

SECTION I: General Agency Policies – Governance

EFFECTIVE/REVISED DATE: July 2017

CULTURAL COMPETENCY PLAN

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Key Program, Inc. is committed to fostering diversity, inclusion, and cultural competency. Key's Cultural Competency Plan ensures that our Board of Directors, staff, persons served and other stakeholders develop awareness and sensitivity specific to the diversity of the communities we serve. This plan addresses diversity in terms of culture, age, gender, gender identity/expression/orientation, spiritual beliefs, socioeconomic status and language. The plan is reviewed annually for relevance and updated as needed.

Key's plan provides the following to assure sensitivity, demonstrate accommodation and cultural competency in working with individuals from diverse cultural groups:

- Recognizes that cultural considerations are not limited to ethnicity but include spiritual beliefs, language, financial status, gender identity/expression/orientation, disability, and other attributes;
- Values individuality and cultural differences among board members, persons served, employees, stakeholders and community members;
- Ensures that culturally competent considerations are addressed in treatment planning;
- Requires that all persons served and employees are treated fairly and respectfully;
- Values employees from diverse backgrounds that bring different perspectives, ideas and solutions to the organization; and
- Collaborates and supports stakeholders and other community partners in addressing diversity issues.

At Key, cultural competency is an awareness of, respect for, and attention to the diversity of the people with whom Key interacts (persons served, families, staff, community providers and other stakeholders) that is reflected in attitudes, organizational structures, policies and supports.

Key continues to meet the needs of increasingly culturally and ethnically varied populations with an ever-evolving understanding of the traits and their relationship to providing quality services that include respect, inclusiveness and sensitivity.

Additionally, Key seeks to identify opportunities for enhanced education and training in the following areas: cultural competency, age, gender, gender identity/expression/orientation, spiritual beliefs, socioeconomic status, disability and language. When resources are not available internally, Key will seek and develop resources so that all board members and employees are provided the opportunity to develop a greater awareness and sensitivity to the needs of persons served, stakeholders and communities.

AGE

Key recognizes that services to our youth and families must be tailored to both the chronological and developmental ages of the persons served.

GENDER/SEXUALORIENTATION/EXPRESSION/IDENTITY

Key serves adolescents (male/female /LBGTQ) and tailors services and activities to meet each group's needs. Key provides gender-specific training for staff in accordance with best practices. Key does not discriminate against youth served, family members, staff, stakeholders, or community members with respect to their gender identity, expression or orientation.

DISABILITY

Key will provide services and activities to all youth and their families without regard to their disability. Key makes reasonable accommodations upon request of the youth, family member, employee or other stakeholder.

SPIRITUAL BELIEFS

Key encourages youth who engage in activities related to their spiritual beliefs, practices and customs; unless the activity incorporates violence, physical aggression, or discrimination.

SOCIOECONOMIC STATUS

Key provides services to all youth and families referred by the funding source regardless of their socioeconomic status.

LANGUAGE

- Each program will attempt to communicate or provide resources through bilingual staff or translator in the primary language of the youth/family at an appropriate comprehension level; and
- Agency and program information will be presented in the youth/family's primary language, at an appropriate level of literacy, whenever possible.