

Hiawatha Behavioral Health
Cultural Competency and Diversity Plan
2015-2017

Consistent with the Mission Statement and Vision and Values of Hiawatha Behavioral Health, is actively committed to fostering diversity, inclusion, and cultural competency. Hiawatha Behavioral Health will provide the following to assure sensitivity, demonstrate accommodations and cultural competency in working with individuals from diverse cultural groups:

- Recognize that cultural issues are not limited to ethnicity considerations, but may also include religious, language, rituals, proximity preferences, sexuality, disability, rural or other issues;
- Value differences including cultural differences and recognize similarities among persons served, employees, volunteers, stakeholders, customers and vendors;
- Support an environment free of all forms of discrimination, including harassment - sexual, religious or cultural;
- Encourage recruitment of persons or family members served within our organization for employment, Board of Directors leadership, and service boards such as the Consumer Family Advocacy Panel (CFAP).
- Cultural preferences are assessed and included in the development of the annual assessment in preparation for treatment planning.
- All persons served will be treated fairly and with respect regardless of race, religion, gender, age, sexual preference or ability to pay.
- HBH will communicate with people in the most efficient way possible to accommodate the person's cultural needs. Language Line Services are available to help access and navigate.
- Information is collected on the cultural needs of persons served and the communities they live in and adequately addresses identified cultural needs.
- It is essential that all HBH employees and volunteers generate and maintain work environments in which persons served, employees, volunteers, stakeholders, customers and vendors are respected, valued and welcomed.
- All HBH employees and volunteers will foster environments that value cultural diversity and support the elimination of discrimination in the workplace.
- Develop a diverse workforce which reflects the community – understanding employees from diverse backgrounds can bring a different perspective to ideas and solutions.
- Conduct annual cultural diversity/competency training, including recovery, limited English proficiency, language line and use of the TDD/TTY teletypewriter line.
- Encourage a climate of cooperation in the work environments that promotes a positive attitude toward recovery and the provision of services.
- Collaborate with and support stakeholders and other agencies that are addressing diversity

Discrimination is a violation of state/federal civil rights laws, including Title VII of the Civil Rights Act, the Americans with Disabilities Act and the Age Discrimination in Employment Act. HBH is committed to providing:

- A workplace free from discrimination based on an individual's protected-class status of race, color, creed, religion, national origin, gender, age, disability, marital status, rural status, sexual orientation or public assistance status;
- A workplace free from harassment, including sexual, racial and cultural harassment;
- Affirmative action and equal employment opportunities in all phases of employment through recruitment, retention and advancement of culturally diverse and qualified people and utilization of job-related criteria in making employment decisions.

All persons served, employees, volunteers, stakeholders, customers and vendors of Hiawatha Behavioral Health are expected to treat each other with dignity and respect. If anyone believes that he/she is a target of behavior that violates this plan or is witness to such conduct, he/she has the right to follow the complaint procedures as outlined in HBH Sexual Harassment policy.

See attached Plan of Action:

Plan of Action 2015-2016

We continue to develop and improve our cultural competency and diversity plan. As we develop we assure the following are incorporated:

1. Assistance of professionals who have cultural expertise
2. Participation in cultural competency and diversity activities by all employees
3. Observation and implementation process
4. Follow-up activities that incorporate feedback and input from participants

As an organization we strive to raise the consciousness of culture and diversity by recognizing the need for ongoing training, dialogue, feedback and input from employees, persons served and stakeholders. It is important all employees are involved in making Hiawatha Behavioral Health a culturally aware and sensitive environment to all with whom we come into contact.

Cultural competency is the self-examination and in depth exploration of one's own cultural background. This involves the recognition of ones biases, prejudices and assumptions about persons who are different.

Goal 1: Provide cultural diversity training annually to build competency of employees

Action Step/Measures	Persons Responsible	Target Date
➤ All staff will train on cultural diversity and recovery in the Netsmart training module	<ul style="list-style-type: none"> ➤ Management Team ➤ SMI Manager/Peer Supervisor 	Ongoing – Must be completed prior to April 1 of each year.

Goal 2: Provide cultural diversity and integration of health information to employees, persons served and general public

Action Step/Measures	Persons Responsible	Target Date
<ul style="list-style-type: none"> ➤ Recovery board implemented in lobby with information regarding Recovery monthly. ➤ Quarterly the board will include focus on both recovery and a variety of cultures including, but not limited to Native American, African American and Finnish cultures ➤ Advertise quarterly in all three counties regarding programs, hotlines and services. 	<ul style="list-style-type: none"> ➤ Certified Peer Supports ➤ SMI Manager/Peer Supervisor ➤ Office Supervisor 	<ul style="list-style-type: none"> ➤ Ongoing – Recovery Board January 2015 – Make a Change- Make a Difference February 2015 – Keep your heart healthy March 2015-Be aware show you care April 2015 – Anti-Smoking – fresh air May 2015 – Rethink your Mental Health June 2015 – Stay safe in the sun July 2015- recovery is for veterans August 2015-Immunize September 2015- Importance of sleep October – Anti Bullying November 2015 – Alzheimer Information

		<p>December 2015 – Stroke Time lost =Brain loss January 2016 February 2016 March 2016 – Health Eyes April 2016 – Stroke information May 2016 – Mental Health Matter</p> <ul style="list-style-type: none"> ➤ January, February, May, July, September, November, December 2015 Advertisements ➤ January, February, May 2016 Advertisements ➤ May 2015/2016 – peer recovery stories in newspapers
--	--	--

Goal 3: To develop culturally appropriate strategies and to de-stigmatize mental health for persons served.

