

**Recovery Technology Annual Report on Cultural
Diversity/Competency/DEI Plan
2025**

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

During 2025, 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. This training is provided to all staff during monthly staff meetings at least annually. 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 for areas of further training and research.

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

Recovery Technology provides materials in English and Spanish and can 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 of disability-related barrier identification and removal and demographic, cultural, and service delivery profiles of the Jackson Community.

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 for 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 62 staff members at Recovery Technology:

Caucasian (90%)

Asian (3%)

African American (3%)

Hispanic (3%)

Overview of Populations by Ethnicity with Limited English Proficiency:

According to the latest data from the US Census Bureau, Jackson County has a population of 160,366. The following is a breakdown of the population:

Caucasian: 64.90%

African American: 19.10%

Hispanic or Latino: 6.8%

Two or more races: 12.9%

American Indian/Alaskan Native: 0.4%

Asian: 0.5%

Native Hawaiian or other Pacific Islander: 0.1%

Some other race: 0.84%

Population that speaks English less than “very well”: ¼%

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

Analysis Findings

An assessment of current clients served in 2025 revealed that Recovery Technology has served the following groups:

Total Clients: 1933

Females: 917

Males: 1016

Caucasian/European descent: 1411

Hispanic/Latino: 9

African American/black: 271

Asian: 4

Native American/Alaskan: 9

Arabic: 1

Hawaiian: 0

Other/Mixed race: 0

No clients required American Sign Language Interpreter Services this year. Recovery Technology maintains a current list of area interpreters. Recovery Technology's staff are moving closer to resembling the community that it serves. Recovery Technology also has several staff fluent in Spanish and one staff fluent in American Sign Language.

Goals from 2025 DEI Plan

Goal #1: Recovery Technology will ensure that clients, staff and other stakeholders are treated in a way that is respectful and in a manner that is compatible with their cultural beliefs and practices, age, preferred language and/or alternate format, physical or cognitive ability, gender and sexual orientation, spiritual beliefs and socioeconomic status, language, race and other relevant factors.

Objective #1: Recovery Technology will train all staff in cultural competency and sensitivity to diverse populations with mental health needs.

All staff were trained in cultural competency and sensitivity to diverse populations with mental health needs in 2025.

Objective #2: Recovery Technology will provide interpretation services for individuals requiring language assistance.

No clients required interpreter services in 2025.

Objective #3: Clinical Staff will be trained in developing culturally appropriate interventions and treatment plans tailored to diverse populations.

All clinical staff were trained in culturally appropriate treatment plans in 2025.

Goal #2: Recovery Technology will implement strategies to recruit, retain and promote diverse staff at all levels of the organization and leadership that is representative of the population being served and the demographic characteristic of our service area.

Objective #1: Recovery Technology leadership will actively recruit new staff that are representative of our service area.

Recovery Technology hired 9 new staff in 2025. Eight of the nine are Caucasian and one is Hispanic.

Goal #3: Recovery Technology will develop, implement, and promote written plans and policies that consider issues of diversity, equity and inclusion in culture, age, gender, sexual orientation, spiritual beliefs, socioeconomic status, language and race.

Objective #1: The performance improvement team will receive training in DEI/Cultural Competence issues as they relate to policies, procedures and plans.

The Performance Improvement Team was trained in DEI and assisted in the development of the new 2025 DEI Plan. As the team reviewed policies and procedures throughout the year, this DEI lens was used to evaluate the policies alignment with the new plan.

Objective #2: Following training, as the Performance Improvement Committee begins its work reviewing all policies annually, an emphasis will be placed on viewing those documents through the lens of DEI.

As stated above, this objective has been met.

Objective #3: Policies, procedures and plans will also be distributed to all staff for review of DEI.

This objective has been met.

Goal #4: Recovery Technology will increase awareness of DEI with our staff, clients and the community which we serve.

Objective #1: Recovery Technology will ensure that data on the individual client's culture, age, gender, sexual orientation, spiritual beliefs, socioeconomic status, language and race are collected in client records, confidentially maintained, integrated into the data information systems, and periodically updated.

This objective has been met.

Objective #2: Recovery Technology will maintain a current demographic, cultural and service delivery profile of the Jackson community as well as a needs assessment to accurately plan for and implement services that respond to the culture, age, gender, sexual orientation, spiritual beliefs, socioeconomic status, language and race characteristics of the service area.

This objective has been met.

Objective #3: Recovery Technology will endeavor to develop participatory, collaborative partnerships with the community and will use a variety of formal and informal mechanisms to facilitate community and client involvement in designing and implementing the Recovery Technology service delivery system and diversity, equity, inclusion and cultural competency standards.

This objective is ongoing. Recovery Technology is a trusted partner in the community and will continue to foster new partnerships that will improve Recovery Technology's ability to serve the community in which we operate in.