


# **Standard 2**

**(Cultural Competency & Diversity)**



## Policies and Procedures

Title Description	Effective Date	Chapter
Cultural Competency and Diversity	10/26/98	A8
	Revised Date	Page
	9/30/10	1 of 3
Unit/Department	Authorized	
Human Resources		

**POLICY:**

It is the policy of Twin Cedars Youth and Family Services, Inc. (TCYFS) that the cultural diversity of the organization shall be recognized and celebrated as the cornerstone to the success of our endeavors.

**PROCEDURE:**

This policy applies to all terms, conditions, and privileges of employment and all policies of TCYFS, including hiring, introductory period, training, orientation, placement, employee development, promotion, transfer, compensation, benefits, layoff and recall, social and recreational programs, employee facilities, termination and retirement.

1. Definitions:
  - A. Culture: The thoughts, ideas, behavior patterns, customs, beliefs, values, skills, arts and religions of a particular people at a given point in time.
  - B. Cultural Diversity: The rich mixture of ethnic, racial, religious, national, and individual characteristics that colors the landscape of the world in which we live.
  - C. Cultural Competence: The ability of individuals and systems to respond respectfully and effectively to people of all cultures, classes, races, ethnic backgrounds and religions in a manner that recognizes, affirms and values the worth of individuals, families, and communities and protects and preserves the dignity of each.

Title Description	Effective Date	Chapter
<b>Cultural Competence Plan</b>  <i>(Though this document utilizes a template very similar to the template used for Twin Cedars' policies it is not a policy, but rather a plan of action.)</i>	07/01/2017	
	Revised Date	Page
	07/01/2017	1 of 1
Unit/Department	Authorized	
Children's Advocacy Centers		

**PLAN / GOAL:** Twin Cedars' Children's Advocacy Centers (CACs) will develop, maintain and revise a plan of cultural competence to ensure adequate service provision to the unique make-up of the communities it serves. This plan shall be formulated to address the unique demographic makeup of the communities based on ongoing assessments focusing on but not limited to the service population's race, ethnicity, gender, disabilities, sexual orientation, economics, rural and urban community makeup, religion and other identified factors deemed cultural. The overall goal is to provide competent services across the cultural spectrum and produce objective findings not skewed by inadequate cultural knowledge and understanding. This plan shall not be static but will be re-evaluated annually based on cultural and demographic assessments of populations served as well as those of the community(ies) served at large. This plan will be formally documented and updated in the Procedure section within this policy with references to appropriate attachments or other documents.

**PROCEDURE:** In order to maintain an accurate assessment of the demographics of the populations served as well as the community's demographics at large demographic profiles will be updated annually using statistics compiled by Twin Cedars' PQI division. Those demographics will come from a variety of sources available upon request.

**Community Assessment:**

Community and specific clientele demographics applicable to CACs (Children's Tree House and CAC of Troup County) are derived from demographic statistics aggregated quarterly in the program's VSSR reports for cjcc reporting purposes, Community Demographic Profile from the Georgia County Guide, the MDTIS case tracking system utilized by the Children's Advocacy Centers of Georgia, Inc. and a Community Demographic Profile analysis aggregated for the 2019 agency wide COA review.

An analysis of the specific clientele findings are as follows:

- 20% of children served are under the age of 5 years.
- 39% of children served are between the ages of 5 and 9 years old.
- 39% of the children served are between the ages of 10 and 14 years old.
- 2% of the children served are between the ages of 15 and 19 years old.

80% of children served are females.

20% of children served are males.

49% of the children served are Black.

35% of the children served are White.

5% of the children served are Hispanic.

< 1% of the children served had a documented disability.

