

UNIVERSITY PSYCHOLOGICAL CENTER, INC.

RECOVERY NETWORK

Cultural Competency & Diversity Plan

2018



INTRODUCTION

UPCRN COMMITMENT

University Psychological Center, Inc., / Recovery Network (UPCRN) 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/vision, and core values that guides UPCRN's 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.

Assess the Environment

Set Strategy

Persons Served and Other Stakeholders - Obtain Input

Implement the Plan

Review Results

Effect Change

CULTURAL COMPETENCY AND DIVERSITY

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 UPCRN 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.

UPCRN’s Mission, Vision, Values for Cultural Competency and Diversity Plan (CCDP)

MISSION & VISION

“The mission of University Psychological Center, Inc. – dba, Recovery Network, is to foster a treatment environment that is both responsive and respectful to patients and families while providing a culturally competent continuum of evidence based substance abuse, mental health and case management practices, which expedite bio-psychosocial stabilization and re-entry into the community. The program’s goal of cultural awareness, or understanding the influences of patients social and cultural norms as it relates to behaviors and treatment, and cultural competence, as it relates to all persons served regardless of age, race, creed, sexual preference, gender identity, or socio-economic status.”

CORE VALUES

- **Integrity** – *Ethical Care with Sound Construction*
- **Diversity** – *Cultural Competencies with the Promotion of Inclusion and Diversity*
- **Civility** – *Interactions of Staff and Patients are Professional, Respectful, and Courteous*
- **Innovation** – *Blending Traditional and New-Age Methodologies for Integration of Care*
- **Excellence** – *Constant Pursuit of Excellence*

PURPOSE OF PLAN

1. To ensure UPCRN 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.).
2. The enhanced knowledge, skills and behaviors from the implementation of this CCDP will enable UPCRN staff to work more effectively cross culturally by understanding, appreciating, and respecting differences and similarities in beliefs, values and practices within and between cultures.
3. To treat individuals receiving services, employees and all other stakeholders with respect.
4. To maintain and achieve the continuous satisfaction of individuals receiving services and all of our additional stakeholders.
5. To recruit and retain highly skilled and talented employees.
6. 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.
7. To provide enhanced resources and training for staff, persons served and stakeholders.

In addition, UPCRN is Committed to:

1. The promotion of diversity and cultural competency in all UPCRN's activities and associations.
2. The implementation of innovative and flexible services that produce meaningful outcomes in the lives of people receiving services.
3. 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.
4. Exceeding the expectations of all of our customers and stakeholders.
5. Working in collaboration with stakeholders and community organizations and partners

GOAL #1:

Add a Cultural Competency & Diversity “Personal Assessment/Awareness Tool” to improve competency based training development for staff needs.

Target Date: Before Cultural Competency annual staff training in 2019.

Person Responsible: CQI/Management team.

GOAL #2:

Devise a Vision statement separate from our Mission statement.

Target Date: To be added to all plans, website and Program Policy & Procedure Manual by review date of May 2019

Person Responsible: CQI/Management team.

GOAL #3:

Revise Core Values

Target Date: To be added to all plans, website and Program Policy & Procedure Manual by review date of May 2019

GOAL #4

Stakeholder Input:

It is the goal of UPCRN to collect stakeholder feedback from patients, referral sources, staff, funders, and other interested persons to continue evaluating effectiveness and appropriateness in operations to meet needs of persons served and organizational stakeholders.

1. UPCRN Leadership will distribute patient satisfaction surveys throughout the year for those currently engaged in treatment services, as well as offer surveys at completion of treatment to collect and analyze data for performance improvement. All patients are encouraged to provide feedback to the organization for the continued growth of UPCRN.

2. UPCRN Leadership will distribute employee satisfaction surveys annually to gather input and feedback from its staff for the continued analysis and performance improvement of the organization.
3. UPCRN Leadership is committed to gaining external input through referral source surveys regarding access, customer service, and service delivery.

GOAL #5

Staff Development:

UPCRN believes that continuing education is critical in the retention of competent and qualified staff members.

1. In 2018, UPCRN will be developing a Continuing Education/Tuition Reimbursement Program for qualified staff to pursue work-related opportunities for occupational growth (Expected Benefits Summer 2018).
2. Throughout the data collection process in 2017, UPCRN recognized the need for increased training of residential staff in de-escalation and conflict resolution in complex populations. UPCRN will be training two staff to train Peer Advocacy - Connecticut Community for Addiction Recovery (CCAR) Program. These identified staff will train residential staff in Peer Advocacy within the residential programs and community.
3. To address the ongoing need of staff support, managing self-care, and providing training to staff, UPCRN has increased interoffice trainings and staff activities to promote competency-based learning, team building activities, and strengthen the organization at its roots. UPCRN will close a half-day on the first Friday of the Month for a “Lunch and Learn” All-Staff Meeting.

COMMITMENT TO CONTINUOUS QUALITY IMPROVEMENT

Although UPCRN 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 executive management 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.

During the implementation phase of this CCPD, the plan will be reviewed at least annually for relevance and updated if needed. At the end of the implementation period, the outcomes of all identified goals will be documented and analyzed.

We are committed to utilizing the information gathered from the outcome 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.

May 2018 – plan reviewed and approved in CQI/Management meeting