



# Cultural Competency and Diversity Plan

July 1, 2021 – June 30, 2023

Approved by Risk Management/CQI Oversight Committee: 5/17/2021  
Approved by Management Team: 6/22/2021  
Effective Date: 7/1/2021

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Diversity DOES. For the purposes of this plan, diversity and culture include, but are not limited to: Age; Country of origin; Disability; Educational level; Ethnicity; Gender identity or expression; Insurance status; Languages spoken; Lived experiences; Marital status; Military service; Political party; Race; Religion/spirituality; Sexual orientation; and Socio-economic status

**Diversity Vision**

Central Florida Behavioral Health Network (CFBHN) is committed to fostering an environment in which differences among its board, staff, providers, individuals served and stakeholders are welcomed and celebrated. We believe through our differences challenges are overcome, strengths are enriched, and innovative thoughts and ideas flourish.

**Board of Directors and Chief Executive Officer Commitment**

**Goal:** The Board of Directors will be comprised of individuals who are representative of the culture, backgrounds and perspectives of the diverse communities served by CFBHN.

<b>Actions:</b>	<b>Timeframe:</b>
1. Continue to cultivate the Cultural Competency and Diversity Inclusion Board of Directors’ committee with education and trainings.	Ongoing
2. Foster collaborations with community leaders from diverse backgrounds, cultures, perspectives and experiences.	Ongoing
3. Facilitate annual education on diversity and cultural competence with Board members, using an external facilitator who specializes in the topic for at least one of the sessions.	Ongoing

**Commitment to Staff**

**Goal:** Foster a diverse workplace environment in which all staff feel valued, encouraged to share their experiences, and differences are viewed as strengths.

<b>Actions:</b>	<b>Timeframe:</b>
1. Host diversity and cultural competency training for staff by providing internal and external training opportunities.	Ongoing
2. Hold mini trainings at each Town Hall.	Quarterly
3. Evaluate non-traditional strategies and platforms when advertising open positions, in an effort to ensure management and staff are representative of the characteristics and values of the diverse communities being served.	Ongoing
4. Disseminate and make accessible the Cultural Competency and Diversity Plan to board members, staff, individuals served and stakeholders.	Upon final approval
5. Continue to monitor the Cultural Competency and Diversity plan to ensure progress on associated outcomes.	Ongoing

## Commitment to Persons-Served and Other Stakeholders

**Goal:** Maintain a network of services and service providers that is responsive to, and that reflects the values and characteristics of, the diverse communities served by CFBHN.

<b>Actions:</b>	<b>Timeframe:</b>
1. Promote advocacy, programs, services, and supports are relevant, welcoming, and accessible to persons of different races, ethnicity, disability, lived experiences and other dimensions of diversity.	Ongoing
2. Increase the use of diverse images in all social media and marketing materials.	Ongoing
3. Incorporate a diversity discussion topic at Regional Councils to ensure providers are in alignment with diversity, equity and inclusion goals as agreed to by the board.	Quarterly