



Kids in Distress, Inc./Family Central, Inc.

Cultural & Linguistic Competency Plan

| CLAS Standards: | Action Steps: | Time Frame: | Person Responsible: | Indicators of Progress: |
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| CLAS Standard 1: Provide effective equitable, understandable, and respectful quality care and services that are responsive to diverse cultural health beliefs and practices, preferred languages, health literacy, and other communication needs. | Orient all newly hired staff the importance of cultural and linguistic competency during Orientation. | Completed and Ongoing | HR Department | All newly hired staff will be in compliance with Cultural Diversity training. Copy of certificate in HR personnel file |
| | Conduct a pre and post self-assessment to determine all staff understanding of CLAS Standards to include health beliefs. | Completed | CQI Team | Pre and post self-assessments will be completed by the CLC Committee to obtain documentation regarding staff beliefs on health beliefs and biases |
| | All Supervisors will review all existing referrals and intake packets to ensure that they are in compliance with the CLAS Standards and service delivery. | Completed | All Supervisors/ Directors, Compliance Department | Client's Rights and Grievance Policy and Procedure |

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| | KID will develop a CLC Committee.* It should be noted CLC Committee is integrated into the CQI/Safety Committee. | Completed | All Employees | Meeting Minutes/ Agenda. |
| | All staff job descriptions will be updated to include practices of cultural competency. | Completed | All Supervisors/Manager/ Coordinators & Directors | Job Description/ Annual Evaluation Review |
| | All services will continue to be provided in the client's preferred language, recognizing their health disparities, cultural factors, and other communication needs while in the program to ensure service access and effectiveness. Plain language will be used by: organizing information for the most important to be first; breaking information into understandable segments; using simple language and terms; using the active voice. | Ongoing | All Staff and Volunteers | Satisfaction Survey |
| | All clients' health and | Ongoing | Compliance | Satisfaction Survey |

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| | cultural beliefs will be | | Department | |
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| | respected and added into their treatment plan. | | | |
| <u>CLAS Standard 2:</u> Advance and sustain organizational governance and leadership that promotes CLAS and health equity through policy, practices, and allocated resources. | All employees and volunteers will continue to effectively provide services to clients regardless of cultures, race, ethnicity, gender, etc. Services will be provided to all clients in their preferred language and their communication needs will continue to be addressed. | Ongoing | All Staff and Volunteers | Client Feedback/ Satisfaction Survey |
| | The Board of Directors will approve the Cultural Linguistic Plan upon final completion. | Completed | Executive Leadership | Board of Directors |
| | To set goals on improving organizational diversity and providing cultural competency care as per our CLC plan. | Annually/ during the end of each fiscal year | CEO/ & COO, Chief Human Resources & Compliance Officer | CLC Plan Update |

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| | On an annual basis, all policies and procedures as well as Management Plans will be updated and revised to determine if anything needs to be added. | Ongoing | All Supervisors, Human Resources, Chief Operating Officer, & Compliance Department | Management Plans such as: Auxiliary Aids and Service Plan for Persons with Disabilities and persons with Limited English Proficiency and Cultural Linguistic Plan |
| CLAS Standard 3: Recruit, promote, and support a culturally and linguistically diverse governance, leadership, and workforce that are responsive to the population in the service area | Create an environment, where culturally diverse individuals (Clients, Staff and Volunteers) feel welcomed and respected. | Ongoing | CQI/Safety/CQI Committee | Employee & Client Feedback |
| | Continue to advertise job opportunities for bi-lingual or multi-cultural staff to targeted professional associations; job boards, and local Universities including FAU, FIU, NSU, Veteran’s Advantage, Urban League, Florida Coalition for Children, Indeed, Hispanic Unity, Career Source Broward and KID & FCI websites. | Ongoing | Human Resource Department | Job postings and emails reflecting the needs of the target population being served such as: preferred language, skills required for target population |

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| | Continue to recruit during Minority & Health Job Fairs. | Ongoing | Human Resources Department. | Continue to develop relationships with local Universities, Professional Associations, trainings and other community providers |
| | Continue to submit the Affirmative Action Plan as a way to assess staff demographics. | Annually | Human Resource Department | Affirmative Action Plan |
| | Increase membership for the Board of Directors to represent the target population served. | Annually | CEO/President, Executive Leadership | List of Board Members |
| | We do not use staff as proficient translators but we may compensate higher for bi-lingual staff depending on job requirements/needs. | Annually/ Ongoing | All Supervisors | Bilingual Policy |
| | Continue to assess the needs of clients to determine areas of improvement. | Ongoing | All Staff | Client Satisfaction Survey and Team Program's Meeting |
| CLAS Standard 4: Educate and train governance, leadership, and workforce in | Provide on-going in service training in cultural and linguistic competency to meet the needs of the target | Ongoing | All Employee/Volunteers | Sign In Sheet during Trainings. Feedbacks from trainings |

