

1. DBHS Initiative: Education and Training						
CPSA Identified Objectives	Assigned Parties	Action Steps	Measures	Completion Date	Status/Progress Update	Identified Barriers/Comments
Objective 1.1 Provide mandatory cultural training to CPSA and Network staff as needed.	CPSA Cultural Diversity Specialist, CPSA Training Manager, CPSA Tribal Liaison	Step 1. Continue to offer and track Network adherence to mandatory trainings including: - Exploring Cultural Competence (GSA 3 & 5).	Measure 1. Audit Network annually to ensure compliance with this standard. Measure 2. Maintain training sign-in sheets. Measure 3. Distribute training certificates for training participants.	Ongoing activities (not the annual auditing) will be tracked on the DBHS Quarterly Diversity Report on Enrollment and Penetration. Deliverable dates are: 10/15/09 01/15/10 04/15/10 07/15/10		
Objective 1.2 Maintain a Diversity Training Plan that incorporates quarterly cultural trainings facilitated by content experts and made available to CPSA, the Networks and Stakeholders.	CPSA Cultural Diversity Specialist, CPSA Training Manager	Step 1. Provide new trainings on the following subcultures (GSA 3 & 5): - African American - Refugees - Military/veterans - Older adults - Native American	Measure 1. Maintain training sign-in sheets. Measure 2. Distribute training certificates for training participants.	Ongoing activities will be tracked on the DBHS Quarterly Diversity Report on Enrollment and Penetration. Deliverable dates are: 10/15/09 01/15/10 04/15/10 07/15/10		
Objective 1.3 Continue to offer existing culturally diverse trainings to CPSA, the Networks and Stakeholders.	CPSA Cultural Diversity Specialist, CPSA Training Manager	Step 1. Continue to offer listed trainings on a quarterly basis or more frequently as needed. (GSA 3 & 5) Trainings include: - Documenting Culture in the Service Plan - Perceptions of Diversity - Exploring Cultural Competency (NEO)	Measure 1. Maintain training sign-in sheets. Measure 2. Distribute training certificates for training participants.	Ongoing activities will be tracked on the DBHS Quarterly Diversity Report on Enrollment and Penetration. Deliverable dates are: 10/15/09 01/15/10 04/15/10 07/15/10		
2. DBHS Initiative: Collaborative Partnerships with Community-Based Organizations						
CPSA Identified Objectives	Assigned Parties	Action Steps	Measures	Completion Date	Status/Progress Update	Identified Barriers/Comments
Objective 2.1 Participation in yearly Wellbriety Event.	CPSA Tribal Liaison	Step 1. Tribal Liaison will attend event planning meetings and represent CPSA at the actual event (GSA 5).	Measure 1. Tribal Liaison will maintain meeting notes and update supervisor on all event planning activities (GSA 5).	Yearly event scheduled in the month of September.		

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Objective 2.2 Tucson Indian Center Underage Drinking Coalition.	CPSA Tribal Liaison	Step 1. Tribal Liaison will attend monthly meetings and represent CPSA in this coalition (GSA 5).	Measure 1. Tribal Liaison will maintain meeting notes and update supervisor on all event planning activities (GSA 5).	Ongoing		
Objective 2.3 Culturally-based prevention programming through Southeastern Arizona Behavioral Health Services Incorporated (SEABHS).	CPSA Prevention	<p>Step 1. Continue funding and tracking outcomes of Bylas STEPP Coalition (GSA 3).</p> <p>Step 2. Continue funding and tracking outcomes of Santa Cruz Power Coalition (GSA 3).</p> <p>Step 3. Continue measuring objectives and outcomes of Cochise County Networking Coalition (GSA 3).</p>	<p>Measure 1. Number, age, gender, race and ethnicity of participants of Bylas STEPP Coalition and its programs.</p> <p>Measure 2: Number, age, gender, race and ethnicity of participants of Santa Cruz Power Coalition and Cochise County Networking Coalition their programs.</p>	Ongoing		
Objective 2.4 Culturally-based prevention programming through Luz Southside Coalition.	CPSA Prevention	<p>Step 1. Continue funding and tracking outcomes of Barrio Families Training (GSA 5).</p> <p>Step 2. Continue funding and tracking outcomes of P.A.D.R.E.S. program (GSA 5).</p> <p>Step 3. Continue measuring objectives and outcomes of Juntos Podemos Coalition (GSA 5).</p>	<p>Measure 1. Number, age, gender, race and ethnicity of participants completing Barrio families and P.A.D.R.E.S. programs.</p> <p>Measure 2. Coalition presence at billboard and sign code hearings and liquor license hearings that affect Coalition's neighborhood as evidenced by program logs.</p>	Ongoing		

