

Cultural Competency and Diversity Plan



INTRODUCTION

Commitment to the Strategic Integrated Planning Process

Functional Industries, Inc. (FII) is committed to the continuous utilization of our Strategic Integrated Planning Process for the purpose of organizational responsiveness to the changing needs and expectations of the people we serve and our stakeholders, in conjunction with the changing business needs of our organization.

Following this process ensures that our leadership maintains a viable planning structure, focused on our mission, core values, and vision, that guides Functional Industries' business practices.

The creation and implementation of our Cultural Competency and Diversity Plan is an essential foundation to ensure that our staff, persons served and other stakeholders develop awareness and sensitivity specific to the diversity of our service delivery areas. Diversity in terms of culture, age, gender, sexual orientation, spiritual beliefs, socioeconomic status and language are addressed in this plan.

The framework for our Cultural Competency and Diversity Plan is based on CARF's ASPIRE to Excellence® model and uses the CARF standards as a guide to ensure an ongoing process of continuous quality improvement.

- »a **Assess the Environment** «
- »s **Set Strategy** «
- «p **Persons Served and Other Stakeholders** «
 - Obtain Input
- »i **Implement the Plan** «
- »r **Review Results** «
- »e **Effect Change** »

What is Cultural Competency?

An awareness of, respect for, and attention to the diversity of the people with whom it interacts (persons served, personnel, and other stakeholders) that are reflected in attitudes, organizational structures, policies and services.

Importance of Cultural Competency

As Functional Industries continues to meet the needs and expectations of increasingly culturally and ethnically varied populations, a better understanding of cultural differences and their relationship to the hallmarks of quality service – respect, inclusiveness, and sensitivity – become essential. Serving diverse populations, after all, is not a “one size fits all” process. Diversity includes all differences, not just those that indicate racial or ethnic distinctions.

Functional Industries’ mission, vision, values and purpose for creating this Cultural Competency and Diversity Plan (CCDP):

Mission:

“To create and promote innovative opportunities that reveal the natural potential in each person we serve.”

Enduring Vision:

Connecting people, enriching lives

Core Values:

- Continuous quality improvement
- Collaborate with stakeholders
- Understand consumer choice
- Respect the worth of all people
- Cultivate every resource

Purpose of Cultural Competency & Diversity Plan:

- To ensure FII staff will have a greater awareness/knowledge and then be able to successfully respond to the diversity of our stakeholders (including areas such as spiritual beliefs, holidays, dietary regulations or preferences, clothing, attitudes toward impairments, language, how and when to use interpreters, etc.)

- The enhanced knowledge, skills and behaviors from the implementation of this CCDP will enable FII staff to work more effectively cross culturally by understanding, appreciating, and respecting differences and similarities in beliefs, values and practices within and between cultures
- To treat individuals receiving services, employees and all other stakeholders with respect
- To maintain and achieve the continuous satisfaction of individuals receiving services and all of our additional stakeholders
- To recruit and retain highly skilled and talented employees
- To provide a positive and dynamic work environment that is committed to maximizing the potential of persons served and employees while supporting them and having an awareness of and sensitivity to their beliefs and culture
- To provide enhanced resources and training for staff, persons served and stakeholders

In addition, Functional Industries is committed to:

- The promotion of diversity and cultural competency in all Functional Industries' activities and associations
- The implementation of innovative and flexible services that produce meaningful outcomes in the lives of people receiving services
- Listening to persons receiving services and understanding the aspirations that they have for their lives, using this information as the foundation for service design and delivery
- Exceeding the expectations of all of our customers and stakeholders
- Working in collaboration with stakeholders and community organizations and partners

Goal #1: Research and gather most recent information and feedback/ideas regarding enhancing cultural competency and diversity training, as this information relates specifically to FII's persons served, stakeholders, staff and FII's service area.

Target Date: 12.31.2012

Person Responsible: Lisa Parteh

Goal #2: Enhance annual Cultural Competency and Diversity staff training (& associated competency-based training post-test) for calendar year 2013 to include additional information gathered during the research & feedback process.

Target Date: Before Cultural Competency annual staff training month in 2013

Person Responsible: Lisa Parteh

Goal #3: Enhance annual Cultural Competency and Diversity consumer training for calendar year 2013 to include additional information gathered during the research & feedback process.

Target Date: Before Cultural Competency annual consumer training month in 2013

Person Responsible: Lisa Parteh

Goal #4: Enhance annual Cultural Competency and Diversity staff & consumer training for calendar year 2013 to include the a newly revised generational diversity training module

Target Date: Before Cultural Competency annual staff & consumer training month in 2013

Person Responsible: Lisa Parteh

Goal #5: Research tools/software necessary to effectively translate Functional Industries' consumer intake packet (and all associated documents) in a minimum of 1 alternative language.

Target Date: 4.1.2014

Person Responsible: Lisa Parteh & Jaime Baker

Goal #6: Translate Functional Industries' consumer intake packet (and all associated documents) and have available to persons served and stakeholders in a minimum of 1 alternative language.

Target Date: 7.1.2014 (for implementation during FY2015)

Person Responsible: Lisa Parteh

Goal #7: Add a Cultural Competency & Diversity “personal assessment/awareness tool” to competency-based quiz at end of annual staff training – to be completed by employee and then reviewed with supervisor at employee’s next annual performance review.

Target Date: 7.1.2014 (for implementation during FY2015)

Person Responsible: Lisa Parteh & Lisa Zwart

Although Functional Industries is not suggesting that our leadership and personnel need to know everything about all cultures, we feel it is imperative that our leadership and staff members develop a basic understanding of the major values and beliefs of the people we serve and other stakeholders, especially those who may come from different cultural or spiritual backgrounds. To this end, enhanced education and training – specifically in the following areas: culture, age, gender, sexual orientation, spiritual beliefs, socioeconomic status and language – will be provided to all employees and board members to assist us in developing a greater awareness and sensitivity specific to the diversity of our service delivery areas. Training will also focus on the cultural and spiritual beliefs of the countries of origin, especially their views of disabilities and its causes, and the influence of culture on the choice of service outcomes and methods. Attendance at cultural competency and diversity training will continue to be documented and included in personnel files and/or training records.

COMMITMENT TO CONTINUOUS QUALITY IMPROVEMENT:

During the implementation phase of this CCPD (FYs 2013 & 2014), the plan will be reviewed at least annually for relevance and updated if needed. At the end of the implementation period (6.30.2014), the outcomes of all seven identified goals will be documented and analyzed.

We are committed to utilizing the information gathered from the outcomes of our 2013-2014 Cultural Competency and Diversity Plan for the purpose of organizational responsiveness to the changing needs and expectations of the people we serve and our stakeholders, in conjunction with the changing business needs of our organization.

The analysis of these outcomes will also be used by our organization to improve the quality of our programs and services and to facilitate organizational decision making and ongoing strategic planning.