



Camden County Senate Bill 40 Board
dba Camden County Development Disability Resources
(CCDDR)

Cultural Competency Plan

(September 2014)

CCDDR will support individuals served with supports/services that are effective, culturally appropriate, fully understandable by the individual served, and respectful of the individual's cultural beliefs.

We at CCDDR understand that cultural competency, on an individual level, evolves through changes in behaviors, attitudes, knowledge, and skills. On an organizational level, this evolves through changes in policy, development of structure, and providing education to staff and leadership. CCDDR recognizes that the incorporation of these two levels into a cultural competency plan for CCDDR is needed to provide quality supports/services to the individuals we serve and to also honor staff diversity.

CCDDR defines cultural competency as follows:

- Cultural competency is a set of congruent behaviors, attitudes, and policies that enables effective work in cross-cultural situations. 'Culture' refers to integrated patterns of human behavior that include the language, thoughts, communications, actions, customs, beliefs, values, and institutions of racial, ethnic, religious, or social groups. 'Competence' implies having the capacity to function effectively as an individual and an organization within the context of cultural beliefs, behaviors, and needs present by individuals served and their families and communities.
- Cultural competence includes attaining the knowledge, skills, and attitudes to enable leadership and staff to provide effective care for diverse populations. Maintenance and/or growth are more likely to occur where systems, supports/services, and staff utilize

knowledge and skills that are culturally competent and compatible with the backgrounds of those individuals being served, their families, and the community. Cultural competence acknowledges and incorporates these variables into the ongoing assessment process which culminates with the support/service plan implemented.

- For CCDDR, communication competence is our ability as an agency to communicate effectively, and convey information in a manner that is easily understood by diverse individuals being served and other stakeholders which may include addressing the needs of those with limited English proficiency, a variety of intellectual and developmental disabilities, or other presenting issues such as limited vision or hearing.

CCDDR's plan is based on recognized standards and includes:

- A. Assurance that individuals served receive from all staff effective, understandable, and respectful care that is provided in a manner compatible with their cultural beliefs and practices and preferred method of communication.
 1. CCDDR will take steps to protect the future health of those served by incorporating health promotion, disease prevention, and wellness interventions, where appropriate.
 2. CCDDR's goals and programming supports/services will focus on the ability of each individual to fully comprehend questions, instructions, and explanations from staff, as their ability presents. Fundamentally, to be understandable the concepts must "make sense" in the cultural framework of the client.
 3. CCDDR is committed to taking into consideration the values, preferences, and expressed needs of the individual and/or their family to help create an environment in which those from diverse backgrounds feel comfortable discussing their specific needs with any member of the staff.
- B. Providing to individuals served and their guardians both verbal and written rights information in a method they can easily understand;
- C. Making available easily understood materials and signage in a method that addresses the needs of the individuals served and/or other stakeholders;
- D. Implementing a strategy to recruit, retain, and promote at all levels a diverse staff and leadership that represents the demographic characteristics of the support/service area and individuals served;
- E. Ensuring that staff at all levels and across all disciplines receive ongoing education in culturally appropriate support/service implementation;
- F. Committing to a process to develop, implement, and promote a written strategic plan that outlines clear goals, policies, operational plans, and management accountability/oversight mechanisms to address culturally appropriate supports/services, as appropriate;
- G. Ensuring that data on each individual's race, ethnicity, and spoken/written/sign language are correctly detailed in chart documentation;
- H. Maintaining current demographic and cultural data of the individuals served to accurately plan for supports/services that respond to the cultural characteristics of each individual;
- I. Ensuring that conflict and grievance resolution processes are culturally sensitive and capable of identifying, preventing, and resolving cross-cultural conflicts of complaints by individuals served and families.
- J. Recognizing that staff diversity also needs to be honored and ensuring that equal employment opportunities are strictly adhered to in hiring, placement, and subsequent changes in employment status.

The overall aim of this Plan is to foster culturally competent staff and therefore quality supports/services for individuals by:

- Recognizing and honoring diversity in all forms;
- Assessing cultural competency at all organizational levels;
- Offering immediate access to culturally appropriate supports/services for those served; and by
- Offering continuous, comprehensive cultural competency/diversity education and training for staff.

CCDDR's overall strategy will be the following continuous looping sequence:

- (1) Evaluate how well we are meeting the needs of the culturally diverse populations we serve and the needs of staff and leadership,
- (2) Plan the necessary steps and interventions needed to address any deficiencies noted and to build on the strengths identified,
- (3) Implement the plans developed, and
- (4) Evaluate effects of the implementation

To confront the problem of the disparities and barriers to support/service that exist across the many different aspects of "culture", including, language, ethnicity/race, religion, sexual orientation, gender identity and expression, socioeconomic status, age, and differing abilities, this Cultural Competency Plan has been developed and defines our expectations with respect to providing culturally proficient supports/services and employment practices.

The following represents CCDDR's commitment, on at minimum an annual basis, to include in this plan and our strategic planning process:

- A. The development of specific goals needed to address cultural competency;
- B. Specific actions to meet these goals;
- C. A time frame to meet these goals;
- D. An update process to measure the extent to which we have met these goals.

CCDDR's goals are:

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| Goal: | Ensure each Support/Service Plan and assessment used clearly spells out accurate cultural information and any needs or areas to be addressed. |
| Action: | Before each Annual Plan Conference is held, the Support Coordinator will thoroughly review each Support/Service Plan and assessment for accuracy and any missing information. Additionally, the Support Coordinator should identify any needs to be addressed during the conference for appropriate support/service planning. |
| Timeframe: | For each individual, completion of their assessments, Support/Service Plan narrative and goals implemented out of the Annual Plan Conference. Success will be noted upon both guardian and/or individual approval of the final Support/Service Plan. |
| Goal: | On an annual basis, update the characteristics of individuals served on an organizational basis for strategic planning purposes. |
| Action: | Update this document as needed in preparation of each Strategic Plan period. |
| Timeframe: | Review each year |

- Goal: Provide access to a web-based or CD-based employee training session on cultural competency that can be done at staff's own timing.
- Action: Research this as time allows.
- Timeframe: Documentation in each staff's training file by the end of each Fiscal Year and showing they have fulfilled a training session in some area of cultural competency.

We are committed to using this Cultural Competency Plan as a tool to lay a foundation for building, learning, and updating future year goals to fully focus on culture for all stakeholder groups, including, but not limited to, individuals served, their families, and staff.