



SANTA BARBARA COUNTY
DEPARTMENT OF
Behavioral Wellness
A System of Care and Recovery

Three-Year Cultural Competency Training Plan 2019-2022

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Cultural Competency Training Plan

Mission Statement

Behavioral Wellness recognizes the value and importance in assisting with the development and delivery of training for staff, contract providers, stakeholders, partner agencies, consumers, and family members currently involved at varying levels of our public mental health and substance use disorder services. Professional development and other learning opportunities help ensure that our staff members have the necessary tools needed in order to provide culturally and linguistically appropriate services for people we serve.

Additionally, keeping with the tenants of the Mental Health Services Act, our mission is to develop a diverse workforce that is culturally competent, provides client/family driven mental health services, and adheres to wellness, recovery, and resiliency values.

Our goal is to implement ongoing training opportunities that focus on the diverse ethnic, racial, and cultural perspectives that make up the community of the County of Santa Barbara, and lead to:

- Increased knowledge base
- Increased self-awareness and cultural humility
- Increased sensitivity and responsiveness
- Increased clinical skills and a wide range of competencies
- Increased quality of care for the people we serve

Principles for Cultural Competency Trainings

- Enhance subject matter expertise
- Foster innovative skills and tools to work effectively and interact with a multi-cultural community
- Promote self-awareness and critical self-reflection
- Apply practice of skills learned
- Verify trainings are culturally relevant
- Ensure continued Education Units are made available

Cultural Competency Training Requirement

In accordance with the Cultural and Linguistic Class Standards (CLAS) and the Department of Health Care Services requirements, staff education and trainings are crucial to ensuring culturally and linguistically appropriate services. Under this plan, Behavioral Wellness and its contract providers will ensure all staff and stakeholders receive annual cultural competency training. Staff must complete required cultural competency trainings by June 30 of every year. The Cultural Competency/Ethnic Services Manager, in collaboration with the Chief of Compliance and Training Manager, will ensure completion of all trainings.

Implementation

Behavioral Wellness has provided, and required, cultural competence training to staff since 2010. The Cultural Competency/Ethnic Services Manager, in collaboration with leadership, will identify action steps needed for the implementation of the three-year cultural competency training plan.

Trainings Platform

Behavioral Wellness will offer online trainings via the Relias Learning platform and live in-person trainings. By utilizing the Relias Learning platform, Behavioral Wellness is able to assign, track, and generate training reports quickly and efficiently for both online and live in-person trainings.

Training Topics

In order to effectively implement the Cultural Competency Plan, the Cultural Competency/Ethnic Services Manager will lead the process by making recommendations based on organizational need and stakeholder input in regards to providing cultural competency trainings. Annual cultural competency training topics will include, but are not limited to, the following:

- Cultural Formulation
- Multicultural Knowledge
- Cultural Sensitivity
- Cultural Awareness
- Social/Culturally Diverse Groups (LGBTQ, SES, Elderly, Abled, etc.)
- Cultural Humility
- Implicit Bias
- Oppression/Privilege
- Critical Thinking Self-awareness
- Impact of Local Issues and National Trends on Multicultural Communities
- Refugee Population
- Immigrant Community
- Migrant Farmworker Community
- Veteran Reintegration
- Factors/Issues Related to Client and Family Cultural and Linguistic Differences
- Native American Historical Trauma
- Military Families
- Issues Related to Latinx Population
- Oaxaqueño/Mixtec Community
- Work with Limited English Proficient (LEP) Community
- Awareness of Differently Abled Community - Americans with Disabilities Act
- Integration of Spirituality and Mental Health Treatment
- Ethics for Service Providers

All trainings will be imbedded with cultural competency components.

Annual Training Report

The Cultural Competency/Ethnic Services Manager, in collaboration with the training department, will produce a cultural competency training report. The training report will include the following:

- Narrative of the Department's effort to advance staff skills and competencies
- The projected number of staff members who need the required cultural competence training
- List of training for the fiscal year
- Description of the training
- Staff cultural competency training compliance report

Scheduled Cultural Competency Training for 2020

- Use of Interpreters in Mental Health Setting
- Wellness Recovery Action Plan II, Jan. 13th-17th (35 Hours)
- Bridges Out of Poverty, Feb. 6th (6 Hours)
- Trauma and Homelessness, Feb. 25th (6 Hours)
- Southern California Regional Partnership Conference, March 17th and 18th (12 Hours)
- Pacific Pride Foundation conducts numerous cultural competency trainings throughout the year to our Santa Barbara County staff and community partner agencies. Educational trainings consist of LGBTQ+ sensitivity trainings with a focus on people in recovery, creating a safe environment, understanding sexual orientation, and gender identity.

Implementation Assessment and Future Planning

In the second half of Fiscal Year 2021, the Cultural Competency Diversity Action Team (CCDAT), will assess progress of the cultural competency trainings that have been offered. By the end of FY 2021, the Cultural Competency/Ethnic Services Manager will brief senior leadership on the results of the assessment. If there any deficiencies and/or recommendations based on the results of the assessment, the Cultural Competency/Ethnic Services Manager will work with the Quality Improvement Committee to address such issues.