

The Right Door for Hope, Recovery, and Wellness

Chapter Title	Section #		Subject #
Recipient Rights	RR		992.1
Subject Title Cultural Competency	Adopted 8/10/01	Last Revised 11/27/2023	Reviewed 11/13/01; 3/30/10; 1/4/2017; 11/15/17; 7/30/21; 7/26/22; 7/25/23; 11/21/2023

PROCEDURE

Application

This procedure shall apply to The Right Door for Hope, Recovery, and Wellness

1.0 Procedure

- 1.1 The Right Door for Hope, Recovery, and Wellness shall offer cultural competency training to staff and contract providers on an ongoing basis as part of its training program.
 - 1.1.1 The Right Door for Hope, Recovery, and Wellness staff and contract providers shall participate in the Cultural Competency Training annually.
- 1.2 The Right Door for Hope, Recovery, and Wellness shall maintain a list of bi-lingual staff and community interpretation resources for reference regarding service delivery needs.
 - 1.2.1 The Right Door for Hope, Recovery, and Wellness shall provide language interpretation services at no cost to individuals needing assistance. With the inclusion of the contractual after-hours crisis service, language interpretation services are available 24 hours a day, seven days a week.
 - 1.2.2 "I speak" cards are available at the front desk to assist in determining an individual's language interpretation needs.
 - 1.2.3 The Right Door for Hope, Recovery, and Wellness shall seek to employ staff who are multi-lingual, primarily those who are bilingual in English and Spanish, and those knowledgeable of sign language.
 - 1.2.4 The Right Door for Hope, Recovery, and Wellness shall also maintain contractual providers of interpretation and translation services for use when needed.
 - 1.2.5 The Right Door for Hope, Recovery, and Wellness shall make available general agency informational and consumer orientation materials in both English and Spanish. Other written materials shall

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be translated upon request or as needed. Said written materials will be printed, as necessary, at a 6.9 grade reading level to ensure clarity and ease of understanding.

1.2.5.1 Provider Directories, enrollee handbooks, appeal and grievance notices, and denial and termination notices will be made available in prevalent non-English languages.

1.2.5.2 Consumers/Enrollees will be informed that any electronic information that is required to be provided is available in paper format for no charge. Paper information will be provided within 5 business days of the request. This will be tracked by the Recipient Rights Officer.

1.2.5.3 All print documents will be at least 12-point font and large print documents will be at least 18-point font.

- 1.3 If The Right Door for Hope, Recovery, and Wellness elects to not provide, reimburse for, or provide coverage of, a counseling or referral service based on objections to the service on moral or religious grounds, information regarding such will be provided to the PIHP as well as:
- 1.3.5 In writing to potential enrollees, before and during enrollment; and
 - 1.3.6 In writing to consumers/enrollees, within 90 days after adopting the policy with respect to any particular service, with the overriding rule to furnish the information 30 days before the policy effective date.

Kerry Possehn, Chief Executive Officer	Date		