

**2010 Cultural Competence Plan Requirements: Scoring Tool: Criterion 1: Commitment to Cultural Competence**

**CRITERION 1**

**COUNTY MENTAL HEALTH SYSTEM**

**COMMITMENT TO CULTURAL COMPETENCE**

**Rationale:** An organizational and service provider assessment is necessary to determine the readiness of the service delivery system to meet the cultural and linguistic needs of the target population. Individuals from racial, ethnic, cultural, and linguistically diverse backgrounds frequently require different and individual mental health service system responses.

**Instructions:** Review the county’s CCPR submission relating to the requirements for Criterion One. In the space provided, indicate the assigned score for each requirement by checking the appropriate box. Please provide written comments to justify your assigned score for each requirement.

<b>Requirement/Reference</b>	<b>Criterion 1 Commitment to Cultural Competence</b>					
<b>Criterion 1 I P. 6</b>	<b>County Mental Health System commitment to cultural competence The county shall include the following in the CCPR:</b>					
I A P. 6	Policies, procedures, or practices that reflect steps taken to institutionalize the recognition and value of racial, ethnic, and cultural diversity within the County Mental Health System.	Fully Implemented	Partially Implemented	Not Implemented, Planning to Implement	Not Implemented, Not Planning to Implement	County Did Not Respond
		A	B	C	D	E
<i>Comments:</i>						
I B P. 6	<b>The county shall have the following available onsite during the compliance review:</b> Copies of the following documents to ensure the commitment to cultural and linguistic competence services are reflected throughout the entire system: 1. Mission Statement; 2. Statements of Philosophy; 3. Strategic Plans; 4. Policy and Procedure Manuals; 5. Human Resource Training and Recruitment Policies; Contract Requirements; and other key documents.	<b>NOTE:</b> This requirement is not scored as a part of this review. This requirement will be evaluated during a future on-site Compliance visit, date to be determined.				

**2010 Cultural Competence Plan Requirements: Scoring Tool: Criterion 1: Commitment to Cultural Competence**

Requirement/ Reference	<b>Criterion 1 Commitment to Cultural Competence</b>					
<b>Criterion 1 II P. 6</b>	<b>County recognition, value, and inclusion of racial, ethnic, cultural, and linguistic diversity within the system The CCPR shall be completed by the county Mental Health Department. The county will hold contractors accountable for reporting the information to be inserted into the CCPR. The county shall include the following in the CCPR:</b>					
II A P. 7	A description of practices and activities that demonstrate community outreach, engagement, and involvement efforts with identified racial, ethnic, cultural, and linguistic communities with mental health disparities; including, recognition and value of racial, ethnic, cultural, and linguistic diversity within the system. That may include the solicitation of diverse input to local mental health planning processes and services development.	Description is complete and well organized <u>AND</u> includes specific strategies/ goals/ objectives	Description is complete and well organized; sufficient information is provided to meet the requirement	Description is partial or lacks detail	Description is incomplete or underdeveloped	County Did Not Respond
		A	B	C	D	E
<i>Comments:</i>						
II B P. 7	A narrative description addressing the county's current relationship with, engagement with, and involvement of, racial, ethnic, cultural, and linguistically diverse clients, family members, advisory committees, local mental health boards and commissions, and community organizations in the mental health system's planning process for services.	Description is complete and well organized <u>AND</u> includes specific strategies/ goals/ objectives	Description is complete and well organized; sufficient information is provided to meet the requirement	Description is partial or lacks detail	Description is incomplete or underdeveloped	County Did Not Respond
		A	B	C	D	E
<i>Comments:</i>						
II C P. 7	A narrative discussing how the county is working on skills development and strengthening of community organizations involved in providing essential services.	Description is complete and well organized <u>AND</u> includes specific strategies/ goals/ objectives	Description is complete and well organized; sufficient information is provided to meet the requirement	Description is partial or lacks detail	Description is incomplete or underdeveloped	County Did Not Respond
		A	B	C	D	E
<i>Comments:</i>						

**2010 Cultural Competence Plan Requirements: Scoring Tool: Criterion 1: Commitment to Cultural Competence**

Requirement/ Reference	<b>Criterion 1 Commitment to Cultural Competence</b>					
II D P. 7	Share lessons learned on efforts made on the items A, B, and C above.	Description is complete and well organized <u>AND</u> includes specific strategies/ goals/ objectives	Description is complete and well organized; sufficient information is provided to meet the requirement	Description is partial or lacks detail	Description is incomplete or underdeveloped	County Did Not Respond
		A	B	C	D	E
<i>Comments:</i>						
II E P. 7	Identify county technical assistance needs.	Met		Unmet		
		A	E			
<i>Comments:</i>						
<b>Criterion 1 III P. 7</b>	<b>Each county has a designated Cultural Competence/Ethnic Services Manager (CC/ESM) person responsible for cultural competence. The CC/ESM will report to, and/or have direct access to, the Mental Health Director regarding issues impacting mental health issues related to the racial/ethnic, cultural, and linguistic populations within the county. The county shall include the following in the CCPR:</b>					
III A P. 7	Evidence that the County Mental Health System has a designated CC/ESM who is responsible for cultural competence and who promotes the development of appropriate mental health services that will meet the diverse needs of the county's racial, ethnic, cultural, and linguistic populations.	Fully Implemented	Partially Implemented	Not Implemented, Planning to Implement	Not Implemented, Not Planning to Implement	County Did Not Respond
		A	B	C	D	E
<i>Comments:</i>						

**2010 Cultural Competence Plan Requirements: Scoring Tool: Criterion 1: Commitment to Cultural Competence**

<b>Requirement/ Reference</b>	<b>Criterion 1 Commitment to Cultural Competence</b>					
III B P. 7	Written description of the cultural competence responsibilities of the designated CC/ESM.		Description is complete and well organized; sufficient information is provided to meet the requirement	Description is partial or lacks detail	Description is incomplete or underdeveloped	County Did Not Respond
			B	C	D	E
<i>Comments:</i>						
<b>Criterion 1 IV P. 7</b>	<b>Identify budget resources targeted for culturally competent activities. The county shall include the following in the CCPR:</b>					
IV A p. 7	Evidence of a budget dedicated to cultural competence activities.	Fully Implemented	Partially Implemented	Not Implemented, Planning to Implement	Not Implemented, Not Planning to Implement	County Did Not Respond
		A	B	C	D	E
<i>Comments:</i>						
IV B P. 7	A discussion of funding allocations included in the identified budget above in Section A., also including, but not limited to, the following: <ol style="list-style-type: none"> <li>1. Interpreter and translation services;</li> <li>2. Reduction of racial, ethnic, cultural, and linguistic mental health disparities;</li> <li>3. Outreach to racial and ethnic county-identified target populations;</li> <li>4. Culturally appropriate mental health services;</li> <li>5. If applicable, financial incentives for culturally and linguistically competent providers, non-traditional providers, and/or natural healers.</li> </ol>	Description is complete and well organized AND includes specific strategies/ goals/ objectives	Description is complete and well organized; sufficient information is provided to meet the requirement	Description is partial or lacks detail	Description is incomplete or underdeveloped	County Did Not Respond
		A	B	C	D	E
<i>Comments:</i>						

**2010 Cultural Competence Plan Requirements: Scoring Tool: Criterion 1: Commitment to Cultural Competence**

**CRITERION 1**

**COUNTY MENTAL HEALTH SYSTEM**

**COMMITMENT TO CULTURAL COMPETENCE**

**Instructions:**

Upon completion of the review of the above requirements for Criterion One, complete the worksheet below by filling in the corresponding value of each assigned score. The worksheet tally will determine the final score for this Criterion, the score will auto-populate. Be sure to include written comments to justify your scores in the spaces provided below each requirement as well as comments to evaluate the county's overall response to this Criterion.

