Vocational Services Addendum to
PWC CS Cultural and Linguistic Competency Plan (CLCP)
Fiscal Year 2022

Purpose of Addendum
To support the activities outlined in the PWC CS CLCP and identify ways to support its committee in order to foster services that are effective, equitable, linguistically appropriate, fully understandable by the individual and respectful of the individual’s cultural beliefs within the Vocational Services Program.

Ongoing Vocational Services Activities to Promote Agency CLCP Goals
- Program representation on the CLCP committee; monthly discussion of CLCP activities at staff meetings
- Annual review of the CLCP by program representation on CS Quality Improvement Counsel and the CS Extended Leadership Team
- Monthly Cultural Competency Handouts provided to all staff
- Active program participation in agency and county-wide cultural and linguistic competency trainings
- Program participation in and/or assistance with organization presentations
- Ongoing review of the demographic composition of the program participants
- Active retention of multi-lingual staff
- Use of language assistance services for program clients

Evaluation of Vocational Services Cultural and Linguistic Competency Activities
Ongoing review of these activities will occur through the following processes:
- Annual Satisfaction Surveys (Persons Served and Stakeholders)
- Annual evaluation of VS Performance Measurement and Management Plan
- Annual evaluation of VS Accessibility Plan
- Monthly review of staff trainings via CS Quality Improvement Counsel
- Ongoing review of Accommodation Requests
- End of fiscal year review/revision of Vocational Services Addendum to CLCP