

**The County of San Bernardino
Department of Behavioral Health**

Cultural Competency Training Policy

Effective 06/07/10
Approved 06/07/10



Allan Rawland, Director

Policy It is the policy of the Department of Behavioral Health (DBH) to ensure staff receive ongoing cultural competency education and training as part of the DBH Cultural Competence Plan.

Purpose To ensure DBH staff at all levels and across all disciplines receive ongoing education and training in culturally and linguistically appropriate service delivery. Also, to implement a mechanism for ensuring DBH staff achieve ongoing cultural competency training.

Definition **Cultural Competence** is a set of congruent practice skill knowledge, behaviors, attitudes, and policies that come together in a system, agency, or among consumer providers, family members and professionals that enables that system, agency, or those professionals and consumers, and family member providers to work effectively in cross-cultural situations (adapted from Cross, et al., 1989; cited in the DMH Information Notice, 02-03).

Cultural Competency Training is any training that addresses cultural/linguistic topics. Training may occur in house via Essential Learning (EL) or through web-based programs. It may also be provided in the community by, for example, other agencies. Cultural Competency Training offering Continuing Education Units (CEUs) also meets this definition.

Responsibility DBH staff roles and responsibilities regarding Cultural Competency Training in culturally and linguistically appropriate service delivery are described in the following table.

Role	Responsibility
All DBH Staff	<ul style="list-style-type: none"> • Attend a minimum of two (2) hours of cultural competency training each calendar year • Provide the direct supervisor with a certificate of completion, as defined, upon completion of the training
Clinical Staff	Attend a minimum of four (4) hours of cultural competency training each calendar year.

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Cultural Competency Training Policy, Continued

Responsibility
(continued)

Role	Responsibility
Supervisors	<ul style="list-style-type: none"> • Ensure staff complete the required hours of training each calendar year • Ensure copies of certificates of completion, when available, are included in staff files. This does not apply to EL electronic files • Use the certificates of completion in the Work Performance Evaluation process
Workforce Education and Training (WET)	<ul style="list-style-type: none"> • Provide Essential Learning courses which meet the DBH Cultural Competence Plan requirements in sufficient quantity to aid staff in meeting total hour requirements each calendar year • Maintain electronic records accessible by staff supervisors and/or OCCES
DBH Office of Cultural Competence and Ethnic Services	<ul style="list-style-type: none"> • Work collaboratively with supervisors to: <ul style="list-style-type: none"> ○ Randomly audit certificates of completion to ensure compliance with training requirements ○ Randomly audit EL electronic records of cultural competency training • Provide staff with notices of web-based learning opportunities throughout the calendar year

References

California Code of Regulations Title 9, Chapter 11, Section 1830.225(a), (b)
 DMH Information Notice Number 02-03, Enclosure, page 21
 San Bernardino County Department of Behavioral Health Cultural Competency Plan, Phase II Consolidation (Update – March 2004), page 59
 Cultural and Linguistically Appropriate Services Standards, Standard No. 3