

YCS Cultural Competency and Diversity Strategic Plan- Working Revision Draft 11-28-16

I. Agency Demographics Data

Activity	Actions(s)	Responsible Person(s)	Tangibles or Outcomes	Project Comp Date	Actual Completion Date
a. Identification of Demographics Composition of service area	Gather demographic data for YCS services provided throughout NJ	Michael Siman, Director/ Research Dept.	Data submitted Compiled data document	Extended to 9/1/16 1/31/2017	9/14/16 (awaiting data document)
b. Identification of Demographic Composition of person served	Gather demographic data for all YCS consumers- Collect: perceived culture, orientation/gender status, spiritual beliefs, etc., in future if legally possible	Research Dept. + Erin McCloskey/EVOLV Proj Mgr	Data report	5/12/16	9/2016 2015 data submitted (currently missing CMHC data never transferred to EVOLV)
c. Identification of Demographic (and Cultural) composition of staff	Gather demographic data for YCS staff Proposed Anonymous Checklist Survey: perceived culture, orientation/gender status, spiritual beliefs, etc.	Sydney Williams, Manager/HR; Michael Siman, Director/ Research Dept. Rhonda Wise, Trainer/Chair	Data report	Extended to 9/1/16	9/2016
d. Comparison of demographic composition of staff with service area and consumer demographics	Compare demographic data of staff with service area and consumer demographics	Michael Siman, Dir / Research Dept.	Comparison report (as attachment to Strategic Plan)	10/1/16 Extended to 1/31/2017	(awaiting data comparison document)

II. Policies and Procedures

a. Organization has a board, advisory committee or a policy making group that is proportionally representative of the staff, consumers and community	Committee extended invitation to consumers and direct care staff to represent consumer interests (at 3/17/16 meeting)	Yvonne Montemurro, AVP Training/HR, Rhonda Wise/Trainer, Aileen Torres/A Dir HMS, Diane Squadron/Dir HMS	VP- 2; AVP-1; Dir- 3; Associate Director- 3; Clinician- 2; Manager- 1; Coordinator- 2; Trainer-1; Supervisor- 1; Resident- 2	New members by 7/1/16 Actively recruiting	1 st Board mtg 7/30/13 Expansion Ongoing (DD reps expected in Fall 2016)
b. Organization has a board, advisory committee or a policy making group that includes representation of the staff, consumers and stakeholders to address consumers' sexual health rights & policies	Created: Touch & Intimate Relationships Workgroup and extended invitation to staff and consumers with capacity to represent consumer interests	Carrie Conger, Dir of Service Intergration & Synergy Rhonda Wise/Trainer	VP- 1; Associate VP- 1; Director- 3; BCaBA- 1; Manager- 1; Trainer- 1; Resident- recruiting	1 st formal meeting 4/14/16	Ongoing (initially monthly)
c. Policies and procedures to address client confidentiality, rights and grievances.	Conduct reviews of YCS Policy and Procedure	Jaime Fox, Associate Director /Research Dept	List of relevant policies and procedures that can be found on YCSeonline	7/1/16	Ongoing as needed; most recent submission 9-13-16
d. Documents and policies are culturally competently communicated orally and/or in written form to consumers and families	Provide documents and policies that satisfy the linguistic needs of the consumer and families	Jaime Fox, Associate Director /Research Dept	Copy or list of all relevant documents and policies i.e., NFP forms, school parent handbooks	To be gathered by 7/1/16	Ongoing as needed; awaiting most recent submissions from sites/programs

