

COVER PAGE

Names of Organizations, Addresses, E-mail and Telephone # of Lead Designee:

Caroline County Behavioral Health

403 South 7th Street, Denton, MD 21629

Terri Ross LCSW-C, terri.ross@maryland.gov 410-479-8169

Dorchester County Behavioral Health

524 Race Street, Cambridge, MD 21613

Donald Hall MHS LCADC, donald.hall@maryland.gov 410-228-7714

Queen Anne County Health Department

205 N. Liberty Street, Centerville, MD 21617

Maggie Thomas MS, Maggie.thomas@maryland.gov 410-758-1306

Mid Shore Behavioral Health Inc.

28578 Mary's Court, Suite 1, Easton, MD 21601

Katie Dilley LCSW-C, kdilley@midshorebehavioralhealth.org 410-770-4801

Kent County Behavioral Health

300 Scheeler Road, Chestertown, MD 21620

Joe Jones MHS LCADC, joe.jones@maryland.gov 410-778-5046

Talbot County Health Department

100 South Hanson Street, Easton, MD 21601

Sarah H. Cloxton LCADC, sarah.cloxton@maryland.gov 410-819-5696

**Also known as Mid Shore Planning Collaborative (MSPC).

(a) **Address:** see above

(b) **Region (MDH/BHA designated region):** Caroline, Dorchester, Queen Anne, Kent and Talbot counties

(c) **Name of contact person (Agency/Organization Lead or Designee):** see above

(d) **Brief overview of services provided by agency/organization (no more than 95 words):**
We provide local authority systems management for the mid-shore region.

(e) **Agency/organization mission statement:**
As a group of individual agencies at this time, we are working on local systems management integration and development of our group mission statement.

(f) **Agency/organization vision statement:**
As a group of individual agencies at this time, we are working on local systems management integration and development of our vision statement.

PART 1: CLAS SELF-ASSESSMENT:

See FY2021 Community Behavioral Health Plan Appendices.

PART 2: OVERARCHING GOALS AND SELECTED STANDARDS FOR PRIORITY FOCUS

<p>GOAL 1: ESTABLISH AND MAINTAIN CULTURALLY AND LINGUISTICALLY COMPETENT BEHAVIORAL HEALTH SERVICES</p>
<p>Standard 15-We communicate our organization’s progress in implementing and sustaining CLAS to all stakeholders, constituents, and the general public.</p>
<p><i>Strategies to build competency:</i> Establish a diverse, regional CLC Workgroup to meet regularly and host a CLC Conference. Share FY21 CLC Strategic Plan in the weekly MSBH e-newsletter, on all entity websites, in email to agency stakeholders and providers, and by way of published materials in the clinics. Share the National CLAS Standards with team members, stakeholder, and community meetings.</p>
<p><i>Performance Measures:</i> Ongoing <i>CLC Leadership group</i> meetings, quarterly-sign in sheets, agenda items, meeting “exit surveys”, tracking through website engagement.</p>
<p><i>Intended impact:</i> To educate and to raise awareness among community stakeholders and service providers. To improve services-increasing Cultural and Linguistic Competency, provided to consumers throughout the region. Encourage participation of consumers in the CLC Workgroup.</p>
<p>GOAL 2: ELIMINATE CULTURAL AND LINGUISTIC BARRIERS TO ACCESS BEHAVIORAL HEALTH SERVICES</p>
<p>Standard 6-We inform all individuals of the availability of verbal, signing and written professional language assistance services in their preferred language or form of communication.</p>
<p><i>Strategies to build competency:</i> Signage/posters at each facility, that reference availability of language assistance for clients and community. Review language assistance policy and resources with all staff at each agency (LAA/CSA). Review use of the Language Link and other Translation/Interpreting services. Be intentional in acknowledging the efforts and improvements providers, throughout the year.</p>
<p><i>Performance Measures:</i> Gather public school and health department data of (race, gender, ethnicity, rural) demographics of mid-shore region. Conduct pre/post survey of each entity (LAA/CSA), using social media and CLC Workgroup meetings. Include CLC in contract monitoring cite visits; include CLC language in Scope of Work for FY21 contracts.</p>
<p><i>Intended impact:</i> To reduce stigma of accessing mental health and substance use treatment in underserved populations. Increase access of CLC services to behavioral health consumers and for the</p>

FY 2021 CULTURAL AND LINGUISTIC COMPETENCY STRATEGIES

community at large. To prevent communication barriers to individuals accessing services, who have limited English proficiency.