The County meets all of the requirements of this Criterion.	The County meets most of the requirements of this Criterion.	The County meets some but not all of the requirements of this Criterion.	The County does not provide sufficient detail to determine if the requirements have been met for this Criterion.	The County did not respond to this Criterion.
20	15	10	5	0

**Score/Tally Sheet: Please fill-in the corresponding score (A, B, C, D, or E) for each requirement in the space provided below. The Criterion score above will be determined by the percentage of requirements that are considered met, as defined in the Reviewer Instructions. The percentage will automatically be calculated below.**

Requirement	Score
I A P. 6	
II A P. 7	
II B P. 7	
II C P. 7	

II D P. 7	
II E P. 7	
III A P. 7	
III B P. 7	
IV A p. 7	

IV B P. 7	
<b>TOTAL<sup>1</sup>: Criterion ONE</b>	

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<sup>1</sup> TOTAL for each criterion will be the percentage of requirements that receive an A, B, or C rating. % Total = A+B+C/Total Number of Requirements for Each Criterion



**2010 Cultural Competence Plan Requirements: Scoring Tool: Criterion 2: Updated Assessment of Service Needs**

<p><b>CRITERION 2</b></p> <p><b>COUNTY MENTAL HEALTH SYSTEM</b></p> <p><b>UPDATED ASSESSMENT OF SERVICE NEEDS</b></p>
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**Rationale:** A population assessment is necessary to identify the cultural and linguistic needs of the target population and is critical in designing, and planning for, the provision of appropriate and effective mental health services.

**Instructions:** Review the county’s CCPR submission relating to the requirements for Criterion Two. In the space provided, indicate the assigned score for each requirement by checking the appropriate box. Please provide written comments to justify your assigned score for each requirement.

<b>Requirement/ Reference</b>	<b>Criterion 2 Updated Assessment of Services Needs</b>		
<b>Criterion 2 I P. 9</b>	<b>General Population The county shall include the following in the CCPR:</b>		
I A P. 9	Summarize the county's general population by race, ethnicity, age, and gender. The summary may be a narrative or as a display of data (other social/cultural groups may be addressed as data is available and collected locally).	Met	Unmet
		A	E
<i>Comments:</i>			
<b>Criterion 2 II P. 9</b>	<b>Medi-Cal population service needs (Use current CAEQRO data if available.) The county shall include the following in the CCPR:</b>		
II A P. 9	Summarize Medi-Cal population and client utilization data by race, ethnicity, language, age, and gender (other social/cultural groups may be addressed as data is available and collected locally).	Met	Unmet
		A	E
<i>Comments:</i>			

**2010 Cultural Competence Plan Requirements: Scoring Tool: Criterion 2: Updated Assessment of Service Needs**

Requirement/ Reference	<b>Criterion 2 Updated Assessment of Services Needs</b>					
II B P. 9	Provide an analysis of disparities as identified in the above summary.  <b>Note:</b> Objectives for these defined disparities will be identified in Criterion 3, Section III.	Analysis is complete and well organized <b>AND</b> includes detailed reasoning as to cause of disparities and potential solutions	Analysis is complete and well organized; sufficient information is provided to meet the requirement	Analysis is partial or lacks details	Analysis is incomplete or under-developed	County Did Not Respond
<i>Comments:</i>						
<b>Criterion 2 III p.10</b>	<b>200% of Poverty (minus Medi-Cal) population and services needs. The county shall include the following in the CCPR.</b>					
III A P. 10	Summarize the 200% of poverty (minus Medi-Cal population) and client utilization data by race, ethnicity, language, age, and gender (other social /cultural groups may be addressed as data is available and collected locally).	Met		Unmet		
		A		E		
<i>Comments:</i>						

**2010 Cultural Competence Plan Requirements: Scoring Tool: Criterion 2: Updated Assessment of Service Needs**

Requirement/ Reference	<b>Criterion 2 Updated Assessment of Services Needs</b>					
III B P. 10	Provide an analysis of disparities as identified in the above summary.  <b>Note:</b> Objectives for these defined disparities will be identified in Criterion 3, Section III.	Analysis is complete and well organized <b>AND</b> includes detailed reasoning as to cause of disparities and potential solutions	Analysis is complete and well organized; sufficient information is provided to meet the requirement	Analysis is partial or lacks details	Analysis is incomplete or under-developed	County Did Not Respond
<i>Comments:</i>		A	B	C	D	E
<b>Criterion 2 IV p.10</b>	<b>Mental Health Services Act (MHSA) Community Services and Supports (CSS) population assessment and service needs</b> <b>The county shall include the following in the CCPR:</b>					
IV A P. 10	From the CSS component of the county's approved Three-Year Program and Expenditure Plan (Plan), extract a copy of the population assessment. If updates have been made to this assessment, please include the updates. Summarize population and client utilization data by race, ethnicity, language, age, and gender (other social/cultural groups may be addressed as data is available and collected locally).	Met		Unmet		
<i>Comments:</i>		A	E			

**2010 Cultural Competence Plan Requirements: Scoring Tool: Criterion 2: Updated Assessment of Service Needs**

Requirement/ Reference	<b>Criterion 2 Updated Assessment of Services Needs</b>					
IV B P. 10	Provide an analysis of disparities as identified in the above summary.  Note: Objectives will be identified in Criterion 3, Section III.	Analysis is complete and well organized AND includes detailed reasoning as to cause of disparities and potential solutions	Analysis is complete and well organized; sufficient information is provided to meet the requirement	Analysis is partial or lacks details	Analysis is incomplete or under-developed	County Did Not Respond
<i>Comments:</i>		A	B	C	D	E
<b>Criterion 2 V P. 10</b>	<b>Prevention and Early Intervention (PEI) Plan: The process used to identify the PEI priority populations The county shall include the following in the CCPR:</b>					
V A P. 10	Which PEI Priority Population(s) did the county identify in the PEI component of its Plan? The county could choose from the following seven PEI Priority Populations: 1. Underserved cultural populations 2. Individuals experiencing onset of serious psychiatric illness 3. Children/youth in stressed families 4. Trauma-exposed 5. Children/youth at risk of school failure 6. Children/youth at risk or experiencing juvenile justice involvement 7. Individuals experiencing co-occurring substance abuse issues <sup>2</sup>	Met		Unmet		
<i>Comments:</i>		A	E			

<sup>2</sup> This PEI Priority Population was omitted from DMH Information Notice No.; 10-02. Counties were not required to include this PEI Priority Population in their response to the CCPR.

**2010 Cultural Competence Plan Requirements: Scoring Tool: Criterion 2: Updated Assessment of Service Needs**

Requirement/ Reference	<b>Criterion 2 Updated Assessment of Services Needs</b>					
V B P. 10	Describe the process and rationale used by the county in selecting their PEI Priority Population(s) (e.g., assessment tools or method utilized).		Description is complete and well organized; sufficient information is provided to meet the requirement	Description is partial or lacks detail	Description is incomplete or under-developed	County Did Not Respond
			B	C	D	E
<i>Comments:</i>						

**2010 Cultural Competence Plan Requirements: Scoring Tool: Criterion 2: Updated Assessment of Service Needs**

**CRITERION 2**

**COUNTY MENTAL HEALTH SYSTEM**

**UPDATED ASSESSMENT OF SERVICE NEEDS**

**Instructions:**

Upon completion of the review of the above requirements for Criterion Two, complete the worksheet below by filling in the corresponding value of each assigned score. The worksheet tally will determine the final score for this Criterion. Be sure to include written comments to justify your scores in the spaces provided below each requirement as well as comments to evaluate the county’s overall response to this Criterion.

The County meets all of the requirements of this Criterion.	The County meets most of the requirements of this Criterion.	The County meets some but not all of the requirements of this Criterion.	The County does not provide sufficient detail to determine if the requirements have been met for this Criterion.	The County did not respond to this Criterion.
20	15	10	5	0

**Score/Tally Sheet: Please fill-in the corresponding score (A, B, C, D, or E) for each requirement in the space provided below. The Criterion score above will be determined by the percentage of requirements that are considered met, as defined in the Reviewer Instructions. The percentage will automatically be calculated below.**

Requirement	Score
I A P. 9	
II A P. 9	
II B P. 9	
III A P. 10	

III B P. 10	
IV A P. 10	
IV B P. 10	
V A P. 10	
V B P. 10	

TOTAL: Criterion TWO	
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**2010 Cultural Competence Plan Requirements: Scoring Tool: Criterion 3: Strategies and Efforts for Reducing Racial, Ethnic, Cultural, and Linguistic Mental Health Disparities**

**CRITERION 3**

**COUNTY MENTAL HEALTH SYSTEM**

**STRATEGIES AND EFFORTS FOR REDUCING RACIAL, ETHNIC, CULTURAL, AND LINGUISTIC MENTAL HEALTH DISPARITIES**

**Rationale:** “Striking disparities in mental health care are found for racial and ethnic populations. Racial and ethnic populations have less access to and availability of mental health services, these communities are less likely to receive needed mental health services, and when they get treatment they often receive poorer quality of mental health care. Although they have similar mental health needs as other populations they continue to experience significant disparities, if these disparities go unchecked they will continue to grow and their needs continue to be unmet...” (U.S. Department of Health and Human Services, Surgeon General Report, 2001).

