**Culturally and Linguistically Appropriate Services**

Principal Standard:   In its efforts to protect the rights of all consumer service recipients, HCI, and therefore the proposed program, is guided by the following principle: Each consumer shall have impartial access to treatment, regardless of race, religion, sex, ethnicity, age or handicap.   All consumers receive services based on clinical appropriateness and consumer preferences without regard to race, religion, national origin, age or gender.

1) Governance, Leadership and Work-force:  HCI facilitates stakeholder participation in the planning processes involved in the design and delivery of behavioral health, substance abuse and human development services. HCI actively seeks input from advisory councils, consumers, referral sources and state trade associations. Participation by these interested citizens, consumers, and professionals is valuable and worth consideration in service planning, delivery and evaluation. Divisions periodically survey its consumers, staff and other stakeholders. Survey results are reviewed with staff, leadership and the Board of Directors. Information obtained from stakeholders and surveys is used for program planning, performance improvement, strategic planning, organizational advocacy, financial planning and resource planning. It is HCI's policy that equal employment opportunities be available to all persons without regard to race, color, religion, sex (including pregnancy), national origin, age (40 or older), disability, sexual orientation, gender identity, genetic information, military service veteran status or any other category protected under state or local law. This policy applies to employees and applicants and to all phases of employment including but not limited to hiring, promotion, demotion, and treatment during employment, rates of pay or other forms of compensation, and termination of employment. HCI will take appropriate steps to provide reasonable accommodations upon request to qualified consumers with disabilities so long as doing so does not cause an undue hardship for HCI.  It is HCI’s policy that each employee complete required annual training in the following areas: Customer Relations, Person-Centered Planning, Cultural Diversity, Sexual Harassment/Discrimination Prevention, and Confidentiality & HIPAA for Health Care Professionals, Workplace Violence, and Corporate Compliance and Ethics for Paraprofessionals.

2) Communication and Language Assistance:  In accordance with Section 504 of the Rehabilitation Act of 1973, HCI affiliated programs and services afford otherwise qualified consumers the opportunity to receive services from qualified providers. Access to effective services may be assured by: Providing accommodations or readily available resources, having procedures in place for communicating with persons who are hearing and/or visually impaired, including ensuring that the Consumer Rights form is provided to the service recipient in an accessible format. To serve consumers with limited English proficiency, each program and/or service location maintains protocols for acquiring translators or interpreters, as appropriate. Community resources are used with consent by the consumer. Appropriate language interpretation is provided for the Consumer Rights form and the Consent for Evaluation and Treatment. If a language barrier exists and effective communication with the persons seeking services is not possible, the person is provided with the choice of another HCI location, service provider or resource that is accessible and receptive. All persons receive crisis stabilization if necessary.

3)  Engagement, Continuous Improvement, and Accountability:   HCI has established culturally and linguistically appropriate goals, policies and management accountability, and infuses them throughout the organizations’ planning and operations.  Ongoing assessments of HCI’s CLAS-related activities and integration of CLAS-related measures included in assessment measurement and continuous quality improvement activities.  HCI collects and maintains accurate and reliable demographic data to monitor and evaluate the impact of CLAS on health equity and outcomes and to inform service delivery.  HCI conducts  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 populations in the service area.  
**HCI p**artners with other organizations in the community to design, implement and evaluate policies, practices and services to ensure cultural and linguistic appropriateness.  HCI has created conflict and grievance resolution processes that are culturally and linguistically appropriate to identify, prevent and resolve conflicts or complaints.   **HCI will endeavor to c**ommunicate the its progress in implementing and sustaining CLAS to all stakeholders, constituents and the general public.