



**CHAMPAIGN COUNTY
DEVELOPMENTAL
DISABILITIES BOARD**

**CHAMPAIGN COUNTY
MENTAL HEALTH BOARD**

Mental Health Board

Cultural Competency Report

Crisis Nursery

2024

Submitted

1. Governance, Leadership and Workforce

4. Educate and train governance, leadership, and workforce in culturally and linguistically appropriate policies and practices on an ongoing basis.

Action Steps	Time Frame	Responsibility	Benchmarks	Applicable Standards	Individual Area
1.6 CN will have a policy in place that allows staff to observe a religious holiday of their choice in place of another holiday. Up to 3 holiday gift days are offered to full time staff who stay with CN at least 1 year or more.	FY2024 Q1	Board of Directors, ED	100% of eligible staff has a choice of which day to celebrate a religious holiday.		
1.7 Utilize an Advisory Committee consisting of representatives from the community and all levels of CN, including current and former	FY2024 Q2, Q4	ED, Directors of Programming	The committee will meet twice annually and have representatives from the community and all levels of CN including former clients,		

<p>clients/volunteers to provide guidance and input on CN services, including client access. Additional members from parent forums will also participate in committee.</p>			<p>volunteers, and staff.</p>		
<p>1.4 At the guidance of management, CN will expand and adjust services to respond to community needs. Crisis Nursery will utilize parent and staff feedback to mold and shape services. This will be ongoing through weekly staff meetings and consultation. Parent forums will be held to create a space for parents to share feedback related to ease of use, barriers, cultural competency and inclusivity. CN will continue to learn from Karen Simms and the CU management will formulate a plan in response to this feedback and apply direct changes to both services and materials.</p>	<p>FY2024</p>	<p>ED, Directors of Programming</p>	<p>CN will receive feedback from staff members, clients, community stakeholders re: community needs and how CN can better address them through the following avenues: weekly staff meetings, client meetings and grievance reports, and participation in community coalitions and advocacy groups. Management will devise strategies to address those concerns.</p>		
<p>1.2 Annual Cultural Competence Training: Staff are trained in the elements of CLC at a mandatory all-staff</p>	<p>FY2024 Q2, Q4</p>	<p>Board of Directors, All Staff</p>	<p>100% of staff have participated in at least 2 hours of CLC training each year. Each CLC training will have an individual</p>		



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<p>meeting. At least 2 additional opportunities for CLC training will be provided to staff through CN’s professional development schedule. Specific in-services related to trauma, supporting children with a developmental disability and overall understanding of diversity in the workplace will be offered as new, regular and ongoing in-service trainings. Staff will receive cultural competence training as it relates directly to Crisis Nursery.</p>			<p>assessment component.</p>		
<p>1.3 CN will maintain a makeup of 15-20% of board members of other ethnicities by actively recruiting members from diverse populations.</p>	<p>FY2024 Q1</p>	<p>Board of Directors, ED</p>	<p>Currently, 32% of CN Board consists of diverse individuals. ED will actively recruit diverse candidates to participate on the CN Board.</p>		
<p>1.8 CN will utilize a demographic chart to reflect age, sex, race, area and employment of our Board to analyze and plan for diverse representation and composition.</p>	<p>FY2024 Q1</p>	<p>Board of Directors, ED</p>	<p>CN becomes aware of targeted populations who do not have representation of our Board and actively recruits those members.</p>		
<p>1.1 Review Cultural and Linguistic Competence Plan annually with</p>	<p>FY2024 Q2, Q4</p>	<p>Board of Directors, All</p>	<p>CLC plan is reviewed and revised annually by management, and will be</p>		



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<p>feedback from Board, management, and staff. Additionally, Crisis Nursery will hold staff and parent discussion forums to gather feedback towards cultural competence and inclusivity. These discussions are a regular part of program staff meetings and will continue with more specific forums related to diversity and inclusion.</p>		<p>Staff</p>	<p>approved by the Board of Directors. 100% of staff will have the opportunity to provide feedback on the CLC plan.</p>		
<p>1.5 CN will have a policy in place for staff to use their personal/sick days for family needs (with the definition of "family" being defined by the staff member). Staff will continue to be eligible to use paid personal or sick leave for family needs. Flexibility has been increased to better meet staff physical and mental health needs in response to the pandemic and the crisis of racial tension existing in our society.</p>	<p>FY2024 Q1</p>	<p>Board of Directors, ED</p>	<p>100% of eligible staff is able to use their personal/sick leave for family needs.</p>		

2. Communication and Language Assistance

5. Offer language assistance to individuals who have limited English proficiency and/or other communication needs, at no cost to them, to facilitate timely access to all health care and services.