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<p>Objective 2.5 Continue to partner with the Pima County Juvenile Court Center in the Juvenile Detention Alternative Initiatives/ Disproportionate Minority Contact (JDAI/DMC).</p>	<p>CPSA Director, Network Management, Pima County Juvenile Court Center, Annie E. Casey Foundation, W. Haywood Burns Institute, Pima County Board of Supervisors, Tucson Police Department, Chicanos Por La Causa, Tucson Indian Center, Arizona NAACP, County Attorney's Office, Public Defender's Office, Tucson Unified School District, Sunnyside School District, Child Protective Services, and other community stakeholders</p>	<p>Steps/Goals include: Step 1. To reduce disproportionate minority contact and insure positive outcomes for all youth (GSA 5). Step 2. Increase use of community based alternatives to detention (GSA 5). Step 3. Establish and enhance lines of communication in community (GSA 5). Step 4. Identify resources that are available in local communities for our youth (GSA 5).</p>	<p>Measures/Core Strategies include: Measure 1. Promoting collaboration among all juvenile justice stakeholders. Measure 2. Collecting reliable data to develop effective interventions. Measure 3. Developing alternatives to secure detention. Measure 4. Expediting case processing. Measure 5. Addressing special detention cases such as warrants and probation violations. Measure 6. Conducting detention self-inspections. Measure 7. Reducing disproportional and racial disparities. Measure 8. Meeting minutes. Measure 9. Occasional progress reporting to and for the committee.</p>	<p>Ongoing</p>		
<p>Objective 2.6 LGBTQ Behavioral Health Coalition of Southern Arizona (Local and State).</p>	<p>Kate Freeman, CPSA Adult Services Specialist and member of the LGBTQ Behavioral Health Coalition of Southern Arizona in partnership with Laurel-Heather Milden, Chair of the LGBTQ Behavioral Health Coalition of Southern Arizona (and other members from the LGBTQ Behavioral Health Coalition as indicated).</p>	<p>Step 1. The LGBTQ Behavioral Health Coalition of Southern Arizona will attend the DBHS LGBTQ Advisory Council Meetings that occur once a month (GSA 5). Step 2. The LGBTQ Behavioral Health Coalition of Southern Arizona will work collaboratively with DBHS to carry out initiatives developed within this meeting as indicated.</p>	<p>Measure 1. Attendance at the ADHS Monthly LGBTQ Advisory Council meetings. Measure 2. Completion of goals outlined on the ADHS LGBTQ Advisory Council Work plan</p>	<p>As indicated by ADHS work plan.</p>		

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Objective 2.7 NAMISA Spanish-language support groups for persons and families of persons with a diagnosed mental illness.	CPSA Recovery Program Specialist	Step 1. Track attendance of Spanish-language support groups (GSA 5).	Measure 1. NAMISA's Quarterly Reports as submitted to CPSA's Recovery Program Specialist.	NAMISA Quarterly Reports will be submitted to CPSA beginning in FY10.		
3. DBHS Initiative: Implementation and Analysis of Organizational Self-Assessment at all Levels						
CPSA Identified Objectives	Assigned Parties	Action Steps	Measures	Completion Date	Status/Progress Update	Identified Barriers/Comments
Objective 3.1 Complete RBHA Organizational Assessment.	CPSA Cultural Diversity Specialist	Step 1. CPSA will partner with DBHS to make the appropriate revisions to Pilot completed in 2006. Step 2. CPSA will implement the RBHA Organizational Assessment when finalized.	Measure 1. Finalized assessment tool. Measure 2. Outcomes will be analyzed and next steps formulated. Measure 3. Low-scoring areas will be incorporated into the RBHA Cultural Work Plans.	As determined by ADHS/DBHS.		
Objective 3.2 Networks will complete the Cultural Competency Organizational Activities Assessment.	Network Cultural Liaisons	Step 1. Network Cultural Liaisons will complete the Activities Assessment for FY2010 (GSA 3 & 5).	Measure 1. Networks will develop improvement strategies based on outcomes. Measure 2. Low scoring areas will be incorporated into the Network Cultural Work Plans.	As determined by ADHS/DBHS.		
4. Communication/ Marketing and Outreach						
CPSA Identified Objectives	Assigned Parties	Action Steps	Measures	Completion Date	Status/Progress Update	Identified Barriers/Comments
Objective 4.1 Partner with DBHS in order to assist with the ADHS/DBHS Marketing Initiative.	ADHS/DBHS, CPSA Cultural Diversity Specialist	Step 1. DBHS has begun a Statewide marketing campaign focusing on youth. Step 2. CPSA will assist DBHS with the necessary items (GSA 3 & 5).	Measure 1. CPSA will assist DBHS as needed/ requested. Measure 2. CPSA coordinated three focus groups. Outcomes were documented and submitted to ADHS/DBHS.	As determined by ADHS/DBHS.		
Objective 4.2 Continue to provide informational and educational materials at community events targeted to cultural populations.	CPSA Cultural Diversity Specialist, CPSA Tribal Liaison	Step 1. CPSA will sponsor community events and display materials at exhibit booths at a minimum of two events in each GSA. (GSA 3 & 5)	Measure 1. Signed sponsorship agreement.	6/30/2010		

