
HR-28 Cultural Competency

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Policy:

1. Jewish Adoption and Foster Care Options adopts and practices individualized culturally appropriate care planning by assessing the child’s and family’s cultural background, practices, needs and concerns at the time of admission. Their treatment plan is designed to meet all of their needs. JAFCO works with the person served without discrimination based on race, national origin, gender, sexual orientation, ethnicity, culture, religion, socio-economic status, educational level, and physical and intellectual abilities. JAFCO’s original mission was focused on maintaining the cultural identify of children when they are removed from the family due to abuse by placing them whenever possible in a culturally familiar environment. That mission continues to this day and is applied to all children we serve.
2. We begin with a brief description of JAFCO in terms of services offered.
3. JAFCO is a licensed child placing and child caring agency that currently provides the following services to children and families in Broward, Dade and Palm Beach Counties:

a. The JAFCO Children’s Village:

The JAFCO Children’s Village is a 5.6 acre site with 7 buildings including six group homes and a main operations center known at the Mahler Family Complex. The Grand Opening was held on November 24, 2002, which included the opening of our main operations building which includes: The Simon Family Center and The Marsh Family Children’s Center. The Simon Family Center houses all JAFCO social workers, therapists, development and administrative staff. The Marsh Children’s Center is a 16 bed emergency shelter for children ages 0-12. Recreational facilities on the campus include a basketball court, swimming pool, playground, a bicycle path and many green areas for sports and outdoor play. The Village is completely secure and gated on all sides

Other JAFCO Programs include:

- Foster Care Program
- Adoption Services Program
- Family Preservation Program
- MST Program
- Out Patient Program
- Residential Program
- Senior Caregiver Program
- Forever Friends Mentoring Program

See policy and procedures for descriptions

b. JAFCO Family Support Program (Currently serving Greater Philadelphia & Southern New Jersey)

JAFCO is proud to be bringing our 21 years of expertise in the area of foster care, adoption and family preservation and strengthening services to the Northeast. Our goal is to work in collaboration with existing local agencies to strengthen families in the Jewish community while creating an additional safety net and assess the needs for Jewish children who may be at risk of abuse, neglect, abandonment or developmental disabilities. The JAFCO Family Support Program serves families in crisis by creating a comprehensive Family Strengthening Plan addressing the following family needs: safety, shelter, food and clothing, in-home parenting skills training, after-school, summer camp and daycare referrals, supervised visitation, in-home family counseling, family safety plans, access to residential treatment, and mentoring.

c. JAFCO Children’s Ability Center

JAFCO is committed to serving all children, from birth to age 22, who have been diagnosed with a developmental disability including Autism, Intellectual Disabilities, Cerebral Palsy, Spina Bifida or Prader Willi. Our new Children’s Abilities Center Grand Opening is September 21st, 2014. The Children’s Ability Center is a beautifully designed, warm and inviting place the entire family.

The Children's Lodge includes an art studio, fun and fitness gym, computer lab, pet therapy environment, general store, daily living skills environment, music and drama studio for the children and a second story parent café where parents can relax while their children are receiving therapy or having fun with their friends. For overnight stays in our six bedroom respite guest house, the children will enjoy their own private bedroom and bathroom for an overnight stay ranging from one night up to two weeks per year per child.

Children will have an individualized program that focuses on their many strengths and abilities. Working together to develop their cognitive, verbal, fine and gross motor and social skills, we hope to also enhance their performance and independence at home, in school and in the community. Parents and family members are offered the information, training and support to better understand and manage their child's diagnosis

Cultural Competency:

