

Spindletop Center

References: Local Policy/Plan

Policy No.: 1001.63

**Cultural Competency and
Diversity Plan FY2021**

Date: November 10, 2020

Revised: July 23, 2021

CEO: Holly Borel

Cultural competency and diversity is a key component of the organization's treatment program since the organization recruits from a broad cultural subset of the population. Spindletop Center (STC) will strive to maintain a workforce and promote policies which reflect the diversity and culture of the community and persons we serve by addressing culture, age, gender, sexual orientation, spiritual beliefs, socioeconomic status and language. STC is committed to the recruitment and retention of persons who are representative of the region, stakeholders and specific cultures served for leadership, management, direct service and support service positions. In order to ensure our workforce is reflective of and responsive to the cultural diversity and needs of the community, information gathered during our community needs assessment process is incorporated into this cultural diversity plan. This plan outlines the specific steps to be taken to recruit, train and maintain a staff that is culturally diverse and competent to provide services to a divergent stakeholder and patient population. This plan is updated annually.

1. Identify any staff training relevant to cultural competency and diversity that has been conducted in the past 12 months at STC:

Cultural competency training is conducted on a monthly basis at STC. All employees receive training upon hire and participate in a refresher course every 24 months thereafter.

2. Insert name of system or person who conducted the training:

Creslyn Davis, Relias system & National Council

3. Insert the organizational affiliation of the person who conducted the training if applicable:

Spindletop Center, Relias & National Council

4. Insert the date of the next scheduled staff training pertaining to cultural competency and diversity:

On-going, monthly

5. Insert the title of the next scheduled staff training session pertaining to cultural competency and diversity:

“Cultural Competency”

6. Insert the name and organizational affiliation of the person who will coordinate the next staff training session on cultural competency and diversity:

Sara Carson, HR Generalist Spindletop Center

7. Identify any additional cultural competencies or skill sets required by staff to provide quality services to the clinic’s current patient population:

Staff members are required to understand and apply basic principles of cultural competency once on the job. They are also expected to effectively respond to a client’s needs through knowledge of communication, actions, customs, beliefs and values within a client’s racial, ethnic, religious and social group.

8. Describe your plan to help the staff acquire/develop these competencies or skill sets, i.e., attendance at workshops, correspondence courses, self-directed reading/studying, etc:

Staff will receive classroom or online training, refresher training every 24 months thereafter via self-study lessons on Relias (electronic training program)

9. Insert “target date” for completion of #8:

Continuous.

10. List any organizations, associations or individuals in the immediate area that specialize in chemical dependency treatment/counseling for minority populations or persons with unique treatment needs:

- **Best Recovery Health Care**
Addiction Medicine
509 9th Avenue
Port Arthur, TX 77642
409-982-1770

- **Samaritan Counseling Center**
7980 Anchor Drive #500
Port Arthur, TX 77642
409-727-6400

- **Medical Center of Southeast Texas**
2555 Jimmy Johnson Blvd
Port Arthur, TX 77640
409-724-7389

- **Land Manor**
4655 Collier Street
Beaumont, TX 77706
409-832-7564
- **Southeast Texas Council on Alcohol and Drugs**
4675 Washington Blvd. Ste. C
Beaumont, TX 77704
409-842-2408
- **Texas Treatment Services**
Methadone and Suboxone Treatment
4349 Crow Rd.
Beaumont, TX 77706
409-813-2206
- **Woodlands Recovery Center**
1505 Cornerstone CT.
Beaumont, TX 77706
855-752-3377
- **Baptist Hospital of Southeast Texas**
3080 College St
Beaumont, TX 77701
409-212-5000

11. Have you previously contacted the organizations, associations or individuals listed on #10 to introduce them to STC?

Yes. All were contacted and invited to join in a MOU for Care Coordination for the persons they serve.

12. If “no” list the date that you will contact the organizations, associations or individuals listed on #10:

N/A

13. Identify any special competencies or skill sets relative to cultural competency and/or diversity held by current staff members.

Some staff members including case workers, supervisors and administrative staff are bilingual Spanish speakers. The demographics of the employee population are representative of the community at large and the population served.

14. List the ways that these competencies or skill sets could be used to improve the clinic’s cultural competency/diversity “readiness”:

These skill sets will lead to improved communication and understanding of a client’s condition to further treatment compliance and retention. It also leads to a more positive

community perception of STC when we can provide services in the language of choice of our clients.

15. List any ongoing efforts to recruit minority staff members and/or staff members with special skill sets relative to cultural competency/diversity:

STC has ongoing collaboration with Lamar University for the pre- and post-graduation placement of nursing, rehabilitative and social work students in STC positions. STC also recruits minority staff members through participation in local job fairs and through bilingual advertising in different types of media.

