

Family Connections' Organizational **CULTURAL COMPETENCE PLAN**

FY 2021-22

Presented by:

The Cultural Competence Committee





A Message From Our CEO, Jacques Hryshko

Our Mission

statement begins with the truth that, “**Growth happens here every day.**” Family Connections is always striving towards excellence, in all we do. It is in that frame of mind that we look at the ever-evolving journey of cultural competence. By definition, it is a **journey of growth** that can never end, as **culture is dynamic**, continuously being shaped and expansive on levels we will certainly uncover again and again. So how do we truly achieve excellence in cultural competence?

Success is deeply rooted in our belief in learning from and **respecting diversity** and our steadfast **commitment to the journey towards cultural humility**. Our organization’s excellence is in knowing that every day that we serve—our communities, our partners and each other—we seek better understanding, practice empathy, lead the advocacy charge, and serve people right where they are with all of who they are, and honoring what is important to them.

Are there times we do not get it right? Of course. That is the nature of growth and of forward moving change. But we believe, with our Mission, Vision, Values, Personality, and steadfast commitment, that our success (that ever-evolving journey) is always right in front of us - as long as we continue to take a step forward.

Because our **heart is in our communities**, we wanted to share our commitment and our steps with those we serve. Our plan signifies our commitment and its progress signifies our growth. To truly serve our community, our organization must be accessible, not just in service, but in how we are structured - our strategic planning and operations. By welcoming the public to share in our process, we give them a voice for how they need to be served, and ultimately achieving true cultural competence.

So, we invite you to explore our commitments and our processes, share in our challenges and successes, and weigh in on how we can continue our journey of evolution.

Jacques Hryshko



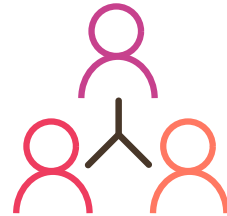
Executive Summary

At Family Connections, growth happens here every day. This includes aiming to continuously grow in our ability to connect to the communities in which we serve and one another. This connection can only begin when we ensure that cultural humility/inclusion is at the core of all we do.



Where We Are Now

- Agency Values
- Cultural Competence Committee
- Culturally and Linguistically Appropriate Services (CLAS)
- Who We Serve



Leadership Involvement

- Board Committee Creation
- Review Makeup of Leadership
- Assess Agency Demographics



Internal Cultural Competence

- Staff Training
- Inclusive Communication from Leadership
- Affinity Groups
- Staff Assessments and Feedback



External Cultural Competence

- Inclusive Communication from Leadership and Staff
- Interpretation Services
- Community Partners/ Referrals

**Principal / Governance,
Leadership,
Workforce Standards**

Goal 1: Ensure the Board's cultural competence regarding our community and client issues

Objective A: Board members participate in ongoing cultural competence education

Action step:

Board President CEO will define the vision and expectation related to cultural competence with action steps related to enhancing the education of Diversity.

Objective B: Board takes steps to reflect the diversity of the communities which FC serves

Action step:

Board will create cc plan, collect demographics of board and funders and create a recruitment plan to address gaps.

Objective C: Assessing organizational competence around unequal opportunity and racial inequities

Objective D: Develop a plan for best practices for documentation

- Collect information on community demographics that meets the needs of the community.
- Ascertain that staff members keep client demographic data up to date, as well recognize the culture of clients and employees.
- Create a resource library for staff to access the CCC plan and determine how to add preferred pronouns to DATIS work applications and other family relations documentation.

Goal 2: Build FC's internal and external equity and opportunity throughout agency

Objective A: Assessing internal organizational competence around unequal opportunities and racial inequities

- Utilize focus groups and assessment tools to identify gaps in staff and leadership representation, organizational cultural competence, equity in pay rate and promotions, achieving standards, and performance evaluation in all positions.

Objective B: Develop protocols based on assessment data

- Support promotion of diverse populations through a mentorship program and supports measures/policies to support diversity across agency.
- Establish/Embed/Integrate cultural competence into supervisions and enhance the promotion staff through the mentorship program.



Goal 3: To promote perspective and attitudes that acknowledge the value of, and commitment to, providing culturally competent services

Objective A: Cultural competence concepts and principles will be integrated into every aspect of the agency

- Develop cohesive plan and processes to ensure all communications, policies and procedures, strategic planning are culturally inclusive. Develop a conflict and grievance process regarding cultural inclusivity for staff.

