

CCS CULTURAL COMPETENCY AND DIVERSITY PLAN FOR CY 2019-2022

Community Care Solutions, Inc. under the direction of Executive Director Anice Butler, LCSW-BACS prepared the 2019 Plan. This document was presented and approved by the CCS Leadership on January 2, 2019, and the CCS Performance Improvement Committee on January 2, 2019. The CCS Client Rights Committee reviewed and approved January 2, 2019. The plan is reviewed at least annually and is updated as needed.

ORGANIZATIONAL VALUES

GOAL	INDICATORS	ACTIVITIES	TIMELINE	STATUS	PERSON(S) RESPONSIBLE
To enhance commitment to becoming a more culturally competent organization through leadership, staff investment and documentation efforts	Presence of overall investment in Cultural Competency inclusive of Culture, Age, Race, Veteran Status, Gender, Sexual Orientation, Spiritual beliefs, Socioeconomic status, language, and other factors, as relevant. CARF Standard 1.A.5.	All CCS staff complete documented Cultural Competence and Diversity Training	At New Employee Orientation & Annually CARF Standard 1.1.5.		Program Managers & Supervisors
		Provide regular communication about Cultural Competence/Diversity news, expectations, and events in Staff Newsletters and on the CCS internal SharePoint and external Website	Ongoing		Program Managers & Supervisors, Information and Education Coordinators
		Review of the Cultural Competency Plan	Annually		Anice Butler-LCSWBACS
		Regular Cultural Competence discussions, presentations, reports and activities at CSS Management and staff meetings	Ongoing		Thea Narkiewicz, MA
		Maintain organization's mission, values, and strategic business plan to reflect commitment to Cultural Competency & Diversity			CCS Leadership

			Ongoing		Team
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	Presence of Cultural Competency Principles and Practices reflected in agency's mission, values and strategic business plan	Program descriptions reflect commitment to Cultural Competency Identify a Cultural Competence executive "Champion" who has the authority to ensure implementation of the plan	Annually		Program Managers & Supervisors Thea Narkiewicz, MA

	Presence of an individual on the CCS Diversity Team/Committee	<p>Define and promote the role and reporting of Cultural Competence “Champion” for staff</p> <p>Include all staff in the development of the plan. Engage in Cultural Competence discussions, activities and goal setting in staff meetings</p> <p>Cultural & Environmental Competence Committee, CCS Client Rights Committee and CCS Leadership Team to review CCC plan</p> <p>Provide regular communication with leadership and staff about the plan, its expectations, and effectiveness</p> <p>Managers and Supervisors have accountability in their work plans and are measured on performance of plan implementation in their annual review</p>	<p>Completed</p> <p>Ongoing</p> <p>Annually Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>		<p>Joey Stevenson,MSW</p> <p>Program Managers & Supervisors</p> <p>Thea Narkiewicz,MA</p> <p>Thea Narkiewicz,MA</p> <p>Program Managers & Supervisors</p>
	Accountability by each manager for the success of the Cultural Competency Plan	Each CCS staff member has a performance measure on Cultural Competence in their annual review	Ongoing		Program Managers & Supervisors
Individual cultural differences are recognized	CTP formally address and document cultural variables inclusive of Culture, Age, Race	Cultural issues are routinely addressed in the consumer treatment plan, assessment	Treatment record review as needed		Program Managers & Supervisors

in Client's Treatment Profile (CTP)	Veteran Status, Gender, Sexual Orientation, Spiritual beliefs Socioeconomic status, and Language. CARF Standards 1.A.5. and 2.A.20.	and other service delivery episodes, with treatment amended as needed			
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GOVERNANCE

GOAL	INDICATORS	ACTIVITIES	TIMELINE	STATUS	PERSON(S) RESPONSIBLE
To enhance community partner and customer engagement and commitment through increased involvement and accountability	Communication tools consistently address Cultural Competence	Internal Communication: email, staff meetings, etc.	Ongoing		All Staff
		External Communication: Consumer Newsletter, public relations, community meetings, etc.	Ongoing		All Staff
	Plan for engagement of diverse community groups	Develop partnerships and involvement with various community groups and agencies that provide additional services and support to diverse populations.	Ongoing		CSS Leadership Team
		Establish a space on the CCS SharePoint web site to offer community links, resources on Cultural Competence and training/information.	Ongoing		Program Managers & Supervisors, Information and Education Coordinators

To create opportunities for consumer, staff, and community input	Process of consumer - community input in the development of Cultural Competence Plans, activities, and issues	Demonstrate evidence of input from diverse advisory groups into refinement of the Plan (CCS Client Rights Committee)	Quarterly at meetings		Thea Narkiewicz, MA
CCS has developed a plan to implement an Equity and Inclusion Initiative which aims to ensure that equal services are available for every resident and that valued employees view the CCS as a fair and equitable place to work	CCS worked with the Government Alliance on Race and Equity (GARE) to provide an employee survey designed to give an inside look at how each employee perceives equity.		3/16/2019/ Survey ended. Results will reviewed and analyzed by CCS leadership	.	CCS Leadership
To align program policies and procedures with culturally competent principle and practices	Program policies and procedures are regularly reviewed and revised to reflect awareness and importance of Cultural Competency	Review and assessment of current program policies and procedures. As policies and procedures are reviewed, they're examined for cultural competence content	Ongoing		CCS Leadership
GOAL	INDICATORS	ACTIVITIES	TIMELINE	STATUS	PERSON(S) RESPONSIBLE