16. List the target date for completion of this recruiting effort:

Continuous/ongoing

SPINDLETOP CENTER Cultural Competency Work Plan

Objective	Deliverable	Responsible Party	Status
Agency Goals & Objectives <ul style="list-style-type: none"> • Ensure cultural competency training for new employees and continue training for existing employees 	<ul style="list-style-type: none"> • Conduct ongoing Assessments during NEO and 24-month refresher trainings 	Sara Carson	Ongoing
<ul style="list-style-type: none"> • Present cultural competency curriculum 	<ul style="list-style-type: none"> • Continue Conducting ongoing assessment of the effectiveness of the curriculum 	Sara Carson	Ongoing
Organizational Environment <ul style="list-style-type: none"> • Diversify Visual representation in facilities 	<ul style="list-style-type: none"> • Obtain/disseminate diverse artwork to sites • Display client artwork 	Each clinic responsible	3/1/2021 & Ongoing
<ul style="list-style-type: none"> • Create customer-friendly waiting areas 	<ul style="list-style-type: none"> • Provide information racks and artificial plants in client lobbies • Obtain culture-specific magazines 	Each clinic responsible	3/1/2021 & Ongoing
<ul style="list-style-type: none"> • Provide services in client's language 	<ul style="list-style-type: none"> • Distribute Interpreting and Document Translation Services to clinic managers and supervisors 	Each clinic responsible	As Needed, Ongoing
Public Relations/working with the Community <ul style="list-style-type: none"> • Provide publications in languages spoken by the population served 	<ul style="list-style-type: none"> • Continue to have customer service brochures in Spanish 	Public Relations	Ongoing

<ul style="list-style-type: none"> • Collaborate with other community organizations on diversity efforts 	<ul style="list-style-type: none"> • Attend respective meetings in the community such as Hispanic Outreach Event 	Directors	Ongoing
<ul style="list-style-type: none"> • Educate the public on mental health issues and advocate for needed changes 	<ul style="list-style-type: none"> • Participate in community outreach resources 	Heather Champion & Public Relations	Ongoing
<ul style="list-style-type: none"> • Increase visibility in community as a culturally competent organization 	<ul style="list-style-type: none"> • Staff booths at health fairs • Participate in NAMI activities, Walks... • Continue to participate in the Out Of the Darkness Walk for STC clients 	Heather Champion & Public Relations	Ongoing
<ul style="list-style-type: none"> • Create opportunities for client participation in political process 	<ul style="list-style-type: none"> • Provide voter registration materials for clients 	Patricia Allen and staff	Ongoing
<p>Human Resources</p> <ul style="list-style-type: none"> • Increase staff's level of cultural competence 	<ul style="list-style-type: none"> • Send employees to cultural competence trainings • Hold cultural resource fair for staff • Write articles for employee newsletter 	HR	Ongoing
<ul style="list-style-type: none"> • Celebrate diversity among staff 	<ul style="list-style-type: none"> • Host on-site diversity events to celebrate diverse groups/cultures 	Heather Champion & Public Relations	Ongoing
<ul style="list-style-type: none"> • Provide leadership training opportunities for staff 	<ul style="list-style-type: none"> • Co-sponsor and host trainings 	Holly Borel Creslyn Davis	Ongoing
<ul style="list-style-type: none"> • Recruit and retain diverse workforce representative of the service population and the surrounding community 	<ul style="list-style-type: none"> • Advertise job openings • Compile and analyze demographic data of staff, compare to clients 	Creslyn Davis & HR	Ongoing
<p>Service Delivery</p> <ul style="list-style-type: none"> • Assist other organizations in becoming more culturally competent 	<ul style="list-style-type: none"> • Present information at conferences, seminars, etc, upon request 	Various members	Ongoing
<ul style="list-style-type: none"> • Solicit input from clients regarding pros and cons of treatment experience 	<ul style="list-style-type: none"> • Conduct annual satisfaction surveys and analyze results • Do follow-up surveys with closed clients and report results 	QA	6/30/2021 & Ongoing
<ul style="list-style-type: none"> • Educate staff on principles of 	<ul style="list-style-type: none"> • Provide training 	HR	Ongoing

good customer service	during NEO <ul style="list-style-type: none"> • Write articles for employee newsletters 		
<ul style="list-style-type: none"> • Recognize client accomplishments 	<ul style="list-style-type: none"> • Conduct client appreciation day and group outings 	Various members	8/31/2021 & Ongoing
<ul style="list-style-type: none"> • Provide information regarding resources to clients 	<ul style="list-style-type: none"> • Add information on culture-based and literacy organizations to client resource brochure 	Patricia Allen and Public Relations	2/1/2021
<ul style="list-style-type: none"> • Agency responsiveness to and respect of culture, age, gender, sexual orientation, spiritual beliefs, socioeconomic status, and language 	<ul style="list-style-type: none"> • Conduct cultural competency training at NEO and through 24-month refresher trainings thereafter. 	HR	Ongoing