GOAL 3: CREATE A SYSTEM OF DATA DRIVEN DECISION MAKING PROCESSES THAT RESULT IN THE FORMATION OF CULTURALLY AND LINGUISTICALLY COMPETENT POLICIES AND PRACTICES

Standard 12-We conduct regular assessments of community health assets and needs and use the results to plan and implement services that respond to the cultural and linguistic diversity of the community we serve.

Strategies to build competency: Identify community health assets, initiate FY21 outreach to assets, and inform assets of the CLC Strategic Plan. Facilitate quarterly CLC Workgroup meetings to plan the community assessment (for FY22), using the Blueprint Worksheets.
(*Negotiate data sharing agreements, identify disparities and disproportionalities from the data.*)

Performance Measures: Referencing A Blueprint for Using Data to Reduce Disparities/Disproportionalities in Human Services and Behavioral Health Care (Dr. Karen Francis et al). Capture ongoing progress in workgroup agendas, meeting minutes, develop a timeline to sponsor the FY22 CLC Regional Conference, create a platform of assessment distribution (email, newsletter, website). Use data analysis from FY21 CBH Plan to determine if CLC Workgroup progress is met.

Intended impact: Strengthened partnerships via the CLC Workgroup, engagement of workgroup members from various cultures. Increase awareness of the disproportionalities in underserved populations of the mid-shore. Data provision to the community.

GOAL 4: SUPPORT THE USAGE OF EVIDENCE-BASED PRACTICES TO ADDRESS THE UNIQUE NEEDS OF INDIVIDUALS IN MARYLAND'S PUBLIC BEHAVIORAL HEALTH SYSTEM

Standard 13-We partner with the community to design, implement and evaluate policies, practices, and services to ensure cultural and linguistic appropriateness.

Strategies to build competency:
Meetings with partners outside of the behavioral health field. Observance of monthly awareness themes (ex. Recovery/Purple, Domestic Violence, Minority Health Awareness, Hispanic Heritage). Attend and contribute to FY21 Strategies, the BHA CLC Committee meetings and trainings, disperse information to CLC Workgroup. Connect with local school systems and community colleges (diversity committees). Incorporate the Warm Hand-off initiative, Mid-Shore Roundtable on Homelessness, and expand LAA partnerships.

Performance Measures: Share Workgroup progress with the BHA CLC Committee, for feedback. Review the event attendance and community involved. The MSPC will survey the targeted population for acceptance and promotion of awareness event.

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Intended impact: Stakeholders who are not Behavioral Health Providers but serve the community, are knowledgeable of CLC appropriate services (via survey) and seek to implement CLAS Standards in their respective agencies.

GOAL 5: ADVOCATE FOR AND INSTITUTE ONGOING WORKFORCE DEVELOPMENT PROGRAMS IN CULTURAL AND LINGUISTIC COMPETENCE REFLECTIVE OF MARYLAND'S DIVERSE POPULATION

Standard 3-We recruit, promote, and support a culturally and linguistically diverse governance, leadership, and workforce that are responsive to the community we serve.

Strategies to build competency: Review agency/governing body policies with regard to diversity and inclusion (through a cultural lens). Mandatory CLC trainings for all Board of Directors, agency committees, and staff throughout the year. Share CLAS Standards and FY21 CLC Strategic Plan with governing body, HR or hiring department staff and as part of new hire process.

Performance Measures: Update policies to reflect a more culturally sensitive lens. Survey MSPC entity staff diversity, track attendance of CLC trainings. Review plans of MSPC partners to actively recruit, hire and retain individuals of diverse cultures.

Intended impact: The community will see that MSPC partners are intentional in seeking to have an understanding and to demonstrate the value of employing diverse cultures.