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| culturally and linguistically appropriate policies and practices on an ongoing basis. | population served. Training will include, but not limited to: how to access language services with Limited English Proficiency. | | | |
| | Increase awareness for all staff on cultural differences in areas such as dress, speaking, interacting with others, gender-related traditions, attitudes, religion, child-rearing, superstitions, food and dining, etc. | Ongoing | All Employee/Volunteers | Trainings, Program Staff Meetings, CQI Meetings |
| | Continue to ensure and seek resources (internal and external) required to deliver culturally competent services. | Ongoing | Compliance Department | Certificates/ Sign-in Sheet |
| | KID/FCI's Auxiliary Aids and Service Plan for Persons with Disabilities and Persons with Limited English Proficiency will be utilized for procedures for language assistance to include the provision of interpretation services | Ongoing | CQI/Safety/CLC Committee/ Human Resources Department. | All Plans are located in the Public Drive (Agency Access Drive) in order for all staff to have access |

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| | <p>and bi-lingual staff for Limited English Proficiency that will be provided to all clients at no cost in a timely manner.</p> <p>All staff will continue to participate in creating their professional development goals during their annual evaluation.</p> <p>Human Resources will continue to incorporate cultural competency and CLAS into employee evaluations.</p> | <p>Annually</p> <p>Annually Performance Evaluation</p> | <p>All Employees</p> <p>All Directors, Supervisors/Managers/Coordinators/All Employees</p> | <p>Certificates from Relias Training System, CSC Trainings, and webinars relating to health disparities. Employee Education Reimbursement Policy and Cross-Training Policy</p> <p>Annual Performance Evaluation</p> |
| <p>CLAS Standard 5: Offer language assistance to individuals who have limited English Proficiency and/ or other communication needs, at no cost to them, to facilitate timely access to all</p> | <p>Update the organization’s website to include that Language Assistance is available at no cost for all clients in a timely manner as well as other communication needs.</p> <p>Ensure that all staff including Directors, point</p> | <p>Completed</p> <p>Ongoing</p> | <p>Advancement Department</p> | <p>www.kidinc.org & www.fci.org (KID & FCI’s website will include information pertaining to our CLAS standards as well as the Auxiliary Aid plan)</p> <p>Monthly Employee Orientation and all New</p> |

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| health care and services. | of contact staff, receptionist and all newly hired staff understand and are aware of the Auxiliary Aids and Service Plan for Persons with Disabilities And Persons with Limited English Proficiency for Language Assistance Services available for all clients. | | HR Department | Hired Employee will sign an Attestation Form that will be placed in personnel file |
| | Through program assessments and during supervision, language needs will be noted and addressed and documented in client files. "I speak" cards will be utilized as needed to determine language needs. | Ongoing/ As Needed | All Employees | HHS Monthly Reports, Invoices, Progress Notes. Client Satisfaction Survey |
| | Continue to use qualified and trained Interpreters and bilingual staff to facilitate communication needs. | Ongoing/As Needed | All Employees | Client Satisfaction Survey |
| | Every attempt will be made for service delivery using a certified interpreter within 48 hours, with adjustments | Ongoing/As Needed | All Employees | Client Satisfaction Survey |

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| | as needed based on circumstances. | | | |
| CLAS Standard 6: Inform all individuals of the availability of language assistance services in their preferred language, verbally and in writing. | Revise all intake packets to include the availability of language assistance services. | Completed & Ongoing As Needed | Compliance Department, Supervisors/ Managers, Directors | Revised Intake Packets will be reviewed by the CLC/CQI/Safety Committee |
| | Ensure that all staff have access to the Cultural Linguistic Plan and Auxiliary Plan which are updated annually. | Annually | Compliance Department | All Plans are located in the Public Drive (Agency Access Drive) in order for all staff to have access. |
| | An Interpreter and Translation Services Poster is displayed in the KID reception area. | Ongoing | Compliance Department | Posters, Signage |
| | Translation of materials will be done through Google Translate and reviewed by bi-lingual staff. | Ongoing/As Needed | All Employees | |
| | When available, staff proficient in other languages will inform clients of the availability of language assistance services. Smart technology will be used for translation if there is no staff available. | Ongoing/As Needed | All Employees | |

