

POLICY

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| CUMBERLAND COUNTY MENTAL HEALTH CENTER | Section No. 52 Page 1 of 1 |
| Subject: Cultural Sensitivity to Consumers Effective Date: Responsible Official: <u>Managed Care Director</u> Substance Abuse Education Supervisor | Supersedes: Section 52 Dated: February 3, 1999 |
| Approved by the Area Board _____ . Recorded in Area Board Minutes dated _____, Paragraph __, page _____. | |

1. It shall be the policy of the ~~Center~~ Area Program to respect and be responsive to the unique, culturally defined needs of the various consumer populations receiving services. The goals of this policy are to maintain a respectful service delivery environment free of offensive practices and conditions and to recognize each client's unique value, contributions, and potential as a consumer of ~~Center~~ Area Program services.
2. It shall be the policy of the Area Program that the criteria and selection process for qualified provider network shall be the primary means for developing and assuring that the array of services available to eligible clients is culturally diverse, competent to treat co-occurring disorders, skilled at providing one-stop comprehensive service settings, dedicated to delivering consumer-directed supports, and the providers are in compliance with the Federal Synar Amendment.
3. The Area Director shall develop procedures designed to implement this policy within all ~~Center~~ Area Program ~~programs and~~ services.