

ABC, Inc. Cultural Competency and Diversity Plan

1. INTRODUCTION, VISION/VALUES and DEFINITIONS

ABC, Inc. embraces the opportunities of multi-culturalism and inclusion in all aspects of business operations. This includes not only the direct provision of services to our consumers and their families, but also to our employees and stakeholders. The intent of this plan is to address how ABC, Inc. responds to the diversity of its stakeholders as well as how the knowledge, skills, and behaviors will enable personnel to work effectively cross culturally by understanding, appreciating, and respecting differences and similarities in beliefs, values, and practices within and between cultures.

We define diversity as; The mosaic of people who bring a variety of backgrounds, styles, perspectives, values, and beliefs as assets to the groups and organizations with which they interact.

We define culture as; An integrated pattern of human behavior which includes but is not limited to—thought, communication, languages, beliefs, values, practices, customs, courtesies, rituals, manners of interacting, roles, relationships, and expected behaviors of an ethnic group or social groups whose members are uniquely identifiable by that pattern of human behavior.(National Center for Cultural Competence – 2001).

This plan describes our current initiatives toward creating an environment that welcomes and embraces diversity in its many forms and identifies our plan which specifies a set of objectives that will enhance the cultural diversity of ABC, Inc. with plans on how to achieve those objectives.

2. DIVERSITY in HIRING at ABC, INC.

All applicants for employment are asked to voluntarily provide various diversity demographic information that is separated from their application material before being forwarded for screening and interviewing as outlined in the following table. It is not known what percentage of applicants choose not to complete this form. Likewise the data reported from those hired may also be actually lower than the total number of staff hired in that year due their election not to complete this survey. The total number of applicants/hires is reflected as “N” on the top of the following table.

Gender/Age/Race	Hired (year)	Not Hired (year)
	N=75	N=470
Male	32%	32%
Female	68%	68%
Under 18	0%	1%
18-29	45%	46%
30-39	19%	22%
40-49	8%	15%
50-59	19%	12%
60-69	6%	3%
70 or over	3%	1%
African American or Black	26%	47%
Asian	1%	1%
Caucasian	71%	46%
Latino	1%	5%
Native American/Alaska Native	1%	1%
Native Hawaiian or Other Pacific Islander	0%	0%
Reported Disability		
Yes	3%	5%
No	97%	95%

3. DIVERSITY in ABC, INC. SERVICE DELIVERY AREA

Insert chart or narrative summary that provides demographic and other statistical information for ABC, Inc. service delivery area.

For example:

For the most recent year, our county has a population of 430,640. 51% are female and 49% male with a median age of 35. The racial make-up of the region in which ABC, Inc. based on census categories are: White alone, 76.3%, Black or African American alone 13.4%, American Indian and Alaska Native alone 1.3%, Asian alone 5.9%, Native Hawaiian and Other Pacific Islander alone, 0.2%, Two or More Races, 2.8%. Total Hispanic or Latino, 18.5%.

4. ABC, INC. SUMMARY of RELEVANT ORGANIZATIONAL POLICIES ADDRESSING DIVERSITY

ABC, Inc. Employee Handbook:

Equal Opportunity Employer statement:

The Board of Directors of ABC, Inc. is committed to the concept to offer equal employment opportunities in the operation of the agency as required by law and in compliance with the Americans with Disabilities Act. A continuous effort will be made to achieve genuine equal employment opportunity to all qualified persons regardless of sex, race, creed, religion, sexual orientation, pregnancy, age, color, national origin, gender identity, physical or mental disability, veteran status, marital status, political affiliation or other characteristics protected by law.

Holiday policy states:

Paid time off (from the employee's PTO account) for holidays other than the ones listed may be granted upon the individual employee's request in order to accommodate a religiously and ethnically diverse workforce.

Other examples from Employee Handbook:

ABC, Inc. Operational Policies and Procedures

ABC, Inc. Organizational Governance Policy 3 includes:

Organizational Purpose and Philosophy

Non-Discrimination – Services are to be provided on a non-discriminatory basis without regard to sex, race, creed, religion, sexual orientation, pregnancy, age, color, national origin, gender identity, physical or mental disability, veteran status, marital status or political affiliation.

Other examples of related Program and Operational Policies/procedures:

ABC, Inc. Handbook for Consumers, Legal Representatives, Advocates, and Family Members

Statement of Non-Discrimination:

It is ABC, Inc.'s policy to provide services on a non-discriminatory basis. We believe that all persons who receive our services have the right to receive an appropriate level of guidance and training without regard to sex, race, creed, religion, sexual orientation, pregnancy, age, color, national origin, gender identity, physical or mental disability, veteran status, marital status, political affiliation or other characteristics protected by law.

Other examples from Consumer Handbook:

5. OVERSITE, REVIEW, and UPDATES:

This plan is based on the consideration of the following areas; culture, age, gender, sexual orientation, spiritual beliefs, socioeconomic status, and language. It also is inclusive of a variety of performance areas including: Human Resources, Organizational Values, Governance, Planning and Monitoring, Evaluation, Communication, Staff Development, Organizational Infrastructure, and Services & Interventions.

The Plan will be monitored by the Corporate Operations Director. A Committee that includes a variety of stakeholders (such as: persons served, family members, staff representing all program areas and varied job categories, volunteers, board members, referral sources, vendors, contracted services, and others) will provide input and oversight. The Personnel Committee reviews the plan on an annual basis and the plan is approved by the Board of Directors. A summary of the Cultural Diversity Plan will be included in the annual Program Evaluation Comprehensive Report and posted to the ABC, Inc. website.

Cultural Competency and Diversity Plan for ABC, Inc.

Areas to be addressed	Intended Audience Persons Served? Personnel? Other Stakeholders?	Overview & Performance Area(s)	Action Steps	Timeline	Budget impact	Person(s) responsible	How will you measure success?	Additional Comments
Race & Ethnicity (self-identified)								
Age								
Gender & Gender Identity								
Sexual orientation								
Spiritual beliefs/Religion								
Socioeconomic status								
Language								
Other								

How does this support the strategic plan & performance improvement of the organization? Address Social Determinants of Health?