

FY 2018



CULTURAL COMPETENCE AND DIVERSITY PLAN (CCDP)

PRINCE WILLIAM COUNTY VOCATIONAL SERVICES

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I. Objective

The Prince William County Vocational Services programs, as a provider of a variety of behavioral healthcare services, continually seeks to improve the quality of services provided for all its stakeholders. As a result, we are committed to demonstrating an awareness of, respect for, and attention to the diversity of all the persons with whom we interact as evidenced by our organizational attitudes, structures, policies and procedures.

Consequently, Vocational Services is committed to actively recruiting and promoting employees who best reflect the cultural diversity of Prince William County and enhancing the cultural knowledge of all employees and persons served. Through cultural competency initiatives, employees and persons served will deepen their understanding and sensitivity to the cultural differences among all of us associated with race, gender, age, religious preferences, ethnicity, sexual orientation, geographic regions, socioeconomic factors, and physical/mental health disabilities.

II. Goals

The following are the specific cultural competency goals of the Vocational Services program. We will:

- Create a diverse, results-oriented, high performing workforce that reflects the communities we serve by identifying and eliminating barriers to equal opportunity
- Cultivate a flexible and inclusive work environment that enables all employees and persons served to develop to their fullest potential
- Facilitate outstanding customer services to persons served by providing culturally competent person-centered quality behavioral healthcare
- Demonstrate an awareness of, respect for, and attention to the diversity of all the people with whom we interact (persons served, personnel, families, community partners, and other stakeholders)
- Respond to the diversity of our stakeholders and provide educational opportunities for staff to develop and maintain the knowledge, skills, and abilities, that will enable personnel to work effectively cross-culturally
- Share our knowledge with persons served in order to facilitate a caring and supportive peer network that encourages all its members to be proud of their individuality and differences.
- Support and implement goals and strategies from the PWC CS CLCP (Cultural and Linguistic Competency Plan)

III. Processes

COMMUNITY ASSESSMENT/DEMOGRAPHICS

The Prince William County Vocational Services program assesses the cultural characteristics of the community we serve through the use of demographic data obtained from persons served involved in our programs and from local and regional demographic information obtained from various governmental resources. Based upon this public information the following is an overview of the cultural characteristics of the people we serve:

Prince William County (PWC) Vocational Services is a program that serves a suburban population located in Northern Virginia, approximately 25 miles southwest of Washington, D.C. Prince William County includes within its boundaries the independent cities of Manassas and Manassas Park. The combined area of Prince William County and the independent cities is 348 square miles.

The current population of Prince William County is 455,210 (as of the July 1, 2016 Census Bureau estimates), which makes it the 2nd largest locality in the Commonwealth (recently surpassing the Virginia Beach region). Furthermore, the Virginia Employment Commission projects Prince William County will grow to 659,000 persons by 2040. Results from the 2015 American Community Survey indicated that 93.7% of the County's population reported as being of one race and 6.3% of two or more races. Of those reported as being of a single race, 61.4.9% are White, 20.5% are African-American, 7.8% are Asian, .5 are Native American (including native Alaskan and Hawaiian) or Pacific Islander, and 4.6% are of "some other race". Additionally, 21.5% of Prince William County citizens report being of Hispanic ethnicity regardless of race.

The population of PW County has increasingly become racially and ethnically diverse with the most recent census (2010) indicating that the County is now a "minority-majority" community which is defined as that less than half of the population is reported to be non-Hispanic and of one race – White. Between 2000 and 2014, according to the Bureau of the Census, the population of persons of Hispanic ethnicity grew by 259.0%; Asian/Pacific Islanders by 212.3%; Black/African Americans by 68.5%; Whites i by 44.8%, and American Indian/Alaskan Natives, a relatively small segment of the total population, grew by 12.5%.

Moreover, the 2016 US Census reports that 50.8% of the population is male, 50.2% is female, 27.6% is under the age of 18, 63.3% is between the ages of 18-64 and 9.1% is over age 65.

The Census Bureau reports that in 2015, Prince William County had median household income of \$99,206 with a per capita income of \$37,21 which ranks it 16th overall in the United States. In addition, the unemployment rate was 3.6% compared to 5% nationally and the poverty rate was 6.7% compared to the national rate of 13.5%.

PROGRAM ASSESSMENT

The racial and ethnic breakdowns of the persons served by Vocational Services (a combination of the Supported Employment Program, the Prince William Clubhouse, and the

Horticultural Therapy program) during FY17 breaks down as follows: 46% of persons served report being White, 38% being African American/Black, 0% as American Indian/Alaska Native, 5% as Asian, 6% as other, 3% as multi-race and 9% of persons served identify as being of Hispanic ethnicity. Approximately 63% of persons served are male while only 37% are female. Due to the nature of the program, 98% program participants are age 18-64 and only 2% are over age 65

Currently this per capita income is not tracked within the Vocational Services program however of the persons served by the Clubhouse and Horticultural Therapy program 59% currently are receiving Medicaid and 27% are employed.

