

ELIZABETH RICHARDSON CENTER, INC

CULTURAL COMPETENCY and DIVERSITY PLAN

What is cultural competency?

ERC defines cultural competency as the process by which individuals and systems respond respectfully and effectively to people of all cultures, age, languages, socioeconomic status, races, ethnic backgrounds, abilities, spiritual beliefs, genders, sexual orientations and other diverse backgrounds in a manner that recognizes, affirms and values the worth of individuals, families and communities, while protecting and preserving the dignity of each.

What is diversity?

ERC defines diversity as “the mosaic of people who bring a variety of backgrounds, styles, perspectives, values, and beliefs as assets to the groups and organizations with which they interact”. Diversity also means recognizing the uniqueness of everyone and valuing the contribution that each of us can make.

How does ERC currently address cultural competency and diversity?

1. ERC is an equal opportunity employer and this statement can be located on ERC’s employee application as well as in the employee handbook.
2. ERC operates in accordance with the Title VI of the Civil Rights Act of 1964. Information about this Act can be located in the consumer handbooks.
3. ERC offers written materials in Spanish and alternate reading formats upon request.
4. ERC utilizes Spanish, Marshallese, and ASL interpreters as needed.
5. ERC’s employee handbook addresses dress code policies, holiday policies, and benefits which address culture and diversity.
6. ERC’s governance policies demonstrate a non-discrimination organizational philosophy.
7. ERC’s case management policies and procedures require that cultural preferences be addressed for each individual served and documented in social histories and Individual Program Plans.
8. ERC collects demographic information about persons served.

ERC’s Goal is to become a more culturally competent and diverse organization by:

1. **Fostering Cultural Competence**
2. **Building Community Partnerships**
3. **Collecting Diversity Data**
4. **Measuring Performance and Evaluate Results**
5. **Reflecting and Respecting Diversity**
6. **Ensuring Effective Communication and Language Access**

ERC's Cultural Competency and Diversity Action Plan

2017

Goal #1: Foster Cultural Competence					
Objective(s)	Action steps	Measures	Responsible Party	Target Date	Status Update
1. Provide cultural competency and diversity training to all staff.	a) Review client and staff demographic data to determine a cultural sensitivity training plan. b) Identify appropriate training materials. c) Incorporate cultural competency and diversity training in to NEO. d) Provide additional training opportunities over the next year. e) Provide training to the BOD.	- Demographics - Satisfaction surveys - Complaint reports - Exit interviews	a) Intake staff and HR b) CCO and Training Coordinator c) Training Coordinator d) CCO and Training Coordinator e) CCO	a) On-going b) On-going c) 6/2017 d) 12/2017 e) 12/2017	<ul style="list-style-type: none"> • CCO report to ED/BOD at least annually

Goal #2: Build Community Partnerships					
Objective(s)	Action steps	Measures	Responsible Party	Target Date	Status Update
1. Develop relationships with organizations that represent all cultures in NWA and beyond.	a) Identify organizations specifically servicing ethnic/cultural and other diverse groups. b) Contact identified organizations c) Develop calendar of events (cultural and diversity)	- Track contacts	a) CCO, Senior Team, Marketing Director b) See above c) Marketing Director		<ul style="list-style-type: none"> • CCO to report to ED/BOD at least annually
2. Increase participation in multi-cultural and diverse community groups by both employees and persons served.	a) Provide opportunities for staff and clients to interact with identified organizations as appropriate b) Address as community integration goals in Individual Program Plans.	- Track types and numbers of contacts by staff and clients	a) Program Managers b) Case Managers	a) 12/2017 b) 6/2018	<ul style="list-style-type: none"> • CCO to report to ED/BOD at least annually

Goal #3: Collect Diversity Data					
Objective(s)	Action steps	Measures	Responsible Party	Target Date	Status Update
1. Standardize cultural and diversity data collection utilizing current systems.	a) Determine what data is to be collected. b) Train staff regarding data input. c) Collect data	- Demographics reports - Census reports - HR reports (new hire) - Training reports	a) CCO and Director of Administration b) Program Directors c) CM, HR, CCO	a) 7/2017 b) 9/2017 c) On-going	• CCO to report to ED/BOD at least annually
2. Collect culture and diversity data on persons served, ERC employees and the local community.	a) Collect diversity data to include local, state and national trends. b) Report summary of data to Management Team.	- Breakdown of groups year to year (comparative analysis)	CCO	a) 10/2017 and on-going b) 12/2017	• CCO to report to ED/BOD at least annually

Goal #4: Measure Performance and Evaluate Results					
Objective(s)	Action steps	Measures	Responsible Party	Target Date	Status Update
1. Assess cultural competency.	a) Consult with similar organizations – assessment tool. b) Identify or develop self and organizational assessment tools. c) Complete self assessment baseline. d) Complete organizational assessment baseline.	- Assessment tools - Results of assessments	CCO	a) 10/2017 b) 1/2018 c) 5/2018 d) 7/2018	• CCO to report to ED/BOD at least annually
2. Improve staff sensitivity to various culturally diverse groups.	a) Complete self assessment. b) Complete organizational assessment. c) Revise Cultural Competency and Diversity Plan as indicated.	- Results of assessments	CCO	a) 5/2019 b) 7/2019 c) On-going	• CCO to report to ED/BOD at least annually

Goal #5: Reflect and Respect Diversity					
Objective(s)	Action steps	Measures	Responsible Party	Target Date	Status Update
1. Increase diversity of persons served, employees, leadership, governing body to better reflect diversity of the local communities.	a. Expand recruiting strategy to include culturally diverse groups. b. Develop marketing tools – Spanish, etc. c. Increase diversity in BOD	- Demographic reports - HR reports - BOD matrix	a. HR/Sr Team b. Marketing Director c. BOD	On-going	• CCO to report to ED/BOD at least annually

Goal #6: Ensure Effective Communication and Language Access					
Objective(s)	Action steps	Measures	Responsible Party	Target Date	Status Update
1. Identify potential interpreters for various language needs. 2. Comply with OCR new rule	a) Establish list of individuals who are willing to serve as interpreters for various language needs. b) Revise marketing material and brochures to comply with OCR new rule c) Update ERC website to include visually impaired software to listen and closed captioning for any videos.	- List of available interpreters established and updated/reaffirmed annually - Marketing material and brochures - Updated Website	a) PDs and HR b) Director of Admn c) Director of Admn	a) On-going b) 12/2017 c) 5/22018	<ul style="list-style-type: none"> CCO to report to ED/BOD at least annually

Training Resources: www.learnondemand.org