

Cultural Competency Plan Goals

September 2003

1. Decrease the Unknown/Other client count from 35.8% to under 15%, with special attention paid to day treatment and residential facilities, and to the over 65 group.
2. Increase the Hispanic penetration rate from 3.7% to 5%, and the Spanish primary language group penetration rate from 1.8% to 3.0%.
3. Increase the Russian primary language group penetration rate from 1.4% to 3.0%.
4. With this Russian population, increase the percentage ratio of Outpatient/Crisis from 65/35 to 70/30.
5. Increase the combined penetration rate for the Southeast Asian language groups from 4.3% to 6%.
6. Include the DSM-IV cultural formulation (Appendix I) as part of clinical assessment and treatment planning documentation requirements.
7. Establish baseline comparative retention rates for Hispanic, Russian and Southeast Asian groups, and compare mental health penetration rates with physical health penetration rates (if available).
8. While working collaboratively with YCDADMHS' outreach and prevention team, establish and seek funding for a unit who will provide outreach and mental health education to the county's identified underserved populations.
9. Establish a Policy and Procedure on the role of the cultural competency committee in relation to management and line staff.
10. Establish a clear referral process for consumers from Public Health and other physical health clinics with the intent of increasing mental health access for target populations. It has been identified that many of them seek services for mental health related concerns from their physical health providers.

Human Resource Goals

1. Provide interpreter service to Pashto and Dari speaking consumers. Hire an interpreter for at least 6 hours a week to facilitate the provision of services to the emerging Afghan community.
2. Provide culturally competent staffing for an outreach and mental health education unit whose goal is to enhance service access by the county's Latino, Russian and Southeast Asian populations.