**Instructions:** Review the county’s CCPR submission relating to the requirements for Criterion Three. In the space provided, indicate the assigned score for each requirement by checking the appropriate box. Please provide written comments to justify your assigned score for each requirement.

Requirement/ Reference	<b>Criterion 3 Strategies and Efforts for Reducing Racial, Ethnic, Cultural, and Linguistic Mental Health Disparities</b>		
<b>Criterion 3</b> <b>I</b> P. 11	Identified unserved/underserved target populations (with disparities): The county shall include the following in the CCPR: <ul style="list-style-type: none"> <li>• Medi-Cal population</li> <li>• Community Services Support (CSS) population: Full Service Partnership population</li> <li>• Workforce, Education, and Training (WET) population: Targets to grow a multicultural workforce</li> <li>• Prevention and Early Intervention (PEI) Priority Populations: These populations are county identified from the seven PEI Priority Populations</li> </ul>		
I A P. 11	List identified target populations, with disparities, within each of the above selected populations (Medi-Cal, CSS, WET, and PEI Priority Populations).	Met	Unmet
		A	E
<i>Comments:</i>			

**2010 Cultural Competence Plan Requirements: Scoring Tool: Criterion 3: Strategies and Efforts for Reducing Racial, Ethnic, Cultural, and Linguistic Mental Health Disparities**

Requirement/ Reference	<b>Criterion 3 Strategies and Efforts for Reducing Racial, Ethnic, Cultural, and Linguistic Mental Health Disparities</b>					
I A 1 P. 11	From the above identified PEI Priority Population(s) with disparities, describe the process and rationale the county used to identify and target the population(s) (with disparities).		Description is complete and well organized; sufficient information is provided to meet the requirement	Description is partial or lacks detail	Description is incomplete or underdeveloped	County Did Not Respond
			B	C	D	E
<i>Comments:</i>						
<b>Criterion 3 II P. 11</b>	<b>Identified disparities (within the target populations) The county shall include the following in the CCPR:</b>					
II A P. 11	List disparities from the above identified populations with disparities (within Medi-Cal, CSS, WET, and PEI's Priority Populations and/or target populations).	Met	Unmet			
		A	E			
<i>Comments:</i>						
<b>Criterion 3 III P. 12</b>	<b>Identified strategies/objectives/actions/timelines The county shall include the following in the CCPR:</b>					
III A P. 12	List the strategies identified in CSS, WET, and PEI components of its Plan, for reducing the disparities identified.	Met	Unmet			
		A	E			
<i>Comments:</i>						

**2010 Cultural Competence Plan Requirements: Scoring Tool: Criterion 3: Strategies and Efforts for Reducing Racial, Ethnic, Cultural, and Linguistic Mental Health Disparities**

Requirement/ Reference	<b>Criterion Three Strategies and Efforts for Reducing Racial, Ethnic, Cultural, and Linguistic Mental Health Disparities</b>					
III B P. 12	List the strategies identified for each targeted area as noted in Criterion 2 in the following sections: II Medi-Cal population III 200% of poverty population IV MHSA/CSS population V PEI Priority Population(s) selected by the county, from the seven PEI Priority Populations	Met		Unmet		
		A		E		
<i>Comments:</i>						
Criterion 3 IV P. 12	<b>Additional strategies/objectives/actions/timelines and lessons learned The county shall include the following in the CCPR:</b>					
IV A P. 12	List any new strategies not included in Medi-Cal, CSS, WET, and PEI.  <b>Note:</b> New strategies must be related to the analysis completed in Criterion 2.	Met		Unmet		
		A		E		
<i>Comments:</i>						
IV A 1 P. 12	Share what has been working well and lessons learned through the process of the county's development of strategies, objectives, actions, and timelines that work to reduce disparities in the county's identified populations within the target populations of Medi-Cal, CSS, WET, and PEI.	Description is complete and well organized <u>AND</u> includes specific strategies/ goals/ objectives	Description is complete and well organized; sufficient information is provided to meet the requirement	Description is partial or lacks detail	Description is incomplete or underdeveloped	County Did Not Respond
<i>Comments:</i>						

**2010 Cultural Competence Plan Requirements: Scoring Tool: Criterion 3: Strategies and Efforts for Reducing Racial, Ethnic, Cultural, and Linguistic Mental Health Disparities**

Requirement/ Reference	<b>Criterion 3 Strategies and Efforts for Reducing Racial, Ethnic, Cultural, and Linguistic Mental Health Disparities</b>					
<b>Criterion 3 V P. 12</b>	<b>Planning and monitoring of identified strategies/objectives/actions/timelines to reduce mental health disparities (Criterion 3, Section I through IV requires counties to identify strategies, objectives, actions, and timelines to reduce disparities. This section asks counties to report processes, or plan to put in place, for monitoring progress.) The county shall include the following in the CCPR:</b>					
V A P. 12	List the strategies/objectives/actions/timelines provided in Section III and IV above and provide the status of the county's implementation efforts (i.e. timelines, milestones, etc.).	Description is complete and well organized <u>AND</u> includes specific strategies/goals/objectives	Description is complete and well organized; sufficient information is provided to meet the requirement	Description is partial or lacks detail	Description is incomplete or underdeveloped	County Did Not Respond
<i>Comments:</i>						
V B P. 12	Discuss the mechanism(s) the county will have or has in place to measure and monitor the effect of the identified strategies, objectives, actions, and timelines on reducing disparities identified in Section II of Criterion 3. Discuss what measures and activities the county uses to monitor the reduction or elimination of disparities.	Description is complete and well organized <u>AND</u> includes specific strategies/goals/objectives	Description is complete and well organized; sufficient information is provided to meet the requirement	Description is partial or lacks detail	Description is incomplete or underdeveloped	County Did Not Respond
<i>Comments:</i>						
V C P. 13	Identify county technical assistance needs.	Met		Unmet		
		A		E		
<i>Comments:</i>						

**2010 Cultural Competence Plan Requirements: Scoring Tool: Criterion 3: Strategies and Efforts for Reducing Racial, Ethnic, Cultural, and Linguistic Mental Health Disparities**

**CRITERION 3**

**COUNTY MENTAL HEALTH SYSTEM**

**STRATEGIES AND EFFORTS FOR REDUCING RACIAL, ETHNIC, CULTURAL, AND LINGUISTIC MENTAL HEALTH DISPARITIES**

**Instructions:**

Upon completion of the review of the above requirements for Criterion Three, complete the worksheet below by filling in the corresponding value of each assigned score. The worksheet tally will determine the final score for this Criterion. Be sure to include written comments to justify your scores in the spaces provided below each requirement as well as comments to evaluate the county's overall response to this Criterion.

The County meets all of the requirements of this Criterion.	The County meets most of the requirements of this Criterion.	The County meets some but not all of the requirements of this Criterion.	The County does not provide sufficient detail to determine if the requirements have been met for this Criterion.	The County did not respond to this Criterion.
20	15	10	5	0

**Score/Tally Sheet: Please fill-in the corresponding score (A, B, C, D, or E) for each requirement in the space provided below. The Criterion score above will be determined by the percentage of requirements that are considered met, as defined in the Reviewer Instructions. The percentage will automatically be calculated below.**

Requirement	Score
I A P. 11	
I A 1. P. 11	

II A P. 11	
III A P. 12	
III B P. 12	

IV A P. 12	
IV A 1 P. 12	
V A P. 12	

VB P. 12	
VC P. 13	
TOTAL CRITERION THREE	



**2010 Cultural Competence Plan Requirements: Scoring Tool: Criterion 4: Client/Family Member/ Community Committee: Integration of the Committee within the County Mental Health System**

**CRITERION 4**

**COUNTY MENTAL HEALTH SYSTEM**

**CLIENT/FAMILY MEMBER/COMMUNITY COMMITTEE: INTEGRATION OF THE COMMITTEE WITHIN THE COUNTY MENTAL HEALTH SYSTEM**

**Rationale:** A culturally competent organization views responsive service delivery to a community as a collaborative process that is informed and influenced by community interests, expertise, and needs. Services that are designed and improved with attention to community needs and desires are more likely to be used by patients/consumers, thus leading to more acceptable, responsive, efficient, and effective care (CLAS, Final Report).