Objective B: FC will maintain a CCC subcommittee of QIC with representation from all departments

- Agency leadership will maintain diverse membership on the CCC. Members serve as liaisons to bring information back to their teams. When not feasible for a team/department to participate in the committee, Program Managers will be enlisted to obtain team feedback on items as needed.
- Ensure that cultural competence continues to be a part of new hire orientation.
- Communicate work of CCC to QIC, all staff and Board.

Goal 4: Ensure that agency has resources required to deliver culturally competent services

Objective A: FC will have designated funding in the budget for CC activities, including training language access, recruitment and CEs

- Identify availability and/or sources of funding, develop and include estimates in annual budget planning.

Objective B: FC will have a mutually beneficial relationships with referral sources, community organizations and vendors to maximize resources and foster the highest quality of service provision

- Identify and gather program community connections from agency employees, evaluate strengths and weaknesses, and offer suggestions to the QIC. Apply the suggestions and track your development.

Objective C: FC staff will reflect the diversity of racial/ethnic/linguistic groups in the FC consumer population

- Check out the current distribution. Actively recruit culturally and linguistically diverse employees, according to the Director of Human Resources.
- Assess current distribution. Director of Human Resources, actively recruit cultural and linguistically diverse staff. (Posting job descriptions, holding job fairs, and working with leaders in community institutions).

Goal 5: Ensure that staff has the cultural competence-related knowledge, skills, and attitudes necessary to provide optimal services to consumers

Objective A: FC will provide staff with CEs for internal Cultural Competence trainings

Objective B: Agency will make CC related consultation available for staff

Objective C: Allow and encourage staff to practice caregiver affect management

- Actively support team through consultation, training, toolkits, and safe/brave spaces to support the practice of cultural inclusivity. Update the Agency Handbook and improve communication practices of leadership and create affinity groups based on staff needs.

Principal / Communication and Language Assistance Standards

Goal 1: To meet the needs of current and new populations via language/ communication medium

Objective A: Assessing organizational competence around linguistic capabilities for service access

- Assessing the use of telehealth and language assistance. Creation of subcommittee for formalizing procedures and creating a training around interpretation and translation.

Goal 2: Improve policies and procedures related to translation services

Objective A: CCC will ensure that all agency forms are correctly translated based on language needs of the community (English, Spanish, Creole, etc)

- Assess translation status of agency forms. Standardize and train staff on all translation procedures and access.

Goal 3: Improve policies and procedures related to interpretation services

Objective A: Utilize internal and external resources to meet interpretation services

- Require all interpreters to undergo certification or demonstrate linguistic competence. CC will identify the agency's current informal interpreters and procedures. CCC committees will work together to launch the Mental Health Interpreter and Certification program. Incentives will be provided to staff who complete interpreter training.

Principal / Engagement, Continuous Improvement and Accountability Standards

Goal 1: To incorporate equity and inclusion efforts into ongoing strategic planning

Objective A: For strategic planning, continue SWOT development via feedback from staff, community, and consumers

- Continue collaboration with Directors of Programs, executive team on strategic planning.

Goal 2: Prioritize and monitor staff morale regarding equity and opportunity

Objective A: Increase staff morale related to equity and opportunity

- Assess staff satisfaction survey ensuring it acknowledges diversity, equity, and inclusion. Address gaps in satisfaction survey as it relates to cultural competence.

Goal 3: To promote perspectives and attitudes among staff that acknowledge the value of and commitment to providing culturally competent services

Objective B: FC will maintain a subcommittee of QIC with representation from all departments and executive team

- CCC will report to QIC on a monthly basis, detailing progress on meeting action items outlined and to create a CC plan information session for teams to encourage them to think about their own work and assess the impact it has on clients' experiences.

Goal 4: Ensure that the agency has mechanisms/ processes for development, monitoring and evaluation of cultural competence related policies and activities that contribute to organizational cultural competence

Objective A: FC will maintain a current CC plan that is distributed to staff, consumers and Board

Objective B: FC will assess organizational and individual provider CC

Objective C: FC will regularly assess outcomes related to CC as part of the QI program

- Conduct CC assessment across agency. Review revise and implement CC plan and distribute to agency QI and board.

Objective D/E: FC's consumer satisfaction efforts will address cultural and linguistic competence. FC will evaluate all cultural competence—related trainings or activities for planning purposes

- CSS will be analyzed by race/ethnicity. Distribute and collect evaluations at each training and activity. Aggregate and analyze data for reporting and use data to inform best practices and decision-making.



**family
connections**

WHERE HOPE MEETS POSSIBILITY

