

Hiawatha Behavioral Health
Cultural Competency and Diversity Plan
2025-2026

Consistent with the Mission Statement and Vision and Values of Hiawatha Behavioral Health, is actively committed to fostering diversity, inclusion, and cultural competency. Hiawatha Behavioral Health will provide the following to assure sensitivity, demonstrate accommodations and cultural competency in working with individuals from diverse cultural groups:

- Recognize that cultural issues are not limited to ethnicity considerations, but may also include religious, language, rituals, proximity preferences, sexuality, disability, rural or other issues;
- Value differences including cultural differences and recognize similarities among persons served, employees, volunteers, stakeholders, customers and vendors;
- Support an environment free of all forms of discrimination, including harassment - sexual, religious or cultural;
- Encourage recruitment of persons or family members served within our organization for employment, Board of Directors leadership, and service boards such as the Consumer Family Advocacy Panel (CFAP).
- Cultural preferences are assessed and included in the development of the annual assessment in preparation for treatment planning.
- All persons served will be treated fairly and with respect regardless of race, religion, gender, age, sexual preference or ability to pay.
- HBH will communicate with people in the most efficient way possible to accommodate the person's cultural needs. Language Line Services are available to help access and navigate.
- Information is collected on the cultural needs of persons served and the communities they live in and adequately addresses identified cultural needs.
- It is essential that all HBH employees and volunteers generate and maintain work environments in which persons served, employees, volunteers, stakeholders, customers and vendors are respected, valued and welcomed.
- All HBH employees and volunteers will foster environments that value cultural diversity and support the elimination of discrimination in the workplace.
- Develop a diverse workforce which reflects the community – understanding employees from diverse backgrounds can bring a different perspective to ideas and solutions.
- Conduct annual cultural diversity/competency training, including recovery, limited English proficiency, language line and use of the TDD/TTY teletypewriter line.
- Encourage a climate of cooperation in the work environments that promotes a positive attitude toward recovery and the provision of services.
- Collaborate with and support stakeholders and other agencies that are addressing diversity

Discrimination is a violation of state/federal civil rights laws, including Title VII of the Civil Rights Act, the Americans with Disabilities Act and the Age Discrimination in Employment Act. HBH is committed to providing:

- A workplace free from discrimination based on an individual's protected-class status of race, color, creed, religion, national origin, gender, age, disability, marital status, rural status, sexual orientation or public assistance status;
- A workplace free from harassment, including sexual, racial and cultural harassment;
- Affirmative action and equal employment opportunities in all phases of employment through recruitment, retention and advancement of culturally diverse and qualified people and utilization of job-related criteria in making employment decisions.

All persons served, employees, volunteers, stakeholders, customers and vendors of Hiawatha Behavioral Health are expected to treat each other with dignity and respect. If anyone believes that he/she is a target of behavior that violates this plan or is witness to such conduct, he/she has the right to follow the complaint procedures as outlined in HBH Sexual Harassment policy.

See attached Plan of Action:

Plan of Action 2025-2026

We continue to develop and improve our cultural competency and diversity plan. As we develop we assure the following are incorporated:

1. Assistance of professionals who have cultural expertise
2. Participation in cultural competency and diversity activities by all employees
3. Observation and implementation process
4. Follow-up activities that incorporate feedback and input from participants

As an organization we strive to raise the consciousness of culture and diversity by recognizing the need for ongoing training, dialogue, feedback and input from employees, persons served and stakeholders. It is important all employees are involved in making Hiawatha Behavioral Health a culturally aware and sensitive environment to all with whom we come into contact.

Cultural competency is the self-examination and in depth exploration of one's own cultural background. This involves the recognition of ones biases, prejudices and assumptions about persons who are different.

Goal 1: Provide cultural diversity training annually to build competency of employees

Action Step/Measures	Persons Responsible	Target Date
➤ All staff will train on cultural diversity and recovery in the Netsmart training module	➤ Management Team ➤ SMI Manager/Peer Supervisor	Ongoing – Must be completed prior to April 1 of each year.

Goal 2: Provide cultural diversity and integration of health information to employees, persons served and general public

Action Step/Measures	Persons Responsible	Target Date
➤ Recovery board implemented in lobby with information regarding Recovery monthly. ➤ Quarterly the board will include focus on both recovery and a variety of cultures including, but not limited to Native American, African American and Finnish cultures ➤ Advertise quarterly in all three counties regarding	➤ Certified Peer Supports ➤ SMI Manager/Peer Supervisor ➤ Office Supervisor	Ongoing – Recovery Board ➤ Jan 2026 – Setting Goals ➤ Feb 2026 – Stages of Change ➤ Mar 2026 – Apps we love ➤ April 2026 – Psychosis Awareness ➤ May 2026 – Benefits of work ➤ June 2026 – Dissociative Disorder Awareness ➤ July 2026 – Brain Health ➤ Aug 2026 –

programs, hotlines and services.		➤ Exercise Benefits ➤ Sept 2026 – Social Media and Mental Health ➤ Oct 2026 – Cognitive Disorders ➤ Nov 2026 – Spirituality and Mental Health ➤ Dec 2026 - Diabetes
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Goal 3: To develop culturally appropriate strategies and to de-stigmatize mental health for persons served.