**Instructions:** Review the county’s CCPR submission relating to the requirements for Criterion Four. In the space provided, indicate the assigned score for each requirement by checking the appropriate box. Please provide written comments to justify your assigned score for each requirement.

Requirement/Reference	Criterion 4 Client/Family Member/ Community Committee: Integration of the Committee within the County Mental Health System					
Criterion 4 I P. 14	The county has a Cultural Competence Committee, or other group that addresses cultural issues and has participation from cultural groups, that is reflective of the community. The county shall include the following in the CCPR:					
I A P. 14	Brief description of the Cultural Competence Committee or other similar group (organizational structure, frequency of meetings, functions, and role).	Met		Unmet		
		A		E		
<i>Comments:</i>						
I B P. 14	Policies, procedures, and practices that assure members of the Cultural Competence Committee will be reflective of the community, including county management level and line staff, clients and family members from ethnic, racial, and cultural groups, providers, community partners, contractors, and other members as necessary;	Fully Implemented	Partially Implemented	Not Implemented, Planning to Implement	Not Implemented, Not Planning to Implement	County Did Not Respond
		A	B	C	D	E
<i>Comments:</i>						
I C P. 14	Organizational chart;	Met		Unmet		
		A		E		
<i>Comments:</i>						
I D P. 14	Committee membership roster listing member affiliation if any.	Met		Unmet		
		A		E		
<i>Comments:</i>						

**2010 Cultural Competence Plan Requirements: Scoring Tool: Criterion 4: Client/Family Member/ Community Committee: Integration of the Committee within the County Mental Health System**

Requirement/ Reference	<b>Criterion 4 Client/Family Member/ Community Committee: Integration of the Committee within the County Mental Health System</b>					
<b>Criterion 4 II P. 14</b>	<b>The Cultural Competence Committee, or other group with responsibility for cultural competence, is integrated within the County Mental Health System. The county shall include the following in the CCPR:</b>					
II A P. 14 & 15	Evidence of policies, procedures, and practices that demonstrate the Cultural Competence Committee's activities including the following: <ol style="list-style-type: none"> <li>1. Reviews of all services/programs/cultural competence plans with respect to cultural competence issues at the county;</li> <li>2. Provides reports to Quality Assurance/Quality Improvement Program in the county;</li> <li>3. Participates in overall planning and implementation of services at the county;</li> <li>4. Reporting requirements including directly transmitting recommendations to executive level and transmitting concerns to the Mental Health Director;</li> <li>5. Participates in and reviews county MHSA planning process;</li> <li>6. Participates in and reviews county MHSA stakeholder process;</li> <li>7. Participates in and reviews all components of the county's Plan;</li> <li>8. Participates in and reviews client developed programs (wellness, recovery, and peer support programs);</li> <li>9. Participates in revised CCPR (2010) development.</li> </ol>	Fully Implemented	Partially Implemented	Not Implemented, Planning to Implement	Not Implemented, Not Planning to Implement	County Did Not Respond
<i>Comments:</i>		A	B	C	D	E
II B P. 15	Provide evidence that the Cultural Competence Committee participates in the above review process.	Fully Implemented	Partially Implemented	Not Implemented, Planning to Implement	Not Implemented, Not Planning to Implement	County Did Not Respond
<i>Comments:</i>		A	B	C	D	E

**2010 Cultural Competence Plan Requirements: Scoring Tool: Criterion 4: Client/Family Member/ Community Committee: Integration of the Committee within the County Mental Health System**

Requirement/ Reference	<b>Criterion 4 Client/Family Member/ Community Committee: Integration of the Committee within the County Mental Health System</b>					
II C P. 15	Annual Report of the Cultural Competence Committee's activities including: <ol style="list-style-type: none"> <li>1. Detailed discussion of the goals and objectives of the committee;                             <ol style="list-style-type: none"> <li>a. Were the goals and objectives met?                                     <ul style="list-style-type: none"> <li>▪ If yes, explain why the county considers them successful.</li> <li>▪ If no, what are the next steps?</li> </ul> </li> </ol> </li> <li>2. Reviews and recommendations to county programs and services;</li> <li>3. Goals of cultural competence plans;</li> <li>4. Human resources report;</li> <li>5. County organizational assessment;</li> <li>6. Training plans; and</li> <li>7. Other county activities, as necessary.</li> </ol>	Description is complete and well organized <u>AND</u> includes specific strategies/ goals/ objectives	Description is complete and well organized; sufficient information is provided to meet the requirement	Description is partial or lacks detail	Description is incomplete or underdeveloped	County Did Not Respond
<i>Comments:</i>		A	B	C	D	E

**2010 Cultural Competence Plan Requirements: Scoring Tool: Criterion 4: Client/Family Member/ Community Committee: Integration of the Committee within the County Mental Health System**

**CRITERION 4**

**COUNTY MENTAL HEALTH SYSTEM**

**CLIENT/FAMILY MEMBER/COMMUNITY COMMITTEE: INTEGRATION OF THE COMMITTEE WITHIN THE COUNTY MENTAL HEALTH SYSTEM**

**Instructions:**

Upon completion of the review of the above requirements for Criterion Four, complete the worksheet below by filling in the corresponding value of each assigned score. The worksheet tally will determine the final score for this Criterion. Be sure to include written comments to justify your scores in the spaces provided below each requirement as well as comments to evaluate the county’s overall response to this Criterion.

The County meets all of the requirements of this Criterion.	The County meets most of the requirements of this Criterion.	The County meets some but not all of the requirements of this Criterion.	The County does not provide sufficient detail to determine if the requirements have been met for this Criterion.	The County did not respond to this Criterion.
20	15	10	5	0

**Score/Tally Sheet: Please fill-in the corresponding score (A, B, C, D, or E) for each requirement in the space provided below. The Criterion score above will be determined by the percentage of requirements that are considered met, as defined in the Reviewer Instructions. The percentage will automatically be calculated below.**

Requirement	Score
I A P. 14	
I B P. 14	
I C P. 14	
I D P. 14	
II A P. 14 & 15	

II B P. 15	
II C P. 15	
<b>TOTAL CRITERION FOUR</b>	



**2010 Cultural Competence Plan Requirements: Scoring Tool: Criterion 5: Culturally Competent Training Activities**

<p><b>CRITERION 5</b></p> <p><b>COUNTY MENTAL HEALTH SYSTEM</b></p> <p><b>CULTURALLY COMPETENT TRAINING ACTIVITIES</b></p>
--

**Rationale:** Staff education and training are crucial to ensuring culturally and linguistically appropriate services. All staff will interact with clients representing different countries or origins, acculturation levels, and social and economic standing. Staff refers not only to personnel employed by the organization but also its subcontracted and affiliated personnel (CLAS, Final Report).

**Instructions:** Review the county’s CCPR submission relating to the requirements for Criterion Five. In the space provided, indicate the assigned score for each requirement by checking the appropriate box. Please provide written comments to justify your assigned score for each requirement.

