



Cultural Competency Plan

Section	Initiated	Last Update	Last Review	Related Policy/Form	Page
Organization	June 2022	June 2022	June 2022		1 of 3

July 2022 – June 2023

Applicable to all ProAct employees:

ProAct’s cultural competency & diversity plan has been established to provide a framework for the provision of quality services to all persons served regardless of differences in beliefs, values, ethnicities, cultural backgrounds, behaviors, language or communication style, income status or social skills. All persons served will be treated with respect and dignity and provided with culturally sensitive services.

This plan is designed to identify areas of commonality and develop ways to reduce or better understand differences. The plan will be reviewed annually and revised as needed in order to enhance and enrich the skills, knowledge and attitudes of staff members.

Consistent with the mission, vision and values of ProAct Inc. we are actively committed to fostering diversity, inclusion, and cultural competency. ProAct Inc. will provide the following to assure sensitivity, demonstrate accommodations and cultural competency in working with individuals from diverse cultural groups:

- Recognizes and understands that cultural issues are not limited to ethnicity considerations, but may also include religious, language, rituals, proximity preferences, sexuality, disability, rural or other issues.
- Value differences and support an environment free of all forms of discrimination, including harassment (sexual, religious or cultural).
- We will communicate, cooperate and collaborate with people in the most efficient way possible to accommodate an individual’s cultural needs.
- Information will be collected on the cultural needs of persons served and the communities they live in and will be used to adequately address identified cultural needs.
- ProAct understands employees from diverse backgrounds can bring a different perspective to the workplace, therefore, we will strive to develop a diverse workforce that reflects the communities we serve.
- ProAct will conduct annual cultural diversity/competency training.

Discrimination is a violation of state/federal civil rights laws, including Title VII of the Civil Rights Act, the Americans with Disabilities Act and the Age Discrimination in Employment Act. ProAct Inc. is committed to providing a workplace free from discrimination and harassment.

If anyone believes that he or she is a target of behavior that violates this plan or is witness to such conduct, he or she has the right to follow the complaint resolution procedure as outlined in ProAct's Employee Handbook.

Plan of Action

As an organization we strive to raise awareness of culture and diversity by recognizing the need for on-going training, dialogue, feedback and input from persons served, employees and stakeholders. It is important all employees are involved in making ProAct a culturally aware and sensitive environment to all individuals we come in contact with.

ProAct Inc. is committed to developing and improving our Cultural Competency and Diversity plan. We will use self-examination as we develop this plan we will assure the following are incorporated:

1. Assistance of professionals who have cultural expertise.
2. Ensure all employees participate in cultural competency and diversity activities and training.

Goal #1:

Provide cultural diversity training annually to build competency of all employees:

- All staff will receive training at least annually on cultural diversity.
- Responsible parties: Human Resources, Training Coordinator, all Supervisors
- Timeframe: Annual/on-going

Goal #2:

- Periodically review/update training information and resources for cultural competence training to ensure their relevance for cultural specific programs and services.
- Responsible parties: Human Resources, Training Coordinator, all Supervisors
- Time frame: Annual/on-going

Goal #3:

Provide cultural diversity information to employees, persons served and the general public.

- ProAct's Diversity, Equity and Inclusion (DEI) Committee focuses on educating staff in areas of culture, diversity and disability.

Monthly, a cultural or disability area is focused on and information is distributed to staff.

- There will be at least one article featuring a culturally diverse topic in each internal and external newsletter published.



ProAct, Inc.

Responsible parties: The Public Relations Committee, Public Relations Firm, Diversity, Equity and Inclusion (DEI) Committee

Timeframe: Quarterly