical assistance to providers 	<ol style="list-style-type: none"> Grievance and Appeal Quarterly Report Complaint Data Summary Report Administrative and Program Requirements Tool (CLAS Standard Report) Treatment Record Review Report 	1. 6.30.13 and ongoing		
3.6	Continue to ensure and monitor Language Services Access <ul style="list-style-type: none"> Generate and analyze the Provider Interpretation Quarterly Usage report on language interpretation services. Monitor language thresholds to identify emerging trends in language needs of enrolled recipients. Ensure translation of vital materials into languages other than English when requested, such as clients rights, consent for services,, etc. 	RBHA: <ul style="list-style-type: none"> Cult Comp. IT 	<ol style="list-style-type: none"> Analyze the quarterly utilization report by qualified contracted language vendors. Analyze data in order to keep track of language services utilization in Maricopa County and language utilization to identify contracted providers who are using language services. Generate and analyze monthly reports on language thresholds When a language reaches threshold, ensure the translation of vital materials and other documents. Send vital documents for translation into specified Ensure Magellan of AZ website is full translated and up to date 	<ol style="list-style-type: none"> Generate report including: <ul style="list-style-type: none"> Language utilized and trends Contracted providers using interpretation services High density areas in GSA Magellan Enrolled Language Report Translation Materials 	1. Ongoing: updates provided in quarterly episodes of care report		

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3.7	Host quarterly Cultural Competency meetings with contracted providers to discuss needs and emerging trends related to CC in GSA	RBHA: • Cult Comp.	<ol style="list-style-type: none"> 1. Generate a calendar for quarterly meetings 2. Send out a provider communication notice to promote meeting 3. Discuss needs and possible solutions for system improvement under the lens of cultural competency 	<ol style="list-style-type: none"> A. Calendar B. Attendance rosters C. Strategies 	1. Ongoing: updates provided in quarterly episodes of care report		
4	Communication/ /Marketing and Outreach						
4.1	Collaborate with Community Relations Department in targeted efforts within the African American community	RBHA: • Cult Comp. • Community Relations	<ol style="list-style-type: none"> 1. Attend planning meetings 2. Participate in material production and events set up 3. Participate in events 	<ol style="list-style-type: none"> A. Meetings attended B. Materials produced; list of speakers C. Number of participants 	1. Ongoing: updates provided in quarterly episodes of care report		
4.2	Continue to collaborate with marketing efforts to educate members on physical health topics with a goal of reducing health disparities.	RBHA: • Cult Comp. • Community Relations	<ol style="list-style-type: none"> 1. Utilize materials in electronic and/or print form provided by ADHS to promote Quarterly Health Initiatives to focus on information that reduces health disparities. 	<ol style="list-style-type: none"> A. RBHS customized materials 	1. Ongoing: updates provided in quarterly episodes of care report.		
4.3	Expand outreach effort within diverse communities, including identification of additional partners and activities and implement the Promotora Model in Asian/Pacific Islander, African American, and Native American communities.	RBHA: • Cult Comp. • Community Relations	<ol style="list-style-type: none"> 1. Expand Promotora outreach by extending contracts to additional Promotora groups working with diverse populations, such as Asian/Pacific Islanders, Native American, African American, for extended coverage in GSA 2. Update Promotora training with contracted Promotora groups 3. Continue sharing outreach materials with contracted Promotora groups for education and outreach 4. Identify possible areas to expand within GSA 	<ol style="list-style-type: none"> A. Areas identified B. Training sessions C. Materials disseminated and individuals educated 	1. Ongoing: updates provided in quarterly episodes of care report.		