Requirement/ Reference	<b>Criterion 5 Culturally Competent Training Activities</b>					
Criterion 5 I P. 16	The county system shall require all staff and stakeholders to receive annual cultural competence training. The county shall include the following in the CCPR:					
I A P. 16	The county shall develop a three year training plan for required cultural competence training that includes the following: 1. The projected number of staff who need the required cultural competence training. This number should be unduplicated. 2. Steps the county will take to provide required cultural competence training to 100% of their staff over a three year period. 3. How cultural competence has been embedded into all trainings.	Fully Implemented	Partially Implemented	Not Implemented, Planning to Implement	Not Implemented, Not Planning to Implement	County Did Not Respond
		A	B	C	D	E
<i>Comments:</i>						

**2010 Cultural Competence Plan Requirements: Scoring Tool: Criterion 5: Culturally Competent Training Activities**

<b>Criterion 5 II P. 16</b>	<b>Annual cultural competence trainings The county shall include the following in the CCPR:</b>					
II A P. 16	Please report on the cultural competence trainings for staff. Please list training, staff, and stakeholder attendance by function (If available, include if they are clients and/or family members): <ol style="list-style-type: none"> <li>1. Administration/Management;</li> <li>2. Direct Services, Counties;</li> <li>3. Direct Services, Contractors;</li> <li>4. Support Services;</li> <li>5. Community Members/General Public;</li> <li>6. Community Event;</li> <li>7. Interpreters; and</li> <li>8. Mental Health Board and Commissions; and</li> <li>9. Community-based Organizations/Agency Board of Directors</li> </ol>	Description is complete and well organized <u>AND</u> includes specific strategies/ goals/ objectives	Description is complete and well organized; sufficient information is provided to meet the requirement	Description is partial or lacks detail	Description is incomplete or underdeveloped	County Did Not Respond
		A	B	C	D	E
Requirement/ Reference	<b>Criterion 5 Culturally Competent Training Activities</b>					
<i>Comments:</i>						
II B P. 17	Annual cultural competence trainings topics shall include, but not be limited to the following: <ol style="list-style-type: none"> <li>1. Cultural Formulation;</li> <li>2. Multicultural Knowledge;</li> <li>3. Cultural Sensitivity;</li> <li>4. Cultural Awareness; and</li> <li>5. Social/Cultural Diversity (Diverse groups, LGBTQ, SES Elderly, Disabilities, etc.).</li> <li>6. Mental Health Interpreter Training</li> <li>7. Training staff in the use of mental health interpreters</li> <li>8. Training in the use of Interpreters in the mental health setting</li> </ol>	Met		Unmet		
		A		E		
<i>Comments:</i>						

**2010 Cultural Competence Plan Requirements: Scoring Tool: Criterion 5: Culturally Competent Training Activities**

<b>Criterion 5 III P. 17</b>	<b>Relevance and effectiveness of all cultural competence trainings</b> <b>The county shall include the following in the CCPR:</b>					
III A P. 17	Training Report on the relevance and effectiveness of all cultural competence trainings, including the following: <ol style="list-style-type: none"> <li>1. Rationale and need for the trainings: Describe how the training is relevant in addressing identified disparities;</li> <li>2. Results of pre/post tests (Counties are encouraged to have a pre/post test for all trainings);</li> <li>3. Summary report of evaluations; and</li> <li>4. Provide a narrative of current efforts that the county is taking to monitor advancing staff skills/post skills learned in trainings.</li> <li>5. County methodology/protocol for following up and ensuring staff, over time and well after they complete the training, are utilizing the skills learned.</li> </ol>	Description is complete and well organized <u>AND</u> includes specific strategies/ goals/ objectives	Description is complete and well organized; sufficient information is provided to meet the requirement	Description is partial or lacks detail	Description is incomplete or underdeveloped	County Did Not Respond
		A	B	C	D	E
<i>Comments:</i>						
Requirement/ Reference	<b>Criterion 5 Culturally Competent Training Activities</b>					
<b>Criterion 5 IV P. 18</b>	<b>Counties must have a process for the incorporation of Client Culture Training throughout the mental health system.</b> <b>The county shall include the following in the CCPR:</b>					
IV A P. 18	Evidence of an annual training on Client Culture that includes a <u>client's personal experience</u> inclusive of racial, ethnic, cultural, and linguistic communities.  <i>See Potential Training Topics and Note (2010 CCPR, page 18)</i>	Fully Implemented	Partially Implemented	Not Implemented, Planning to Implement	Not Implemented, Not Planning to Implement	County Did Not Respond
		A	B	C	D	E
<i>Comments:</i>						
IV B P. 19	The training plan must also include, for children, adolescents, and transition age youth, the parent's and/or caretaker's, personal experiences with the following: <ol style="list-style-type: none"> <li>1. Family focused treatment;</li> <li>2. Navigating multiple agency services; and</li> <li>3. Resiliency.</li> </ol>	Fully Implemented	Partially Implemented	Not Implemented, Planning to Implement	Not Implemented, Not Planning to Implement	County Did Not Respond
		A	B	C	D	E
<i>Comments:</i>						

**2010 Cultural Competence Plan Requirements: Scoring Tool: Criterion 5: Culturally Competent Training Activities**

**CRITERION 5**

**COUNTY MENTAL HEALTH SYSTEM**

**CULTURALLY COMPETENT TRAINING ACTIVITIES**

**Instructions:**

Upon completion of the review of the above requirements for Criterion Five, complete the worksheet below by filling in the corresponding value of each assigned score. The worksheet tally will determine the final score for this Criterion. Be sure to include written comments to justify your scores in the spaces provided below each requirement as well as comments to evaluate the county's overall response to this Criterion.

The County meets all of the requirements of this Criterion.	The County meets most of the requirements of this Criterion.	The County meets some but not all of the requirements of this Criterion.	The County does not provide sufficient detail to determine if the requirements have been met for this Criterion.	The County did not respond to this Criterion.
20	15	10	5	0

**Score/Tally Sheet: Please fill-in the corresponding score (A, B, C, D, or E) for each requirement in the space provided below. The Criterion score above will be determined by the percentage of requirements that are considered met, as defined in the Reviewer Instructions. The percentage will automatically be calculated below.**

Requirement	Score
I A P. 16	
II A P. 16	
II B P. 17	
III A P. 17	

IV A P. 18	
IV B P.19	
<b>TOTAL CRITERION FIVE</b>	



**2010 Cultural Competence Plan Requirements: Scoring Tool: Criterion 6: County's Commitment to Growing a Multicultural Workforce: Hiring and Retaining Culturally and Linguistically Competent Staff**

**CRITERION 6**

**COUNTY MENTAL HEALTH SYSTEM**

**COUNTY'S COMMITMENT TO GROWING A MULTICULTURAL WORKFORCE:  
HIRING AND RETAINING CULTURALLY AND LINGUISTICALLY COMPETENT STAFF**

**Rationale:** The diversity of an organization's staff is necessary, but not a sufficient condition for providing culturally and linguistically appropriate health care services. Although hiring diverse and bilingual individuals from different cultures does not in itself ensure that the staff is culturally competent and sensitive, this practice is a critical component to the delivery of relevant and effective services for all clients. Staff diversity at all levels of an organization can play an important role in considering the needs of clients from various cultural and linguistic backgrounds in the decisions and structures of the organization. (CLAS, Final Report).

**Instructions:** Review the county's CCPR submission relating to the requirements for Criterion Six. In the space provided, indicate the assigned score for each requirement by checking the appropriate box. Please provide written comments to justify your assigned score for each requirement.

Requirement/ Reference	<b>Criterion 6</b> <b>County's Commitment to Growing a Multicultural Workforce: Hiring and Retaining Culturally and Linguistically Competent Staff</b>					
<b>Criterion 6</b> <b>I</b> P. 20	<b>Recruitment, hiring, and retention of a multicultural workforce from, or experienced with, the identified unserved and underserved populations</b> <b>The county shall include the following in the CCPR:</b>					
I A P. 20	Extract a copy of the Mental Health Services Act (MHSA) Workforce Needs Assessment submitted to DMH for the Workforce Education and Training (WET) component. <b>Rationale:</b> Will ensure continuity across the County Mental Health System.	Met		Unmet		
		A		E		
<i>Comments:</i>						
I B P. 20	Compare the Workforce Needs Assessment data for the WET component of the Plan with the general population, Medi-cal population, and 200% of poverty data. <b>Rationale:</b> Will give ability to improve penetration rates and eliminate disparities.	Analysis is complete and well organized <u>AND</u> includes specific strategies/ goals/ objectives	Analysis is complete and well organized; sufficient information is provided to meet the requirement	Analysis is partial or lacks details	Analysis is, incomplete or underdeveloped	County Did Not Respond
		A	B	C	D	E
<i>Comments:</i>						

**2010 Cultural Competence Plan Requirements: Scoring Tool: Criterion 6: County's Commitment to Growing a Multicultural Workforce: Hiring and Retaining Culturally and Linguistically Competent Staff**

