



SANDHILLS CENTER

Managing Mental Health, Intellectual/Developmental Disabilities and Substance Abuse Services
910-673-9111 (FAX) 910-673-6202 www.sandhillscenter.org

SANDHILLS CENTER BH/IDD Tailored Plan/Medicaid Direct PIHP

CULTURAL COMPETENCY PLAN

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 BH/IDD Tailored Plan/Medicaid Direct PIHP (Sandhills Center) maintains a 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 and provider representatives. 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:

- Promote and maintain the delivery of services by Network providers in a Culturally and Linguistically competent manner to all members, including those with limited English proficiency, diverse cultural and ethnic backgrounds, disabilities, deafness and who are deaf and hard of hearing and regardless of gender sexual orientation or gender identity.
 - Sandhills assist providers with meeting these requirements, including actively recruiting service providers who are native and/or fluent speakers, educating providers on the availability of the Cultural and Linguistic Competency resources, accessing the resource, and responsibility in providing access to interpreter services and having sufficient interpreter capacity.
- Sandhills Center ensures that Lesbian, Gay, Bisexual, Transgender, or Questioning (LGBTQ) members who obtain covered services are not subject to treatment that does not affirm their orientation.
- Develop approaches/programs/services to meet identified needs of a culturally diverse populations including but not limited to members who are in the Armed Services, veterans and their families, pregnant women with SUD, people who identify themselves as LGBTQ, people who are in jails or prisons, youth in juvenile justice system, justice-involved populations more broadly, Historically Marginalized Populations, and other vulnerable populations, and

P.O. Box 9, West End, NC 27376
24-Hour Access to Care Line: 1-800-256-2452
TTY: 1-866-518-6778
Serving Anson, Davidson, Guilford, Harnett, Hoke, Lee,
Montgomery, Moore, Randolph, Richmond and
Rockingham counties



- 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 have different cultural health beliefs and practices, low-socioeconomic individuals and/or families, individuals with disabilities, learning preferences to receiving information, health disparities for Historically Marginalized Populations and individuals with trauma.

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 Behavioral and Physical health 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 Services, Care Coordination Management, and Utilization Management and both member and provider Grievance and Appeals data.
- 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”.
- 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”.

Providers are obligated by their contract(s) including the Provider Manual to understand what their expectations are for Cultural and Linguistic Competency.