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Objective 4.3 Meet with Network Cultural Liaisons quarterly to advance goals identified by specific survey results (MHSIP and Language Survey).	CPSA Cultural Diversity Specialist, Network Cultural Liaisons	Step 1. Review current MHSIP cultural results (GSA 3 & 5). Step 2. Review Language Survey results with Network Cultural Liaisons and Advisory Councils (GSA 5).	Measure 1. Determine at least one method for increasing member perception of culture in services captured by the yearly MHSIP. Measure 2. Determine methods for increasing the LEP communities awareness of the availability of Spanish behavioral health services.	06/30/2010		
Objective 4.4 Create welcoming environment for people with diverse cultural backgrounds at PATH office	PATH/RAPP staff at LFC, CPSA Director of Housing, CPSA Cultural Diversity Specialist	Step 1. Display art work representing diverse cultures (GSA 5) Step 2. Offer culturally appropriate activities such as drumming circle (GSA 5)	Measure 1. Visits to RAPP office, Measure 2. Review of activity/program schedule.	6/30/2010		
Objective 4.5 Identify different populations being served through PATH grant to focus outreach efforts for specific populations.	PATH/RAPP staff at LFC, CPSA Director of Housing, CPSA Cultural Diversity Specialist	Step 1. Enter PATH data into Homeless Management Information System (HMIS). (GSA 5) Step 2. Learn to prepare HMIS demographic reports. (GSA 5)	Measure 1. Develop trending mechanism to determine the existence of culturally based disparities, trends or target populations within the homeless population	6/30/2010		
5. DBHS Initiative: Data Collection and Report Production						
CPSA Identified Objectives	Assigned Parties	Action Steps	Measures	Completion Date	Status/Progress Update	Identified Barriers/Comments
Objective 5.1 ADHS/DBHS will provide CPSA with a Quarterly Diversity Report on enrollment and penetration.	ADHS/ DBHS, CPSA Cultural Diversity Specialist	Step 1. CPSA will use data provided by DBHS to identify the existing culturally appropriate strategies and initiatives for the identified populations (GSA 3 & 5).	Measure 1. Completed Quarterly Diversity Report (also referred to as the Cultural Competency Quarterly Deliverable report).	Quarterly Diversity Report will be submitted: 10/15/09 01/15/10 04/15/10 07/15/10		
Objective 5.2 CPSA will develop annual Diversity Report based on review of quarterly reports.	CPSA Cultural Diversity Specialist	Step 1. CPSA will analyze Quarterly Diversity Reports to determine objectives for FY 11's Cultural Competency Plan (GSA 3 & 5).	Measure 1. Completed Annual Cultural Competency Plan	8/15/2010		

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Objective 5.3 Networks will document culture in the Service Plan effectively and accurately.	CPSA Cultural Diversity Specialist, Network Cultural Liaisons	Step 1. CPSA will audit Networks quarterly on this measure (GSA 3 & 5). Step 2. Develop a poster and corresponding tip sheet for lobbies and interview rooms to help members understand how culture can be used in service planning (GSA 3 & 5).	Measure 1. All Networks will have reached a minimum of 85% compliance with this standard as evidence by QML Standard 35. Measure 2. Completed poster and tip sheet	Audits will occur quarterly. 06/30/2010		
6. DBHS Initiative: Policies and Procedures/ Regulations						
CPSA Identified Objectives	Assigned Parties	Action Steps	Measures	Completion Date	Status/Progress Update	Identified Barriers/Comments
Objective 6.1 Establish relationship with San Carlos Apache.	CPSA Tribal Liaison	Step 1. Develop and implement a Memorandum of Agreement allowing CPSA and its Networks to provide services on the Nation (GSA 3).	Measure 1. Signed MOA between the San Carlos Apache Tribe and CPSA.	FY2010 Q2		
Objective 6.2 Establish a Crisis Protocol with the Tohono O'odham Nation and San Carlos Apache Tribe.	CPSA Tribal Liaison, Community-Wide Crisis Provider	Step 1. Arrange and participate in San Carlos Apache taskforce meetings (GSA 3). Step 2. Convene meeting with all RBHA and Tohono O'odham to develop protocol (GSA 5).	Measure 1. Completed protocol.	06/30/2010		
Objective 6.3 Review Provider Manual Policy 10.5, Interpreting Services.	CPSA Cultural Diversity Specialist	Step 1. Review current policy for relevance (GSA 3 & 5). Step 2. Update policy to reflect current procedure (GSA 3 & 5).	Measure 1. Updated policy.	06/30/2010		
7. CPSA Initiative: Services for CPSA Tribal Nations						
CPSA Identified Objectives	Assigned Parties	Action Steps	Measures	Completion Date	Status/Progress Update	Identified Barriers/Comments
Objective 7.1 Meet with the Tohono O'odham Nation leadership to develop a behavioral health services continuum for adult tribal members.	CPSA Workforce Development, CPSA Network Development and CPSA Adult Services	Step 1. Arrange meetings with Tohono O'odham Nation leadership (GSA 5).	Measure 1. Meeting agendas and minutes.	06/30/2010		

