

2023-2025

Quality Care Solutions, Inc.

Cultural Competency, Diversity, and Inclusion Plan



Cultural Competency: Cultural competency is a continuous learning process to develop knowledge, appreciation, acceptance, and skills in different cultural approaches. This includes a willingness to learn and understand where differences are important and the part each person plays in creating a diverse and inclusive workplace. Cultural competence places emphasis on trust and respect toward others with a desire to recognize and communicate with individuals with different backgrounds.

Diversity: We value all the differences that strengthen our state and workforce, including multiple backgrounds, genders, racial and ethnic groups, abilities, nationalities, identities and experiences.

Inclusion: We work to foster an environment where everyone feels respected, welcomed and valued for who they are.

Mission:

To strive to ensure that the people we serve have access to services provided by culturally competency staff with whom they communicate. Quality Care Solutions, Inc. recognizes, respects, and responds to the unique, culturally defined needs of the population served in the geographic area.

Guiding Principles:

Quality of Care Solutions, Inc. values and respects the diversity of our communities and recognizes that this diversity enriches our lives and the lives of our members. It is our intention to recognize, respect and address the needs, worth, customs, beliefs and values of all persons served, personnel and stakeholders. Our organization has a non-discriminatory policy towards all persons served, personnel and stakeholders regarding culture, age, gender, color, disability, national origin, sexual orientation, political affiliation, race, socioeconomic status, language, spiritual beliefs, and other factors, as relevant. The Cultural Competency, Diversity, and Inclusion Plan is a “working document” and will be revised/adjusted annually, or as often as needed.

Demographics of area(s) where services are rendered by Quality Care Solutions, Inc.

(Revised/Reviewed – Sept. 2023 & Dec. 2024)

Counties	Population	Gender %		African American %	Caucasian %	Latino/ Hispanic %	American Indian %	Asian %	Native Hawaiian or Pacific Islander
		M	F						
Durham	332,680	47.1%	53.7%	35.3%	54.7%	13.9%	1.0%	6.0%	0.1%
Orange	150,477	47.7%	52.2%	12.0%	76.3%	8.8%	0.6%	8.2%	0.1%
Wake	1,190,275	48.8%	51.8%	22.1%	69.8%	11.4%	1.6%	3.7%	0.2%
Cumberland	336,699	49.74%	50.3%	39.9%	49.7%	13.0%	2.0%	2.8%	0.4%
Nash	95,789	47.9%	52.1%	42.0%	53.6%	7.9%	1.1%	1.2%	0.1%
Johnston	234,778	49.06%	51%	18.9%	76.3%	15.2%	1.0%	1.1%	0.1%
Pitt	173,542	47.3%	45.38%	36.5%	58.2%	7.1%	0.6%	2.1%	0.1%
Onslow	207,298	55.1%	45.38%	15.3%	76.3%	13.6%	1.1%	2.2%	0.3%
New Hanover	234,921	48%	52.1%	12.7%	82.6%	6.4%	0.6%	1.6%	0.1%
Hertford	20,875	49%	51.19%	59.7%	35.0%	4.9%	1.5%	1.1%	0.1%
Alamance	179,165	47.3%	52.1%	22.5%	71.1%	15.4%	1.5%	2.1%	0.1%
Edgecomb	49,718	46.83%	53.4%	57.4%	39.3%	6.3%	0.8%	0.5%	0.2%
Statewide	11,046,024	48.92%	51.08%	22.1%	69.8%	11.4%	1.6%	3.7%	0.2%

Goal	Indicators	Activities	Timeline	Status/Update Progress made	Responsible Person(s)
Partner with community organizations to promote cultural understanding and to meet the needs of the diverse population.	Initiate a rapport and partnership with local Hispanic organizations comprised of public stakeholders to empower knowledge and multi-cultural awareness.	Identify Latino & Hispanic organizations in each catchment area, schedule informal meetings to build meaningful relationships. Exchanging & sharing resources will improve culturally based support to members.	Ongoing	Ongoing	Program Managers
Employ and retain employees who reflect the Hispanic populations of all service areas.	Search for different staffing and recruiting agencies to employ Spanish speaking staff members. This will be advantageous to service expansion and for members with limited English proficiency.	Solicit existing Spanish speaking employees to spearhead with this project & assist selection of staff members that have extensive experience in behavioral health.	Ongoing	Ongoing	HR Director Bilingual Staff
Review organization's Cultural Competency, Diversity, and Inclusion Plan and revise when needed as well as annually.	Evidence of a written current Plan reviewed annually for relevance and effectiveness; approved by Leadership	Assess and evaluate the annual Plan; collaborate with staff & stakeholders to develop new goals. Promote accessibility of the Plan by posting on organization's website for persons served, legally responsible persons & stakeholders.	Ongoing	The Plan's annual review and revisions were completed in July 2024 and is posted on the website.	Leadership & Cultural Competency Committee