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| <p>CLAS Standard 7: Ensure competence of individuals providing language assistance, recognizing that the use of untrained individuals and/ or minors should be avoided.</p> | <p>Will continue to provide accurate and effective communication between the clients and the provider to ensure that appropriate service is being delivered.</p> <p>Provide trained and qualified Interpretation as well as other communication needs to include, but not limited to bilingual staff and through technological or electronic devices. Untrained individuals and minors will not be used as interpreters.</p> <p>The Directory of Agencies and Organizations (Appendix K) and the Language Line Services (Appendix L) from the Statewide Auxiliary Aids Plan will be used to find the appropriate interpreter for language assistance.</p> <p>Cultural brokers are not used at KID/FCI.</p> | <p>Ongoing/ As Needed</p> <p>Ongoing/ As Needed</p> <p>Ongoing/As Needed</p> | <p>All Employees</p> <p>All Employees</p> <p>All Employees</p> | <p>Client Satisfaction Survey</p> <p>Client Satisfaction Survey to be completed by all clients requiring Interpretation Services to assess the level of satisfaction</p> <p>All Plans are located in the Public Drive (Agency Access Drive) in order for all staff to have access</p> |
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| <p>CLAS Standard 8: Provide easy-to-understand and print and multimedia materials and signage in the languages commonly used by the populations in the service area.</p> | <p>The DCF LEP Services and Civil Rights poster in English, Spanish, and Creole are displayed in the KID/FCI Reception area.</p> <p>Review all of the program’s intake packets to ensure that they are easy-to-understand for all clients.</p> <p>Assess the organization’s facility to reflect the population served is welcomed, respected, and represents diversity.</p> <p>Services that are being provided by the target population will be assessed relating to cultural sensitivity.</p> <p>Any materials that needs translation will be brought to the CQI team who will work with HR to ensure accurate translation.</p> <p>Safety Zone signage and Youth Safety signage will</p> | <p>Ongoing</p> <p>Ongoing/As Needed</p> <p>Ongoing/As Needed</p> <p>Ongoing/Upon discharge for clients</p> <p>Ongoing/As Needed</p> <p>Completed</p> | <p>Compliance Department/ CQI/Safety/CLC Committee</p> <p>CQI/Safety/CLC Committee</p> <p>CQI/Safety/CLC Committee</p> <p>CQI/Safety/CLC Committee</p> <p>Compliance Department and Human Resources Department</p> | <p>Posters, Signage</p> <p>Feedback/ Meeting Minutes from the CQI/Safety/CLC Committee Meetings</p> <p>Meeting Minutes from the CQI/Safety/CLC Committee as well as Feedback from the Committee</p> <p>Client Satisfaction Survey regarding cultural sensitivity during their treatment</p> <p>Documentation</p> <p>Posters, Signage</p> |
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| | be posted in the KID Reception area. | | Compliance Department | |
| CLAS Standard 9: Establish culturally and linguistically appropriate goals, policies, and management accountability, and infuse them throughout the organization's planning and operations. | Ensure that the CLC Plan is accessible for all employees and volunteers. | Completed | Compliance Department | The Plan is located on the Public Drive (Agency Access Drive) so all staff has access to the plan |
| | Discuss Cultural Linguistic Competency during each program's team meeting. | Ongoing/As Needed | All Supervisors/ Manager/Coordinators; Directors | Team Meeting Agenda/ Sign-In-Sheet |
| | The CLC Plan will be integrated in other management plans such as: Compliance Plan and Risk Management Plan as well as COA. | Ongoing | Compliance Department, COO, CHCO | Updated Management Plans and COA documents |
| CLAS Standard 10: Conduct ongoing assessments of the organization's CLAS-related activities and integrate CLAS-related measures into measurement and CQI activities. | Conduct self-assessment annually regarding the organization's cultural and linguistic competency plan. | Completed | CQI/Safety/CLC Committee/ Compliance Department | Post-Assessment results |
| | Conduct an Organization survey to obtain feedback regarding the CLAS standards annually. | Annually | CQI/Safety/CLC Committee | Results from Survey & Employee Feedback |
| | Review any client-related issues pertaining to the CLC plan. | Quarterly/As Needed | CQI/Safety/CLC Committee | Meeting Minutes from the CQI/Safety/CLC Committee |

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| | To assess performance progress in implementing the CLC Standards. | Annually | All Supervisors/Managers/ Coordinators; Directors | Annual Performance Evaluations. Supervisors will provide Employee Feedback |
| CLAS Standard 11: Collect and maintain accurate and reliable demographic data to monitor and evaluate the impact of CLAS on health equity and outcomes and to inform service delivery. | Collect accurate client and staff diversity data to have a better understanding of the demographic being served in order to continue to build diversity in the workplace and identify any disparities that may exist with the clients being served. | Annually | COO, CQI/Safety/ CLC Committee, and Compliance Department. | Data will provide an analysis to compare client and staff demographics to evaluate match between staff and client. Update analysis will be available in the Public Drive in order for all Employees to have access |
| | Data obtained and collected in KID & FCI Quarterly and Annual Reports are distributed to leadership and the KID Board of Directors. | Annually | CQI/Safety/CLC Committee | Quarterly and Annual Reports are accessible to all Employees in the Public Drive and provided to the Board of Directors as needed. |
| | Civil Rights compliance checklists are completed annually to ensure staff demographics are comparable to client demographics. | Annually | Compliance Department and Human Resources Department | Monitoring |
| | To monitor client needs, access, utilization, and quality of care in order to | Ongoing | | Meeting Minutes from the CQI/Safety/CLC |