To improve staff performance related to Cultural Competence	Review staff performance	Staff expected to attend trainings and classes and participate in various diversity events and are rated in their annual performance review	Ongoing		Program Managers & Supervisors
		Supervisors will encourage staff to attend trainings, classes and events and include this as needed on annual work plans	Ongoing		Program Managers & Supervisors
		Supervisors will coach staff on Cultural Competence and help manage cultural conflicts	Ongoing		

STAFF DEVELOPMENT

					Program Managers & Supervisors
To establish a Human Resources recruitment process	Develop a process for actively recruiting, hiring and maintaining diverse, bi/multilingual and cultural staff	Review and refine advertising approaches and recruitment locations	Ongoing		Erica Delaune Human Resources

<p>To ensure staffing is culturally reflective of the population served inclusive of leadership positions, management positions, direct service positions and support service positions. CARF Standard 1.A.5.</p>	<p>Monitor clinical populations and respective staff for demographic diversity</p> <p>Continuous monitoring of needs and recruitment to achieve diverse workforces to accomplish the appropriate and effective services of consumers</p>	<p>Continued review of Clinical Programs to target areas that need more culturally diverse staff</p> <p>Review job descriptions and innovatively adapt them as necessary to attract larger pools of candidates</p> <p>Review the protocol that includes cultural competence questions for interview candidates, new hires and at exit</p> <p>Human Resources training on culturally competent recruitment and interviewing</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>		<p>CCS Leadership Team</p> <p>CCS Leadership Team & HR</p> <p>CCS Leadership Team</p> <p>Human Resources</p>
<p>To continually improve and update the training content for Cultural Competency and Diversity CARF Standard 1.1.5.b.(4)</p>	<p>Evidence of a Cultural Competency training curriculum and training plan</p>	<p>Maintain a mandatory CCS training plan delineated by job title</p> <p>Annual Parish-wide Employee Climate Survey</p>	<p>Ongoing/ Staff Mandatory Training grid will be monitored for updates</p> <p>Ongoing</p>		<p>Thea Narkiewicz,MA</p> <p>CCS Leadership</p>
	<p>Assessment of effectiveness of Cultural</p>	<p>Documentation on how Cultural Competence training is integrated into overall staff training activities</p>	<p>Ongoing</p>		<p>Thea Narkiewicz,MA</p>
	<p>Competence training content</p>				

	Evidence of staff's awareness, input, and acceptance of Cultural Competency Plan	Provide a Cultural Competence overview in New Employee Orientation	Ongoing		Thea Narkiewicz,MA
	Dissemination of information on Cultural Competence staff training opportunities and policies and procedures	Provide information on alternative and informal Cultural Competence training opportunities for staff Provide Lunch & Learn trainings throughout the year, where cultural diversity/competency will be a topic at a minimum, once a year.	Ongoing Ongoing/ Trainings began in June 2019		Thea Narkiewicz,MA Erica Delaune HR
GOAL	INDICATORS	ACTIVITIES	TIMELINE	STATUS	PERSON(S) RESPONSIBLE
To enhance understanding of different communication needs and styles of diverse consumer populations	Develop a process for access to interpretation services and for informing consumers of their right to interpretation and translation services	Staff trained in use of interpreters Staff trained in consumer rights regarding interpretation service Revise the Consumer Rights Handbook include Cultural Competence and interpretation questions on Consumer Satisfaction Survey	Ongoing Ongoing As needed Ongoing		Program Managers & Supervisors Anice Butler,LCSWBACS Anice Butler,LCSWBACS Anice Butler,LCSWBACS

COMMUNICATION

	Presence of plan for culturally appropriate dissemination of written and other materials	In compliance with Title VI of the Civil Rights Act for translated materials	Ongoing		Anice Butler,LCSWBACS
To improve the avenues of communication within and between ethnically diverse consumers and communities	Participation in community outreach and education sessions highlighting mental health and addiction concerns for diverse consumer groups and communities	Outreach to underserved populations and determination of best ways to engage those potential consumers in services Develop relationships with diverse media groups (newspaper, television, and radio)	Ongoing As needed		Thea Narkiewicz,MA Thea Narkiewicz,MA
To improve communication with consumers whose populations have met LEP thresholds and have limited English proficiency CARF Standard 1.A.5	Translation of CCS forms into Spanish	Consent to Treatment, Release of Information, Consent for Billing, and other forms have been translated into Spanish; others added as needed, and completed ones revised as needed	As needed		Thea Narkiewicz,MA