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Objective 7.2 Identify a behavioral health agency to function as a Comprehensive Service Network capable of providing behavioral health services to adult tribal members.	CPSA Workforce Development, CPSA Network Development and CPSA Adult Services	Step 1. Identify potential Network (GSA 5). Step 2. Meet with potential Network for planning (GSA 5).	Measure 1. Initial meeting minutes with Comprehensive Service Network.	07/31/2009		
Objective 7.3 Develop and execute a contract with identified Comprehensive Service Network for outpatient services on the Tohono O'odham Nation and all other behavioral health services in Tucson based programs.	CPSA Workforce Development, CPSA Network Development and CPSA Adult Services	Step 1. Develop a contract with identified Network. (GSA 5)	Measure 1. Fully executed contract.	10/31/2009		
Objective 7.4 Implementation of behavioral health services to adult members of the Tohono O'odham Nation.	CPSA Workforce Development, CPSA Network Development and CPSA Adult Services	Step 1. Implement services to adult members of the Tohono O'odham Nation. (GSA 5) Step 2. Obtain CMS waiver to be able to provide services out of office in Sells Arizona (GSA 5)	Measure 1. Signed CMS waiver Measure 2. Encounter submission data.	11/01/2009		
Objective 7.5 Implement direct contract for Prevention Services with San Carlos Apache Tribe through the Wellness Center.	CPSA Director, Prevention and Community Development	Step 1. Obtain signed contract (GSA 3)	Measure 1. Fully executed contract.	1/1/2010		
8. CPSA Initiative: Language Service Access and CLAS Standards Monitoring						
CPSA Identified Objectives	Assigned Parties	Action Steps	Measures	Completion Date	Status/Progress Update	Identified Barriers/Comments
Objective 8.1 Networks will provide verbal and written notices to LEP members of their right to language services.	CPSA Cultural Diversity Specialist, Network Cultural Liaisons	Step 1. CPSA will audit Networks quarterly on this measure (GSA 3 & 5).	Measure 1. All Networks will have reached a minimum of 85% compliance with this standard as evidence by QML Monitoring Tool data (QML Standard 32).	Audits will occur quarterly.		

CPSA Cultural Proficiency Strategic Plan FY 2010

CPSA Identified Objectives	Assigned Parties	Action Steps	Measures	Completion Date	Status/ Progress Update	Identified Barriers/ Comments
<p>Objective 8.3 Networks will provide bilingual/interpretive services to LEP members as needed or requested.</p>	<p>CPSA Cultural Diversity Specialist, Network Cultural Liaisons</p>	<p>Step 1. CPSA will audit Networks quarterly on their use of the Oral Sign Language and Interpretation Billing code -T1013 (GSA 3 & 5). Step 2. CPSA will audit Networks quarterly on their use of CyraCom (GSA 3 & 5). Step 3. CPSA will audit the Networks quarterly for compliance with the QML Monitoring Tool Standard 37 (GSA 3 & 5).</p>	<p>Measure 1. T1013 report to DBHS quarterly. Measure 2. CyraCom report to the Networks quarterly. Measure 3. All Networks will have reached a minimum 85% compliance with this standard as evidence by QML standard 37.</p>	<p>Audits will occur quarterly.</p>		
<p>Objective 8.4 Networks will demonstrate ability to use CyraCom and to have Spanish speakers available for phone calls.</p>	<p>CPSA Cultural Diversity Specialist, CPSA Customer Service Specialist</p>	<p>Step 1: CPSA will make Secret Shopper Calls annually in a variety of languages (GSA 3 & 5). Step 2: CPSA will require plans to address deficiencies found through calls (GSA 3 & 5).</p>	<p>Measure 1. Results of Secret Shopper calls</p>	<p>Calls will occur annually</p>		