

**NORTHPOINTE BEHAVIORAL HEALTHCARE SYSTEM (NBHS)  
CULTURAL COMPETENCE/DIVERSITY PLAN  
2019-2020**

Cultural Competence is defined as an organization’s ability to recognize, respect and address the unique needs, worth, thoughts, communications, actions, customs, beliefs, and values that reflect an individual’s racial, ethnic, religious and/or social groups, gender identity or sexual orientation.

Opportunities for improvement regarding diversity will be included within the NBHS Quality Improvement structure and system.

**Principles:**

1. It is the policy of NBHS that no employee or applicant for employment shall be subjected to discrimination with respect to hiring, recruitment, advancement or discharge, or in the terms, conditions or privileges of employment or a matter directly or indirectly related to employment, because of culture, ethnicity, gender identity, sexual orientation, language spoken, socio-economic status, gender, spiritual beliefs, national origin, age, height, weight, marital status, or physical or mental handicap as required by law. NBHS will make every effort to recruit people who will meet cultural diversity needs of the population served for positions at all levels of the organization, including, but not limited to: Board of Directors, executive leadership, management and direct service providers. (see HR *Equal Opportunity* policy)
2. NBHS will not discriminate in providing services based on culture, ethnicity, gender identity, sexual orientation, language spoken, socio-economic status, gender, spiritual beliefs, national origin, age, height, weight, marital status, or physical or mental handicap. (see HR *Code of Ethics* policy)
3. The NBHS Board of Directors will include representation from the persons we serve including primary and secondary recipients, per the Mental Health Code.
4. All employees will receive orientation training and annual update training on diversity/cultural competence.
5. The plan will be revised according to changes in the demographics of our catchment area. The primary minority groups as reported for the three counties Census data

Census Year	Native American	Asian	Hispanic	African America
2015	2.2%	0.7%	1.4%	0.8%
2016	1.7%	1.6%	3.1%	0.5%
2017	1.7%	0.5%	1.8%	0.5%

\*Data from US Census Bureau Quick Facts

6. Additional resources on diversity will be made available to all stakeholders. The resources will be primarily written material that will be available at the primary sites within NBHS. Medical Record/Customer Service Manager and Stakeholder Advisory Committee will review and update the material (i.e. brochures and publications), as needed.
7. Action plans and suggestions for improvement will be developed and implemented by the Quality Improvement (QI) Team to operationalize the Cultural Competence/Diversity Plan when such issues are identified.

8. Demographic information, including area census, will be reviewed at least annually to assess projected cultural diversity related issues for individuals and residents in our area. Cultural diversity activities for populations approaching 5% of the area census or populations that show a significant increase (2% or more) will be implemented and may include: staff training, securing written materials, assessing resources, etc.
9. When individuals enter services, cultural diversity issues will be assessed during the assessment and person-center planning process.
10. Cultural diversity related issues will be reported to the QI Data Analyst by the primary provider as they occur, and will be included in the Accessibility and Accommodations Plan.

#### Procedures:

1. Cultural Competence and Diversity training will be included in New Employee On-Boarding and also during the annual staff training.
2. Feedback collected and reported to QI Team from the Consumer Satisfaction Surveys – question #5 (“Staff are sensitive to my cultural/ethnic background”) will be discussed and acted upon, as needed.
3. Review NBHS demographic information and census information, regarding diversity and identify priority groups.
4. Written materials will be available to all staff, for the purpose of educating them on the diverse cultures they may be involved with.
5. NBHS maintains a list of area translators that can be contracted on an “as needed” basis for the purpose of making services accessible to non-English speaking persons who seek services at NBHS. NBHS also has access to a Language Line 1- 888-808-9008 that may be called when the need for translation services are required and not available locally.
6. Not all of the Spanish speaking populations are represented in the Census; Northpointe has a need for language conversion software in order to properly serve these individuals.

#### References:

Code of Ethics Policy  
Equal Opportunity Policy  
Training – Core Competencies Policy  
U.S. Census Bureau Quick Facts, July 2015 & 2016

QI Team Approved 04/18/19  
Leadership Team Approved 05/16/19  
Board Approved: 7/26/18