Action Steps	Time Frame	Responsibility	Benchmarks	Applicable Standards	Individual Area
2.7 Crisis Nursery utilizes internal staff and volunteers as well as community partnerships with local agencies to support families who speak Spanish in utilizing services.	FY2024	Directors of Programming, Safe Children Coordinator	100% of CN clients have access to a Spanish speaking individual or language line when utilizing our services.		
2.6 CN will utilize supervision for all staff to ensure culturally competent practice and provide an avenue to express concerns.	FY2024	ED, Directors of Programming	100% of CN staff has an avenue to express concerns with their supervisors. Beyond Blue staff participates in bi-weekly reflective supervision with an outside service provider.		
2.4 CN website (our most widely utilized resource for families, volunteers and donors) will be capable of being accessed in any language.	FY2024	ED, Director of Development & Communications	100% of CN clients have access to the website, regardless of their primary language.		
2.2 CN Advisory Committee will actively discuss cultural and linguistic competency and address any programmatic issues that may arise. Updates and changes to create a more trauma informed	FY2024 Q2, Q4	ED, Directors of Programming	100% of issues involving cultural or linguistic competency are addressed in a timely manner by administration.		

and culturally competent messaging, programming and resources will be shared with the formal advisory committee and at parent feedback forums. Suggested changes will be reviewed and implemented by management quarterly for frequent updates.					
2.5 CN will utilize its staff and volunteer linguistic diversity and the language line to best serve children in the Safe Children program. Staff members continue to work with employees of the refugee center for this purpose, as well.	FY2024	Directors of Programming	Director of Programming maintains a list of staff and volunteers who speak language other than English. These volunteers and the language line are utilized as needed.		
2.1 CN will actively hire employees who are culturally and linguistically diverse.	FY2024	ED	CN actively recruits diverse employees by posting all job openings on the website, social media platforms and online job sites.		
2.3 Crisis Nursery will supply awareness materials in English and Spanish. Material is posted through the building in Spanish in order to assist staff members in communicating with children who speak Spanish as their first language. Developmental	FY2024	ED, Directors of Programming	100% of our most widely distributed awareness materials are available in both English and Spanish.		

Screenings have can be administered in English, Spanish and French. Additional survey and client intake materials will also be translated into Spanish.					
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3. Engagement, Continuous Quality Improvement and Accountability

9. Establish culturally and linguistically appropriate goals, policies, and management accountability, and infuse them throughout the organization’s planning and operations

Action Steps	Time Frame	Responsibility	Benchmarks	Applicable Standards	Individual Area
3.1 CN will read and sign agreement that CLC plan has been read and practices will be implemented within the designated time period.	FY2024	ED, Director of Finance & Human Resources	CLC is signed and implemented within the designated time period.		
3.2 CN will develop and continually update a directory of local providers, organizations, and other community supports.	FY2024	Directors of Programming, Children's Support Specialists	100% of clients have access to referral services, if requested.		
3.3 Staff will participate in at least 4 public events in neighborhoods or ethnically-focused family events.	FY2024 Q2, Q4	Directors of Programming, Family Specialists	Family Specialists will track the number of events attended with a minimum goal of 4 per year.		



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<p>3.4 Staff will work with other agencies for the purpose of referral and service awareness.</p>	<p>FY2024</p>	<p>Directors of Programming, Family Specialists, Children's Support Specialists</p>	<p>CN participates in the Home Visitors Consortium and the Start Early, Local Area Network (LAN), Birth to 3 Council, Human Service Council, 0-3 Council, Infant Mental Health Coalition, Crisis Nursery Coalition, Continuum of Service Providers to the Homeless, and the Community Coalition, . In addition, Program Staff contact at least 3 agencies a month regarding CN services and client needs.</p>		
<p>3.5 Staff conducts quarterly events at CN to encourage community and agencies to experience the Nursery without experiencing a crisis.</p>	<p>FY2024 Q2, Q4</p>	<p>Directors of Programming</p>	<p>100% of attendees of these events feel comfortable and safe in the CN environment. A minimum of 4 per year will take place.</p>		
<p>3.13 Staff found to be disrespectful or judgmental to children or parents are counseled regarding these attitudes and their employment can be terminated if the behavior continues.</p>	<p>FY2024</p>	<p>ED</p>	<p>100% of staff will be culturally and linguistically sensitive by policy and by attitude.</p>		
<p>3.6 CN will provide an "Island of Safety" to children in our care.</p>	<p>FY2024</p>	<p>ED, Directors of Programming, Program Staff</p>	<p>CN facilities are accessible and safe for children in our care. A camera system in all areas where children are housed, a privacy fence to protect confidentiality of children in care, and an open floor plan for clear</p>		

