

**Sample Plan**  
**Virginia Community Services Board**  
**FY09 Cultural and Linguistic Competency Plan**

**Assessment**

**Agency Demographic Information**

**Person Served FY08 compared to FY07**

	<b>FY08 MH</b>	<b>FY07 MH</b>	<b>FY08 MR</b>	<b>FY07 MR</b>	<b>FY08 SA</b>	<b>FY07 SA</b>
<b>Person Served</b>	5,275	5,238	1364	1382	1680	2012
<b>Race/Ethnicity</b>	53% White 40% Black 7% *	54% White 41% Black 5% *	51% White 39% Black 10% *	51% White 43% Black 6% *	60% White 36% Black 4% *	60% White 37% Black 3% *
<b>Ages</b>						
<b>0-2</b>	0	0	390 or 28%	403	0	0
<b>3-17</b>	1290 or 25%	1279	285 or 21%	266	235 or 14%	380
<b>18-64</b>	3924 or 74%	3774	686 or 50%	689	1444 or 86%	1617
<b>65+</b>	61 or 1%	185	3 or < 1%	18	1 or < 1%	15
<b>3% Identify themselves as Hispanic or Latino</b>						
<b>* = Alaskan Native, American Indian, Asian/Pacific Islander, Multi Racial</b>						

**Person Served compared to Permanent County Employees**

<b>Race/Ethnicity</b>	<b>FY08 % of persons served</b>	<b>FY07% of person served</b>	<b>FY08 289 Employees</b>	<b>FY07 314 Employees</b>
White/Caucasian	54%	55%	56%	57%
Black/African American	39%	40%	42%	40%
Alaskan Native, American Indian, Asian/Pacific Islander, Multi-Racial	7%	5%	2% Asian Hispanic American Indian	3% Asian, Hispanic American Indian
Slovakian, Bosnian, Croatian, and Serbian	3%	3%	Included in above %.	Included in above %.
as Hispanic				

**Languages spoken by Agency Employees 289**

English	100%
American Sign Language	Less than 1%
Spanish	Less than 1%
French	Less than 1%
German	Less than 1%

Danish	Less than 1%
Slovakian, Bosnian, Croatian, and Serbian	Less than 1%

## **County Demographic Information**

### **County Public Schools 11/08**

Asian	5.6%
Black	35.7%
Hispanic	4.2%
White	47.8%
Other	6.7%

### **U.S. Census Bureau**

#### **Race 2005 – 2007 American Community Survey 3 year estimates**

285,657		
White alone	185,433	65%
Black alone	77,431	27%
American Indian and Alaska Native alone	940	Less than 1%
Asian alone	13,885	5%
Native Hawaiian and Other Pacific Islander alone	410	Less than 1%
Some other race alone	2,904	1%
Two or more races:	4,654	2%

### **U.S. Census Bureau**

#### **2005 – 2007 American Community Survey 3 year estimates**

##### **Hispanic or Latino Origin**

285,657		
Not Hispanic or Latino	275,889	97% (.966)
Hispanic or Latino	9,768	4% (.035)

### **U.S. Census Bureau**

#### **2005 – 2007 American Community Survey 3 year estimates**

##### **Top Five Languages spoken at Home (285,657)**

English	234,920	82%
Spanish	9,252	3%
Chinese	2,168	Less than 1%
Vietnamese	1,532	Less than 1%
Hindu	1,532	Less than 1%

**U.S. Census Bureau  
2005 – 2007 American Community Survey 3 year estimates  
Age of County Population (285,657)**

Ages		
0-5	19,547	6%
6-17	50,639	18%
18-64	181,160	64%
65+	34,784	12%

**Agency Cultural and Linguistic Assessment  
Completed June 2008**

**Tool:** Building Bridges, tools for developing an organization’s cultural competence, developed by La Frontera Center, Inc. through a grant by the U.S. Office of Minority Health.

Assessed organization’s compliance with CLAS standards.

