

WEST CENTRAL INDUSTRIES 2024 CULTURAL COMPETENCY AND DIVERSITY PLAN

Purpose of this plan is to ensure WCI practices are in compliance with annual service contracts that allow us to provide Community Rehabilitation Services to the State of Minnesota. These contracts require compliance with all Federal and State laws which prohibit discrimination on the grounds of race, color, age, creed, sex, gender preference, marital status, religion, national origin, or physical or mental disability. Additionally, CARF accreditation requires all Community Rehabilitation Providers to develop a Cultural Competency and Diversity Plan.

What is Cultural Competency?

An awareness of, respect for, and attention to the diversity of the people with whom it interacts (persons served, personnel, and other stakeholders) that are reflected in attitudes, organizational structures, policies and services.

Importance of Cultural Competency:

In order for WCI to meet the needs and expectations of increasing culturally and ethnically varied populations, it is important that our staff have a better understanding of cultural differences and their relationship to WCI services.

WCI is committed to:

1. Maintaining a respectful service delivery system, free of offensive practices and conditions;
2. Recognizing each individual's unique value, contribution and potential;
3. Developing approaches/programs/services to meet identified needs of a culturally diverse population;
4. Orient/train WCI staff and persons served in cultural diversity in our region;
5. Set, achieve and revisit yearly Cultural Competency and Diversity Plan goals.

WCI's Mission is to enhance quality of life through individualized support, training and employment.

Our Value Statements are:

Acceptance: "We value all people and create an environment of acceptance dignity and respect."

Compassion: "We are motivated by the desire to help others and empower their individual growth, independence and integration into the community."

Teamwork: "We bring our best self to work every day and actively promote teamwork, communication and effectiveness."

In 2015, WCI recognized the letters in our name to represent:

W-Work

C-Community

I-Integration.

Cultural Competency and Diversity at WCI is accomplished by WCI staff understanding that cultural competence goes beyond race, religion, national origin, or language identifiers. Cultural competence encompasses understanding one's own culture and recognizing that there are diversities within each culture. The frame work for the WCI Cultural Competency and Diversity Plan is based on CARF's ASPIRE to Excellence Model and uses the CARF standards as a guide to ensure an ongoing process of continuous quality improvement.

A-Assess the Environment (Collect and evaluate data on diversity in West Central)
S-Set Strategy (Create Goals around Cultural Competency and Diversity)
P-Persons Served and Other Stakeholders (Identify who we serve and our stake holders)
I-Implement the Plan (Put and enforce plan in every day service)
R-Review Results (Assess data and plan results yearly)
E-Effects Change (Achievement of a culturally competent and diverse respectful organization)

In compliance with its Cultural Competency and Diversity Policies and Procedures of West Central Industries, Inc. these are our goals:

GOAL 1: Annually Research and gather most recent information on diversity within WCI service area (McLeod and Kandiyohi County). Information will be kept with the Cultural Competency and Diversify Plan.
Target Date: 12/2024
Person Responsible: Renee Nolting

GOAL 2: Review results of our Annual Cultural Competency and Diversity Plan with Board of Directors and review current data on diversity of WCI service territory.
Target Date: 12/2024
Person Responsible: Renee Nolting

GOAL 3: Management review feedback from persons' served annual surveys in the area of cultural sensitivity and needs. Utilize feedback to improve services, if needed, and to guide possible future trainings.
Target Date: 12/2024
Person Responsible: Renee Nolting

GOAL 4: Annually, provide a training for staff on Cultural Diversity.
Target Date: 12/2024
Person Responsible: Sheila Ward & Tammy Hatlestad

GOAL 5: Review WCI Cultural Competency and Diversity Plan with persons served. This will be done at intake of services, provided in Persons' Served Handbook and posted on our website.
Target Date: 12/2024
Person Responsible: Tammy Hatlestad & Renee Nolting

GOAL 6: As needed, WCI contracts interpreters for persons served. Maintain a list of qualified providers for interpretation services.
Target Date: 12/2024
Person Responsible: Sheila Ward

WCI recognizes that it is important for our leadership and staff to develop a basic understanding of the major values and beliefs of the people we serve and other stakeholders, especially those

who may come from different cultural or spiritual backgrounds. Enhanced education and training around culture, age, gender, sexual orientation, spiritual beliefs, social economic status, disability and language will be provided to all employees and board members to assist us in developing a greater awareness and sensitivity specific to the diverse population of our service area. WCI will document attendance to training and keep in personnel and/or training file. WCI Board attendance will be documented in meeting minutes.

During the implementation of the current Cultural Competency and Diversity Plan of 2023, the plan will be reviewed at least annually for relevance and updated as needed. At the end of the implementation period (12/30/2023) the outcomes of the goals identified will be documented and analyzed by the Executive Director and Director of Placement & EE Services.

WCI is committed to utilizing information gathered for the purpose of responding to the changing needs and expectations of the people we serve, our stakeholders, our business partners and our service area. Information gathered will also help us improve the quality of our programs and assist us in strategic planning.

Date: 11/2023

Property of West Central Industries