

**NORTHERN MICHIGAN REGIONAL ENTITY  
ADMINISTRATIVE MANUAL**

**POLICY NAME:** CULTURAL COMPETENCY POLICY  
**CHAPTER:** SEVEN – MEMBER SERVICES  
**POLICY #:** 07-01-012  
**EFFECTIVE DATE:** JULY 29, 2015

**PURPOSE**

To promote the delivery of services in a culturally competent manner to all beneficiaries, including those with limited English proficiency and diverse cultural and ethnic backgrounds.

**APPLICATION**

The Northern Michigan Regional Entity and its five member CMHSPs.

**POLICY**

The supports and services provided through contracted providers and administrative functions of the NMRE shall demonstrate an ongoing commitment to linguistic and cultural competence that ensures access and meaningful participation for all people in the service area. Such commitment includes acceptance and respect for the cultural values, beliefs and practices of the community, as well as the ability to apply an understanding of the relationship of language and culture to the delivery of supports and services.

To effectively demonstrate such commitment, it is expected that the PIHP and CMHSPs have the following five components in place:

1. A method of community assessment;
2. Sufficient policy and procedure to reflect the PIHP's values and practice expectations;
3. A method of service assessment and monitoring;
4. Ongoing training to assure that staff are aware of, and able to effectively implement the policy; and
5. The provision of supports and services within the cultural context of the recipient.

**REFERENCES**

Michigan Mental Health Code Section 330.1708  
Title VI of the Civil Rights Act of 1964, 42 USC 2000d  
Title II, Americans with Disabilities Act of 1990, Public Law 101-336  
Michigan Medicaid Specialty Services and Support Contract

REVISED:

REVIEWED: March 23, 2016

APPROVED: July 29, 2015

*Signed copy is on file with NMRE*

\_\_\_\_\_  
Dave Schneider  
Northern Michigan Regional Entity Chief Executive Officer

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Date

*Signed copy is on file with NMRE*

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Joe Stone  
Northern Michigan Regional Entity Board Chair

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Date