



# SANDHILLS CENTER

Managing Mental Health, Intellectual/Developmental Disabilities and Substance Abuse Services  
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### CULTURAL COMPETENCY PLAN 2021-2022

Sandhills Center participates in the State's efforts to promote the delivery of services in a culturally competent manner to all members, including those with limited English Proficiency and diverse cultural and ethnic backgrounds. (CFR 42.438.206 b (2))

Sandhills Center maintains a closed provider network that provides culturally competent services by recognizing, respecting and responding to the unique and culturally defined needs of the populations served in the geographic area that goes beyond race or language identifiers. In order to achieve cultural competency, Sandhills Center requires providers to participate in its Cultural Competency Plan, which is developed and approved by the Network Leadership Council composed of members of the provider network. The Cultural Competency Plan ensures that Sandhills Center maintains a respectful service delivery network, free of offensive practices and conditions; recognizes each individual's unique value, contributions and potential; and develops programs and services to meet identified needs of a culturally diverse population.

To this end, Sandhills Center strives to ensure that the people we serve have access to services provided by culturally competent network providers and Sandhills staff with whom they communicate. Sandhills Center recognizes, respects, and responds to the unique, culturally defined needs of the population served in the geographic area.

This is accomplished by both Sandhills staff and network providers understanding that cultural competence goes beyond race or language identifiers. Cultural competence encompasses understanding of one's own culture and that there are diversities within each culture. In compliance with its Cultural Competency Policies and Procedures Sandhills Center shall:

- Maintain a respectful service delivery network, free of offensive practices and conditions
- Recognize each individual's unique value, contribution and potential
- Develop approaches/programs/services to meet identified needs of a culturally diverse population and
- Orient/train Sandhills Center and Provider staff in the cultural diversity of its service population
  - Provider training shall increase awareness and sensitivity to the needs of persons who may be disadvantaged by low income, disability and illiteracy, or who may be non-English speaking. Provider training shall include topics such as sensitivity to different cultures and beliefs, the use of bilingual interpreters, the use of Relay Video Conference Captioning, Relay NC, TTY machines and other communication devices.

Sandhills Center engages in the following goals and initiatives to address cultural competency of the provider network to meet the demographic needs of the population served:

- Identify cultural and language needs of the community through annual needs/gaps assessment to ensure that culturally diverse multi-lingual persons have access to MH/DD/SA services as needed. <https://www.sandhillscenter.org/about/regulatory-plans>. Click on "Network Development Plan".
- Recruit providers to address service gaps/needs; to ensure the workforce reflects the diversity of the community it serves.
- Provide cultural awareness training for network providers at least once during the year. Attendance will be tracked.
- Provide cultural awareness training for all Sandhills Center staff at orientation and as a part of the annual appraisal evaluation for existing staff.
- Review information/reports on an annual basis related to utilization and access issues which identify linguistics and ethnicity from Customer Service's Care Coordination, Utilization Management and Grievance and Appeals data.

P.O. Box 9, West End, NC 27376  
24-Hour Access to Care Line: 800-256-2452  
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Serving Anson, Davidson, Guilford, Harnett, Hoke, Lee, Montgomery,  
Moore, Randolph, Richmond and Rockingham counties



- Review information on an annual basis for foreign language and deaf and hard of hearing interpreter services with whom Sandhills Center contracts, as required.
- Research availability of emerging and effective Best Practice Standards for culturally diverse populations and communicate findings to providers via training or quarterly meetings.
- Ensure that cultural competency is embedded in Systems of Care and Person Centered Planning processes.
- Publish and maintain a Cultural Competency Resource Booklet for Sandhills Center staff, providers and members. This information can be found on the Sandhills Center website at <https://www.sandhillscenter.org/providers/resources>. Click on “Cultural Competency Resource Booklet”.
- The Cultural Competency Plan is posted on the Sandhills Center website at <https://www.sandhillscenter.org/providers/resources>. Click on “Cultural Competency Plan”.
- Provider contracts require compliance with all Federal and State laws which require equal opportunity in employment and bar illegal employment discrimination on the grounds of race, gender, religion, sexual orientation, gender identity, national origin or disability.
- Demographic data from the most recent Provider Capacity, Local Needs Assessment and Gaps Analysis Report can be found at <https://www.sandhillscenter.org/about/regulatory-plans>. Click on “Network Development Plan”.