

## Cultural Competency and Diversity Plan for FY 2026

Cultural competency and diversity is a key component of the organization's treatment program since the organization recruits from the culturally diverse regional population. Spindletop Center (STC) will strive to maintain a workforce and promote policies which reflect the diversity and culture of the community and persons we serve by addressing culture, age, gender, sexual orientation, gender identity, spiritual beliefs, socioeconomic status and language. STC is committed to the recruitment and retention of persons who are representative of the region, stakeholders and specific cultures served for leadership, management, direct service and support service positions. To ensure our workforce is reflective of and responsive to the cultural diversity and needs of the community, information gathered during our community needs assessment process is incorporated into this cultural diversity plan. This plan outlines the specific steps to be taken to recruit, train and maintain staff that are culturally diverse and competent to provide services to a divergent stakeholder and patient population. This plan is updated annually.

**1. Identify any staff training relevant to cultural competency and diversity that has been conducted in the past 12 months at STC:**

Cultural competency training is available at all times at STC through the center's online training system. All employees receive training upon hire and participate in a mandatory refresher course every 24 months thereafter.

**2. Insert name of system or person who conducted the training:**

Creslyn Davis & Relias online training system

**3. Insert the organizational affiliation of the person who conducted the training if applicable:**

Spindletop Center & Relias online training system

**4. Insert the date of the next scheduled staff training pertaining to cultural competency and diversity:**

On-going

**5. Insert the title of the next scheduled staff training session pertaining to cultural competency and diversity:**

"Cultural Competency"

**6. Insert the name and organizational affiliation of the person who will coordinate the next staff training session on cultural competency and diversity:**

Andrea Davis, HR Generalist, Spindletop Center

**7. Identify any additional cultural competencies or skill sets required by staff to provide quality services to the current patient population:**

Staff members are required to understand and apply basic principles of cultural competency once on the job. They are also expected to effectively respond to a client's needs through

knowledge of communication, actions, customs, beliefs and values within a client's racial, ethnic, religious and social group.

**8. Describe your plan to help the staff acquire/develop these competencies or skill sets, i.e., attendance at workshops, correspondence courses, self-directed reading/studying, etc:**

Staff will receive classroom or online training, refresher training every 24 months thereafter via self-study lessons on Relias (online training program) and through additional online training sources as available

**9. Insert "target date" for completion of #8:**

Continuous.

**10. List any organizations, associations or individuals in the immediate area that specialize in chemical dependency treatment/counseling for minority populations or persons with unique treatment needs:**

- **Best Recovery Health Care**  
Addiction Medicine  
509 9<sup>th</sup> Avenue  
Port Arthur, TX 77642  
409-982-1770
  
- **Samaritan Counseling Center**  
7980 Anchor Drive #500  
Port Arthur, TX 77642  
409-727-6400
  
- **Medical Center of Southeast Texas**  
2555 Jimmy Johnson Blvd  
Port Arthur, TX 77640  
409-724-7389
  
- **Land Manor**  
4655 Collier Street  
Beaumont, TX 77706  
409-832-7564
  
- **Southeast Texas Council on Alcohol and Drugs**  
4675 Washington Blvd. Ste. C  
Beaumont, TX 77704  
409-842-2408
  
- **Texas Treatment Services**  
Methadone and Suboxone Treatment  
4349 Crow Rd.

Beaumont, TX 77706  
409-813-2206

- **Woodlands Recovery Center**  
1505 Cornerstone CT.  
Beaumont, TX 77706  
855-752-3377
- **Baptist Hospital of Southeast Texas**  
3080 College St  
Beaumont, TX 77701  
409-212-5000

**11. Have you previously contacted the organizations, associations or individuals listed on #10 to introduce them to STC?**

Yes. All were contacted and invited to join in a MOU for Care Coordination for the persons they serve.

**12. If “no” list the date that you will contact the organizations, associations or individuals listed on #10:**

N/A

**13. Identify any special competencies or skill sets relative to cultural competency and/or diversity held by current staff members.**

Some staff members including case workers, supervisors and administrative staff are bilingual Spanish speakers. The demographics of the employee population are representative of the community at large, and the population served.

**14. List the ways that these competencies or skill sets could be used to improve the clinic’s cultural competency/diversity “readiness”:**

These skills will lead to improved communication and understanding of a client’s condition to further treatment compliance and retention. It also leads to a more positive community perception of STC when we can provide services in the language of choice of our clients.

**15. List any ongoing efforts to recruit minority staff members and/or staff members with special skill sets relative to cultural competency/diversity:**

STC has ongoing collaboration with Lamar University for the pre- and post-graduation placement of nursing, rehabilitative and social work students in STC positions. STC also recruits minority staff members through participation in local job fairs, through bilingual advertising in different types of media, and through participation in cultural events in the region.