Requirement/ Reference	<b>Criterion 6 County's Commitment to Growing a Multicultural Workforce: Hiring and Retaining Culturally and Linguistically Competent Staff</b>					
I C P. 20	If applicable, the county shall report in the CCPR, the specific actions taken in response to the cultural consultant technical assistance recommendations as reported to the county during the Department's review of the WET component of its Plan.	Met		Unmet		
		A		E		
<i>Comments:</i>						
I D P. 20	Provide a summary of targets reached to grow a multicultural workforce in rolling out county WET planning and implementation efforts.	Description is complete and well organized AND includes specific strategies/ goals/ objectives	Description is complete and well organized; sufficient information is provided to meet the requirement	Description is partial or lacks detail	Description is incomplete or underdeveloped	County Did Not Respond
		A	B	C	D	E
<i>Comments:</i>						
I E P. 20	Share lessons learned on efforts in rolling out county WET planning and implementation efforts.	Description is complete and well organized AND includes specific strategies/ goals/ objectives	Description is complete and well organized; sufficient information is provided to meet the requirement	Description is partial or lacks detail	Description is vague, incomplete, or underdeveloped	County Did Not Respond
		A	B	C	D	E
<i>Comments:</i>						
I F P. 20	Identify county technical assistance needs.	Met		Unmet		
		A		E		
<i>Comments:</i>						

**2010 Cultural Competence Plan Requirements: Scoring Tool: Criterion 6: County's Commitment to Growing a Multicultural Workforce: Hiring and Retaining Culturally and Linguistically Competent Staff**

**CRITERION 6**

**COUNTY MENTAL HEALTH SYSTEM**

**COUNTY'S COMMITMENT TO GROWING A MULTICULTURAL WORKFORCE:  
HIRING AND RETAINING CULTURALLY AND LINGUISTICALLY COMPETENT STAFF**

**Instructions:**

Upon completion of the review of the above requirements for Criterion Six, complete the worksheet below by filling in the corresponding value of each assigned score. The worksheet tally will determine the final score for this Criterion. Be sure to include written comments to justify your scores in the spaces provided below each requirement as well as comments to evaluate the county's overall response to this Criterion.

The County meets all of the requirements of this Criterion.	The County meets most of the requirements of this Criterion.	The County meets some but not all of the requirements of this Criterion.	The County does not provide sufficient detail to determine if the requirements have been met for this Criterion.	The County did not respond to this Criterion.
20	15	10	5	0

**Score/Tally Sheet: Please fill-in the corresponding score (A, B, C, D, or E) for each requirement in the space provided below. The Criterion score above will be determined by the percentage of requirements that are considered met, as defined in the Reviewer Instructions. The percentage will automatically be calculated below.**

Requirement	Score
I A P. 20	
I B P. 20	
I C P. 20	
I D P. 20	

I E P. 20	
I F P. 20	
<b>TOTAL CRITERION SIX</b>	



**2010 Cultural Competence Plan Requirements: Scoring Tool: Criterion 7: Language Capacity**

**CRITERION 7  
COUNTY MENTAL HEALTH SYSTEM  
LANGUAGE CAPACITY**

**Rationale:** Accurate and effective communication between clients, providers, staff, and administration is the most essential component of the mental health encounter. Bilingual providers and other staff who communicate directly with clients must demonstrate a command of both English and the language of the client that includes knowledge and facility with the terms and concepts relevant to the type of encounter (CLAS, Final Report). DMH will provide threshold language data to each county.

**Instructions:** Review the county’s CCPR submission relating to the requirements for Criterion Seven. In the space provided, indicate the assigned score for each requirement by checking the appropriate box. Please provide written comments to justify your assigned score for each requirement.

Requirement/ Reference	Criterion 7 Language Capacity					
Criterion 7 I P. 21	Increase bilingual workforce capacity The county shall include the following in the CCPR:					
I A 1 P. 21	Evidence of dedicated resources and strategies counties are undertaking to grow bilingual staff capacity, including the following:  Evidence in the WET component of the county's Plan on building bilingual staff capacity to address language needs.	Fully Implemented	Partially Implemented	Not Implemented, Planning to Implement	Not Implemented, Not Planning to Implement	County Did Not Respond
		A	B	C	D	E
<i>Comments:</i>						
I A 2 P. 21	Updates from the CSS or WET component of the county's Plan on bilingual staff members who speak the languages of the target populations.	Met		Unmet		
		A		E		
<i>Comments:</i>						
I A 3 P. 21	Total annual dedicated resources for interpreter services.	Met		Unmet		
		A		E		
<i>Comments:</i>						

**2010 Cultural Competence Plan Requirements: Scoring Tool: Criterion 7: Language Capacity**

Requirement/ Reference	<b>Criterion 7 Language Capacity</b>					
<b>Criterion 7 II P. 21</b>	<b>Provide services to persons who have Limited English Proficiency (LEP) by using interpreter services. The county shall include the following in the CCPR:</b>					
II A P. 21	Evidence of policies, procedures, and practices in place for meeting clients' language needs, including the following: <ol style="list-style-type: none"> <li>1. A 24-hour phone line with statewide toll-free access that has linguistic capability, including TDD or California Relay Service, shall be available for all individuals. <b>Note:</b> The use of the language line is viewed as acceptable in the provision of services only when other options are unavailable.</li> <li>2. Consider use of new technologies such as video language conferencing. Use new technology capacity.</li> <li>3. Description of protocol used for implementing language access through the county's 24-hour phone line with statewide toll-free access.</li> <li>4. Training for staff who may need to access the 24-hour phone line with statewide toll-free access so as to meet the client's linguistic capability.</li> </ol>	Fully Implemented	Partially Implemented	Not Implemented, Planning to Implement	Not Implemented, Not Planning to Implement	County Did Not Respond
<i>Comments:</i>		A	B	C	D	E
II B P. 22	Evidence that clients are informed in writing in their primary language, of their rights to language assistance services. Including posting of this right.	Fully Implemented	Partially Implemented	Not Implemented, Planning to Implement	Not Implemented, Not Planning to Implement	County Did Not Respond
<i>Comments:</i>		A	B	C	D	E
II C P.22	Evidence that the county/agency accommodate persons who have LEP by using bilingual staff or interpreter services.	Fully Implemented	Partially Implemented	Not Implemented, Planning to Implement	Not Implemented, Not Planning to Implement	County Did Not Respond
<i>Comments:</i>		A	B	C	D	E

**2010 Cultural Competence Plan Requirements: Scoring Tool: Criterion 7: Language Capacity**

Requirement/ Reference	<b>Criterion 7 Language Capacity</b>					
II C 1 P. 22	Share lessons learned around providing accommodation to persons who have LEP and have needed interpreter services or who use bilingual staff.	Description is complete and well organized <u>AND</u> includes specific strategies/ goals/ objectives	Description is complete and well organized; sufficient information is provided to meet the requirement	Description is partial or lacks detail	Description is incomplete or underdeveloped	County Did Not Respond
		A	B	C	D	E
<i>Comments:</i>						
II D P. 22	Share historical challenges on efforts made on the items A, B, and C above. Share lessons learned.	Description is complete and well organized <u>AND</u> includes specific strategies/ goals/ objectives	Description is complete and well organized; sufficient information is provided to meet the requirement	Description is partial or lacks detail	Description is incomplete or underdeveloped	County Did Not Respond
		A	B	C	D	E
<i>Comments:</i>						
II E P. 22	Identify county technical assistance needs.	Met		Unmet		
		A		E		
<i>Comments:</i>						

**2010 Cultural Competence Plan Requirements: Scoring Tool: Criterion 7: Language Capacity**

Requirement/ Reference	Criterion 7 Language Capacity					
Criterion 7 III P. 22	Provide bilingual staff and/or interpreters for the threshold languages at all points of contact. Note: The use of the language line is viewed as acceptable in the provision of services only when other options are unavailable. The county shall include the following in the CCPR:					
III A P. 22	Evidence of availability of interpreter (e.g. posters/bulletins) and/or bilingual staff for the languages spoken by community.	Fully Implemented  A	Partially Implemented  B	Not Implemented, Planning to Implement  C	Not Implemented, Not Planning to Implement  D	County Did Not Respond  E
<i>Comments:</i>						
III B P. 22	Documented evidence that interpreter services are offered and provided to clients and the response to the offer is recorded.	Fully Implemented  A	Partially Implemented  B	Not Implemented, Planning to Implement  C	Not Implemented, Not Planning to Implement  D	County Did Not Respond  E
<i>Comments:</i>						
III C P. 22	Evidence of providing contract or agency staff that are linguistically proficient in threshold languages during regular day operating hours.	Fully Implemented  A	Partially Implemented  B	Not Implemented, Planning to Implement  C	Not Implemented, Not Planning to Implement  D	County Did Not Respond  E
<i>Comments:</i>						
III D P. 22	Evidence that counties have a process in place to ensure that interpreters are trained and monitored for language competence (e.g., formal testing).	Fully Implemented  A	Partially Implemented  B	Not Implemented, Planning to Implement  C	Not Implemented, Not Planning to Implement  D	County Did Not Respond  E
<i>Comments:</i>						

