



# Diversity, Inclusion and Cultural Proficiency Policy

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- UCAN Defines:**
- Diversity** is defined as serving and employing a wide range of individuals with broad representation of similarities and differences including people of every ability, race, ethnicity, gender identity, gender expression, sexual orientation, socio-economic status, age, culture and religion.
- Inclusion** is defined as welcoming, respecting and valuing each individual's unique characteristics and integrating them in an open and supportive environment which helps build strong youth, families, employees and communities.
- Policy Statement:**
- UCAN believes that being diverse, inclusive, equitable and culturally/linguistically proficient are essential components in delivering quality programs and services. UCAN must maintain an inclusive environment that attracts, supports and develops a diverse and culturally proficient workforce. UCAN will achieve greater programmatic success when client services are delivered in a culturally and linguistically knowledgeable, relevant, and sensitive manner. UCAN understands that achieving this requires leadership engagement, planning, and active learning/effort on the part of all employees.
- UCAN Statement on Racism:**
- UCAN understands that racism continues to be a serious, prevalent issue in society today. The impact of racism on many of our clients and staff, both individually and systematically, is relevant to how we organize and operate here at UCAN. The recognition of racism as a traumatic experience is critical to achieving our vision that youth who have suffered trauma can become our future leaders.*

## Leadership Engagement and Planning

- The UCAN Board of Directors and all UCAN Senior Leaders are responsible for visibly leading UCAN's initiatives to improve UCAN's diversity, equity, inclusion and cultural proficiency.
- UCAN Senior Leadership develops, implements, monitors, and reports on annual Diversity, Equity, & Inclusion Goals that articulate its efforts to guide and lead the agency towards continuous improvement.

## Employee Diversity and Cultural Proficiency

- UCAN commits to develop and implement plans to recruit a diverse workforce across all roles and levels.
- UCAN creates and implements strategies to develop, promote, and retain employees who are diverse, inclusive, and culturally proficient. Employees have the responsibility to examine their own beliefs and biases and to not let them adversely impact the work of UCAN and our clients.
- In accordance with UCAN's EEO/Affirmative Action policy, UCAN does not make hiring decisions based on an individual's race, nationality or other groups protected by law. Part of UCAN's hiring practice includes determining and assessing an individual's understanding, sensitivity and appreciation of the cultural differences and similarities of the clients and families served. UCAN acknowledges and supports how this awareness adds value to the services provided to all clients, regardless of their cultural background.

- UCAN provides all new employees with diversity, inclusion, and cultural proficiency training during new employee orientation. UCAN offers additional training to help employees develop skills and knowledge necessary to integrate cultural concepts and inclusion into professional practice.
- UCAN includes a relevant Diversity and Inclusion dimension to the performance evaluation system for all employees.
- UCAN maintains a cross-departmental and cross-functional employee Diversity Committee to provide direction, feedback, and communication to the agency.
- UCAN provides venues for open and honest communication of diversity and inclusion issues. UCAN seeks out employee insight and recommendations on diversity and inclusion, as pertains to both employees and clients.
- UCAN encourages and supports employee resource groups, designed to raise awareness to the needs of particular groups, with the goal of supporting employees and improving client services.

### **Integration into Client Services**

- UCAN client assessments take into consideration a client's cultural identity, experiences, attitudes, and beliefs. UCAN considers cultural relevance in choosing and interpreting assessment tools.
- UCAN service planning and delivery is individualized, with consideration and respect of cultural needs, language needs, assets and preferences.
- UCAN commits to continually exploring new, innovative and culturally relevant services for our clients.
- UCAN seeks feedback from clients pertaining to the cultural relevance and proficiency of services being provided to them.
- UCAN develops programs and services to help clients better understand the impact of diversity, inclusion, and culture in their lives.

### **External Partnerships and Visibility**

- UCAN seeks funders, constituents, and partnerships that further promote UCAN diversity and inclusion efforts.
- UCAN develops and maintains procedures for tracking and promoting the use of diverse vendors and suppliers (that are owned by minorities, females, and those who are disabled).
- UCAN advocates for diversity, inclusion, and cultural proficiency within larger human service and social systems.

### **Accountability**

- UCAN develops, utilizes and evaluates measurement tools, such as the Employee Engagement Survey, the Client Satisfaction Survey and related reports prepared by Programs and the QI, HR and Finance departments, to ensure Diversity and Inclusion goals are met.