III. Services/Programs—Communication and Other Supports

Activity	Actions(s)	Responsible Person(s)	Tangibles or Outcomes	Project Comp Date	Actual Completion Date
a. Arrange for the provision of materials and services in the Language(s) of limited English speaking clients	Employ the use of materials that are representative of clients language needs. Employ staff that speaks the language of the client population.	Jaime Fox, Associate Director/ Research Dept + Human Resources	Copy or list of available or previously used materials and services	To be gathered by 9/1/16	As needed; awaiting current departmental submissions
b. Arrange for the provision of sex respect and sexual decision-making training, materials and/or services for consumers appropriate to their age, capacity, guardianship and need	Employ the use of materials that are representative of clients maturational and skill needs. Train staff to be appropriately responsive and respectful of consumer sexual health needs.	Carrie Conger, Dir of Service Intergration & Synergy/Workgroup Chair + Touch and Intimate Relationship Workgroup Rhonda Wise, Training Dept	Policies, best practices, materials and services for adult DD population of other industry agencies currently being reviewed Facilitate workshops at schools, program sites and during Youth Summer Training Institute	Initial information gathered by 8/1/16 As requested since 2013	As needed; workgroup temporarily on hold due to other leadership responsibilities As needed/ requested
c. Medical records state ethnicity and the preferred language of service recipients	Records being adapted to state the preferred language of service recipients.	Dr. Sharon Mason-Bell/ Medical Dept. + Erin McCloskey/EVOLV Proj Mgr	Now mandated in EVOLV; will previously entered consumers be captured?	Data in EVOLV by 9/1/16	Ongoing
d. Forms that consumers sign are in their preferred language	Attempt to have forms in the preferred language of the client.	Jaime Fox, Asst Dir/ Research Dept	Check w/ Flores & McGuffin’s Intake Coordinators for examples of forms in Spanish	Ongoing (Awaiting list or examples)	As needed Currently in Spanish
e. Persons answering telephones, during and after-hours, able to communicate with limited English speakers	Identify appropriate individual(s) in programs that can communicate with limited English speakers	Program Administrators + Rhonda Wise/CCD Chair	List of languages spoken by relevant staff (including American Sign Language)	Initial list by 8/31/16	Ongoing as needed; process not formalized
f. Agency provides information re: programs, policies, covered services in the primary language(s) of consumers and families	Identify translators to provide information about YCS services in clients and families primary language	Jaime Fox, Asst Dir/YCS Research Dept	What evidence can be provided for this??	As needed	As needed Currently in Spanish
g. Signs regarding language assistance posted in key locations	Post signs in waiting areas	Division VPs/Program Administrators	List of sign locations or written confirmation from sites/departments	Confirm by 8/1/16	Ongoing monitoring

IV. Services/Programs-Treatment Services & Planning

Activity	Actions(s)	Responsible Person(s)	Tangibles or Outcomes	Project Comp Date	Actual Completion Date
a. Program considers the consumer’s language in the treatment planning (assessment of needs, diagnosis, care plan, interventions, discharge planning)	Language is considered during the referral process	Case manager + Clinician	Treatment plan (indicates language considerations other than English)	As needed	Ongoing
b. Involve consumers and families in treatment and discharge planning	Treatment conferencing, family sessions	Clinician	Treatment plan (indicates inclusion of consumer and family in planning)	Ongoing through treatment process	Ongoing through treatment process
c. Identify community resources that can exchange information/services with staff	Network and attend community outreach event	Program Administrator + Supervisory Staff	List from sites/ programs of community events attended	Initiation expected 1/2017	Ongoing, quarterly
d. Identify and utilize natural supports for purposes of integrating the individual into the community	Identify approved natural supports; have natural supports attend discharge planning meetings	Case Manager + Clinician	Treatment plan (indicates inclusion of natural supports)	Individualized- Identified by treatment team	Ongoing