1. JAFCO adheres to numerous policies that are in accordance with national accreditation standards, contract requirements and best practice literature regarding cultural competence. Our staff is knowledgeable about the persons served population and is continuously trained to be culturally sensitive. The staff mirrors the cultural diversity of the population served. JAFCO also encourages team building and staff development to include issues of ethnicity and background to better empower JAFCO employees to meet the needs of the community we serve.
2. JAFCO consistently strives to hire professional staff members from a wide variety of cultures and ethnicities. Employment opportunities are posted in a variety of resources to reach a diverse population.
3. The ethnicity of the JAFCO staff is representative of the persons served population. Fifty percent of our staff is comprised of minorities. All of our staff are trained in cultural sensitivity and practice strength-based family-driven treatment planning. We employ staff who are fluent in English, Spanish, and Hebrew and we have the ability and resources to secure translators as needed to meet the language diversity of our persons served including Sign Language interpreters for deaf and hard of hearing persons served.
4. JAFCO relies on our board for fiduciary oversight, strategic planning and fundraising. Day to day operations are performed by staff. JAFCO is a faith based organization with an expertise in the Jewish community although we proudly serve children of all backgrounds. Our donor base however is primarily from the Jewish community (95%). We are open to members from various cultures and ethnicities to join our board according to our by-laws. From its inception, our board has been is mostly representative of our donor base rather than our client base, comprised of members of the Jewish community who are willing to use their personal funds as well as their connections within the community to fund JAFCO programs that serve children of all cultures, religions, ethnicities and backgrounds.
5. JAFCO offers training on cultural competency at regular intervals to all employees. The trainings focus on the multicultural aspects of the children and families we serve. The various cultures, values, ethnicities and views of giving and receiving help/services are explored. Family systems, discipline practices and parenting styles are also approached, as a family's culture and habits are of utmost importance. We utilize an online training service as well as provide group trainings for residential staff which are facilitated by either the clinical director or program supervisor. The purpose of the training is to share information regarding the different ethnicities and cultures within our own setting. JAFCO also teaches employees about the numerous hardships faced by many of our persons served who may be new immigrants, have language barriers, different views of authority, legal issues, have financial difficulties, be in need of financial assistance and have different attitudes toward parenting.
6. Jafco is a trauma informed agency that integrates Trauma Informed Care (TIC) within the organizational structure. Within this framework staff awareness of trauma is increased. Staff are also trained to understand, recognize and respond to the effects of all types of trauma in a culturally sensitive manner. Jafco's TIC also seeks to exude physical, psychological and emotional safety for families served.
7. JAFCO's goals are as follows:
 - Preserving the cultural and religious identity of the child in an effort to maintain what is often the only part of the child's identity that remains following abuse and removal from their family
 - Expanding our knowledge about culture and diversity
 - Include culture in our service delivery approach
 - Create a supportive environment for staff of diverse cultures
 - Be active in our local diverse community
 - Be a role model for other communities
 - Be an advocate for cultural competency
 - Proactively speak out against intolerance

