APPENDIX 2.7
CULTURAL COMPETENCY

The SE shall demonstrate cultural competence and proficiency, as documented in the Cultural Competency Plan, in the following areas:

a. Provision of culturally competent and culturally specific services that address the needs of ethnically/racially diverse populations.

b. Ensure that the SE behavioral health clinical staff operating the toll-free line use behavioral health clinical protocols approved by the Collaborative in their assessment of consumer/family behavioral health care needs.

c. Ensure the use of culturally and age specific clinical protocols.

d. Ensure that the SE staff in regional areas are knowledgeable of, sensitive to, and have the skills to work appropriately with the cultural and linguistic diversity within their service areas.

e. Ensure that all contracted providers/agencies are trained and evaluated about, and required to adhere to, the Cultural Competency Plan developed.

f. Ensure that the transition process shall be culturally and linguistically appropriate for all providers, consumers, and families.

g. Ensure that the content of the educational material provided by the SE shall be:
   i. Clear and concise;
   ii. Written at not more than a sixth-grade reading level;
   iii. Easily understood;
   iv. Accurate; and
   v. Provided and available, as needed, in languages other than English, which may include verbal education materials.

h. Actively seek to recruit and retain culturally and linguistically fluent appropriate providers in all areas of the State.