**16. List the target date for completion of this recruiting effort:**

Continuous/ongoing

## SPINDLETOP CENTER

### Cultural Competency Work Plan

| Objective  | Deliverable   | Responsible Party               | Status             |
|--|---|---------------------------------|--------------------|
| <b>Agency Goals &amp; Objectives</b><br><ul style="list-style-type: none"> <li>• Ensure cultural competency training for new employees and continue training for existing employees</li> </ul> | <ul style="list-style-type: none"> <li>• Conduct ongoing Assessments during NEO and 24-month refresher trainings</li> </ul>   | Andrea Davis                    | Ongoing            |
| <ul style="list-style-type: none"> <li>• Improve employee awareness of other cultures in the region</li> </ul>   | <ul style="list-style-type: none"> <li>• Facilitate 2 lunch &amp; learn sessions annually exploring different cultures/ethnicities in the local regions</li> </ul>  | Creslyn Davis/Human Resources   | Ongoing            |
| <b>Organizational Environment</b><br><ul style="list-style-type: none"> <li>• Diversify Visual representation in facilities</li> </ul>   | <ul style="list-style-type: none"> <li>• Include photographs &amp; videos in public relations materials representing our diverse population</li> </ul>  | Aaron Nichols & Danielle Pardue | Ongoing            |
| <ul style="list-style-type: none"> <li>• Create customer-friendly waiting areas</li> </ul>   | <ul style="list-style-type: none"> <li>• Provide culture-specific magazines in client lobbies</li> </ul>  | Program Directors               | Ongoing            |
| <ul style="list-style-type: none"> <li>• Provide services in client's language</li> </ul>  | <ul style="list-style-type: none"> <li>• Have interpreters certified for medical translation</li> </ul>   | Human Resources                 | As Needed, Ongoing |
| Public Relations/working with the Community<br><ul style="list-style-type: none"> <li>• Provide publications in languages spoken by the population served</li> </ul>                           | <ul style="list-style-type: none"> <li>• Continue to have customer service brochures in Spanish; provide rack cards and flyers in other languages as needed</li> </ul>  | Aaron Nichols & Danielle Pardue | Ongoing            |
| <ul style="list-style-type: none"> <li>• Collaborate with other community organizations on diversity efforts</li> </ul>  | <ul style="list-style-type: none"> <li>• Attend respective meetings in the community such as Hispanic Outreach Event, Workforce Solutions Southeast Texas Inclusion Works (celebrating National Disability Employment Awareness Month) event, etc.</li> </ul> | Danielle Pardue                 | Ongoing            |
| <ul style="list-style-type: none"> <li>• Create opportunities for client participation in political process</li> </ul>   | <ul style="list-style-type: none"> <li>• Provide voter registration materials for clients</li> </ul>  | Patricia Allen and staff        | Ongoing            |

|   |  |                                   |         |
|---|--|-----------------------------------|---------|
| <b>Human Resources</b> <ul style="list-style-type: none"> <li>• Provide leadership training opportunities for staff</li> </ul>                                  | <ul style="list-style-type: none"> <li>• Co-sponsor and host trainings</li> </ul>  | Creslyn Davis                     | Ongoing |
| <ul style="list-style-type: none"> <li>• Recruit and retain diverse workforce representative of the service population and the surrounding community</li> </ul> | <ul style="list-style-type: none"> <li>• Advertise job openings</li> <li>• Compile and analyze demographic data of staff, compare to clients</li> </ul>                            | Creslyn Davis & HR                | Ongoing |
| <b>Service Delivery</b> <ul style="list-style-type: none"> <li>• Assist other organizations in becoming more culturally competent</li> </ul>                    | <ul style="list-style-type: none"> <li>• Present information at conferences, seminars, etc, upon request</li> </ul>  | Various members                   | Ongoing |
| <ul style="list-style-type: none"> <li>• Solicit input from clients regarding pros and cons of treatment experience</li> </ul>                                  | <ul style="list-style-type: none"> <li>• Conduct annual satisfaction surveys and analyze results</li> <li>• Do follow-up surveys with closed clients and report results</li> </ul> | QA                                | Ongoing |
| <ul style="list-style-type: none"> <li>• Educate staff on principles of good customer service</li> </ul>  | <ul style="list-style-type: none"> <li>• Provide training during NEO</li> <li>• Provide customer service training for front line Customer Service Representatives</li> </ul>       | HR; Jawanni Cunigan               | Ongoing |
| <ul style="list-style-type: none"> <li>• Recognize client accomplishments</li> </ul>  | <ul style="list-style-type: none"> <li>• Conduct client appreciation day and group outings</li> </ul>  | Patricia Allen & Jonathan Sanchez | Ongoing |