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| | <p>have a better understanding of diversity.</p> <p>To assess and improve to what extent care services are provided to the target population being served.</p> <p>CSC Family Resource Guide is readily available in English/Spanish, Creole/Portuguese.</p> | <p>Ongoing</p> <p>Ongoing</p> | <p>Compliance Department/ Leadership</p> <p>Compliance Department/ Leadership</p> | <p>Committee/ Leadership Committee</p> <p>Meeting Minutes from the CQI/Safety/CLC Committee/ Leadership Committee</p> <p>Guide is available at reception area and to all programs</p> |
| <p>CLAS Standard 12: Conduct regular assessments of community health assets and needs and use the results to plan and implement services that respond to the cultural and linguistic diversity of populations in the service area.</p> | <p>To identify all of the services that are available and not available to the target population.</p> <p>Continue to assess client health disparities during the intake process and address the needs of clients.</p> <p>Ensure youth and families feedback in the development and/ or revision of the CLC Plan.</p> | <p>Annually</p> <p>Ongoing</p> <p>Annually</p> | <p>Staff participating in Community Committee</p> <p>All Employee</p> <p>All Employees</p> | <p>Pre & Post Assessments</p> <p>Client Satisfaction Survey</p> <p>Meeting Minutes from the CQI/Safety/CLC Committee</p> |

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| | Available data from community health needs may be shared/discussed at leadership meetings, team meetings, and posted in KID/FCI's social media platforms. | Ongoing | Compliance Department/ Advancement Department | Meeting Minutes Reports/Social Media |
| CLAS Standard 13: Partner with the community to design, implement, and evaluate policies, practices, and services to ensure cultural and linguistic appropriateness. | Continue to advocate for clients during community meetings and multidisciplinary meetings such as: School Board, Guardian Ad Litem, Broward Sheriff Office, and ChildNet to ensure quality services. | As Needed | All Staff | Community members participating in different community committees |
| | Review all satisfaction surveys relating to cultural competency to determine areas of improvement. | As needed | Compliance Department CQI/Safety/CLC Committee | Satisfaction Survey and Employee and Client Feedback |
| | To create an organizational culture that leads to more responsive, efficient, and effective services to the community. | Ongoing | All Employees | Satisfaction Survey and Employee and Client Feedback |
| | Continue to develop Community Partnerships, MOA's with local community providers | Ongoing/As Needed | Compliance Department | MOA from Community Partners |

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| | including health organizations for community resources, collaboration, and support. | | | |
| CLAS Standard 14: Create conflict and grievance resolution processes that are culturally and linguistically appropriate to identify, prevent, and resolve conflicts or complaints. | Assess the current grievance policy and procedure to ensure the CLAS Standards such as: having this form available in clients preferred language. | Ongoing/As Needed | CQI/Safety/CLC Committee | Grievance Policy located in the P Drive (Agency Access Drive) for all Employee to access. Board of Directors will approve updated policy and procedure |
| | KID’s policies on Client Grievance for Adults and Client Grievance for Children are available in Spanish, Creole, and Portuguese and used for the appropriate audience. | Ongoing/ As Needed | | Monitoring the Complaints |
| | Track and trend grievances relating to cultural and linguistic competency. | Ongoing | CQI/Safety/ CLC Committee & Compliance Department | |
| | To provide notice in signage and translated materials the right to provide feedback, including the right to file a complaint or grievance. | | CQI/Safety/CLC Committee. | Signage and posted materials. Clients Rights. |

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| <p>CLAS Standard 15: Communicate the organization’s progress in implementing and sustaining CLAS to all stakeholders, constituents and the general public.</p> | <p>Will communicate with stakeholders and the general public efforts made to implement CLAS Standards including data and utilization from the target population.</p> | Annually | Executive Leadership | Board Meeting Agenda and Meeting Minutes. Also, annual reports to funding Sources will reflect data and the availability of services |
| | <p>KID has an Open-Door Policy and a CQI/Safety/CLC committee that provides the opportunity to all staff to raise concerns of cultural and linguistic needs.</p> | Ongoing | Compliance Department/ Leadership Team | Meeting Minutes from the CQI/Safety/CLC Committee/ Leadership Committee |
| | <p>KID’s LEP and Client Rights policies are posted in the Reception Area.</p> | Ongoing | | Posters, Signage |
| | <p>Each KID program has their own exit/discharge planning and forms that are completed and signed by the client.</p> | Ongoing | All Employees | Documentation |