			observation of children, staff and volunteers, truly make CN an “Island of Safety”.		
3.8 CN staff will recognize ethnic holidays and various activities as requested by families.	FY2024	Directors of Programming, Program Staff	100% of children who stay at CN are able to celebrate and recognize their home customs while in CN care.		
3.9 CN staff will review intake materials to ascertain how to elicit more cultural and home environmental information.	FY2024	Directors of Programming, Program Staff	CN records all relevant information of the child’s home life/customs to ensure that the parents’ wishes are followed while in CN care.		
3.10 CN will train all staff and volunteers in the CN philosophy of childcare, Conscious Discipline, management and discipline for children.	FY2024	Directors of Programming, Program Staff	100% of staff and volunteers have had training in the CN philosophy of childcare and Conscious Discipline.		
3.11 CN will hold bi-weekly staff meetings to discuss client and programming needs.	FY2024	Directors of Programming, Program Staff	100% of CN staff is able to communicate concerns regarding client or programming needs.		
3.12 CN will continually assess and modify the physical facility to reflect the population of focus, to be welcoming, clean, and attractive by providing cultural art, books, movies, social stories, food, etc.	FY2024	Directors of Programming, Program Staff	CN contains books, music, dolls, wall hangings etc. that reflect different cultures and races. Dietary needs of children will be respected at all times.		
3.7 CN staff will participate in regular in-service trainings geared to meet client needs.	FY2024 Q1, Q2, Q3, Q4	Directors of Programming, Program Staff	100% of staff are expected to attend one in-service event quarterly.		

<p>Presenters will include people of diversity (both staff and outside professionals). New in-services related to diversity in the work place, racial inclusion, trauma 101 and complex trauma will be implemented.</p>					
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4. Individual Level

1. Provide effective, equitable, understandable, and respectful quality care and services that are responsive to diverse cultural health beliefs and practices, preferred languages, health literacy, and other communication needs.

Action Steps	Time Frame	Responsibility	Benchmarks	Applicable Standards	Individual Area
4.1 CN will accept clients of any race, ethnicity and economic status.	FY2024	Board of Directors, ED	Staff maintains demographic data on 100% of clients.		
4.2 CN will charge no fees for our services.	FY2024	Board of Directors, ED	100% of services are offered at no cost to the client.		
4.3 CN is located in a neighborhood easily accessed by our client population and on a bus line.	FY2024	Board of Directors, ED	Clients can readily access our services at any time of day.		
4.4 CN services will be available at a wide variety of times to best ensure client access.	FY2024	Directors of Programming, Family Specialists	Crisis Nursery is open 24 hours a day/7 days a week to best ensure client access to the Safe Children		



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			program. Staff will offer other services at a variety of dates and times to ensure client access.		
4.5 All clients utilizing CN have access to crisis counseling, parenting education, or further Strong Families program support according to the age and stage of the child.	FY2024	Directors of Programming, Family Specialists	100% of clients have access to the Strong Families Program.		
4.6 Crisis Nursery clients will drive the development of their individualized plans with CN in an effort to foster confidence, competence and mutual respect. CN utilizes the Baby TALK model viewing parents as the expert in making decisions related to the care of their child.	FY2024	Directors of Programming, Children's Support Specialists	100% of clients drive the development of their service plan. Families' preferences and needs are present in all plans and documentation of their progress is strength based.		
4.7 All CN clients will have the opportunity to participate in an outcomes survey which is administered online in order to receive feedback from families in real time. This provides more frequent feedback by creating a safe place for families to share.	FY2024	Children's Support Specialists, Directors of Programming, Family Specialists	100% of clients are able to give feedback regarding CN services, regardless of literacy level.		
4.8 CN clients will be asked to give testimonials of their	FY2024	Directors of Programming	CN receives at least 3 client testimonials a month to be included in the Director of		

experiences at CN and the services received.			Programming reports to the ED.		
4.9 Crisis Nursery will maintain a client grievance policy.	FY2024	ED, Directors of Programming	CN has a client grievance procedure in place for 100% of clients.		
4.10 Crisis Nursery will explain in writing and in person the client’s rights while their child is at Crisis Nursery.	FY2024	Program Staff	100% of clients sign a form outlining their rights and are offered a copy for their own records.		
4.11 CN will make available at least 4 parent support groups, 4 parent education sessions and 4 PCI groups to clients who utilize the Nursery. Groups will take place within a wide range of times and locations to ensure access by clients.	FY2024 Q2, Q4	Directors of Programming, Family Specialists	100% of CN clients have access to the Strong Families Program.		