

**THE UNIQUE CARING NETWORK**  
**2015-2016 CULTURAL COMPETENCY PLAN**

Identified concern	Action to rectify	Responsible person	Time frame	Follow up	Resolution/ Completion	Comments
Need to identify culture of the organization.	<p>Review current caseloads for documentation on cultural diversity, cultural competency and linguistics.</p> <p>Review personnel to document cultural diversity, competency and linguistics.</p> <p>Review Providers to document cultural diversity, competency and linguistics.</p>	<p>Shawn Morris</p> <p>Tyrone Miller</p> <p>Marketta Fluker</p>	<p>September 30, 2015</p> <p>September 30, 2015</p> <p>September 30, 2015</p>	<p>Review at QA/QI on 9/18/15</p> <p>Review at QA/QI on 9/18/15</p> <p>Review at QA/QI on 9/18/15</p>		
<p>Policy and procedures address cultural competency Including multiculturalism, anti-racism; anti-stigma, ethic intimidation, employment equity, service equity and access.</p> <p>Include disciplinary or corrective actions if the policies are violated.</p>	Review of policy and procedures to ensure that policy and procedures address cultural competencies.	Diane Norris	January 6, 2015	Review at QA/QI on 1/6/15	UCN cultural competency polices were reviewed	completed
Trainings for staff and Providers to include cultural competency	Review of trainings related to cultural competency	Shawn Morris	August 31, 2016	Review at QA/QI on 9/28/16		
<p>Assure outreach to cultural diverse groups for job recruitment and job postings</p> <p>Including culturally diverse media is included for job</p>	Review of job descriptions and postings for cultural competency	Tyrone Miller	September 30, 2016	Review at QA/QI on 9/28/16		

posting, understanding cultural competency is included as part of job interview process, current diverse staff are used to assist in recruitment activities.						
Office is welcoming for people with disabilities, from the LGBTQ community, people from different ethnic, racial & economic backgrounds and belief.	Assess the need to update the office with cultural competency.	Marketta Fluker	September 30, 2016	Review at QA/QI on 9/28/16		
Develop professional/informal relationship with workforce consumers, community at large, geographical community to create a rapport that builds trust and acceptance in the serviced delivery.	Identify community organizations, cultures and religious affiliations to ensure involvement with these groups.	Tyrone Miller	October 31, 2016	Review at QA/QI on 11/3/16		
Adequate communication with individuals needing interpretation/translation services.	Evaluate how information is obtained on the necessity of interpretation/translation services. Review current procedure to ensure cultural competency.	Shawn Morris	October 31, 2016	Review at QA/QI on 11/3/16		