

Cultural Competency Plan

Raising awareness and respect for diversity.



2016-17

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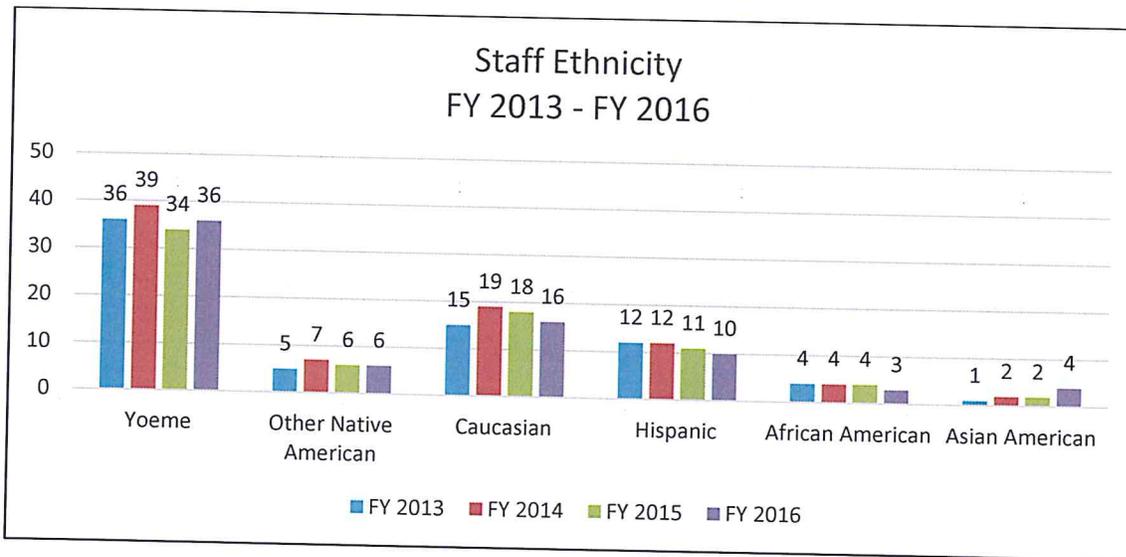
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INTRODUCTION

Cultural competency may be a buzz phrase in today's multicultural society, but nowhere is the concept more relevant than on a regionally-bounded, multicultural reservation composed of native Pascua Yaqui Tribal members, who may have Hispanic, other Native American, African American, Caucasian, or other ethnic family members. While the Pascua Yaqui Tribe (PYT) is composed of primarily Pascua Yaqui-heritage individuals, the family compositions of those Tribal families can be very diverse in ethnic origin.

The Centered Spirit Program (CSP) is likewise composed of an ethnically diverse professional team, composed of Yaqui heritage (48%); 56% of CSP employees are Native Americans. Persons of minority heritage make up 79% of CSP employees; only 21% of 75 staff members are Caucasian.



We CSP staff who are not Yaqui believe that we are being graced with the honor of working with the Pascua Yaqui Tribe (PYT) on their home environment. We are guests. As guests, it behooves us to learn as much of the culture of the PYT as we can as outsiders; to maintain ignorance of the culture predisposes us to make errors and inadvertently offend our hosts. Learning the culture to the extent we can allows us to honor and respect the ages-old traditions and teachings of the Tribe.

As noted above, the CSP staff are an ethnically mixed bunch. It is contingent upon us all to respect and value each other's cultures so that we can be mutually respectful to all persons with whom we work and serve.

This Cultural Competency Plan sets a path upon which we can measure and evaluate the degree to which CSP employees are aware and sensitive to other cultures than our own. By establishing an initial threshold of cultural awareness, we can then define and address the needs of CSP employees to heighten our awareness of cultural differences.

If we know what the differences are, we can address areas of training needs to reach benchmarks of competency for all employees.

Mission Statement

It is the mission of the Pascua Yaqui Centered Spirit Program (CSP) to provide professional, confidential and culturally compatible behavioral health services to promote healing, personal growth, and healthy living for Pascua Yaqui Tribal members and their families in the communities we serve.

Centered Spirit Philosophy

CSP is dedicated to providing services in an atmosphere of dignity, harmony, and respect for the Yoeme and other Native Americans we serve. We join our clients on their healing journey with a holistic, multi-disciplinary, and person-centered approach. We honor other tribal cultures and Yoeme cultural uniqueness. We encourage active participation in counseling and open expression of thoughts and feelings. We support our clients in reaching their goals: encouraging healthy lifestyle changes to improve wellness. We honor our clients' spirituality, history, culture, customs, traditions and wisdom. We review clients' individual treatment plans and goals on a weekly, monthly, bi-annual and annual basis.

