

Cultural Competency, Diversity, & Inclusion Plan (CCDI) 2022-2025

Triad Coordinated Services is committed to promoting Diversity & Inclusion within our organization and community. Our focus is to utilize the following goals:

- Identify Diversity and Inclusion by gathering information to include demographics of NC and the counties we serve, who we are serving, ways we can increase diversity and inclusion in our leadership, management, direct service and support service positions
- Utilize information gathered to evaluate Diversity and Inclusion in Recruiting-ongoing changes will be made as needed
- Retaining A Diverse and Inclusive TCS Body
- Integration (Including Education & Supervision) of Cultural Competency, Diversity, and Inclusion
- Stressing Diversity In Community Engagement As A Way To Promote Cultural Diversity and Inclusion

Triad Coordinated Services has a written plan describing how the cultural needs of our clients are met. The Cultural Competency, Diversity, and Inclusion Plan describes how our staff effectively provide services to persons of all cultures, races, ethnic backgrounds, and religions in a manner that recognizes, values, affirms, and respects the worth of the individuals and protects and preserves the dignity of each. The plan is also made available to the public via our website: www.tc-services.org

Cultural Competency, Diversity, and Inclusion are an integral part of Triad Coordinated Services. Triad Coordinated Services demonstrates awareness and a respect for the diversity and inclusion of the people it interacts with regarding culture, age, gender, sexual orientation, spiritual beliefs, socioeconomic status, language, race and other factors as relevant. All committee members, officers, staff, and volunteers of TCS who are in direct contact with clients and families will demonstrate the following:

- Recognize, value, affirm and respect the worth of each individual client and family and protect and preserve the dignity of each
- Ensure all services are conducted in a manner that is sensitive to and shows respect for the cultural and ethnic diversity of all clients including ethnicity, culture, age, gender, sexual orientation, spiritual beliefs/religion, socioeconomic status, language, race, other factors as relevant and disabilities of the population served.

- Communicate with staff, clients, and their families in the most efficient way possible to accommodate the client's cultural, diversity, and inclusion needs.
- Utilize culture-specific information provided in training and/or orientation to assist in identifying and determining the cause of culture-based issues and miscommunication and to resolve them.

Triad Coordinated Services ensures non-discriminatory and respectful services to clients and families by utilizing both internal and external cultural competency, diversity, and inclusion practices. Ongoing improvement and widespread dissemination of these efforts support Triad Coordinated Services commitment to the provision of services that are culturally competent, diverse and inclusive. TCS, as a provider agency, accommodates, facilitates, treats, and assists people with a variety of disabilities from developmental disabilities and physical disabilities to those with mental health diagnosis and disorders.

All staff, clients and families, committee members, officers, and volunteers of TCS have access to the TCS Cultural Competency, Diversity, and Inclusion Plan, as the essential plan elements are included in staff handbook and on our website at www.tc-services.org. It is also available separately upon request.

TCS seeks staff that is committed to their community, represents a variety of cultural backgrounds, and is capable of communicating in cross-cultural situations. Discrimination is not tolerated, and employees will conduct therapy in a manner that recognizes, values, affirms, and respects the worth of the individual and protects and preserves the dignity of each.

When necessary and requested, translation services to clients will be coordinated through the client's home MCO. The interpreter will assist with translating any evaluation data, treatment plans, or other documents shared with the family.

- Staff must receive cultural competency, diversity and inclusion training upon hire and annually thereafter.
- Cultural Competency is addressed in ongoing Supervision, Client Specific Training and Quizzes.
- Our Newsletter includes Educational Information and Opportunities to continue understanding of cultural awareness through articles, classes, and workshops.
- Staff are notified of their responsibilities pertaining to delivering culturally competent care and may obtain a copy of the Cultural Competency, Diversity, and Inclusion Plan on the website: www.tc-services.org

Triad Coordinated Services utilizes and has informal relationships with a wide variety of traditional and nontraditional organizations to enhance service delivery and maximize resources for clients and families. These include:

- ABC of NC Child Development
- Hispanic International Center
- Autism Society of NC
- NAMI
- His Path
- Horsepower
- UNCG Dreamcamp
- Down Syndrome Network of Greater Greensboro
- Gateway Education Center
- Sib Shop
- Special Blend

Triad Coordinated Services has also established relationships in the community to create a rapport that builds and facilitates acceptance and inclusion:

- Autism Speaks
- NC Guardianship Association
- Guilford County Department of Social Services
- Walkertown Little League
- I Can House