V. Human Resources

a. Principles of cultural competence included in staff orientation and on-going training programs	Bi-weekly cultural competency training during staff orientation and monthly cultural trainings for on-going staff during YCS Training Day	Training Dept: Mike Baguidy Patrick McBride Aishah Cooke Rhonda Wise Ben Petraitis	Cultural Competency; Gateways to Inclusion; Me 1 st ; LEAD DDD Pre-Service; HIV/ Sexuality; Workplace Harassment; Behavior Management; Customer Service	Since 2003 Training added/ updated annually Workplace Harassment Post test updated; approved 9/2016	Ongoing
b. Utilize other programs or organizations that specialize in serving persons with diverse cultural and linguistic backgrounds as resource for staff education	Consultants, UMDNJ Boggs Institute, Green Chimneys, DCF, Essex County College, Others??	Yvonne Montemurro, AVP Training/HR	Scheduled as requested	2001	Ongoing as needed
c. Maximize recruitment and retention efforts of staff who reflect the cultural and linguistic diversity of populations needing services	HR recruiting team to engage staff reflecting populations served based on the specified YCS program needs. Staff receives ongoing cultural training.	Recruiting Team/Human Resources	Review and direct uploaded resumes appropriately; recruit at college, community and State Career Fairs	On-going/ as needed	Ongoing as needed
d. Staff’s training needs in cultural competence assessed, based on staff feedback regarding agency’s demonstration of competency	All staff receive ongoing cultural competency training that satisfies CE requirements; w/training evaluations. Anonymous survey designed for staff-agency assessment	Yvonne Montemurro, AVP Training/HR + AVPs of Clinical Services; CCDAC Chair; Director of Research	Developed; received CCQI Committee approval 6-3-2016	Dissemination began 6-20-16	Baseline data tabulation completed 10-2016; sample size ≥ 450

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e. Staff attended training programs on cultural competence in the past two years	Non- clinical staff receive cultural competency training during orientation, and are required annually to attend additional training on the anniversary of their hire date.	Yvonne Montemurro, AVP Training/HR	Relias and Taleo employee training reports	On-going annually	ALL staff mandated annually for Cultural Competency and other relevant training

VII. Quality Monitoring & Improvement

a. Quality improvement plan addresses cultural and language needs	Annual staff/client/parent satisfaction surveys <u>plus</u> Anonymous survey for staff- agency assessment of cultural competency	Michael Siman, Dir., Megan Pfau, Coor/Research Dept Yvonne Montemurro, AVP Training/HR + AVPs of Clinical Services; CCDAC Chair; Director of Research	Annual staff satisfaction survey updated/ disseminated Spring 2016 Anonymous survey for staff- agency assessment of cultural competency created Spring 2016	Plan TBD based on survey feedback; Ongoing bi-annually CC suggestions/ input for plan expected Spring 2017	Next plan submission- Spring 2017?
b. Quality improvement monitor, survey its utilization patterns, drop-out rates, etc. in term of culture and language	Conduct annual client/parent satisfaction surveys-review and improve Exit interviews???	Michael Siman, Dir., Megan Pfau, Coor/Research Dept	What report captures this information?	On-going annually Last one??	-- Annually
c. Consumers/families asked if language and culture are barriers to receiving appropriate services in the agency	Conduct annual client/parent satisfaction surveys-review and improve	Michael Siman, Dir., Megan Pfau, Coor/Research Dept	Last update? Improvements? What report captures this info?	On-going annually Last one??	-- Annually
d. Consumer satisfaction surveys available in different languages as per demographic data	Consumer satisfaction surveys available in multiple languages. Clinical staff available to assist clients whose language is unavailable on the survey.	Michael Siman, Dir/ Research Dept./Clinical Staff	Old version in Spanish	On-going annually	-- As needed
e. Agency maintains copies of minutes, recommendations, and accomplishments of its multicultural advisory committee	Minutes kept and disseminated for advisory committee meetings.	CCDAC Chair; responsibility can rotate	Notebook w/agendas and minutes	On-going since 10-2011	-- Ongoing
f. Process to continually monitor, evaluate, and reward the cultural competence of staff	Staff members complete training evaluations for all cultural training they attend; and staff receive a certificate of completion for attendance.	Yvonne Montemurro, AVP Training/HR; Ebony Washington, Clerk	Certificate copies scanned into electronic training files	On-going annually	Ongoing
g. Agency provides accessible and relevant strategies/activities to encourage systemic improvement in cultural competency within programs/depts	Readily applied action plans, activities and approaches to building cultural competency will be provided to pivotal staff as discovered or created	Yvonne Montemurro, AVP Training/HR, and Training Dept staff	i.e., Make a Difference Action Plan with Timeline, Creating Positivity in the Workplace training	Initiated during Summer Training Institute 2014	Ongoing