It is our responsibility as behavioral health professionals to acknowledge and respect the culture in which we are surrounded by. We work to be open-minded and flexible in our response to our clients' and community members' needs. Diversity exists both internally, among the tribal members and among the treatment teams, and externally, among societal experiences. We embrace both diversity and the uniqueness of the people we treat at our clinics. Woven into every facet of our program is the constant development and progression towards cultural competence.

Centered Spirit Values

- We value the culture and traditions of the Pascua Yaqui Tribe.
- We value our clients and their extended families.
- We value the strength of the Circle that includes our various divisions, outside agencies, clients, and their extended families. As the Circle becomes stronger, the people are better served.
- We value the integration of Traditional, Alternative, and Western medicine to provide better treatment outcomes for our clients.
- We value and encourage continuing education and professional/personal growth opportunities for our employees.

SUMMARY OF PREVIOUS CULTURAL COMPETENCY GOALS:

The goals from 2015-2016 were as follows:

Goal (1): Increase Cultural Competency Skills among PY TRBHA providers;

Goal (2): Ensure Members Receive Culturally Compatible Services; and

Goal (3): Recognize complexities in language.

The Cultural Competency is an annually-developed plan that serves as a blueprint and ongoing tool for the development of culturally competent services for the PYT and, in particular, the CSP program. The Centered Spirit Program reflects awareness and respect for diversity within the programs through attitudes, organizational structures, policies, and services. Cultural competency is reflected in CSP's interaction with persons served, personnel, families/caregivers, and other stakeholders. The delivery of services at CSP is consistently done in a cultural competent manner. Ongoing modifications will be made to the CCP as issues are identified and the review of the plan will serve to track the progress of outcomes. CSP will make available both electronic and in hard copy format to its staff and any interested parties.

The previous goals were realized in a limited fashion; they will be integrated into this current Plan for further exploration and completion.

CULTURAL COMPETENCY PLAN 2016-2017

The goals from 2016-2017 were as follows:

Goal (1): Ensure that behavioral health services are being provided in the most culturally competent manner;

Goal (2): Ensure that the breadth of services available meet cultural preferences and needs; and

Goal (3): Ensure that all facilitates culturally welcoming environments.

These goals are to be achieved through three major task force as follows:

Policy and Planning: The inventory and adaption of existing cultural competency policies from within different Tribal programs and implementing them in the behavioral health programs. Leading the Cultural Competency Planning process by tracking progress of the high level tasked associated with each goal.

Communication: Collaboration with departments such as Language and Culture, Human Resources, and other Tribal entities to improve employee and community member access to information about the Yaqui culture and cultural events occurring locally. Include employee training on the utilization of the intranet and other resources for accessing community information. Reviewing cultural competency training materials to ensure that appropriate and consistent content on Yaqui cultural is provided

Data and Surveys: Determining protocols for data collection regarding cultural competence that occurs throughout health programs. This includes the identification of those responsible for data analysis, sharing the results with stakeholder groups, and using the results to inform program evaluations and improvements.

CULTURAL COMPETENCY ONGOING INITIATIVES 2016-2017

Cultural Competency Training: The Pascua Yaqui Tribe ensures all current and new employees receive continuing education and/or training in culturally and linguistically appropriate service delivery. Ongoing training is provided through a variety of methods including traditional classroom presentations, online training, and informal presentation. The cultural competency trainings are a key component of providing culturally competent services. Training is an important component to increasing professional development and skill building at all levels. Education about underserved/underrepresented populations increases awareness and skills to ultimately reduce disparities. Training methods are utilized that meet the needs of participants such as the use of large print or the use of interpreters when identified. Training requirements are implemented and monitored throughout the year.

Language Access Services: The Pascua Yaqui TRBHA informs all members at the time of intake and during annual updates of services available for special needs including language interpretive and disability-related services. The PYTRBHA ensures that appropriate contracts are in place to provide for language and disability-related services. Although English continues to be the primary language.

Data Collection & Report Production: The Quality Manager of the Centered Spirit Program has revised a standardized paper-and-pencil Cultural Competency Self-Assessment Scale that will be delivered to all CSP staff in June, 2017. The 10 indicators can be answered by one of four values: Not at all, Barely, Fairly Well, or Very Well. The indicators themselves reflect each respondent's awareness of various aspects of the Pascua Yaqui Tribe: The prevailing beliefs, custom norms and values of the Tribe; how health and illness are defined by tribal members; strengths of the community; awareness and attendance at ceremonial functions; ability to gain access to community members who are willing to educate and share Yaqui insight, among other items.