*\*In order to not create the perception of discriminatory or preferential treatment The CACs do not request from those served religious preference or sexual orientation. If collection of this information is necessary, such data may be collected in the future.*

### **Goals:**

In order to better maintain a state of constant readiness with regard to culturally competent service provision, the CACs will:

1. Ensure participation by all CAC staff in a minimum of 2 hours annually in a certified cultural competence curriculum.
2. Sponsor and host two classes annually for all Multi Disciplinary Team members directly addressing cultural competence in service provision as it relates to the entirety of child sexual and extreme physical abuse investigations.
3. Ensure and maintain appropriate documentation indicating that all utilized mental health providers have completed a curriculum directly addressing culturally competent provision of therapeutic intervention services.
4. Twin Cedars will investigate the possibility of partnering with a community agency for services of bilingual (Spanish/English) interpreter.

### **Strategies:**

CACs have developed a strategy for each of the above listed goals.

1. Twin Cedars' training division is currently developing a cultural competence curriculum that will directly address coordination and implementation of services to the specific demographic spectrum served by the CAC and its partners.
2. In order to conduct culturally competent child abuse investigations each of the CACs will offer a similar training to its Multi Disciplinary Team members. Prior to implementation of this training direct input would be sought from each discipline in order to ensure curriculum consensus and endorsement. Current time line for this is before 06/30/2018.
3. In addition to maintaining documentation Twin Cedars' training, clinical and advocacy divisions will develop an annual curriculum for culturally competent service provision as it pertains to delivery of therapeutic intervention service delivery as it relates to the demographic spectrum

- served by the child advocacy centers.
4. Twin Cedars' training division, in coordination with the CACs, will conduct one team building exercise with a theme / goal of culturally competent child abuse investigations and provision of ancillary services. This exercise will be conducted some point in time after the training to the same group (#3).
  5. Twin Cedars will identify at least one bilingual (English / Spanish) candidate to complete a certified forensic interviewing curriculum and will arrange for training prior to the end of fiscal year ending 6/30/2018.

### **Implementation:**

Each of the above listed strategies will begin implementation with the following schedule:

- Though certification of all forensic interviewers in Advanced Forensic Interviewing is dependent on training opportunities, Twin Cedars anticipates registering for the first available training for any interviewers who have yet to complete the advanced training. Twin Cedars anticipates certification in Advanced Forensic Interviewing of all forensic interviewers by 6/30/2018. Responsibility rests with the Advocacy Center Program Coordinator.
- Twin Cedars anticipates implementation of the new Cultural Competence training within the agency by the end of calendar year 2018. Responsibility rests with the CAC Program Coordinator and Training Coordinator.
- Twin Cedars anticipates development of a curriculum for culturally competent service provision as it pertains to the delivery of therapeutic intervention services before the end of fiscal year 2017 and implementation of this curriculum by 7/01/2018.
- Twin Cedars anticipates coordinating, scheduling and sponsoring the Cultural Competence Team Building exercise for all MDT members before the end of calendar year 2018.

### **Evaluation:**

Twin Cedars' PQI (Performance and Quality Improvement) division will work with CAC center staff to develop objective outcome measures as they pertain to cultural competent service provision by advocacy center staff as well as other multidisciplinary team members. These will objectively measure progress toward achievement of stated goals and collect and aggregate client satisfaction data as it pertains to culturally competent service provision.

### **Evaluation results from PQI:**




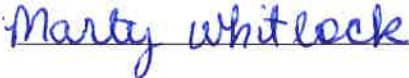
Twin Cedars' PQI division will produce quarterly reports tracking progress toward achievement of goals.

# PLAN OF ACTION

**Applicable attachments:**

**Accountability** Program Coordinator, Assistant Coordinator, PQI Division

As a staff member of the Children’s Advocacy center of Troup County I have read, understand and endorse the Cultural Competence Plan.

Name/Title	Signature	Date
Kim Adams / Director		1-1-18
John Harrell/ Assistant Coordinator		1-1-2018
Andritta Grayson/Victim Advocate		1-1-2018
Marty Whitlock/Victim Advocate		1-1-2018