

*Mission: Increase the awareness and capacity of behavioral health systems by addressing the diverse needs, growing disparities and improving treatment outcomes for youth and families in Harris County.*

 <b>Harris County Systems of Hope: Cultural &amp; Linguistic Competency Plan 2009</b>				
Goals/Targeted Domains	Objectives	Activities	Target Date	Status
<b>Governance &amp; Organization Infrastructure</b>	Maintain Diverse Board and Leadership Membership	1. Network and participate in two leadership program fairs (i.e. Project Blueprint, Leadership Houston, and American Leadership Forum, Super Neighborhoods, faith based organizations) 2. Recruit board and advisory board members who reflect community demographics	August 2010	Pending
<b>Services &amp; Supports</b>	Provide culturally competent access to services	1) Identify clinical tools that are culturally relevant and/or that can be adapted to meet specific cultural needs 2) Update vendor & provider lists to ensure diverse, culturally informed and sensitive providers 3) Participate in four (4) community events in culturally diverse communities (e.g. health fairs, community forums)	October 2009	In process
<b>Planning and Continuous Quality Improvement</b>	To promote planning and ongoing development of programs and services	1) Create a cultural & linguistic competency mission and vision statement 2) Create a cultural & linguistic competency strategic plan	June 17, 2009	Completed
<b>Collaboration and Outreach</b>	To promote and encourage community partnerships to increase outreach and education. Eliminate disparities in care and disproportionate minority contact	1) Establish eight (8) collaborative relationships with people and agencies within culturally diverse communities 2) Participate in four (4) community forums and community education/outreach	August-10	



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Goals/Targeted Domains	Objectives	Activities	Target Date	Status
<b>Collaboration and Outreach Continued</b>		3) Incorporate community representatives and agencies within the planning process (i.e. board, advisory committees) 4) Expand relationships with advocacy organizations (e.g. Fifth Ward Enrichment, LULAC, Third Ward Community Cloth, Julia Hester House) 5) Partner with Harris County Juvenile Detention Alternatives Initiative 6) Partner with Department of Family Protective Services and Houston Disproportionality Committee 7) Association for Family and Community Integrity		In process  In process  In process
<b>Communication</b>	Ensure that documents are available to consumers in their native language  Ensure that staff is able to communicate in the language of our consumers	1) Retain individuals to translate agencies documents and social service information  2) Recruit and hire staff who are bilingual (i.e. sign language, Spanish speaking, etc.)	December 2009	In process - vendors and contracts are in place
<b>Workforce Development</b>	Develop and promote cultural competence through education and training	1) Conduct four (4) continuing education workshops per year focusing on cultural competency and providing cultural sensitive services to diverse groups	May 11, 2009- Kim Szeto, Culturally Appropriate Approaches to Working with Asian Americans	<b>Completed</b>



## Harris County Systems of Hope: Cultural & Linguistic Competency Plan 2009

Goals/Targeted Domains	Objectives	Activities	Target Date	Status
	Develop a plan to actively recruit, hire, and maintain staff from culturally diverse groups at all levels of the organization	2) Conduct four (4) staff trainings per year focusing on cultural competency and providing cultural sensitive services to diverse groups, one per quarter.	June 8, 2009 – Mike Migura, Sexual Orientation and Gender Identity: Understanding the Experiences of GLBT Individuals	