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| **MONTCALM CARE NETWORK PROCEDURE 611 North State Street, Stanton, MI 48888** |
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| SUBJECT: Staff Training and Outreach to Underserved Ethnic and Cultural Groups and those with Limited English Proficiency | Section: 8110C |
| Effective Date: January 30, 2007 | Revised Date: April 28, 2014 |
| Version: 3 | Status: Current |

To encourage each person's full participation and receipt of the maximum benefit from the public mental health services being offered to residents in Montcalm County, services will be designed in a manner that promotes participation by individuals who belong to underserved ethnic and cultural groups and those with Limited English Proficiency who are entitled to public mental health services. Specific activities to accomplish this goal shall minimally include:

1. Staff training to assure Cultural Competency.
2. Assurance of staff understanding of specific legal or contractual requirements related to cultural considerations in the service planning and delivery process.
3. Service adaptation, as needed, to ensure cultural consistency.
4. Assistance, as needed, to consumers with Limited English Proficiency through the provision of translation services or services in the consumer's primary language.
5. Ensure no services draw undue attention to a consumer's particular mental health problems.
6. Tracking of penetration rates measuring access to consumers belonging to minority groups.
7. Contract provider expectations that are consistent with these minimum requirements.
8. Proposal of quality improvement projects if penetration is less than expected or below any regional or State requirements.