

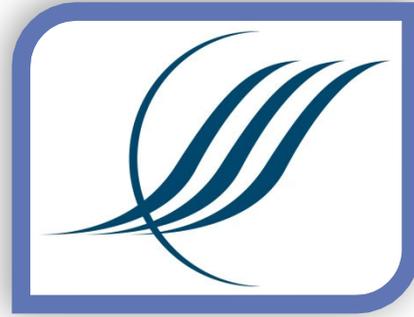
H-NNCSB Cultural Competency Plan



*The Hampton-Newport News
Community Services Board
January 2021
www.hnnccb.org*

Summary

The Hampton-Newport News Community Services Board is aware and embraces the diversity and cultural backgrounds of the stakeholders of the organization, including individuals served, families, employees and the community as a whole. The Agency develops operational policies and procedures and supports individual growth and development in consideration of culture, age, gender, sexual orientation, spiritual beliefs, socioeconomic status and language.



The cultural competency plan will look at a number of areas to increase the Agency's cultural and linguistic competency:

- The agency will develop a comprehensive staff training program to support the cultural competency initiatives for clients, the general public and the staff. This training will include modules in the areas of diversity, disparities, communication, intercultural conflict and other topics as needed.
- The H-NNCSB will develop a Language Access Plan to address the language needs of the primary populations served to improve access to services and responsiveness of the Agency.
- The Agency Cultural Competency Committee will guide the Agency in developing and championing the cultural competency initiatives.
- The cultural competency plan will assist the Agency in maintaining and meeting the requirements of all federal, state and local initiatives and laws, including Title VI of the Civil Rights Act of 1964, standards set by CARF, DBHDS requirements and other standards.



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Cultural Competency Training

The Hampton-Newport News Community Services Board cultural and linguistic competency training program will:

- Help participants understand diversity and increase sensitivity to cultures other than our own. Address intercultural conflict and communications across cultures.
- Increase awareness of the strengths of having a diverse workforce and how to build on these strengths work for the common good.
- Support the initiatives of the Agency around Cultural Competency.
- Assist staff with providing services to a diverse client base.



Ongoing Implementation

- **Cultural Diversity:** Staff complete an online training in Cultural Diversity and annually take a refresher course.
- **Military Cultural Competency:** Staff have been offered the opportunity to complete a training module in Military Cultural Competency by the Commonwealth of Virginia. An upgrade to the Agency Learning Management System will provide this training online beginning in April 2021.
- **Cultural Competency Courses:** An upgrade to the Agency Learning Management System will provide additional courses in areas of cultural competency beginning in April 2021.
- **Impact of Everyday Racism on Mental Health:** Staff were offered the opportunity to attend webinars on this subject in the summer of 2020
- **Implicit Racial Bias and Behavioral Health Professionals:** Staff were offered the opportunity to attend webinars on this subject in the summer of 2020.
- **Lunch & Learn Conversations on Racial Injustice** – A series of open conversations via Zoom were held for staff to participate in to talk openly and honestly on issues surrounding racial injustice due to events in 2020.
- **Lunch & Learn Conversations on Holiday Traditions** – A special conversation on holiday traditions was held during December for staff to talk about their favorite holiday traditions from their cultures.

Language Access Plan Development

The Hampton-Newport News Community Services Board's language access plan will address the needs of the current and potential population of the Agency. The Language Access Plan ("LAP" or "Plan") will define the actions to be taken by Agency to ensure meaningful access to agency services, programs and activities on the part of persons who have limited English proficiency.



The Agency will review and update, on a biannual basis, this LAP in order to ensure continued responsiveness to community needs.

Ongoing Implementation

- ***H-NNCSB Language Line*** – A telephonic *Language Line* is available for staff to use to communicate with individuals and the general public. This service is through *Propio Language Services*.
- ***Video Remote Interpreting*** – Access to *Video Remote Interpreting* was implemented within the last 18 months for staff to use as an option for interpretation services. This service is through *Propio Language Services*.
- ***In-Person Interpretation Services*** – Interpreters are used for appointments, groups, meetings and trainings as needed.
- ***Mobile Interpreting Devices*** – Two mobile interpreting devices using iPads and interpretation apps were added for use on our Campus.
- ***Qualified Bilingual Staff (QBS)*** - The Agency has 3 staff members that are *Qualified Bilingual Staff (QBS)* who assist as needed.
- ***Forms Review*** – All Agency forms are reviewed for translation needs and translated as needed.
- ***Signage*** – The Agency is reviewing signage to determine what signage needs to be available with translation.

Cultural and Linguistic Competency Committee

The Hampton-Newport News Community Services Board’s Cultural Competency Committee will champion the cultural and linguistic competency efforts across the Agency. This committee will be composed of staff members from the Agency and will include leadership and front line staff members. Committee meets quarterly or on an as needed basis to provide support to the Agency.

Ongoing Implementation

- ***Language Line Implementation*** – The Committee was instrumental in developing the *Agency Language Line*
- ***Interpretation Policies*** – The Committee developed an *Agency Interpretation Policy* for the *Office of the Executive Director*.
- ***Agency Title VI Plan*** – The Committee provides input and assistance to staff responsible for the *Agency Title VI Plan*.

Requirement Guidelines

The Hampton-Newport News Community Services Board will base the development of all initiatives surrounding cultural and linguistic competency to meet the requirements of the following:



- Title VI of the Civil Rights Act of 1964
- Equal Employment Opportunity Commission
- Department of Behavior and Developmental Services - Virginia
- CARF International
- Americans with Disabilities Act
- Magellan Behavioral Health
- Department of Medical Assistance – Virginia
- Centers for Medicaid and Medicare Services
- Any other guidance from the Federal Government, Commonwealth of Virginia, and the cities of Hampton and Newport News

Ongoing Cultural Competency Plan Supports:

- All staff have access to our *Learning Management System* which has course content related to cultural competency topics. An upgrade to our *Learning Management System* will greatly expand our topic library beginning in April 2021.
- External training opportunities in subject areas related to cultural and linguistic competency are communicated and promoted with Agency staff and participation is encouraged.
- *Staff Development and Training Services Administrator* is a *Level 1 Facilitator* certified in Cultural and Linguistic Competency (DBHDS).
- The Administrator also serves on the *DBHDS Partnership for Equity Advancement Committee (PEAC)* which provides guidance to DBHDS Senior Leadership on health equity advancement at DBHDS, DBHDS Facilities and the Community Services Board system.