JAFCO Cultural Competency Action Plan 2016-2017

Goal # 1: Ensure that staff members across all levels receive ongoing training and education regarding cultural competence					
Objectives	Steps to Achieve Goal	Person/s Responsible	Time frame	Expected Outcome	Strategies for Measuring Progress
<p>1. Create annual plans for staff cultural competency training across all levels</p> <p>a.*Focus 2017 on Deaf and Hard of Hearing training</p> <p>b.*Focus 2017 on training staff to serve persons with disabilities.</p>	<p>1. Identify training needs by surveying staff about their training interests.</p> <p>2. Review cultural competency and related trainings available throughout the state.</p> <p>3. Identify potential trainers, their areas of training expertise and costs. Plan for at least two trainings/workshops per year.</p>	Human Resources Department/ HR committee/ QI Committee Cultural Competency Committee	2016-2017 ongoing	<p>1. Staff across all levels will participate in two formal trainings per year.</p> <p>2. Increased knowledge, skills and awareness of all staff.</p> <p>3. Cultural beliefs, values and world view of person served is respected and incorporated into the treatment process.</p>	<p>1. Percentage of staff who receive trainings are tracked.</p> <p>2. Staff report increased knowledge as measured by survey.</p> <p>3. Persons Served reports of their cultural beliefs & values being incorporated in treatment as measured by person served satisfaction surveys & consumer measure of provider's cultural competence.</p>
2. Increase staff moral and connectedness by combining monthly staff meetings with culturally themed potluck lunches cultural competency mini-trainings provided by staff in conjunction with community speakers.	<p>1. Create annual monthly lunch theme and cultural competency presentation.</p> <p>2. Identify and schedule JAFCO staff as speakers to train on their culture of origin or assigned month</p> <p>3. Distribute list of speakers and topics to staff via email</p> <p>4. Send monthly reminders to staff</p> <p>5. Include annual plan in HR newsletter</p> <p>6. Provide incentive prize with monthly contest for best cultural dish</p>	Human Resources Department / HR committee/Cultural Competency CQI Committee	2016-2017 Ongoing	<p>1. Increased staff awareness and discussion of JAFCO's own cultural diversity as well as cultural issues.</p> <p>2. Increased connection and relationship building with community members and natural supports.</p>	<p>1. Staff self-reports of increased cultural awareness as measured by survey</p> <p>2. The number of ongoing relationships with community members established as a result of trainings/lunches.</p>
3. Increase staff awareness of Trauma-Informed Care (TIC).	<p>1. Help staff understand the impact of trauma on clients served</p> <p>2. Recognizes the signs and symptoms of trauma</p> <p>3. Staff will integrate trauma informed communication within organization among clients served and staff members.</p>	Human Resources Department / HR committee/Cultural Competency CQI Committee	2016-2017 Ongoing	<p>1. Staff will increase knowledge of the signs of trauma</p> <p>2. Staff will increase awareness and sensitivity for those experiencing trauma.</p> <p>3. Staff will increase knowledge on potential paths for recovery.</p>	<p>1. Staff will participate in monthly trainings on trauma informed care.</p> <p>2. Staff self-reports of increased trauma informed awareness as measured by survey.</p>

Goal # 2: Ensure service quality and equity for all individuals seeking care					
Objectives	Steps to Achieve Goal	Person/s Responsible	Time frame	Expected Outcome	Strategies for Measuring Progress
1. Develop and implement a Quality Monitoring and Improvement Initiative in which service utilization data is assessed on an ongoing basis for equity in access, retention and engagement service quality and outcomes	<p>1. The QI committee shall design and implement the Initiative.</p> <p>2. In addition to individuals from the information systems department, include person served, family members and providers on the subcommittee.</p> <p>3. Initiative design features are likely to include such activities as: Develop a list of access, retention and engagement, service quality and outcomes questions of interest. Review existing agency data systems to determine if the necessary data points are being collected to be able to conduct the analyses of interest. Offer recommendations for additional data points that may need to be collected to conduct the analyses of interest. Conduct annual analyses of questions of interest. Develop recommendations for eliminating any identified disparities. Develop and implement interventions designed to eliminate disparities. Conduct analyses of agency service utilization and outcome data on an ongoing basis to assess for equity.</p>	Information Systems Department Quality Monitoring and Improvement Subcommittee Human Resources Department	2016-2017	<p>1. Refinement of the JAFCO data systems such that needed demographic and other variables are collected to be able to assess for service equity in access, retention and engagement, service quality and outcomes.</p> <p>2. Increased service equity and quality as a result of implemented interventions.</p>	<p>1. Presence of a data system that includes variables that can be used to assess for equity in access, retention and engagement, service quality and outcomes.</p> <p>2. The presence of annual reports summarizing service utilization patterns.</p> <p>3. The development and implementation of specific interventions designed to eliminate any identified disparities.</p> <p>4. Decrease in any identified disparities.</p> <p>5. Increased reports of person served satisfaction with services as measured by person served satisfaction surveys.</p> <p>6. Increase in persons served access, retention and engagement and service quality</p>

Signature:


 Executive Director

04/11/14

Date