**2010 Cultural Competence Plan Requirements: Scoring Tool: Criterion 7: Language Capacity**

Requirement/ Reference	<b>Criterion 7 Language Capacity</b>					
<b>Criterion 7 IV P. 22</b>	<b>Provide services to all LEP clients not meeting the threshold language criteria who encounter the mental health system at all points of contact. The county shall include the following in the CCPR:</b>					
IV A P. 22	Policies, procedures, and practices the county uses that include the capability to refer, and otherwise link, clients who do not meet the threshold language criteria (e.g., LEP clients) who encounter the mental health system at all key points of contact, to culturally and linguistically appropriate services.	Fully Implemented	Partially Implemented	Not Implemented, Planning to Implement	Not Implemented, Not Planning to Implement	County Did Not Respond
		A	B	C	D	E
<i>Comments:</i>						
IV B P. 23	Provide a written plan for how clients who do not meet the threshold language criteria, are assisted to secure, or linked to culturally and linguistically-appropriate services.	Fully Implemented	Partially Implemented	Not Implemented, Planning to Implement	Not Implemented, Not Planning to Implement	County Did Not Respond
		A	B	C	D	E
<i>Comments:</i>						
IV C P. 23	Policies, procedures, and practices that comply with the following Title VI of the Civil Rights Act of 1964 (see page 32) requirements: <ol style="list-style-type: none"> <li>1. Family members shall not be expected to provide interpreter services;</li> <li>2. A client may choose to use a family member or friend as an interpreter after being informed of the availability of free interpreter services; and</li> <li>3. Minor children should not be used as interpreters.</li> </ol>	Fully Implemented	Partially Implemented	Not Implemented, Planning to Implement	Not Implemented, Not Planning to Implement	County Did Not Respond
		A	B	C	D	E
<i>Comments:</i>						

**2010 Cultural Competence Plan Requirements: Scoring Tool: Criterion 7: Language Capacity**

Requirement/ Reference	<b>Criterion 7 Language Capacity</b>	
<b>Criterion 7 V P. 23</b>	<b>Required translated documents, forms, signage, and client informing materials. The county shall have the following available for review during the compliance visit:</b>	
V A P. 23	Culturally and linguistically appropriate written information for threshold languages, including the following, at minimum: <ol style="list-style-type: none"> <li>1. Member service handbook or brochure;</li> <li>2. General correspondence</li> <li>3. Beneficiary problem, resolution, grievance, and fair hearing materials;</li> <li>4. Beneficiary satisfaction surveys;</li> <li>5. Informed consent for medication form;</li> <li>6. Confidentiality and Release of Information form;</li> <li>7. Service Orientation for Clients;</li> <li>8. Mental health education materials; and</li> <li>9. Evidence of appropriately distributed and utilized translated materials.</li> </ol>	<b>NOTE:</b> This requirement is not scored as a part of this review. This requirement will be evaluated during a future on-site Compliance visit, date to be determined.
V B P. 23	Documented evidence in the clinical chart, that clinical findings/reports are communicated in the clients' preferred language.	<b>NOTE:</b> This requirement is not scored as a part of this review. This requirement will be evaluated during a future on-site Compliance visit, date to be determined.
V C P. 23	Consumer satisfaction survey translated in threshold languages, including a summary report of the results (e.g., back translation and culturally appropriate field testing).	<b>NOTE:</b> This requirement is not scored as a part of this review. This requirement will be evaluated during a future on-site Compliance visit, date to be determined.
V D P. 23	Mechanism for ensuring accuracy of translated materials in terms of both language and culture (e.g., back translation and culturally appropriate field testing).	<b>NOTE:</b> This requirement is not scored as a part of this review. This requirement will be evaluated during a future on-site Compliance visit, date to be determined.
V E P. 23	Mechanism for ensuring translated materials is at an appropriate reading level (6 <sup>th</sup> grade).	<b>NOTE:</b> This requirement is not scored as a part of this review. This requirement will be evaluated during a future on-site Compliance visit, date to be determined.

**2010 Cultural Competence Plan Requirements: Scoring Tool: Criterion 7: Language Capacity**

<p><b>CRITERION 7</b></p> <p><b>COUNTY MENTAL HEALTH SYSTEM</b></p> <p><b>LANGUAGE CAPACITY</b></p>
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**Instructions:**

Upon completion of the review of the above requirements for Criterion Seven, complete the worksheet below by filling in the corresponding value of each assigned score. The worksheet tally will determine the final score for this Criterion. Be sure to include written comments to justify your scores in the spaces provided below each requirement as well as comments to evaluate the county’s overall response to this Criterion.

The County meets all of the requirements of this Criterion.	The County meets most of the requirements of this Criterion.	The County meets some but not all of the requirements of this Criterion.	The County does not provide sufficient detail to determine if the requirements have been met for this Criterion.	The County did not respond to this Criterion.
20	15	10	5	0

**Score/Tally Sheet: Please fill-in the corresponding score (A, B, C, D, or E) for each requirement in the space provided below. The Criterion score above will be determined by the percentage of requirements that are considered met, as defined in the Reviewer Instructions. The percentage will automatically be calculated below.**

**2010 Cultural Competence Plan Requirements: Scoring Tool: Criterion 7: Language Capacity**

Requirement	Score
I A 1 P. 21	
I A 2 P. 21	
I A 3 P. 21	
II A P. 21	
II B P. 22	
II C P.22	

II C 1 P. 22	
II D P. 22	
II E P. 22	
III A P. 22	
III B P. 22	
III C P.22	
III D P. 22	

IV A P. 22	
IV B P. 23	
IV C P. 23	
<b>TOTAL CRITERION SEVEN</b>	



**2010 Cultural Competence Plan Requirements: Scoring Tool: Criterion 8: Adaptation of Services**

<p><b>CRITERION 8</b></p> <p><b>COUNTY MENTAL HEALTH SYSTEM</b></p> <p><b>ADAPTATION OF SERVICES</b></p>
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**Rationale:** Organizations should ensure that clients/consumers receive from all staff members effective, understandable, and respectful care, provided in a manner compatible with their cultural health beliefs and practices and preferred language (CLAS Final Report).

**Instructions:** Review the county’s CCPR submission relating to the requirements for Criterion Eight. In the space provided, indicate the assigned score for each requirement by checking the appropriate box. Please provide written comments to justify your assigned score for each requirement.

Requirement/ Reference	<b>Criterion 8 Adaptation of Services</b>					
<b>Criterion 8 I P. 24</b>	<b>Client-driven/operated recovery and wellness programs The county shall include the following in the CCPR:</b>					
I A P. 24	List and describe the county's/agency's client-driven/operated recovery and wellness programs.		Description is complete and well organized; sufficient information is provided to meet the requirement	Description is partial or lacks detail	Description is incomplete or underdeveloped	County Did Not Respond
			B	C	D	E
<i>Comments:</i>						
I A 1 P. 24	Evidence the county has alternatives and options available within the above programs that accommodate individual preference and racially, ethnically, culturally, and linguistically diverse differences.	Fully Implemented	Partially Implemented	Not Implemented, Planning to Implement	Not Implemented, Not Planning to Implement	County Did Not Respond
		A	B	C	D	E
<i>Comments:</i>						

**2010 Cultural Competence Plan Requirements: Scoring Tool: Criterion 8: Adaptation of Services**

Requirement/ Reference	<b>Criterion 8 Adaptation of Services</b>					
I A 2 P. 24	Briefly describe, from the list in 'A' above, those client-driven/operated programs that are racially, ethnically, culturally, and linguistically specific.	Fully Implemented	Partially Implemented	Not Implemented, Planning to Implement	Not Implemented, Not Planning to Implement	County Did Not Respond
		A	B	C	D	E
<i>Comments:</i>						
<b>Criterion 8 II P. 24</b>	<b>Responsiveness of mental health services The county shall include the following in the CCPR:</b>					
II A P. 24	Documented evidence that the county/contractor has available, as appropriate, alternatives and options that accommodate individual preference, or cultural and linguistic preferences, demonstrated by the provision of culture-specific programs, provided by the county/contractor and/or referral to community-based, culturally-appropriate, non-traditional mental health provider.	Fully Implemented	Partially Implemented	Not Implemented, Planning to Implement	Not Implemented, Not Planning to Implement	County Did Not Respond
		A	B	C	D	E
<i>Comments:</i> (Please note: Counties may develop a listing of available alternatives and options of cultural/linguistic services that shall be provided to clients upon request. The county may also include evidence that it is making efforts to include additional culture-specific community providers and services in the range of programs offered by the county).						
II B P. 24	Evidence that the county informs clients of the availability of the above listing in their member services brochure. If it is not already in the member services brochure, the county will include it in their next printing or within one year of the submission of their CCPR.	Fully Implemented	Partially Implemented	Not Implemented, Planning to Implement	Not Implemented, Not Planning to Implement	County Did Not Respond
		A	B	C	D	E
<i>Comments:</i>						

