CDS Family & Behavioral Health Services, Inc.

Cultural Competency and Diversity Plan

FY 2009-2010 Report of Findings

Submitted to  
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| **GOAL** | **OBJECTIVES** | **MEASURE (S)** | PERSONS RESPONSIBLE | **TARGET DATE** | **FIDINGS** |
| --- | --- | --- | --- | --- | --- |
| 1. 1. To offer cultural competency/ cultural diversity training for all employees. | 1. a. Provide pre-service training to new employees regarding cultural competency/cultural diversity. | HR Specialist will provide all new employees with the F-HR-1059 Cultural Competency/Cultural Diversity Overview. | Human Resource Specialist | On-going | 1. a. During FY 2009-2010 32 new employees were provided cultural competency/cultural diversity as reported by HR Specialist. |
| 1. 2. Staff will develop a respectful, positive, helping, relationship that engages and empowers the persons served and improves the quality of services provided. | a. Provide annual in-service training to employees regarding cultural competency/cultural diversity.  b.Provide training on interviewing techniques that help the counselor understand and accommodate the role of language in the participant’s culture. | By the first quarter of the FY QAC will develop two CDS competency based Cultural Competency/ Cultural Diversity trainings.  By 9/30/09 QAC will develop and submit to the Florida Network a CDS Agency-Wide Training Plan to include Cultural Competency/ Cultural Diversity.  By the end of the second quarter of the FY the Data Manager will add the Cultural Competency/Cultural Diversity training to the intranet. | Quality Assurance Coordinator – Development  Quality Assurance Coordinator – Development  COO – Implementation  Data Manager | 09/30/2009  09/30/2009  12/31/2009 | 2. a.On 06/09, two competency based trainings were developed and added to the intranet training.  2. b. By 09/30/09 the Data Manager submitted the new Training Plan and the Training Grid, developed by QAC and COO as a required report to the Florida Networked.  2. a.b. Data Manager added the Cultural Competency/Cultural Diversity training to the intranet during the first quarter of the fiscal year. |
| By the end of the FY supervisors will make available the Cultural Competency/Cultural Diversity training to all current employees.  Beginning 1/2010 all supervisors will track training provided using Abra and  Human Resources Specialist will track training provided to Admin staff using Abra.  As measured in EMT/Program Meeting Notes. | CDS Regional Coordinators/ Supervisors  All CDS Staff  CDS Regional Coordinators/  Supervisors  HR Specialist | 06/30/2010  01/2010  06/30/2010 | 2. a.b. By 06/30/2010, Regional Coordinators/  Supervisors made staff aware of training available on the intranet.  2. a.b. By the end of the fourth quarter a management decision was made to scrap the Abra data system, because input from staff indicated data input was time consuming, the reports were not reliable and due to the expense to reprogram the system to make it meet CDS needs. |
| 1. 3. To develop a greater understanding of the culture of the runaway population we serve. | 1. a. Review in-service training materials regarding the specific cultural characteristics of the runaway population. 2. b. If recommended by the QAC. Review the agency data on runaways and screen the runaway prevention curriculum Lets Talk with CINS/FINS Program/Regional Coordinators/ Supervisors. | Review the run-away prevention curriculum – Lets Talk.  If appropriate review during a CINS/FINS committee meeting. | Quality Assurance Coordinator  Regional Coordinator/Supervisor | 12/31/2009  3/31/2010 | 3. a. Not completed, do to other priorities, and add to the next plan.  3. b. See above. |
| 1. 4. To improve employee’s awareness of resources available related to cultural diversity and competency. | 1. a. Identify, obtain, review, and disseminate articles and other materials related to cultural diversity and competency through consultation with community groups representing diverse cultures. | Add a section of materials in our resource library related to cultural diversity and competence.  Distribute information via newsletter, staff meetings and staff activities. | Quality Assurance Coordinator/  Prevention Coordinator  COO. | 12/09 | 4. a.Purchased DVD training on cultural competency counseling series. DVDs maintained in Drug Free Communities Regional Coordinator’s office.  Distributed information about the materials during the second quarter at an EMT meeting, when the Training Plan and Grid are distributed. |
| 1. 5. Enhance resource library to include cultural competency training materials. | 1. a. Review available resources and obtain targeted materials. | Resource Library will contain a wide variety of cultural competency materials. | Quality Assurance Coordinator  EMT | On-going | 5.a.QAC shares links to EMT regarding cultural competency/  diversity materials, training and educational ideas. |
| 1. 6. Increase from zero to one the number of bi-lingual (Spanish speaking) counselors in Alachua County. | 1. a. Increase recruiting efforts toward bi-lingual counselors. | Increase the number of bi-lingual counselors | Program Coordinator | 06/30/2010 | 6. a. A master level intern worked in the Gainesville location, later becoming an Ameri-Corp employee/volunteer. |
| 1. 7. Review Board demographics to ensure diversity is maintained and recruit members as appropriate. | 1. a. Request assistance from current board members, stakeholders and other community organizations. | Align characteristics of the board in a manner representative to participants served and the community at large. Review Civil Rights Compliance Checklist. | Board President/CEO  Board Personnel Committee | Fourth quarter of 2010 | 7. a. Reviewed Civil Rights Compliance Checklist dated 04/23/09 and 03/31/10 to compare the Governing Board’s makeup. Decreased from 17 members to 15. Increased from 78% white to 80% and decreased from 24% black to 20%. Decreased from 29% females to 27% and increased from 71% to 73% males. Continue this goal on the next FY plan. Extra effort should be made to recruit more females on to the board to represent the general population of the area served. |