Goal	Indicators	Activities	Timeline	Status/Update Progress made	Responsible Person(s)
Continue to mandate that all employees receive onboarding and annual Cultural Competency, Diversity, and Inclusion training to enhance and maintain a respectful and inclusive workplace culture.	Utilize a reputable and professional training curricula to improve cultural competency knowledge, attitudes, and skills of the workforce.	Evidence of training completions and certificates is issued to participants and available in personnel charts.	Ongoing	Ongoing	Compliance Officer HR Director
Continue to conduct an annual organizational cultural and linguistic competence self-assessment.	Assess and monitor the current concept of how the organization perceives cultural competency; identify gaps and heighten awareness and sensitivity that will determine short- and long-range goals.	Personnel will participate in a cultural competence self-assessment survey to explore individualized cultural competence.	October 2024 & ongoing annually	Ongoing	HR Director Compliance Officer Program Managers
Continue to ensure service recipients have access to linguistic and culturally competent materials.	Include relevant topics on Leadership and Cultural Competency Committee meetings to identify the materials needing Spanish translation	Review intake documents, member handbooks and other pertinent literature and determine what translation updates are necessary. Select materials that need revised verbiage and have translated into Spanish.	Ongoing	Ongoing	Bi-lingual Translator CEO Cultural Competency Committee

Goal	Indicators	Activities	Timeline	Status/Update Progress made	Responsible Person(s)
Continue to evaluate personnel on cultural competence skills through the following: 90-day performance evaluation, annual performance evaluation and supervisions to determine strengths, weakness, and areas for growth.	Complete and submit referenced personnel transactions for personnel file maintenance within established timelines. NOTE: Documentation must be objective.	Review personnel documents to identify whether modifications are needed; consistently evaluate each staff on required intervals with documentation showing degree of being culturally and linguistically competent.	Ongoing	Ongoing	HR Director Program Managers Clinical Director Compliance Officer
Continue ensuring that cultural competence is reflected in job descriptions across all levels of the organization.	Job descriptions outline and integrate cultural competency as a job role while employed with the organization.	Review individualized job descriptions to ensure this section exists. Make recommendations for necessary revisions on language, if needed. Ensure development of new job descriptions contains this verbiage.	Ongoing	Ongoing	HR Director Compliance Officer
Continue to adequately communicate with individuals needing interpretation/translation services.	Internal interpreters and translators should continue to be accessible when service is needed.	Limited English Proficiency clients and/or legal guardians shall receive assistance for them to understand the care being provided and to accomplish effective interventions.	Ongoing	Ongoing	Intake Personnel HR Director Program Managers

Goal	Indicators	Activities	Timeline	Status/Update Progress made	Responsible Person(s)
Ensure that cultural competency is embedded in the System of Care & Person-Centered Planning processes.	Continue to review person-centered planning documents, i.e., intakes, discharges, transitions, assessments, surveys, Person Centered Plans, comprehensive crisis plans, audit tools, Client Rights' policies and procedures, etc. to ensure this objective is being met.	Documentation of supervisions, team meetings, service note interventions, person-centered plans, policies, procedures, clinical consultations, or recommendations relating to service entrance and continued service criteria justifications shall include cultural competency language.	Ongoing	Ongoing	Clinical Director Compliance Officer Program Managers Cultural Competency Committee
Promote internal cultural competency and diversity practices within the workforce. Employees shall conduct services to protect and preserve the dignity of LGBTQ and other individuals with culture-specific differences.	Continuously update, revise, and implement policies that discrimination is not tolerated towards LGBTQ and others of different cultures and backgrounds.	Workforce policies and stipulations relating to cultural competency and diversity will be reviewed and updates documented as the most current version. Direct care staff shall consistently be encouraged to listen to clients' opinions during meetings and consultation sessions.	Ongoing	Ongoing	Direct Care Staff Clinical Director Program Managers

