

**City and County of San Francisco
Department of Public Health – Behavioral Health Services**

2017-18 Annual Cultural Competence & Equity Report

I. Agency or Civil Service Site Information			
AGENCY /Civil Service Site			
Address (Street)			
Address (City)		Zip Code	
Person writing report & Title		Date Submitted	
Phone #		Email	
Below, please list all of the sub-programs of your agency:			

The goal of this year’s report is to review service access with emphasis on the use of external language resources and quality improvement for existing staff through documented training and having set standards. San Francisco Behavioral Health Services (BHS) constantly aims to measure the extent of its language capacity as a system of care. The Cultural Competence Tracking System does this for staff in the system, but in cases where a requested language is not covered by staff, there is limited information on which resources programs use in order to accommodate the clients’ needs. Gathering such information is of importance to BHS and has also been taken up by California Dept. of Health Care Services, where the Managed Care Final Rule has mandated the establishment of Network Adequacy standards (<http://www.dhcs.ca.gov/formsandpubs/Pages/NetworkAdequacy.aspx>). These standards require BHS to get a detailed understanding of what protocols and resources agencies/programs use to improve access to services for the community. BHS has developed this questionnaire to inquire about the resources being used and what steps have been taken to improve capacity & access over the course of **FY 2017-18**.

<p>1. What is the general practice for assisting consumers that speak languages your staff and/or program doesn’t have the capacity for?</p>

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2. What current procedure/system is in place to manage language capacity of the population you serve (i.e. needs assessments, hiring practices, etc.)?

3. Do you contract with a vendor offering interpretation services (in-person and/or telephone) such as Language Line? Please list them.

4. What system/procedure do you use to track the data on usage levels of these interpretation services from external vendors? Does your system account for the number of calls, the specific languages being requested and the total duration of call time per language?

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5. Do you contract with vendors specifically for the translation of written materials (i.e. posters, forms etc.)? Please list them.

6. What system is in place for determining the qualifications and language skill level of staff who are listed with multilingual status? Please also describe and include any trainings related to this matter.

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7. For fiscal year 2017-18, please list the trainings your staff has received that are specifically on cultural competence/humility. What system is used to document staff attendance/participation and number of training hours?

8. For FY 2017-18, please describe activities and developments of your Community Advisory Board.

This form will be due by September 30, 2018. Once completed, you can submit this document directly on the Cultural Competence Tracking System (Database) under the “File Upload” Tab on the Homepage or send it to the Cultural Competence Analyst. Please retain a copy for inclusion in the Business Office on Contract Compliance’s (BOCC) Administrative Binder, which is checked annually. For any questions, please contact Michael Rojas at 415-255-3426 (office phone) or michael.rojas@sfdph.org (email).