



Regis House, Inc.

CULTURAL DIVERSITY/LINGUISTICS COMPETENCY PLAN

Regis House, Inc. recognizes the importance of cultural diversity and competency! Cultural competency can be defined as the willingness and ability of a system to value the importance of cultural differences in the delivery of services to all segments of the population. It is the implementation of specific delivery of systems to **specific populations-those we serve with-co-occurring psychiatric and substance abuse disorders, those persons served with traumatic experiences through the Trauma Informed Care (TIC) practice, and those persons who are Deaf & Hard-of-Hearing, and their companions**-which values differences and is responsive to diversity at all levels of an organization, i.e., policy, governance, administrative, workforce, provider(s), persons served, and consumers.

Cultural competency is developmental, persons-served specific, community focused, and family oriented. In particular, it is the promotion of quality services to those underserved and categorized by racial/ethnic groups, and through the valuing of differences and integration of cultural attitudes, beliefs, and practices into diagnostic and treatment methods, and throughout the system to support the delivery of culturally relevant and competent care. It is also the development and continued promotion of skills and practices important in clinical practice, cross-cultural interactions, and systems practices among providers and staff to ensure that services are delivered in a cultural and competent manner.

Description of Miami-Dade County-The Greater Community We Serve:

The population is dispersed over 2,341 square miles, but the density is the highest along its seacoast/bay border, lower in the agricultural south county, and virtually non-existent in the Everglades area. The county is racially/ethnically diverse-61.3 % are Hispanic/Latino origin/any race (vs. 14.8 % U.S.), 19.3 % are Non-Hispanic Black, many of Caribbean descent (vs. 12.8 % U.S.), and 18.3 % are Non-Hispanic White (vs. 66.4 % speak a language other than English at home (vs. 17.9 % U.S.). More than one-half (51.4 %) are foreign-born greater than any other U.S. county and almost five times the 11.1 % U.S. average. The age distribution is very similar to that of the U.S. Overall the county has low median household income of \$35,966 (almost 19 % below the U.S. average) The poverty rate is much higher in the urban municipalities-over 30 % of the households in the city of Miami, making it one of the poorest cities of its size in the U.S. (Census Bureau, 2008). (<http://quickfacts.census.gov/qfd/states/12/12086.html>)

Regis House, Inc. will make every effort to implement Cultural Diversity/Competency activities, which include:

- development of skills through training for co-occurring psychiatric and substance abuse disorders.
- use of self-assessment for providers and systems.
- implementation of objectives to ensure that governance, administrative policies, and practices are representative of the **CCISC Model and that the agency is geared toward reaching Co-occurring and Trauma Informed Care capability.**
- ensuring clinical skills and practices are responsive to the culture and diversity within the populations served in Miami-Dade County.
- continuous CQI monitoring and that the CQI Team/Change Agents together with Supervisors/Director are continuously looking for opportunities for improvements.

Regis House, Inc. will strive to:

- appoint board members from the community so that voices from all groups of people within the community participate in decisions and are aware of cultural differences amongst those we served—persons with co-occurring psychiatric and substance abuse disorders;
- actively recruit multiethnic and multiracial staff;
- provide ongoing job-specific staff training and support developing cultural competence;
- develop, mandate, and promote standards for culturally competent services including those with co-occurring psychiatric and substance abuse disorders;
- discuss the importance of cultural awareness and competency with new hires, staff, interns and volunteers;
- ensure that all staff participate in regular, in-service cultural competency training;
- promote programs that respect and incorporate cultural differences amongst those we serve;
- consider whether the facility's location, hours, and staffing are accessible and whether its physical appearance is respectful of different cultural groups;

Cultural and Linguistic Competencies: Regis House, Inc. recruits and retains at least a proportional representative percentage of staff from the racial, ethnic, and/or cultural population of focus. A recruitment, retention, and career development plan exists for racial/ethnic, and culturally and linguistically competent staff. Staff, Volunteer/Interns will be selected based on a “critical mass” of at least three professionals from the ethnic and cultural groups of the population served and their respective neighborhoods. The staffing structure will be representative of the population of focus and the racial/ethnic/cultural community and management will recruit multicultural and multilingual staff. Regis House, Inc. has formed a partnership mechanism with Florida International University (FIU), Carlos Albizu University (CAU), Barry University, Saint Thomas University, and Nova Southeastern University (NSU) to recruit a culturally and linguistically competent workforce and work with the field placement of bilingual/bicultural interns/students. Moreover, an internal mechanism is employed to solicit staff input and involvement in recruitment activities. Job descriptions are reviewed and evaluated to determine whether they represent the abilities and attributes of staff to serve the population of focus. Employment criteria policy is implemented and contains the requisite knowledge and

experience from employees to provide services to racial/ethnic, culturally, and linguistically diverse population of focus.

At the Service Level, Regis House, Inc. will encourage staff members to:

- learn as much as they can about an individual's or family's culture, while recognizing the influence of their own background on their responses to cultural differences;
- include neighborhood and community outreach efforts and involve community cultural leaders if possible;
- work within each person's family structure, which may include grandparents, guardians, other relatives, and friends;
- understand the different expectations persons served may have about the way services are offered especially to those with co-occurring psychiatric disorders and substance abuse disorders;
- know that, for many people, additional tangible services-such as assistance in obtaining housing, clothing, and transportation or resolving a problem with a child's school-are expected, and work with other community agencies to make sure these services are provided;
- adhere to traditions relating to gender and age-specific that may play a part in certain cultures (for example, in many racial and ethnic groups, elders are highly respected), with an awareness of how different groups show respect, providers can properly interpret the various ways people communicate.

Regis House, Inc. will make every effort to ensure the staff including leadership positions-management, service, and support service positions are representative of the specific cultures Regis House, Inc. serves. Regis House, Inc. is an equal opportunity employer, which will be stated on all job listings.