**Implementation process:** Used focus groups including cultural competency committee, leadership group, two cross program groups representing direct staff and first level supervisors, two groups representing persons served.

	Point Score	Developmental Stage
Organizational Environment	23	5
Public Relations	22	5
Human Resources	18	4
Service Delivery	25	5
Overall Score	88	5

**Results:** The overall score for the agency was 88. It was discussed that the score may fluctuate based on the specific program within the agency. The determination was based on what is practiced by the majority of programs. It was determined that the agency is operating at a level five, (cultural competence: Interacts effectively with members of diverse cultures and groups, recognizes need for continuing education). Results indicated agency to continue work in staff development, training, recruitment, linkage to community and providing written materials in other languages. The Agency will continue to its goal to provide culturally and linguistically competent services.

**Summary  
Demographic Summary**

The Agency employs a diverse workforce that is representative of the person served. Approximately 54% of consumers served were White/Caucasian and 39 % were Black/African-American. The remaining 7% were: Alaskan Native,

American Indian, Asian/Pacific Islander, and multi-racial or other ethnic group. Of all consumers served 3 percent identified themselves as Hispanic.

As of 6/08, of the approximately 289 Agency permanent employees 56% self-identify as White/Caucasian, 42% Black/African-American and 2% Asian, Hispanic and American Indian.

The agency does not gather data of preferred language of persons served and is reviewing the possibility of doing so. Second languages spoken by staff are documented by the agency and available to all staff via the agency intranet. The agency is interested in attracting more bi-lingual staff specifically staff who are fluent in English and Spanish.

## Agency Cultural Competency Plan FY09

<u>Objective</u>	<u>Deliverable</u>	<u>Frequency and Responsible Party</u>
Agency Cultural Competency Committee	Creates and implements yearly plan. Keep work of committee visible to all agency staff. Creates an annual report.	Meets monthly, third Wednesday of the month Cultural Competency Committee and Agency Management Team
Maintain diversity bulletin boards in at least three locations	Bulletin boards are in public view at the main location, east and north location	Updated at least monthly CACC Committee
Support Consumer Artwork	Consumer Artwork in at least one lobby of Agency	Yearly CACC Committee
Provide education about agency's value and commitment to cultural competency at every agency orientation	Discuss mission of cultural competency committee and annual plan at every agency orientation	Discusses monthly at orientation, third Thursday of each month. CACC Committee
Provides Sensitivity and Awareness training to all new employees	Annual training occurs for new staff	Training occurs three time a year CACC Committee
Offer free training to staff	Brown Bags lunches Guest Presentations Focused Articles	Brown bags offered monthly at a variety of locations CACC Committee
All staff must attend at least one diversity training per year	Training is evident on staff training log	At least yearly First Line Supervisors CACC Committee

Provide training on services to aging population	At least two brown bags or trainings are offered yearly free to staff	Yearly CACC Committee
Review and update documents that are in Spanish	Agency Brochure Human Rights Key Assessments	Reviewed yearly CACC Committee
Offer additional education and activities during Black History Month	Month long celebration of activities	February CACC Committee
Support State Cultural and Linguistic Committee efforts	At least one staff as member of committee	Attend regularly committee meetings Appointed staff
Increase visibility in Latino Community	Attend at least two community functions	Monitored by CACC committee. CACC member attends as community information is received
Update agency language bank	Language bank on Intranet	Upon hire of new staff Human Resources
Inform staff of cultural competent activities and training	Monthly Newsletter to all staff E-mail information to staff	QA staff
Support Recovery and Person Centered Services	Recovery focus is evident in service delivery, PEER Counselors, WRAP plans, Person center plans	Ongoing Program Staff and Supervisors
Increase staff networking to support agency value of partnering and sharing.	Offer two agency events per year.	Spring and Winter CACC committee Agency management team

## **Reporting**

The agency will complete an annual plan that reflects the objectives and deliverables identified in the FY09 Cultural Competency Plan. The annual plan will be placed on the agency's internet.

February 23, 2009  
Sample submitted by Yvonne Russell