**2010 Cultural Competence Plan Requirements: Scoring Tool: Criterion 8: Adaptation of Services**

Requirement/ Reference	Criterion 8 Adaptation of Services					
II C P. 25	<p>Counties have policies, procedures, and practices to inform all Medi-Cal beneficiaries of available services under consolidation of specialty mental health services. <i>(Outreach requirements as per Section 1810.310, 1A and 2B, Title 9)</i></p> <p>(Counties may include <b>a.</b>) Evidence of community information and education plans or policies that enable Medi-Cal beneficiaries to access specialty mental health services; or <b>b.</b>) Evidence of outreach for informing under-served populations of the availability of cultural and linguistic services and programs (e.g., number of community presentations and/or forums used to disseminate information about specialty mental health services, etc.)</p>	Fully Implemented	Partially Implemented	Not Implemented, Planning to Implement	Not Implemented, Not Planning to Implement	County Did Not Respond
		A	B	C	D	E
<i>Comments:</i>						
II D P. 25	<p>Evidence that the county has assessed factors and developed plans to facilitate the ease with which culturally and linguistically diverse populations can obtain services. Such factors should include:</p> <ol style="list-style-type: none"> <li>1. Location, transportation, hours of operation, or other relevant areas;</li> <li>2. Adapting physical facilities to be accessible to disabled persons, while being comfortable and inviting to persons of diverse cultural backgrounds (e.g., posters, magazines, décor, signs); and</li> <li>3. Locating facilities in settings that are non-threatening and reduce stigma, including co-location of services and /or partnerships, such as primary care and in community settings. (The county may include evidence of a study or analysis of the above factors, or evidence that the county program is adjusted based upon the findings of their study or analysis.)</li> </ol>	Fully Implemented	Partially Implemented	Not Implemented, Planning to Implement	Not Implemented, Not Planning to Implement	County Did Not Respond
		A	B	C	D	E
<i>Comments:</i>						

**2010 Cultural Competence Plan Requirements: Scoring Tool: Criterion 8: Adaptation of Services**

Requirement/ Reference	<b>Criterion 8 Adaptation of Services</b>					
<b>Criterion 8 III P. 25</b>	<b>Quality of Care: Contract Providers</b> The county shall include the following in the CCPR:					
III A P. 25	Evidence of how a contractor's ability to provide culturally competent mental health services is taken into account in the selection of contract providers, including the identification of any cultural language competence conditions in contracts with mental health providers.	Fully Implemented	Partially Implemented	Not Implemented, Planning to Implement	Not Implemented, Not Planning to Implement	County Did Not Respond
		A	B	C	D	E
<i>Comments:</i>						
<b>Criterion 8 IV P. 25</b>	<b>Quality Assurance Requirement:</b> A description of current or planned processes to assess the quality of care provided for all consumers under the consolidation of specialty mental health services. The focus is on the added or unique measures that shall be used or planned in order to accurately determine the outcome of services to consumers from diverse cultures including, but not limited to, the following: <b>The county shall include the following in the CCPR:</b>					
IV A P. 26	List if applicable, any outcome measures, identification, and descriptions of any culturally relevant consumer outcome measures used by the county.	Fully Implemented	Partially Implemented	Not Implemented, Planning to Implement	Not Implemented, Not Planning to Implement	County Did Not Respond
		A	B	C	D	E
<i>Comments:</i>						
IV B P. 26	Staff Satisfaction: A description of methods, if any, used to measure staff experience or opinion regarding the organization's ability to value cultural diversity in its workforce and its culturally and linguistically competent services;	Fully Implemented	Partially Implemented	Not Implemented, Planning to Implement	Not Implemented, Not Planning to Implement	County Did Not Respond
		A	B	C	D	E
<i>Comments:</i>						
IV C P. 26	Grievances and Complaints: Provide a description of how the county mental health process for Medi-Cal and non-Medi-Cal client Grievance and Complaint/Issues Resolution Process data is analyzed and any comparison rates between the general beneficiary population and ethnic beneficiaries.	Fully Implemented	Partially Implemented	Not Implemented, Planning to Implement	Not Implemented, Not Planning to Implement	County Did Not Respond
		A	B	C	D	E
<i>Comments:</i>						

**2010 Cultural Competence Plan Requirements: Scoring Tool: Criterion 8: Adaptation of Services**

<p><b>CRITERION 8</b></p> <p><b>COUNTY MENTAL HEALTH SYSTEM</b></p> <p><b>ADAPTATION OF SERVICES</b></p>
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**Instructions:**

Upon completion of the review of the above requirements for Criterion Eight, complete the worksheet below by filling in the corresponding value of each assigned score. The worksheet tally will determine the final score for this Criterion. Be sure to include written comments to justify your scores in the spaces provided below each requirement as well as comments to evaluate the county's overall response to this Criterion.

The County meets all of the requirements of this Criterion.	The County meets most of the requirements of this Criterion.	The County meets some but not all of the requirements of this Criterion.	The County does not provide sufficient detail to determine if the requirements have been met for this Criterion.	The County did not respond to this Criterion.
20	15	10	5	0

**Score/Tally Sheet: Please fill-in the corresponding score (A, B, C, D, or E) for each requirement in the space provided below. The Criterion score above will be determined by the percentage of requirements that are considered met, as defined in the Reviewer Instructions. The percentage will automatically be calculated below.**

**2010 Cultural Competence Plan Requirements: Scoring Tool: Criterion 8: Adaptation of Services**

Requirement	Score
I A P. 24	
I A 1 P. 24	
I A 2. P. 24	
II A P. 24	
II B	

P. 24	
II C P. 25	
II D P. 25	

III A P. 25	
IV A P. 26	
IV B P. 26	
IV C P. 26	
<b>TOTAL CRITERION EIGHT</b>	



**2010 Cultural Competence Plan Requirements: Scoring Tool: Overall Score**

<p><b>OVERALL CULTURAL COMPETENCE PLAN REQUIREMENTS SCORE</b></p> <p><b>COUNTY MENTAL HEALTH SYSTEM</b></p>
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**Rationale:** Evaluating the overall CCPR submission allows the reviewer an opportunity to assess the county’s system-wide ability to provide culturally and linguistically appropriate services.

**Special Instructions:**

Please refer to reviewer instructions document for detailed instructions. The reviewer should consider the entirety of the county’s CCPR submission when determining the overall score for the CCPR. Please provide evidentiary support to justify the score assigned for this section. Utilize the space below to describe the strengths of the county’s plan as well as identifying areas for improvement in the county’s next CCPR.

<p>The County’s response meets all of the requirements of the CCPR. Disparities are identified and the County describes organized, clear, and concise strategies to reduce the identified disparities. The County demonstrates actions that exemplify the County’s commitment to providing culturally competent care and the reduction of disparities throughout the county mental health system.</p>	<p>The County’s response meets most of the requirements of the CCPR. Disparities are identified and the County describes some strategies to reduce the identified disparities that exemplify the County’s commitment to providing culturally competent care and the reduction of disparities throughout the county mental health system.</p>	<p>The County’s response meets some but not most of the requirements of the CCPR. The County demonstrates a general understanding of disparities. The County describes some initial strategies to reduce the identified disparities. The County’s commitment is demonstrated but the County lacks the capacity to provide culturally competent care and/or reduce disparities throughout the county mental health system.</p>	<p>The County’s response minimally meets some of the requirements of the CCPR. The County’s disparities were not clearly identified and strategies did not match the identified disparities. The County demonstrates limited commitment to providing culturally competent care and reduction of disparities.</p>	<p>County did not submit a CCPR.</p>
20	15	10	5	0