Of Vocational Services staff 32% are Black/African American and 63% are White and 5% are Asian, 26% are male and 74% are female. Currently none of our staff speak Spanish, 1 person speaks French, and another is fluent in Nepalese.

ONGOING ACTIVITIES THAT PROMOTE CULTURAL COMPETENCE AND DIVERSITY

- Affirmative Action and Equal Opportunity Employment initiatives in hiring practices
- Ongoing assessment of the demographic composition of the organization and the community
- Recruitment advertising preference of hiring Spanish speaking staff
- Increasing use of language assistance services for persons served in Vocational Services
- Trainings/handouts on cultural diversity awareness provided through staff meetings
- Revision/update of the Vocational Services Cultural Competence and Diversity Plan
- Implementation of an agency wide Cultural Competency and Diversity Plan
- Development of agency wide cultural competency training and education
- Provide calendar of upcoming diversity events through staff meeting agendas.
- Partnering with persons served on cultural awareness events provided to persons served
- Development of Vocational Services diversity awareness bulletin board

IV. FY18 Plan

In an effort to improve the quality of the services provided by the Vocational Services program we have developed the following Cultural Competency and Diversity Plan. This plan works in conjunction with the agency CCDP and will be ongoing and attempts to recognize the diverse needs of the people we serve. When developing/addressing diversity, in addition to race and ethnicity, the following areas can/will be considered: culture, age, gender, sexual orientation, spiritual beliefs, socioeconomic status, languages spoken, veteran status, and disability status. Plans will be reviewed and revised as appropriate at the start of each fiscal year. The program manager will provide a report at that time to the Division Manager regarding the status of CCD initiatives that happened throughout the year. A new CCD Plan will be developed for the upcoming fiscal year and provided to the CS Management Team for review and approval.

For FY18 Vocational Services will address the following areas:

Area: Personnel Recruitment

Goal	Objective	Responsible Individual	Measurement	Target Date
Maintain a diverse workforce that is reflective of the persons we serve	Recruit applicants who are bi-lingual (Spanish/English)	Vocational Services program manager in collaboration with the Human Resources Department	There will be at least 1 staff member who speaks Spanish	6/30/18
	Bring staffing more in line with County racial/ethnic population levels	Vocational Services program manager in collaboration with the Human Resources Department	Demographic breakdown of staff at the end of YF18 will be closer to makeup of persons served than at the end of FY17	6/30/18
	Recruit applicants who are in recovery from mental illness	Vocational Services program manager in collaboration with the Human Resources Department and finance department	There will be at least 1 peer staff provider	6/30/18

FY18 Cultural Competence and Diversity Plan

Area: Ongoing assessment

Goal	Objective	Responsible Individual	Measurement	Target Date
Assess demographic composition of population	Complete assessment of the demographic composition of Prince William County	Prince William Vocational Services Manager	Assessment information will be obtained from US Census Bureau website	End of FY18
	Complete assessment of the demographic composition of the Prince William County Vocational Services	Vocational Services Program Manager	Demographic information will be obtained from Credible used to complete comparisons for all program plans and assessments	June 2018
	Complete assessment of the demographic composition and languages spoken of Vocational Services Staff	Vocational Services Program Manager	Staff will complete an anonymous self-assessment annually	June 2018

Area: Enhance the cultural competency of Vocational Services staff

Goal	Objective	Responsible Individual	Measurement	Target Date
Increase staff cultural/linguistic awareness and knowledge	Staff will be provided by the agency a monthly Diversity Tip	CSB Deputy Director	Tip will be provided monthly and reviewed during clinical staff meeting	Throughout FY18
	Vocational Staff will be made aware of upcoming cultural awareness events, religious observations, and holidays	Vocational Services Program Manager	Staff will be provided a calendar of important dates monthly	Throughout FY18
	The CS will provide 1 cultural diversity training each year	Vocational Services Program Manager in collaboration Quality Improvement Council	More than 75% of VS clinical staff will attend any Cultural Awareness agency-wide training provided by CSB	Throughout FY18

FY18 Cultural Competence and Diversity Plan

	Vocational Services will provide at least 1 additional cultural diversity training annually	Vocational Services Program Manager	More than 75% of VS clinical staff will participate in VS sponsored cultural awareness training	June 2018
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Area: Enhancing cultural awareness of the persons served by Vocational Services programs

Goal	Objective	Responsible Individual	Measurement	Target Date
Provide opportunities for persons served to share cultural knowledge	PSR staff will partner with persons served to complete at least 1 consumer directed diversity event each quarter	PSR persons served and clinical staff	Educational event will be held for members at least quarterly	Throughout FY18