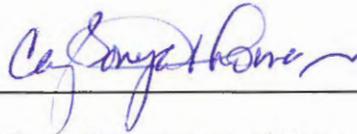


**San Bernardino County
Department of Behavioral Health**

Cultural Competency Training Policy

Effective Date 06/07/2010
Revision Date 03/31/2016

 **CaSonya Thomas, Director**

Policy It is the policy of the Department of Behavioral Health (DBH) to ensure staff receives ongoing cultural competency education and training as part of the DBH Cultural Competence Plan.

Purpose To ensure DBH staff at all levels and across all disciplines receive ongoing education and training in culturally and linguistically appropriate service delivery. Additionally, to implement a mechanism for ensuring DBH staff achieves ongoing cultural competency training.

Definitions **Administrative Staff** is any staff that performs administrative functions only and do not have direct contact providing services to clients/consumers. Examples of staff or programs include, but are not limited to, the following: staff analysts, Fiscal staff, Information Technology staff, non-clinical program managers, etc.

Clinical Staff is any professional staff that is certified, licensed, registered or waived to provide services to clients. Some clinical staff may provide only one type of service, while others may provide a combination of services such as, but not limited to, the following: direct services, administrative services, etc.

Cultural Competence is a set of congruent practice skill knowledge, behaviors, attitudes, and policies that come together in a system, agency, or among consumer providers, family members and professionals that enables that system, agency, or those professionals and consumers, and family member providers to work effectively in cross-cultural situations (adapted from Cross, et al., 1989; cited in DMH Information Notice, 02-03).

Cultural Competency Training is any training that addresses cultural/linguistic topics. Training may occur in house via DBH's Learning Management System (LMS) or through web-based programs. It may also be provided in the community by, for example, other agencies. Cultural Competency Training offering Continuing Education Units (CEUs) also meets this definition.

Direct Service Staff is any staff that interacts directly with clients/consumers providing active services. Examples include, but are not limited to, the following: office assistants who check in clients at clinics, psychiatric technicians, clinicians, etc.

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San Bernardino County Department of Behavioral Health

Cultural Competency Training Policy, Continued

Responsibility DBH staff roles and responsibilities regarding Cultural Competency Training in culturally and linguistically appropriate service delivery are described in the following table:

Role	Responsibility
Administrative Staff	<ul style="list-style-type: none"> • Attend a minimum of two (2) hours of cultural competency training each calendar year • Provide the direct supervisor with a certificate of completion, as defined, upon completion of the training
Direct Service Staff and Clinical Staff	<ul style="list-style-type: none"> • Attend a minimum of four (4) hours of cultural competency training each calendar year. <p>Important Note: All clinical staff are required to take (4) hours of cultural competency training whether administrative or direct service staff.</p>
Supervisors	<ul style="list-style-type: none"> • Ensure staff complete the required hours of training each calendar year • Ensure copies of certificates of completion, when available, are included in staff files. This does not apply to LMS electronic files • Use the certificates of completion in the Work Performance Evaluation process
Workforce Education and Training (WET)	<ul style="list-style-type: none"> • Provide LMS courses which meet the DBH Cultural Competence Plan requirements in sufficient quantity to aid staff in meeting total hour requirements each calendar year • Maintain electronic records accessible by staff supervisors and/or Office of Cultural Competence and Ethnic Services (OCCES)
DBH OCCES	<ul style="list-style-type: none"> • Work collaboratively with supervisors to: <ul style="list-style-type: none"> ○ Randomly audit certificates of completion to ensure compliance with training requirements ○ Randomly audit LMS electronic records of cultural competency training • Provide staff with notices of web-based learning opportunities throughout the calendar year

References

California Code of Regulations Title 9, Chapter 11, Section 1840.410:
 Cultural and Linguistic Requirements
 DMH Information Notice 10-02: Cultural Competence Plan Requirements
 DMH Information Notice Number 02-03
 San Bernardino County Department of Behavioral Health, 2010 Cultural Competence Plan