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4.4	Collaborate with Community Exchange (CE) to disseminate training and event information.	RBHA: <ul style="list-style-type: none"> Cult Comp. Recovery and Resilience 	<ol style="list-style-type: none"> Share information on Cultural Competency events Participate in at least one major CE event 	<ol style="list-style-type: none"> Information shared Event and attendance 	<ol style="list-style-type: none"> Ongoing: updates provided in quarterly episodes of care report. 		
5	Data Collection and Report Production						
5.1	Based on data received from DBHS on penetration rates, RBHA will generate a Quarterly and Annual Diversity Episode of Care Penetration report	RBHA: <ul style="list-style-type: none"> Cult Comp. QI Prevention Children's Services Adult Services Community Relations Learning etc. 	<ol style="list-style-type: none"> RBHA will use the data analysis provided to identify the existing culturally appropriate strategies and initiatives for diverse populations Identification/analysis of appropriate strategies and initiatives for the identified populations to improve the number of members accessing, engaging and retaining behavioral health services. 	<ol style="list-style-type: none"> RBHA will use the data analysis provided to identify the existing culturally appropriate strategies and initiatives for diverse populations. Diversity Episode of Care/Penetration Quarterly Report 	<ol style="list-style-type: none"> Ongoing: updates provided in quarterly episodes of care report 		
5.2	Develop an Annual Effectiveness Review of the Cultural Competency Plan	RBHA: <ul style="list-style-type: none"> Cult Comp. QI Prevention Children's Services Adult Services Community Relations Learning, etc. 	<ol style="list-style-type: none"> Magellan will complete Annual Effectiveness Review of the Cultural Competency Plan focusing on: data, outcomes for specific cultural groups, member satisfaction surveys, member complaints, grievances, provider feedback and contractor employee surveys. Magellan will complete Annual Effectiveness Review, template provided by DBHS as part of their Cultural Competency Plan submissions. 	<ol style="list-style-type: none"> Annual Analysis of the Episode of Care/Penetration Report. Semi-Annual Language Services reports. Grievance System Report/ Notice of Action Reports. Performance Data Validation Reports. Prevention Reports. Training Reports. Translations Reports. Consumer/Member Satisfaction Survey. 	<ol style="list-style-type: none"> July 2013: Ongoing: updates provided in quarterly episodes of care report 		
5.3	Analyze Semi-Annual Language Services Report	RBHA: <ul style="list-style-type: none"> Cult Comp. Networks IT 	<ol style="list-style-type: none"> Magellan will provide a report to on Languages: Language Access Services, Sign-Language, Interpretive/Translation Services, and Traditional Healing Services. Magellan analyzes the Language Services Report and identifies language capacity initiatives and strategies toward improvement 	<ol style="list-style-type: none"> Semi-Annual Language Services Report: template provided by DBHS. Language Capacity Initiatives. Develop report on collected information as applicable. 	<ol style="list-style-type: none"> Semi-Annually. Semi-Annually and Ongoing 		

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			in linguistic needs for all populations.				
5.4	Generate a Diversity Episode of Care/Penetration Quarterly Report	RBHA: <ul style="list-style-type: none"> Cult Comp 	<ol style="list-style-type: none"> Magellan will submit a quarterly report to DBHS. Magellan will use the data analysis provided to identify the existing culturally appropriate strategies/initiatives for the identified populations to improve the number of members accessing, engaging and retention of behavioral health services. 	<ol style="list-style-type: none"> Diversity Episode of Care/Penetration Report Quarterly Template provided by DBHS Quarterly analysis of the Diversity Episode of Care and Penetration Quarterly Report data. 	<ol style="list-style-type: none"> Magellan's reports due: <ul style="list-style-type: none"> 10-30-2012 01-28-2013 04-29-2013 07-29-2013 		
5.6	Tribal Liaison Quarterly Reports	RBHA: <ul style="list-style-type: none"> Cult Comp. Tribal Liaison 	<ol style="list-style-type: none"> Assist with the Tribal Liaison with: implementation, evaluation and analysis of new tribal liaison reporting format to streamline with cultural competency reporting mechanisms. 	<ol style="list-style-type: none"> Tribal Liaison Quarterly Reports 	<ol style="list-style-type: none"> Semi-annual update to the quarterly episodes of care report 		
6	Policies, Procedures and Regulations						
6.1	Ensure accuracy and updating of provider manual section 3.23 Cultural Competency to guarantee that the cultural needs of the diverse populations served are met and collaborate with DBHS in revision efforts <ul style="list-style-type: none"> Culturally Competent Language Services Respect for Diversity 	RBHA: <ul style="list-style-type: none"> Cult Comp. Policy 	<ol style="list-style-type: none"> Provider Manual Section is revised on a quarterly basis. Obtain information on culturally competent materials from DBHS Provider manual is updated as needed Magellan of AZ website reflects Provider Network's capacity for language and cultural needs 	<ol style="list-style-type: none"> Provider Manual 3.23 Cultural Competence 	<ol style="list-style-type: none"> Reviewed and updated every two years Ongoing 		
6.2	Ensure RBHA is compliant with CO 1.2 Cultural Competency	RBHA: <ul style="list-style-type: none"> Cult Comp. Policy 	<ol style="list-style-type: none"> Revise policy to ensure compliance. Reviewed and updated every two years. Obtain information on culturally competent materials provided by DBHS and or RBHA 	<ol style="list-style-type: none"> CO1.2 Cultural Competency Develop reports as applicable. 	<ol style="list-style-type: none"> Ongoing. Every two years Ongoing 		