The instrument will be distributed to the approximately 90 CSP employees. The Quality Manager will collect the completed Scales and enter responses into an Excel spreadsheet. Once all data are entered, the Quality Manager will be able to complete a

simple percentage analysis to determine areas of strength as well as areas that require remediation through training and cultural sensitivity awareness.

The analysis of data will lead to development of specific, need-based training modules addressing the areas of deficiency. The Quality Manager will work with the Training Coordinator to identify and create efficient yet effective training modules.

Traditional Healing Services: PY TRBHA offers Native traditional healing services that are complementary interventions in promoting the health and wellness of our members. These services are interlaced throughout our behavioral health programs in the treatment planning process as requested by the member. Traditional Healers are customarily identified in the community, work informally, and have demonstrated to possess an inborn “gift” of healing. We do not place service limitations as Traditional Healers may prescribe multiple visits for treatment or the member may need to see more than one Traditional Healer depending on their service specialty.

Traditional Healing Services include but are not limited:

- Healing Hands (therapeutic massage)
- Prayer (group or individual)
- Cleansing
- Song and Dance (drumming circles)
- Traditional Plant Medicine (for treatment of various ailments)
- Culturally sensitive and supportive counseling (talking circles)
- Other Ceremonies

CULTURAL COMPETENCY EVENTS, TRAININGS, & COLLABORATIONS 2016-2017

Education and Training:

April 2016 – Management Team Yaqui Cultural Awareness Training

May 2016 - Yoemia Ouwoo Yo'tuk (Yaqui Language) Training Forum- Tekilpo Sauri: What is Used in the Office Place

March 2017 – Yaqui Lent Cultural Education/Participation

March 2017 - A Provider's Introduction to Substance Abuse Treatment for Lesbian, Gay, Bisexual and Transgender Individuals

February, April 2017 – Cultural Competency/CLAS Training

Ongoing – Cultural Competency Committee Meetings

Collaborative Partnerships with Community Based Organizations:

February 2016 – CSP (Guadalupe) Co-Presentation w/ Victim Services on Teen Dating

April 2016 – Guadalupe Dia Del Nino with PY Health Dept. and Methamphetamine
Suicide Prevention Initiative (MSPI)

May 2016 – Co-Sponsored Family Fun Night with Zarepath

May 2016 – CSP Facilitated Grandparent’s Event at Head start with K.A.R.E.

May 2016 – CSP Event to promote summer programming with People’s Health Care
Connection

October 2016 – Sewa Uusim Red Ribbon Awareness Event with UA Lab, Boys & Girls
Club and PY Police

Communication, Marketing and Outreach:

August 2016 – CSP participated in Back to School Bash to provide program resources
and handout school supplies

September 2016 – CSP provided “goodies” and program information at Tribal
Recognition Event

October 2016 – Handed out candy, giveaways and program info at Barrio Libre
Halloween Bash

January 2017 – CSP Client awards Luncheon

January 2017 – Diversity Job Fair

March 2017 – Vahcom House Beautification Project

Additional Activities/Accomplishments and Provider Initiatives:

March 2016 – (Guadalupe) Youth Mural Project

November 2016 – CSP Families Thanksgiving Day Feast

December 2016 – CSP Families Annual Christmas Party

PY TRBHA
Cultural Competency Plan 2016-2017

Goal 1: Ensure that behavioral services are being provided in the most culturally competent manner.					
Initiative: Increase Cultural Competency Skills among PY TRBHA providers					
Strategy 1.1: Offer cultural competency training that is comprehensive, ongoing, and replicable.					
High Level Tasks	Measurements	Outcomes	Progress Update	Status: Completed /Not Completed	Target Date
Provide cultural competency trainings to all PY TRBHA providers.	95% Attendance rate of all providers evidence by Relias Reporting and Sign in Sheets	Staff will have a better understanding and awareness of cultural competency and increase skills in providing culturally responsive services.		Completed (On-going)	
Offer Training on Yaqui Language, Customs and Culture to PY TRBHA providers.	95% Attendance rate of all providers evidence by Relias Reporting and Sign in Sheets	Staff will have a better understanding and awareness of Yaqui Language, Customs, and Culture and increase skills in providing culturally responsive services.		Completed (On-going)	
Improve advertisement of all Cultural Competency and Awareness Trainings	N/A	Staff will be more active in participating in cultural training and resources.		Not Completed	09/30/2017
Evaluate effectiveness of CC trainings	Average of a 90 % score by providers in cultural training evaluation tool.	We will be able to monitor the effectiveness of the training and make adaptations as needed.		Not Completed	09/30/2017
Develop Policies and Procedures for cultural competency awareness trainings.	N/A	Will set a standard and process for all cultural competence awareness trainings.		Not Completed	09/30/2017

