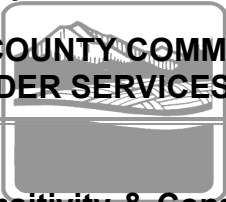


<b>Governing Body:</b>  <b>MARION COUNTY COMMUNITY AND PROVIDER SERVICES (CAPS)</b>	<b>Function:</b> <b>INTEGRATED DELIVERY SYSTEM (IDS) HANDBOOK</b>	
<b>Subject:</b> <b>Cultural Sensitivity &amp; Consumer Driven Services</b>	<b>Prepared By:</b> <b>CAPS</b>	<b>Original Date: 10/01/2007</b> <b>Revised Date: 01/01/2009</b>

**PURPOSE AND SIGNIFICANCE:**

Community and Provider Services objective is to ensure IDS agencies provide recovery based culturally specific, “Consumer Directed” and “Family Centered” services to OHP Members. CAPS’ goal is to increase the utilization to minority populations in Marion County and improve current relationships between the Member and the providing agency.

**PROCESS AND/OR PROCEDURE:**

As part of the bi-annual Reconciliation Audit process, CAPS will be conducting a *Visual Review Tool*. During this audit process, CAPS will review each IDS Provider’s physical environment and how they capture diverse ethnicities. This will include artwork and printed materials throughout the IDS agency. In addition, there will be questions specific to Cultural and Consumer Directed services in the chart audit process.

Community and Provider Services will be reviewing the following areas to see what is currently available within the IDS agencies:

- Consumer Directed services
- Consumer/family advocates involvement in the planning, implementation and evaluation services
- Cultural awareness and sensitivity
- Utilization of peer services in the Continuation of Care Plan.

Community and Provider Services will provide feedback and recommendations through the Reconciliation Audit as well as be available for technical assistance.

By keeping Culture and Consumer Driven services at the forefront, CAPS may be able to discover a way to encourage Members to engage and utilize services.