

AGENCIES OF JENNY C. CARRINGTON CULTURAL COMPETENCY PLAN

The Agencies of Jenny C. Carrington participates in the State's efforts to promote the delivery of services in a culturally competent manner to all enrollees, including those with limited English Proficiency and diverse cultural and ethnic backgrounds, disabilities, and regardless of gender, sexual orientation or gender identity. (CFR 42. 438.206 c (2)) This is substantiated by our agency's philosophy, mission, goal, and values as stated below:

Philosophy: Our philosophy is to coordinate and provide services within a team concept including individuals, families, community members and paid professionals; ultimately, to increase individuals' abilities of obtaining the highest degree of independence while promoting self-respect, dignity, and personal choice.

Mission: Our mission is to provide the support and services to help individuals with developmental disabilities to lead the most independent life possible. This is achieved by providing comprehensive, quality services that are individualized to the specific needs of each person served.

Our Goal is to set precedence of quality for all services, to be a pace setter in the field of services, to be fair, respected, and dependable.

Our Values are respect, dignity, excellence, team work, accountability, advocacy, leadership, and trust.

To this end, the Agencies of Jenny C. Carrington strives to ensure that the people we serve have access to services provided by culturally competent staff with whom they communicate. The Agencies of Jenny C. Carrington recognizes, respects, and responds to the unique, culturally defined needs of the population served in the geographic area.

This is accomplished by staff understanding that cultural competence goes beyond race or language identifiers. Cultural competence encompasses understanding one's own culture and that there are diversities within each culture.

In compliance with its Accessibility Plan Policies and Procedures the Agencies of Jenny C. Carrington shall comply with all federal, state, and local regulations governing facility accessibility including making reasonable accommodations for both consumers and employees.

In addition, the Agencies of Jenny C. Carrington shall:

- Maintain a respectful service delivery environment, free of offensive practices and conditions
- Recognize each individual's unique value, contribution and potential
- Develop approaches/programs/services to meet identified needs of a culturally diverse population and

- Orient/train the Agencies of Jenny C. Carrington staff in the cultural diversity of its service population. Training shall increase awareness and sensitivity to the needs of persons who may be disadvantaged by low income, disability and illiteracy, or who may be non-English speaking. Training shall include topics such as sensitivity to different cultures and beliefs, the use of bilingual interpreters, the use of Relay Video Conference Captioning, Relay NC, TTY machines and other communication devices.

The Agencies of Jenny C. Carrington engages in the following goals and initiatives to address cultural competency of staff to meet the demographic needs of the population served:

- As stated in our “Human Resources Practices” policy, “the organization analyzes employment patterns, and when the cultural characteristics of personnel do not generally reflect those to its defined service population, the organization implements a plan that establishes goals for recruitment, employment, and promotion, and includes timetables for correction.”
- As stated in our “Employment Process” policy, “It is the policy of the Agencies of Jenny C. Carrington to regard all applicants with equal employment opportunities without regards to national origin, race, sex, religion, political affiliation or physical handicap except where age, sex or physical or educational requirement are essential occupation qualifications necessary for job performance.”
- Review information/reports on a quarterly basis related to consumer referrals and agency applicants/new hires which identify age, race, and gender.
- Review information on an annual basis for foreign language and deaf and hard of hearing interpreter services.
- Research availability of emerging and effective Best Practice Standards for culturally diverse populations and communicate findings to staff via training or quarterly meetings.
- Ensure that cultural competency is embedded in Person Centered Planning processes.
- The Cultural Competency Plan is posted on the agency website at <http://www.agenciesofjcc.com>. Click on “Cultural Competency Plan”.
- Provider contracts require compliance with all Federal and State laws which prohibit discrimination on the grounds of race, color, age, creed, sex, religion, national origin, or physical or mental handicap.