

**Recovery Technology Diversity, Equity, Inclusion
and Cultural Competency Plan 2026**

Mission Statement:

The Mission of Recovery Technology is making a positive difference in the quality of lives for the people we support.

Vision Statement:

Recovery Technology is committed to helping people achieve their passions.

Core Values:

- Treat People the way we would want our loved ones to be treated
- Practice the skills we advocate
- Above all else do no harm
- Always take the high road
- Accountability
- Compassion
- Credibility
- Honesty

Definition of Diversity: The concept of diversity encompasses acceptance and respect. It means understanding that each individual is unique and recognizing our individual differences. These can be along the dimensions of race, ethnicity, language, gender, sexual orientation, socioeconomic status, age, physical abilities, spiritual beliefs, political beliefs, or other ideologies. It is the exploration of these differences in a safe, positive and nurturing environment. It is about understanding each other and moving beyond simple tolerance to embracing and celebrating the rich dimensions of diversity contained within everyone.

Definition of Equity: Equity is the practice of creating and maintaining fair and just policies and practices that ensure everyone has access to opportunities:

-Fair treatment: Equity means treating everyone fairly, regardless of their race, age, gender, or other characteristics.

-Individual needs: Equity acknowledges that people have different needs and adjusts treatment accordingly.

-Equal access: Equity ensures that everyone has access to the same opportunities and resources.

-Impartiality: Equity promotes impartiality in an organization's procedures.

-Disrupts inequality: Equity aims to disrupt historical patterns of inequality and exclusion.

-Eliminates bias: Equity aims to eliminate any systematic bias or discrimination against people based on their identity or background.

Equity differs from equality, which assumes that everyone should be treated the same way. Equity is ensuring that access, resources, and opportunities are provided for all to succeed and grow, especially for those who are underrepresented and have been historically disadvantaged.

Definition of Inclusion: Inclusion is the practice of creating an environment where people feel welcomed, supported, and valued, and can fully participate. Inclusion is an ongoing effort to embrace differences and create a culture where people can bring their authentic selves to work. Inclusion means that people feel like they belong and can reach their full potential. It means that people are valued and respected, and their voices are heard. People feel supported and can make meaningful contributions.

Inclusion means that people's different needs and perspectives are accommodated. It means that decision-making, hiring, and promotion processes are transparent. It means using language that is sensitive to differences and promotes equitable opportunities.

Definition of Cultural Competence: Cultural Competence refers to the process by which individuals and systems respond respectfully and effectively to people of all cultures, languages, classes, races, ethnic backgrounds, disabilities, spiritual beliefs, genders, sexual orientation, and other diversity factors in a manner that recognizes, affirms, and values the worth of individuals, families and communities and protects and preserves the dignity of each. Operationally defined, cultural competence is the integration and transformation of knowledge about individuals and groups of people into specific standards, policies, practices and attitudes used in appropriate cultural settings to increase the quality of services, thereby producing better outcomes.

Introduction: At the direction of the CEO, this Diversity, Equity, Inclusion and Cultural Competency Plan was created to encourage diversity and expand employees, clients, and other stakeholder's understanding of others. The Recovery Technology Leadership Team has approved the guidelines included in this plan and supports its full implementation.

Purpose: The purpose of this plan is to establish Diversity, Equity, Inclusion and Cultural Competence standards, values and policies for Recovery Technology, employees, clients and stakeholders. It is intended that this will serve as a planning document to assist all Recovery Technology Departments to develop and implement strategies to address the

guidelines included with the goal of enhancing treatment outcomes for all clients. While all the below goals are expected to be accomplished over the course of the year, it would also be expected that Recovery Technology will continue to strive to accomplish all of these goals on an ongoing basis.

Diversity, Equity, Inclusion and Cultural Competency Goals for Recovery Technology:

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.

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

Objective #3: All staff will be trained in customer service with an emphasis on active listening and empathy.

Priority Level: Ongoing/High

Responsible Staff/Department: Leadership/all staff

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/staff will attend job fairs and other community events aimed at recruiting new staff.

Objective #2: Recovery Technology will continue to work with area universities to work with area interns who may possibly stay with the company when their internship is completed.

Priority Level: Ongoing/high

Responsible Staff/Department: Leadership/Human Resources

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.

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. All policies will be reviewed and updated by 12/31/26.

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

Priority Level: Ongoing/high

Responsible Staff/Department: Leadership, Performance Improvement Team

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 each 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.

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.

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.

Priority Level: Medium/Ongoing

Responsible Staff/Department: Leadership/All Staff