PY TRBHA
Cultural Competency Plan 2016-2017

Strategy 1.2: Incorporate cultural awareness and competence review in the Human Resource process.					
High Level Tasks	Measurements	Outcomes	Progress Update	Status: Completed /Not Completed	Target Date
Use interview questions in hiring process to gain insight on applicants' level of cultural competence and awareness.	N/A	Assist in hiring staff who have high level cultural competency skills and are able to provide culturally responsive services.		Not Completed	7/31/2017
Assess cultural competency in staffs' job performance.	N/A	Ability to measure the ongoing learning process of culturally responsive service and measure staff's performance and set goals for areas of improvement if needed.		Not Completed	09/30/2017

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Goal 2: Ensure that the breadth of services available meet cultural preferences and needs.					
Initiative: Measure the breadth of services available for cultural preferences and needs					
Strategy 2.1: Review available services and identify potential addition that meet cultural preferences and needs					
High Level Tasks	Measurements	Outcomes	Progress Update	Status: Completed /Not Completed	Target Date
Create a list of all services available and collect utilization report.	N/A	Will give us a starting point of what services are available and what services are used.		Not Completed	07/30/2017
Conduct client survey to probe for possible additions	85% Response to survey collected	Will assist us in identifying service preferences in the community.		Not Completed	07/30/2017
Strategy 2.2: Increase access to services for underserved/underrepresented populations in PY Community					
High Level Tasks	Measurements	Outcomes	Progress Update	Status: Completed /Not Completed	Target Date
Identify underserved / underrepresented populations through survey and data.	85% Response to survey collected	Will identify populations within the community that are currently underserved/ underrepresented and help establish a plan to help them gain access to services.		Not Completed	07/30/2017

PY TRBHA
Cultural Competency Plan 2016-2017

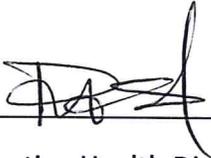
Strategy 2.4: Continue offering Traditional Native American Healing practices as a service modality.					
High Level Tasks	Measurements	Outcomes	Progress Update	Status: Completed /Not Completed	Target Date
Provide members and PYTRBHA providers the opportunity to engage in Traditional Native American Healing (TNAH) practices.	25% increase in the use of TNAH services.	Will allow for those members to receive services in their cultural preference and allow staff to understand the member's experience and gain better in sight of the TNAH services.		On-Going	
Initiative: Monitor the language preferences for service delivery					
Strategy 2.3: Ensure that when a language meets the threshold, all written material will be translated.					
High Level Tasks	Measurements	Outcomes	Progress Update	Status: Completed /Not Completed	Target Date
Review demographic data report bi-annually: <ul style="list-style-type: none"> All vital materials shall be translated when PYTRBHA is aware that more than 10% its member speak a different language or have LEP. 	N/A	Will ensure that members are receiving vital materials in their primary language.		Completed (On-going)	
Maintain a list of providers and all languages spoken	N/A	Will ensure that we have the providers to meet the primary language preferences of our members.		Completed (On-going)	

PY TRBHA
Cultural Competency Plan 2016-2017

Goal 3: Ensure that all facilities have culturally welcoming environments.					
Initiative: Identify improvements within the facilities that would create more culturally welcoming environments.					
Strategy 3.1: Assess all office areas for level of culturally welcome environment and identify areas of improvement					
High Level Tasks	Measurements	Outcomes	Progress Update	Status: Completed /Not Completed	Target Date
Identify all office areas that need to be evaluated	N/A	Will help us determine a starting point and plan for evaluation of office areas.		Not Completed	06/30/2017
Survey members to see what would make their visits more culturally inviting.	85% Response to survey collected	Will help us create culturally welcoming environments that are tailored to our community.		Not Completed	07/30/2017

Review and Approval

The 2016-2017 Cultural Competency Plan, as amended, has been reviewed and is hereby approved.



Executive Health Division Director

MAY 08 2017

Date



Health Division Medical Director

5/8/17

Date
