

Recovery Technology Annual Report on

Cultural Diversity/Competency Plan

2017

This report is an overview of Recovery Technology's efforts to encourage diversity and expand employees, contractors, stakeholders and client's understanding of others.

During 2017, all Recovery Technology clients received effective, understandable and respectful services that were provided, as far as possible, in a manner compatible with their age, spiritual beliefs, cultural beliefs and practices, preferred language, physical and cognitive ability, socioeconomic status, gender and sexual orientation. As far as possible, Recovery Technology maintains a diverse staff at all levels within the organization.

Recovery Technology provides ongoing education and training in issues related to culture, linguistics (Limited English Proficiency) age, gender, sexual orientation, spiritual beliefs, and socioeconomic status. These trainings are provided to all staff during monthly staff meetings. Recovery Technology uses a self-assessment tool for staff to assess their own cultural biases and areas for growth. This tool also helps assess the needs of the company as a whole for areas of further training and research.

Recovery Technology maintains a list of competent interpreters for clients who would require this service. This is provided at no cost to the clients.

Recovery Technology provides materials in English and in Spanish, and has the ability to convert materials from English to many other languages using internet services.

Recovery Technology annually updates its policies regarding cultural diversity and competency and continues to provide a welcoming atmosphere for all clients, staff and other stakeholders.

Recovery Technology conducted its annual organizational self-assessment of cultural competency related activities and continues to seek improvement in maintaining culturally diverse and sensitive staff as well as ways to improve relations with culturally diverse clients and other stakeholders. This includes a self-assessment for disability-related barrier identification and removal and demographic, cultural and service delivery profiles of the Jackson Community (see Accessibility Plan and Outcome Report).

Recovery Technology ensures that conflict and grievance resolution processes are culturally, linguistically and gender sensitive/appropriate. Currently the forms are available in English and Spanish, with internet capabilities of transferring these forms into many other languages. During the past year there were no grievances related to cultural issues.

Recovery Technology makes every attempt at matching staffing with the current demographic of the area that we serve. Currently there are 64 staff members at Recovery Technology:

Caucasian (95%)

Asian (2%)

African American (3%)

Overview of Populations by Ethnicity with Limited English Proficiency:

According to the data from the US 2010 Census (www.census.gov) Jackson County has a population of 160,201. The following is a breakdown of the population:

Caucasian: 86%

African American: 7%

American Indian/Alaskan Native: .40%

Asian: .50%

Native Hawaiian or other Pacific Islander: 0%

Some other race: .80%

Two or more races: 1.70%

Hispanic or Latino: 2.20%

Population that speaks English less than "very well": ¼%

Languages spoken by more than 3,000 or 10% of persons in county: Spanish

Analysis Findings

An assessment of current clients served in 2017 revealed that Recovery Technology has served the following groups:

1558 Total Clients

838 Females

720 Males

1289 Caucasian/European descent

54 Hispanic/Latino consumers

203 African American/black

1 Asian

8 Native American/Alaskan

2 Arabic

One client required an American Sign Language Interpreter this year. Recovery Technology was able to accommodate this during her psychiatric appointments. Recovery Technology maintains a current list of area interpreters when needed. In addition, Recovery Technology served a significant lower number of clients in 2017. This was due to the reduction of Physician Services in 2016.