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6.3	Collaborate with DBHS to focus on National Standards and development of Arizona initiatives	RBHA: • Cult Comp.	1. Research National Standards and compare to current Magellan initiatives. 2. Identify areas of improvement and areas of accomplishment. 3. Research in CLAS standards.	A. National Standards data. B. Develop reports as applicable.	1. Ongoing 2. Ongoing 3. Ongoing		
7	Prevention						
7.1	Work in collaboration with Prevention Department to engage and participate in coalitions addressing specific populations	RBHA: • CC Department • RBHA Prevention Department	1. Monitor Prevention Department's quarterly submissions to identify opportunities for collaboration and partnerships. 2. Explore collaboration with elderly population providers	A. Meetings attended	1. 6.30.2013 and ongoing		
8	Race and Equity Initiatives						
8.1	The Cultural Competency Department monitors the Adult and Children's System of Care plans to ensure issues pertaining to race and equity are addressed as well as to verify that health disparities are being reduced	RBHA: • Cult Comp. • Adult Services • Children Services	1. Ensure that cultural competency is included in all areas of service delivery, monitoring and planning 2. Monitor Cultural Competency items on ASOC Plan to provide assistance and collaboration 3. Monitor Cultural Competency items on CSOC plan to provide assistance and collaboration 4. Continue to require that cultural competency be included as a component in all Child and Family Team (CFT) training, which must be conducted within the first 90 days of providing direct services.	A. Adult System of Care Plan B. Children's System of Care Plan. C. Documentation of trainings on expectations and guidance contained in the Child and Family Team Practice Protocol (#2) (on request).	1. 6.30.2013 and ongoing		
8.2	The RBHA will participate in monthly meetings with CEO's of providers of color to address Race and Equity issues in the system.	RBHA: • Cult Comp. • Leadership • CEOs providers of color	1. Conduct monthly meetings with Magellan Leadership and key leadership of providers of diverse populations, such as Valle del Sol, POCN, CPLC, Ebony House, TERROS, and Native American Connections.	A. Agendas B. Completed assigned tasks	1. Ongoing		

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			2. Complete assigned tasks, including those from internal action plan				
8.3	In an effort to reduce health disparities and promote race and equity in our network, RBHA Cultural Competency and Community Relations Departments will outreach and educate providers on effective strategies to utilize in service provision to diverse communities.	RBHA: <ul style="list-style-type: none"> Cult Comp. Community Relations 	<ol style="list-style-type: none"> Continue working together on Latino Initiative and outreach efforts to diverse populations Attend community presentations, health fairs, community forums, and to do outreach and education (access for services) for Latino, African American, Native American, and Asian community to address health disparities. 	A. Events and attendance from the Marketing and Outreach Plan: <ul style="list-style-type: none"> Number of monthly events RBHA participated Number of monthly community members attendance Number of monthly outreach and education given to attendees Number of monthly media outlets (outreach) 	1. Ongoing: updates provided in quarterly episodes of care report		
8.4	Measure compliance with national standards and cultural competency	RBHA: <ul style="list-style-type: none"> Cult Comp. Networks 	<ol style="list-style-type: none"> Implement Cultural Competency Organizational Self-assessment for RBHA and contracted providers Implement Performance incentives strategy for contracted providers who completed CCOSA and CC Plan Review Provider's Cultural Competency Plan. 	B. Cultural Competency Plan C. Performance Incentives Contract	<ol style="list-style-type: none"> 6.30.2013 6.30.2013 		
8.5	The RHBA will collect and analyze data pertaining to race and equity to ensure network sufficiency, to identify services barriers, and to trend services needs as a way of monitoring cultural competency.	RBHA: <ul style="list-style-type: none"> Cult Comp. 	<ol style="list-style-type: none"> Magellan will submit a quarterly report to DBHS. Magellan will use the data analysis provided to identify the existing culturally appropriate strategies/initiatives for the identified populations to improve the number of members accessing, engaging and retention of behavioral health services. 	A. RBHA will use the data analysis provided to identify the existing culturally appropriate strategies and initiatives for diverse populations. B. Diversity Episode of Care/Penetration Quarterly Report	1. Ongoing: updates provided in quarterly episodes of care report		
8.6	RBHA Cultural Competency and Learning will develop, maintain, and monitor cultural competency trainings inclusive of but not limited to CLAS standards, LEP, and	RBHA: <ul style="list-style-type: none"> Cult Comp. Learning 	<ol style="list-style-type: none"> Implement DBHS approved training modules specific to special populations (i.e., Age, Gender, Sexual Orientation, Race/Ethnicity, Disability, Medical Conditions, etc.). Ensure cultural competency trainings are 	A. Training Quarterly Report B. Curriculums C. Maintain a list of trainings required and non-required offered (including	1. Ongoing: updates provided in quarterly episodes of care report		

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	special populations to ensure cultural relevance, increase cultural awareness and promote issues of race and equity within the provider network		provided to new employees and existing staff 3. Revise Provider Manual Section 9.1 Training	brown bags and professional development) offered by Magellan. D. Revised as necessary and updated as required.			
9	Cultural Competency Plan						
9.1	RBHA will create a Cultural Competency plan to address contractual requirements and health disparities in GSA	RBHA: • Cult Comp. (Director and Specialist)	1. Review DBHS Cultural Competency Plan 2. Review previous year's Effectiveness Review to incorporate areas of need into CC plan. 3. Gather feedback into CC Draft Plan form interested parties, such as: • Governance Board • RBHA Leadership • QIC CC Committee	1. Submit draft plan to DBHS for approval	1. 7.15.2013		