



CULTURAL COMPETENCY AND DIVERSITY PLAN

A. Purpose

Assisted Independence, LLC. embraces cultural competency as a combination of behaviors, attitudes, policies, values, and principles that enable us to interact effectively with people of different cultures. Assisted Independence, LLC.'s Cultural Competency and Diversity Plan is meant to increase the agency's awareness of, respect for, and attention to the diversity of the people with who it interacts with. In addition, it also meant to assist in increasing its ability to enable the staff members to work more effectively cross culturally by understanding, appreciating, and respecting differences and similarities in beliefs, values, and practices with and between cultures.

The plan is intended to address persons served, employees, other stakeholders and is based on the following areas: culture, age, gender, sexual orientation, spiritual beliefs, socioeconomic status, and language.

B. Overview

Assisted Independence, LLC. seeks to improve the quality of life for all staff members, persons served, families, and organizations that come into contact with our agency. We expect to achieve our goal by educating and training our staff on the dynamics of the culturally diverse communities we serve. Through this commitment, we will enhance our awareness, compassion, and ability, to interact with others who are different than ourselves with dignity, respect, patience, and understanding.

Embracing diversity in the workplace makes for better creativity, acceptance, tolerance, and innovation. It also broadens the range of knowledge, skills, and abilities, of our employees. Better program decisions can be made based on culturally diverse perspectives. As an agency, our focus on cultural competency and diversity will enable us to improve our ability to provide culturally sensitive services to the individuals we serve.

C. Definitions

Assisted Independence, LLC. defines "cultural competency" as:

- 1) A set of values and principles, which are reflected within the behaviors, attitudes, policies, and

- structures of Assisted Independence, LLC.'s agency and staff to result in appropriate and effective services for all;
- 2) The capacity to value diversity, conduct self-assessment, manage the dynamics of difference, acquire and institutionalize cultural knowledge, and adapt to diversity and the cultural contexts of the communities served;
 - 3) Integration of the above in all aspects of policy making, administration, practice, service delivery, and systematic involvement of consumers and families as appropriate, key stakeholders, and communities.

“Cultural” refers to integrated patterns of human customs, beliefs, & values about life that are widely shared among the members.

“Competency” implies having the capacity to function effectively as an individual and as an organization within the context of the cultural beliefs, behaviors, and needs presented by children, youth, and families and their communities.

D. Plan of Action

As Assisted Independence, LLC. continues to develop and improve its Cultural Competency Plan, we make sure that the following are always incorporated:

- 1) Assistance of professionals who have cultural expertise,
- 2) An observation and implementation process, and
- 3) Follow-up activities that incorporate feedback and input from participants.

The goals of this Cultural Diversity Plan are to raise the consciousness of the organization regarding culture and diversity by recognizing the need for ongoing training, dialogue, feedback, and input from all employees. It is important that all team members, new and current, are involved in the process of making Assisted Independence, LLC. a culturally aware and sensitive environment to all with whom we come into contact.

As a team, we are committed to creating an environment conducive of quality services to be provided to our clients. We affirm our commitment by making the organization a “hands on” learning experience. Through this experience, we learn a great deal about others and more importantly, we learn even more about ourselves.

E. Culture as a Process

Assisted Independence, LLC. believes that cultural competency is a process - not an end point. As people become increasingly aware of the cultures in our environment, their services will be tailored in way that do

not require processes and planning. The following is a list of activities Assisted Independence, LLC. uses to enhance cultural competency:

- 1) Provide a framework for employees to learn concepts and characteristics of culture.
 - a. Timeline: Employees will be trained at orientation and provided additional training a minimum of once every years.
- 2) Include cultural data in the Business Plan.
 - a. Timeline: January 2018, then annually thereafter
- 3) Advocate for cultural competence in the broader community.
 - a. Timeline: Ongoing
- 4) Strive for staff composition that reflects the demographics of our community.
 - a. Timeline: Review annually and include as part of the Business Plan.
- 5) Designate a staff person with the overall responsibility for cultural competence. Consider an advisory committee to oversee cultural competence initiatives.
 - a. Timeline: January 2018; to be re-considered annually
- 6) Annually report on cultural competence performance measures and outcomes.
 - a. Timeline: January 2018; once per year thereafter
- 7) Develop resources specifically designed for cultural competence training and periodically review/update these resources to ensure their relevance for culture specific programs and services.
 - a. Timeline: Develop by January 2018, then review every year. In July of 2025, the State of Indiana's Division of Disability and Rehabilitative Services (DDRS) mandated Home and Community Support Professionals (HCSP's) complete online training annually through the state's created training modules, which includes Cultural Competency and Diversity.