

# Cultural Competency and Diversity Plan

Listed as Policy #4079



*A Provider of Mental Health, Addiction and  
Developmental Disability Services*

## FY 2017

Bryan G. Stephens  
Approved: Bryan G. Stephens, Interim Executive Director

Brittney Campbell  
Brittney Campbell, Human Resources Director

**COBB COUNTY COMMUNITY SERVICES BOARD  
DOUGLAS COUNTY COMMUNITY SERVICES BOARD**

**Cultural Competency and Diversity Plan**

The Cobb County Community Services Board and the Douglas County Community Services Board provide culturally competent services which incorporate the concepts of equality and non-discrimination in service delivery matched to client needs while recruiting, managing, developing, and retraining culturally competent and qualified personnel who reflect the diversity of the population served.

- The Cobb County Community Services Board and the Douglas County Community Services Board, hereinafter referred to as the CSB, recognizes that a culturally competent system of care acknowledges and incorporates at all levels of the organization the importance of culture, the assessment of cross-cultural relations, vigilance toward the dynamics that result from cultural differences, the expansion of cultural knowledge, and the adaptation of services which meet culturally unique needs of our clients. The CSB expects all personnel to display cultural competence in the following manner:
  - Maintaining awareness of and acceptance of diversity among people. For purposes of this plan, diversity consists of the differences in people that have historically, or are currently, viewed as bases for differences in the manner in which people are treated, both in and outside the workforce.
  - Maintaining awareness of one's own cultural values.
  - Understanding that persons of different cultures learn in different ways and have different ways of communicating, behaving, and problem solving.
  - Demonstrating basic knowledge about the culture of any client.
  - Adapting or adjusting the way one works with people in order to take into consideration the diversity between persons.
  - Training annually in cultural competence and diversity.
- The CSB is an equal opportunity employer and will not allow discrimination on the basis of age, gender, color, disability, national origin, political affiliation, race or religion. The agency provides a positive program or equal employment opportunity for all employees and applicants. The CSB will recruit, manage, develop, and retain qualified personnel for leadership, management, direct service delivery, and support services positions who reflect the diversity of the population served in order to provide high-quality services to clients and to accomplish the organization's mission.
- The following objectives have been established in order to fulfill this plan:
  - To hire, promote, compensate, and assign duties or place of work without regard to race, color, religion, creed, gender, age, political persuasion, national origin, sexual orientation, ancestry, disability, or veteran status.
  - To recognize outstanding employees, promote employee satisfaction, and promote employee involvement in organizational decisions.
  - To enhance the quality of client services through employment of personnel who are highly trained in the performance of their duties and who reflect the cultural, ethnic, and other diversity of the communities and populations served.

- To continually upgrade the competency, productivity and morale of personnel through training, education, career development and communication as demonstrated by; addressing any ADA request and special request from clients such as dietary needs, allowing staff and clients to participate in any religion of their choosing and acknowledge those special days with time off or as clients to participate in religious activities such a Bible study.
- Contract with Language Line Service and certifying bilingual staff through Language Line to accommodate any clients that may have language barriers.
- Hiring Certified Peer Specialist, whom are a representative of the persons served to promote comfort, trust and familiarity.
- Staff are trained on the first day of hire and annually on cultural competency and diversity and it is documented in their files.