

# Greene County ESC Mental Health Services

## Cultural Humility and Inclusion Plan

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Greene County Educational Service Center - Mental Health Services (GCESC-MHS) is committed to cultural humility and demonstrating awareness, respect, sensitivity and attention to the diverse backgrounds of all persons served, families/caregivers, personnel, and other stakeholders. Our commitment to cultural humility is anchored to our mission, core values, strategic action plan, attitudes, organizational structure, policies, and services. GCESC-MHS strives to recognize, respect and honor the unique cultural ideals, values and traditions of the persons and communities we serve.

We understand aspects of cultural humility need to recognize any intersectionality of the following: race, ethnicity, and national origin; sexual orientation or gender identity/expression; age; military status; mental and physical abilities; disabilities of the population served; language; dress; traditions; notions of modesty; eye contact; health values; help-seeking behaviors; work ethics; spiritual beliefs, values and practices; holidays; dietary regulations/preferences; attitudes regarding mental health treatment; culturally-specific treatments prescribed by traditional healers, concepts of status (such as HIV or socio-economic); issues of privacy and personal boundaries; and any identified special characteristics of the persons served. Thus, this Cultural Humility and Inclusion Plan aims to be dynamic, flexible, and person-focused; responsive to the diversity of all stakeholders, and how knowledge, skills, and behaviors will enable personnel to work more effectively in cross-cultural situations.

### **Goal**

The goal of the GCESC-MHS Cultural Humility and Inclusion Plan is to ensure that everything we do as an organization is infused with awareness, respect and attention to diversity of all stakeholders, and to promote the willingness and ability of all staff members to stand for the importance and impact of cultural

influence and diversity in organizational practices. The process of this plan focuses on the delivery of services and management of human resources that:

- Includes all segments of the population of persons served: individual, family, school, and community;
- Includes personnel and other stakeholders;
- Considers but is not limited to culture, age, gender, sexual orientation, spiritual beliefs, socioeconomic status, and language.
- Are available, accessible, affordable, acceptable, and appropriate.

### **Objective and Scope**

GCESC-MHS believes cultural humility and diversity should be embedded in each organizational process, such as service delivery (e.g., consultation, advocacy, treatment planning, diagnostic assessment, transition planning), Quality Assurance/Performance Improvement (QA/PI) plan and committee focus, supervision, risk management, employee recruitment/retention, and leadership activities. The objective of promoting a culturally humble environment within our agency includes ongoing education, awareness, and practice. Mental Health Leadership, with support of the Greene County Educational Service Center's (GCESC) Administrative Team, shall be responsible for integration of activities that promote cultural humility within the agency.

GCESC-MHS implementation will include:

- Identifying populations served outside the dominant culture;
- Education of staff members on cultural humility and diversity with regard to serving any identified population outside the dominant culture; and
- Seeking feedback from all persons served to ensure any identified population outside the dominant culture has a voice regarding their perceptions of the degree of respect and understanding demonstrated for their cultural differences, needs, and preferences.

### **Actions**

1. Mental Health Leadership annual review and revision, if needed, of the Diagnostic Assessment tool will reflect such culturally specific items.
2. QA/PI Culture Subcommittee annually assessing the client population in comparison to available statistics of the county population to determine

the extent to which minority populations are served by the agency. This assessment will include at least a comparative report regarding race, gender, socio-economic status and any other available information. The report will be submitted to the QA/PI and shared with GCESC Administration.

3. Mental Health Leadership will actively seek ways to recruit minority ethnic and cultural representatives as staff members, interns, and volunteers. Mental Health Leadership will annually assess the effectiveness of the staff recruitment efforts, to determine the extent to which minority populations are represented by the organizational workforce.
4. GCESC-MHS will identify and actively engage in planned community activities and forums, as well as service collaborations designed to meet the needs of underserved residents of Greene County. The purpose of these interactions will be to identify the needs expressed by representatives of organizations who serve culturally diverse populations and work to develop internal processes that mirror those aligned with our mission and specific to the populations we serve.
5. Mental Health Leadership will seek out experts in the field of diversity and inclusion to keep abreast of workshops, seminars, and professional development available. Supervisors are responsible for promoting and approving individual access to educational opportunities that focus on clinical competence within the realm of cultural competency and diversity. Staff will be provided opportunities at regular intervals to share what they have learned through these trainings with other agency staff. Employees are reimbursed for attendance at cultural humility and diversity trainings.
6. Annual trainings through “Public School Works” are required for all GCESC-MHS and GCESC staff, and include sections on disabilities, discrimination, culture, and ethics
7. Stakeholder Feedback Surveys will be reviewed annually, during Plan review to ensure information solicited allows for the opportunity to provide feedback on diversity and inclusion for persons served.

## **Evaluation**

Measuring the effectiveness of the Cultural Humility and Inclusion Plan is the responsibility of Mental Health Leadership. This plan is reviewed annually and revised as appropriate to ensure efficacy. Focused actions are integrated into the Strategic Plan. A designated subcommittee of QA/PI will provide guidance to leadership and staff for ongoing development and evaluation of this plan. The subcommittee and the Cultural Officer will stay current with policy and procedural changes and ensure that the agency is adhering to the identified changes. Any issues of insensitivity and exclusion can be brought to The Cultural Officer under confidence. The Cultural Officer will take necessary steps to investigate the issue and decide what steps, with or without QA/PI subcommittee intervention, should be taken to resolve the issue.

### **Policies and Procedures**

GCESC-MHS's commitment to cultural humility and inclusion is anchored to and reflected in all of our GCESC-MHS & GCESC policies, procedures and guidelines for practice. The following GCESC policies and procedures are specifically tied to this plan: 3210, 5630.01, 1422, 2260, 1623, 4123, 2260, 5630.01, and 2111. These GCESC Administrative Guidelines are also tied directly to this plan: Nondiscrimination & Equal Employment Opportunity; Pre-employment Interview Questions; Anti-harassment; Employee Request for Accommodations.