Action Step/Measures	Persons Responsible	Target Date
<ul style="list-style-type: none"> ➤ Train high school Working on Wellness volunteers on KOTB Puppet skits and present to 2nd and 4th graders in area classrooms ➤ Participate in various health fairs and community information fairs in all three counties ➤ Provide at least three Mental Health First Aid classes. ➤ Collaborate with various community members to provide an event to promote awareness regarding mental health and other issues. Event includes pre and post media opportunities increasing awareness regarding Mental Health Month, Anti-Bullying, Character Building. 	<ul style="list-style-type: none"> ➤ Office Supervisor 	<p>May 2015/May 2016 Ongoing</p> <ul style="list-style-type: none"> ➤ Skits performed in 2nd & 4th grades April/May 2015 & 16 in SSM schools ➤ Health Fairs attended in March/April/May in SSM & St. Ignace 2015 and 2016 ➤ MHFA – January (2)/February (1)/Septemer (1) 2015 ➤ MHFA – January (2)/February (1)/May 2016 ➤ YMHFA – January(1), June (1) 2016 ➤ Princesses and

		Pirates fundraiser May 2015 & 2016.
--	--	---

Goal 4: Promote cultural awareness and sensitivity through alternative activities for staff and contract providers.

Action Step/Measures	Persons Responsible	Target Date
<ul style="list-style-type: none"> ➤ Conduct multi-cultural potluck and host an event with topics relevant to the service area. ➤ Disseminate information of cultural significance to staff relating to cultural theme of potluck ➤ Develop and disseminate survey on employee cultural understanding and biases. Survey completed by both employees, contract providers, stakeholders, and persons served. Evaluate and provide feedback of results. 	<ul style="list-style-type: none"> ➤ Employee Recognition Committee ➤ Consumer Family Advocacy Panel (CFAP), Customer Services and Management Team ➤ QI Team 	<p>Host potluck 2X per year</p> <ul style="list-style-type: none"> ➤ Luau potluck conducted in May 2015 ➤ October 2015 Potluck ➤ Spanish/Mexican Potluck May 2016 ➤ Peer speaker for May 2016 potluck ➤ Email all staff information mental health and Native Americans November 2015 ➤ Email all staff facts regarding mental illness July 1, 2015 (Canada Day) ➤ Email all staff blog regarding survivor of suicide (Chippewa County Resident) July 2015

Demographics:

Hiawatha Behavioral Health provides services to the citizens of Chippewa, Mackinac and Schoolcraft Counties in Michigan’s Upper Peninsula. The area is rural and the three counties have an estimated population of 58,397.¹

¹ <http://quickfacts.census.gov/qfd/states/26/26153.html>

Race:²

Caucasian (alone) - Chippewa 72.4% Mackinac 75.9% Schoolcraft 87%
 Native American (alone) - Chippewa 15% Mackinac 17.3% Schoolcraft 9.1%
 African American (alone) - Chippewa 6.9% Mackinac 1.1% Schoolcraft 0.2%

Language (Other than English spoken at home):³

Chippewa 4.7% Mackinac 3.7% Schoolcraft 1.4%

Disability: Amount of individuals receiving SSI

Chippewa 854⁴ Mackinac 210⁵ Schoolcraft 227⁶

Income:⁷

Chippewa \$41,108 Mackinac \$39,055 Schoolcraft \$38,367
 17.7% Chippewa, 14.1% Mackinac and 15.1% of Schoolcraft families live below the poverty level

Hiawatha Behavioral Health Demographics of persons served in Chippewa, Mackinac and Schoolcraft Counties:

Total Open Cases	751
------------------	-----

Language			
English			99.46%
Sign Language			0.14%
Blank			0.41%

Race			
American Indian or Alaskan Native			20.2%
Asian			0.3%
Black or African American			2.1%
Native Hawaiian or other Pacific			0.1%
Two or more			0.4%
Some other race			0.5%
Refused to provide			0.3%
White			76.1%

Hispanic			
No			81.6%
Yes			2.1%

² <http://quickfacts.census.gov/qfd/states/26/26153.html>

³ <http://quickfacts.census.gov/qfd/states/26/26153.html>

⁴ http://www.city-data.com/county/Chippewa_County-MI.html

⁵ http://www.city-data.com/county/Mackinac_County-MI.html

⁶ http://www.city-data.com/county/Schoolcraft_County-MI.html

⁷ <http://quickfacts.census.gov/qfd/states/26/26153.html>

Unknown			16.3%
---------	--	--	-------

Summary:

Hiawatha Behavioral Health is committed to creating an environment beneficial for recovery from mental illness disorders for all who seek services. We are also committed to continuing our effort to educate our employees, stakeholders and community members regarding recovery, disabilities and various cultures. Through our experiences we not only learn a great deal about others but even more about ourselves.