Goal	Indicators	Activities	Timeline	Status/Update Progress made	Responsible Person(s)
<p>Solicit staff members to participate in a Medicaid Essentials Training hosted by NC DHHS & also extend training opportunity to Spanish speaking persons served & their family members. The webinar will be available in English and Spanish.</p> <p>Register staff interested in trainings related to Cultural Competency offered by NC DHHS to educate persons served and their family members of Medicaid expansion.</p>	<p>Send an agency-wide training notification to staff members for registration and training details.</p>	<p>Staff members and persons served participated in a Medicaid Essentials training providing key information on determining and confirming eligibility, resources and answers to frequently asked questions to help North Carolinians navigate the Medicaid expansion process.</p>	<p>Before the end of calendar year 2024</p>	<p>June 2024 Complete</p>	<p>Compliance Officer HR Director</p>
<p>Enhance communication and language assistance.</p>	<p>Update after hours office phone voice mail with available organization services and protocol to handle crisis in Spanish language. Upon updates to the telephone system, informing members that their preferred language is clearly interpreted verbally without any communication barriers.</p>	<p>Office after hours voice mail message is successfully updated with the alternate message in Spanish.</p> <p>Staff member(s) will communicate the organization's voicemail system during the Intake procedure and throughout service delivery and document in service note(s).</p>	<p>December 2025</p>	<p>Incomplete</p>	<p>Interpreter Cultural Competency Committee</p>

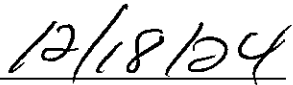
<p>Continue to promote positive images of cultural differences throughout the organization's physical service sites.</p>	<p>Continue to enhance a welcoming multi-cultural environment & atmosphere at sites by displaying photos, magazines in waiting area, cultural diversity posters, framed wall art, etc.</p>	<p>Periodically take an inventory of existing cultural diversity items displayed throughout the worksites and update or replace them to demonstrate an ongoing commitment of renewing or improving diversity images.</p>	<p>Ongoing</p>	<p>Ongoing</p>	<p>Cultural Competency Committee</p>
<p>Demonstrates an awareness of respect for and attention to the diversity of persons served, staff, families and stakeholders.</p>	<p>Allow individuals to express and address their spiritual beliefs, attitudes, gender identity and other unique values during employment, service delivery, satisfaction surveys, and other engagement settings.</p>	<p>Incorporate spiritual beliefs and practices in service delivery options; include specific related topics in workforce training and education; incorporate various aspects of cultures in satisfaction surveys.</p>	<p>Ongoing</p>	<p>Ongoing</p>	<p>Leadership Stakeholders Cultural Competency Committee</p>
<p>Develop a new Harm Reduction form for the intake packet and have it translated into Spanish. Translate new forms that may be developed and required by regulatory entities for service delivery as a case-by-case basis.</p>	<p>Have the new form accessible for Spanish speaking persons served or guardians during the intake process.</p>	<p>Notify bilingual Medical Records Clerk to translate form accordingly for utilization.</p>	<p>October 2023 Ongoing as required by regulatory entities</p>	<p>Complete Harm Reduction Form Ongoing</p>	<p>Medical Records Clerk</p>

(Revised/Reviewed – Sept. 2023 & Dec. 2024)

<p>Advertise the agency's service programs through promotional materials to Spanish speaking persons served and their families through distribution of posters, pamphlets, announcements, water bottles, wet wipes, etc. NOTE: All items NC Medicaid materials are in Spanish language.</p>	<p>Sign up to receive free and newly designed posters, flyers, stickers, water bottles, cups, pamphlets, cards, etc. in Spanish that are educational from Neimand Collaborative in Arlington, VA.</p>	<p>Receive promotional & educational materials; organize for distribution or pick up.</p>	<p>December 2024 Complete</p>	<p>Complete</p>	<p>Compliance Officer Program Managers</p>
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Approved by CEO



Date