Action Step/Measures	Persons Responsible	Target Date
➤ Participate in various health fairs and community information fairs in all three counties ➤ Provide at least three Mental Health First Aid classes. ➤ Collaborate with various community members to provide an event to promote awareness regarding mental health and other issues. Event includes pre and post media opportunities increasing awareness regarding Mental Health Month, Anti-Bullying, Character Building.	➤ Office Supervisor	➤ 1/9/2025 -MHFA for Sault Tribe ➤ 2/12/2025 – LSSU Nursing Fair ➤ 2/13/2025 – MHFA ➤ 2/20/2025 – MHFA ➤ 4/11/2025 – Teen Health Fair at Brimley Schools ➤ 7/23/2025 – MHFA for Sault Tribe ➤ 7/24/2025 – MHFA for Sault Tribe ➤ 8/8/2025 – Project Backpack in Chippewa and Mackinac Counties ➤ 8/15/2025 – MHFA for Sault Tribe ➤ 8/22/2025 – Bay Mills Recovery Event ➤ 9/25/2025 – Recovery Walk ➤ 12/2/2025 –

		LSSU Health Fair ➤ 2/3/2026 – LSSU for BMCC ➤ Expected March-June 2026 – 4 MHFA trainings for BMCC and Sault Tribe ➤ Expected April 2026 – Teen Health Fair ➤ Expected September 2026 – SPC Walk
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Goal 4: Promote cultural awareness and sensitivity through alternative activities for staff and contract providers.

Action Step/Measures	Persons Responsible	Target Date
➤ Conduct multi-cultural potluck and host an event with topics relevant to the service area. ➤ Disseminate information of cultural significance to staff relating to cultural theme of potluck ➤ Develop and disseminate survey on employee cultural understanding and biases. Survey completed by both employees, contract providers, stakeholders, and persons served. Evaluate and provide feedback of results.	➤ Employee Recognition Committee ➤ Consumer Family Advocacy Panel (CFAP), Customer Services and Management Team ➤ QI Team	Host potluck 2X per year ➤ Luncheon May 2025 ➤ Luncheon October 2025 ➤ Luncheon May 2026 ➤ Luncheon October 2026

Events by Category:

Anti-Stigma –

Recovery/Peer Support Board – ongoing

Youth/Mental Health First Aid trainings

Sault Area High School Health Fair – Expected April 2026

Suicide Prevention Coalition Walk – Expected September 2026

Member Services –

Recovery/Peer Support Board – ongoing

Signage regarding CEHR (portal) in lobby – ongoing

General Education/Awareness –

Staff training on cultural diversity – ongoing

Recovery/Peer Support Board – ongoing

Youth/Mental Health First Aid trainings – ongoing

Sault Area High School Health Fair – April 2025, expected April 2026.

Demographics:

Hiawatha Behavioral Health provides services to the citizens of Chippewa, Mackinac and Schoolcraft Counties in Michigan’s Upper Peninsula. The area is rural and the three counties have an estimated population of 56,242.¹

Race:²

Caucasian (alone) - Chippewa 70.5% Mackinac 74.0% Schoolcraft 86.2%

Native American (alone) - Chippewa 16.3% Mackinac 16.5% Schoolcraft 9.3%

African American (alone) - Chippewa 7.0% Mackinac 3.5% Schoolcraft 0.4%

Language (Other than English spoken at home):³

Chippewa 3.2% Mackinac 4.9% Schoolcraft 1.6%

Disability: Amount of individuals receiving SSI

Chippewa 854⁴ Mackinac 210⁵ Schoolcraft 227⁶

Income:⁷

Chippewa \$48,470 Mackinac \$49,984 Schoolcraft \$47,442

16.6% Chippewa, 14.8% Mackinac and 15.1% of Schoolcraft families live below the poverty level

Hiawatha Behavioral Health Demographics of persons served in Chippewa, Mackinac and Schoolcraft Counties:

Total Open Cases	852
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¹ <http://quickfacts.census.gov/qfd/states/26/26153.html>

² <http://quickfacts.census.gov/qfd/states/26/26153.html>

³ <http://quickfacts.census.gov/qfd/states/26/26153.html>

⁴ http://www.city-data.com/county/Chippewa_County-MI.html

⁵ http://www.city-data.com/county/Mackinac_County-MI.html

⁶ http://www.city-data.com/county/Schoolcraft_County-MI.html

⁷ <http://quickfacts.census.gov/qfd/states/26/26153.html>

Language			
English		842	99%
Sign Language		0	.0%
Blank		10	1%

Race			
American Indian or Alaskan Native		229	26.87%
Asian		3	.35%
Black or African American		19	2.23%
Native Hawaiian or other Pacific		3	.35%
Two or more		5	.58%
Some other race		2	.23%
Refused to provide		2	.23%
White		588	69.01%

Hispanic			
No		806	94.60%
Yes		28	3.28%
Unknown		17	1.99%

Summary:

Hiawatha Behavioral Health is committed to creating an environment beneficial for recovery from mental illness disorders for all who seek services. We are also committed to continuing our effort to educate our employees, stakeholders and community members regarding recovery, disabilities and various cultures. Through our experiences we not only learn a great deal about others but even more about ourselves.