



Cultural Competency Plan

Culture is an integrated pattern of human behavior, which includes but is not limited to – thought, communication, languages, beliefs, values, practices, customs, courtesies, rituals, manners of interacting, roles, relationships and expected behaviors of a racial, ethnic, religious, social or political group; the ability to transmit the above to succeeding generations.

Focus Behavioral Health Services, LLC recognizes that Cultural competence is a key principle that must be integrated within all aspects of systems of care. The agency will attempt to respond effectively to the needs of all stakeholders, employees, the community, children, youth and families from culturally and linguistically diverse groups.

Goals:

1. Improve communication to and from stakeholders, employees, community, youth and families served for whom cultural/linguistic issues are present.
2. Improve employee's understanding and sensitivity to cultural diversity within the agency and with youth and families served.
3. Improve services and outcomes for youth and families served.

Diversity and Training of Employees:

1. FOCUS Behavioral does not discriminate with regards to race, religion or ethnic backgrounds when hiring employees.
2. The agency hires talented employees in all levels of service.
3. The agency ensures that bilingual/trilingual employees are hired or contracted as needed for areas that have direct contact with youth and families served to meet their identified needs.
4. The agency provides training for staff to improve understanding, sensitivity and competency to the culturally diverse population in which they serve.

Linguistic Services:

1. FOCUS Behavioral Health Services, LLC will identify youth and families served that have potential language issues for which alternative communication methods are needed.
2. When needed, the agency will provide youth and families served with interpreter services. These services will be set up internally/externally. If needed, payment for these services will be arranged by FOCUS Behavioral Health Services, LLC.
3. Interpretation services available include verbal translation, verbal interpretation for those with limited English proficient and sign language for hearing impaired.



4. Written materials are available for youth and families served for high volume non-English languages within the areas that the agency serves.

Flexibility:

1. FOCUS Behavioral Health Services, LLC strives to make available non-traditional agency hours in order to accommodate youth and families served.
2. The agency provides sliding scale/fee reductions in order to accommodate affordable costs for youth and families served.

Community:

FOCUS Behavioral Health Services, LLC attempts to develop and utilize relationships with outside/non-traditional organizations within the community in order to enhance service delivery and maximize resources for youth and families served. The agency also uses these relationships to build and facilitate acceptance of the behavioral healthcare system.