

CSS CULTURAL COMPETENCY and DIVERSITY PLAN FOR FY 19-20

The Performance Improvement Council under the direction of Chairperson Ginger Little prepared the 2019-2020 Plan. This document was presented and approved by the CSS Leadership on October 2, 2019 and the CSS Performance Improvement Council on October 24, 2019. The CSS Client Rights Committee reviewed and approved October 22, 2019.

ORGANIZATIONAL VALUES

GOAL	INDICATORS	ACTIVITIES	TIMELINE	STATUS	PERSON 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, Veteran Status, Gender, Sexual Orientation, Spiritual beliefs, Socioeconomic status, and Language. CARF Standard 1.A.5.	All SU 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 CSS internal SharePoint and external Website	Ongoing		Program Managers & Supervisors, Information and Education Coordinators
		Review of the Cultural Competency Plan	Annually		Ginger Little
		Regular Cultural Competence discussions, presentations, reports and activities at CSS Management and staff meetings	Ongoing		Stacy Lowry, Department Director; Program Managers
		Maintain organization's mission, values and strategic business plan to reflect commitment to Cultural Competency & Diversity	Ongoing		CSS Leadership Team
	Presence of Cultural Competency Principles and Practices reflected in agency's mission, values and strategic business plan	Program descriptions reflect commitment to Cultural Competency	Annually		Program Managers & Supervisors
		Identify a Cultural Competence executive "Champion" who has the	Completed		Stacy Lowry, Department

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GOAL	INDICATORS	ACTIVITIES	TIMELINE	STATUS	PERSON RESPONSIBLE
		authority to ensure implementation of the plan			Director is our Champion
	Presence of an individual on the County Corporate Diversity Team	Define and promote the role and reporting of Cultural Competence "Champion" for staff	Completed		Ronnie Devine
		Include all staff in the development of the plan. Engage in Cultural Competence discussions, activities and goal setting in staff meetings	Ongoing		Program Managers & Supervisors
		Cultural & Environmental Competence Committee, CSS Client Rights Committee and CSS Leadership Team to review CCC plan	Annually - ongoing		Stacy Lowry
		Provide regular communication with leadership and staff about the plan, its expectations, and effectiveness	Ongoing		Karen Pelletier
		Managers and Supervisors have accountability in their work plans and are measured on performance of plan implementation in their annual review	Ongoing		Program Managers & Supervisors
	Accountability by each manager for the success of the Cultural Competency Plan	Each SU staff member has a performance measure on Cultural Competence in their annual review	Ongoing		Program Managers & Supervisors
Individual cultural differences are recognized in Person Centered Profiles (PCP)	PCP's formally address and document cultural variables inclusive of Culture, Age, Veteran Status, Gender, Sexual Orientation, Spiritual beliefs Socioeconomic status, and Language. CARF Standards 1.A.5. and 2.A.20.	Cultural issues are routinely addressed in the consumer treatment plan, assessment and other service delivery episodes, with treatment amended as needed	Treatment Plan review as needed		Program Managers & Supervisors

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GOVERNANCE

GOAL	INDICATORS	ACTIVITIES	TIMELINE	STATUS	PERSON 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 CSS 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 (CSS Client Rights Committee)	Quarterly at meetings		Ginger Little
Mecklenburg County 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 County as a fair and equitable place to work,		The County 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	March 16, 2018	Survey ended. Results will be reviewed and analyzed by GARE and Mecklenburg County leadership.	County Manager's Office

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GOAL	INDICATORS	ACTIVITIES	TIMELINE	STATUS	PERSON RESPONSIBLE
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		CSS Leadership Team

STAFF DEVELOPMENT

GOAL	INDICATORS	ACTIVITIES	TIMELINE	STATUS	PERSON 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		Program Managers & Supervisors
To establish a Human Resources recruitment process	Develop a process for actively recruiting, hiring and maintaining diverse, bi/multi lingual and cultural staff	Review and refine advertising approaches and recruitment locations	Ongoing		County Human Resources; Program Managers
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.	Monitor clinical populations and respective staff for demographic diversity	Continued review of Clinical Programs to target areas that need more culturally diverse staff	Ongoing		CSS Leadership Team

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GOAL	INDICATORS	ACTIVITIES	TIMELINE	STATUS	PERSON RESPONSIBLE
	Continuous monitoring of needs and recruitment to achieve diverse workforces to accomplish the appropriate and effective services of consumers	Review job descriptions and innovatively adapt them as necessary to attract larger pools of candidates	Ongoing		CSS Leadership Team & County HR
		Review the protocol that includes cultural competence questions for interview candidates, new hires and at exit	Ongoing		CSS Leadership Team
		Human Resources training on culturally competent recruitment and interviewing	Ongoing		Human Resources
To continually improve and update the training content for Cultural Competency and Diversity CARF Standard 1.1.5.b.(4)	Evidence of a Cultural Competency training curriculum and training plan	Maintain a mandatory SU training plan delineated by job title	Ongoing	Staff Mandatory Training grid will be monitored for updates (CSS All MeckEDU under development)	Ginger Little/Rashida Hudson
		Annual County-wide Employee Climate Survey	Ongoing		CSS Leadership Team
	Assessment of effectiveness of Cultural Competence training content	Documentation on how Cultural Competence training is integrated into overall staff training activities	Ongoing		Ginger Little
	Evidence of staff's awareness, input, and acceptance of Cultural Competency Plan	Provide a Cultural Competence overview in New Employee Orientation	Ongoing		Rashida Hudson
	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	Ongoing		Program Managers & Supervisors
		Provide Lunch & Learn trainings throughout the year, where cultural diversity/competency will be a topic at a minimum, once a year.	Ongoing	Trainings began in June, 2017	Rashida Hudson

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COMMUNICATION

GOAL	INDICATORS	ACTIVITIES	TIMELINE	STATUS	PERSON 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	Ongoing		Program Managers & Supervisors
		Staff trained in consumer rights in regard to interpretation services and Title VI – LEP requirements	Ongoing		Ginger Little
		Revise the Consumer Rights Handbook	As needed		Ginger Little
		Include Cultural Competence and interpretation questions on Consumer Satisfaction Survey	Ongoing		Ginger Little
	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		Ginger Little
To improve the avenues of communication within and between ethnically diverse consumers and communities	Participation in community outreach and education sessions highlighting mental health concerns for diverse consumer groups and communities	Outreach to underserved populations and determination of best ways to engage those potential consumers in services	Ongoing		CSS Leadership Team
		Develop relationships with diverse media groups (newspaper, television, and radio)	As needed		County Public Information
To improve communication with consumers whose populations have met LEP thresholds and have limited English proficiency CARF Standard 1.A.5.	Translation of CSS 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		Program Managers & Supervisors