"The Detroit Area Agency on Aging’s mission is to educate, advocate and promote healthy aging to enable people to make choices about home and community-based services and long term care that will improve their quality of life."
Cultural Competency and Diversity Plan Annual Review:

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<td>Ex: Jan 2013</td>
<td>Ex: John Smith, CEO</td>
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<td>Revision</td>
<td>March 2014</td>
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<td>Revisions made to layout &amp; content of plan</td>
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<td>Updates</td>
<td>January 2016</td>
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<td>a. Annual Cultural Survey and Assessments for Staff and Leadership.</td>
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I Introduction:

Detroit Area Agency on Aging (DAAA) is committed to implementing and maintaining a Cultural Competency and Diversity Plan. DAAA strongly believes that education and training on cultural competence and diversity is an essential element of satisfactory employee performance and a direct link to excellent service. A vision of the agency is to ensure that staff, stakeholders, and persons served develop awareness and understanding of various cultures and diverse environments within our work environment and areas of service. Terms such as culture, age, gender, sexual orientation, spiritual beliefs, socioeconomic status, and language are addressed in this plan.

***The framework for DAAA’s 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.

II What is Cultural Competency?

DAAA defines cultural competency as defined by the HumanServicesEdu.org, “the term cultural competence is used to describe a set of skills, values and principles that acknowledge, respect and work towards optimal interactions between the individual and the various cultural and ethnic groups that an individual might come in contact with. Elements of cultural competency include awareness, attitude, knowledge, and skills.”

III Purpose:

The purpose of the Cultural Competency program is to make certain that DAAA meets the culturally and linguistically diverse needs of all consumers, employees and the community at large; to ensure that DAAA contractors/providers value diversity within the organization and meet the needs of the consumers who require linguistic services that enable consumers to obtain comprehensive, person centered services/supports.

IV Objectives

The objectives of the Cultural Competency program are to:

- Encourage staff to value the diversity of both their co-workers inside the organization and the population served, and to behave accordingly
  - How to achieve objective: Provide mandatory annual educational training on Cultural Competency and Diversity to DAAA employees and agency providers.
- Identify DAAA employees, providers and or program participants who have cultural or linguistic needs and develop service plans that address these needs.
- **How to achieve objective:** When provided with (cultural diversity/linguistic) data from our participants, data will be analyzed by Human Resources to further address and improve DAAA program? service plans, if needed.
- Use outreach, educational and promotional materials that are culturally sensitive to the Individuals race, ethnicity, socioeconomic status and primary language spoken;
  - **How to achieve objective:** Continuously ensure that agency materials are developed with cultural sensitivity and are updated with an emphasis on cultural competence and diversity.
- Determine that the appropriate processes and tools are available to meet the unique communication and language barriers that exist in the population;
  - **How to achieve objective:** Ensure materials are prepared in language other than English; ensure simple and easy-to-understand language for our participants; acknowledge sensitivity toward cognitive impairment by utilizing large print versions.
- Ensure that providers recognize the culturally diverse needs of the community; and develop service models accordingly.
  - **How to achieve objective:** Ensure providers reflect a value for diversity, have policies and procedures as well as a Cultural Competency and Diversity plan within their own work environment that is maintained annually.

**Goals**

The goals of the Cultural Competency Plan are to:

1. Improve communication to and for individuals whom cultural and/or linguistic barriers are present.
2. Work towards decreasing of health/community services care disparities in the minority populations we serve;
3. Improve employees’ understanding and sensitivity to cultural diversity within the DAAA and the persons served.
4. Improve services, care and quality outcomes for persons served (improved understanding leads to better adherence and satisfaction).
5. Maximize the development/delivery of person centered care/ service plans for consumers.
6. Create/ maintain a working environment that respects/ embraces cultural diversity.
V Plan Components

The Plan's Cultural Competency Program Plan will include the following eight components:

1. **Diversity of DAAA Employees**
   - DAAA does not discriminate with regard to race, religion, ethnic background, sex, sexual orientation or gender identity when hiring employees.
   - DAAA hires diverse and talented employees in all levels of management.
   - DAAA strives to employ bilingual employees who represent the community's languages needs.
   - DAAA ensures that there is training for staff to improve understanding of and sensitivity to our culturally diverse community and increase competency in serving eligible consumers.

2. **Diversity of Provider Network**
   - The Agency will work to extend its cultural competency footprint via our service provider contracting standards maintained by DAAA Contract management department. We will endeavor to utilize providers who can demonstrate cultural competency capacity the delivery system is contracted to ensure a culturally diverse selection of providers to care for the population served.

3. **Provider Education**
   - Providers will be required to have ongoing education regarding the Cultural Competency Plan via their initial in-service training.

4. **Linguistic Services (we probably need a list of vendors and process/procedure for this)**
   - DAAA will identify participants who may require language support for which alternative communication methods are needed.
   - When necessary, participants may receive interpreter services support at no cost to access covered services.
   - Interpreter services available include verbal translation, verbal interpretation for those with limited English proficiency and sign language for the hearing impaired.
   - Written materials will be available for members in large print format as well as available for high volume non-English languages of the Agency's service areas. (need to ensure that Outreach, Fund Development, Planning and all departments are aware of this).
5. **Community - Outreach**
   - Development of DAAA’s outreach, education and promotional material in all media formats will be responsive to the cultural/linguistic needs of the consumers in our service area.

6. **Data Analysis**
   - DAAA will collect data on race, sex, socioeconomic status, ethnicity and language spoken by participants; analysis of this data is used to determine the need for best support options for member services and tools.
   - State/ national and local data will be utilized to perform a cultural and linguistic assessment of the DAAA service area.
   - Data on service area will be used in the analysis of culturally appropriate services;
   - Data will be analyzed for program improvement strategies.

7. **Assistive Technology**
   - Telephone system applications are established to ensure that consumers have access to the TTY /TDD line for hearing impaired services. We will also explore broad use of assistive technology to support person centered service delivery.

**VI Commitment to Continuous Quality Improvement:**
The Cultural Competency and Diversity plan will be reviewed annually for relevance and updates as needed. Identified areas of improvement will be set forth as a plan of action with a goal to improve the quality of service programs and to facilitate organizational decision making.

**VII Cultural Competency & Diversity Assessments (Staff, Leadership, Providers)**

a. **Cultural Competency Survey & Assessment- STAFF**
   DAAA provides its staff with mandatory annual training on Cultural Competency and Diversity. Following the training, staff completes an online survey and cultural assessment (Via Survey Monkey). This information allows the agency to recognize areas of improvement and note topics poorly understood that will require further education and training.

   **Copy of "STAFF Cultural Competency Survey & Assessment": Double-Click on icon to view:**

   ![Cultural Diversity Survey and Assessment](PDF)
b. Leadership Assessment:

Leadership staff is provided with an annual Cultural Competence Assessment (Via Survey Monkey) which allows DAAA to assess where the agency stands in terms of practicing cultural awareness from a management perspective. Results of survey are reviewed annually to recognize necessary changes and put forth a corrective plan of action.

**Copy of “Leadership Cultural Competency Assessment” Double-Click on icon to view:**

![PDF](LEADERSHIP_Cultural_Competency_Assessment.pdf)

c. Providers:

DAAA ensures that any provider the agency is affiliated with has in place a Cultural Diversity Plan, along with policies and procedures that describe cultural awareness and staff training.

References:

www.functionalindustries.org

http://minorityhealth.hhs.gov/Default.aspx

https://www.socialworkers.org/pressroom/features/issue/diversity.asp

http://nccc.georgetown.edu/