

Cultural Competency and Diversity Plan

CETPA, Inc. values and respects the diversity of our communities and recognizes that this diversity enriches our lives and the lives of our clients. It is our intention to recognize, respect and address the needs, worth, customs, beliefs and values of all clients, employees and applicants. Our agency has a non-discriminatory policy towards all clients, employees and applicants in regards to age, gender, color, disability, national origin, sexual orientation, political affiliation, race, religion, marital status, or personal characteristics. It is our goal to provide a workplace environment that fosters equal opportunity and equal access and is free from harassment.

We as an agency have created a Cultural Competency & Diversity Plan that addresses our goal to increase awareness of cultural diversity within our agency and promote policies and practices that lead our organization in the direction of equality and accessibility. The Cultural Competency & Diversity Plan addresses cultural competency within the agency and staff by utilizing the following guiding elements:

1. Value Diversity that is defined as accepting individual preference and respecting individual differences.
2. Cultural Self-Assessment: being able to look at one's own cultural behaviors in order to learn to modify them when appropriate.
3. A consciousness of the dynamics of cultural interactions or being aware of cultural biases.
4. Institutionalization of cultural knowledge where we accept that we will never know all we need to know but are continually striving to gain knowledge and then incorporating that knowledge learned into practices within our agency.
5. Adapting to diversity.

The Leadership Team shall have the responsibility and authority to ensure that the agency provides adequate training in areas related to cultural issues within clinical practice, workplace environments, and in the supervision and employment of staff. The areas reviewed are as follows:

1. CETPA's leadership (board, management) will reflect the make up of the population we serve. Efforts to maintain diversity will be ongoing.
2. CETPA will advertise job openings in places and publications culturally sensitive to our population.
3. CETPA employees/volunteers/students due to the nature of our existence need to be bilingual (English-Spanish) except when performing duties that do not include direct client contact or client support services.
4. CETPA, Inc. has instituted education on culture diversity for all new employees, and annually for all employees, to enhance cultural competency in our agency.

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5. Collect and review data on job applicants and selectees quarterly; and, collect and review data on new hires and separations quarterly as part of hiring practices, retention efforts, and to demonstrate the various populations as represented within the agency, including leadership, management, direct service, and support service positions. Results will be shared with Leadership Team and Board for recommendations.
6. Annually through employee/client satisfaction surveys, CETPA will identify any special needs or barriers that may affect services to clients to include in the strategic plan.
7. In collaboration with the development of an accessibility plan, determine that all program and operational facilities appropriately represent best practice in meeting the diversity expectations of our clients and colleagues.
8. Constant displays and posters to raise awareness of Cultural Competency & Diversity in the facility.