



ARIZONA YOUTH & FAMILY SERVICES, INC.

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AYFS Cultural Competency Mission Statement

Revised June 2018

Arizona Youth & Family Services, Inc. (AYFS) is committed to continuously improving the quality of behavioral health services provided to our community. While providing the highest quality of care, we take into account an individual and family's culture. This includes, but is not limited to, the consideration of an individual's race, gender, religion, age, national origin, preferred language, educational attainment, personal history, cultural beliefs / values, sexual orientation, and worldview.

To ensure the outstanding quality of our services, AYFS continually focuses on improving the training our staff receives internally as well as providing support and involvement in the local community. For instance, all staff are trained to include cultural competency trainings that meet the required mandates as well as supervision that weaves cultural topics and competencies into case staffings. Also, we strive to hire staff representing our diverse company. Moreover, AYFS facilitates quarterly internal meetings (The Culture Club) to identify community involvement opportunities, local resources, and ways in which AYFS can further improve upon our cultural competency. AYFS continues to build upon the values, knowledge, respect and experiences of our professional staff to best help those we serve.

Internal Goals:

Given the dedication AYFS has towards further staff growth and development, AYFS will implement the following objectives to meet the need for internal standards of cultural competency.

1. **The AYFS Culture Club:** AYFS is composed of personnel from diverse backgrounds and they are invited to participate in quarterly internal meetings for the purpose of:
 - a. Ensuring AYFS employees' cultural needs are heard and respected within the work environment.
 - b. AYFS staff are aware of the various community activities and events to encourage our clients and families to participate and expand their community supports.
 - c. Document the discussions conducted during Culture Club meetings

Progress made: AYFS has had multiple Culture Club meetings during which resources were shared and feedback received. Administration has implemented some of the suggestions staff gave to assist in providing support when working with families from diverse backgrounds.

Plan: Continue quarterly Club meetings and implement suggestions to increase participation by staff from various departments.



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2. **AYFS Formal Cultural Competency Training:** All AYFS personnel will complete the formal AYFS cultural competency training approved by BMFL within 90 days of hire and yearly thereafter.

Progress Made: AYFS received award from MMIC for 99% compliance in Relias trainings for 2017.

Plan: Continue to implement training protocols to ensure compliance with standards. Update training once the revisions are issued as expected in the near future.

3. **AYFS Informal Cultural Competency Trainings / Supervisions:** AYFS staff who engage in direct clinical practices will staff their clients on a weekly basis in individual and/or group supervision. In addition to exploring the clinical aspects of the cases, cultural components that are relevant for integrating the family's strengths and needs will also be explored to ensure continual respect for worldviews is maintained.

Progress Made: Per suggestions from staff as well as best practices in research literature, the QSP implemented a monthly group supervision for therapists, for CMs, and for YFSS staff to discuss the intricacies of complex cases with a supervisor and peers. Cultural implications are discussed with each case.

Plan: Continue using monthly small group supervision to promote deeper understanding of individual perspectives so cultural respect is maintained throughout service provision.

External Goals:

In addition to the internal systems in place for ensuring a culture of mutual respect and appreciation within the company, AYFS will also strive to further the same mentality within the community we serve. This will be achieved in the following ways:

1. **AYFS Community Board:** The AYFS Culture Club will maintain a display board within the AYFS lobby that is updated monthly. This board works as a convenient resource to educate visitors about topical cultural news, community events, and offer ideas for fostering increased respect and appreciation for diversity.

Progress made: The culture club hasn't updated the lobby board as frequently as needed so the clinical director took over the responsibility to ensure it is done in a timely manner.

Plan: Clinical director will continue to update the board until a culture club member is able to do so regularly.

2. **Community Events:** AYFS will participate in events that support, educate and foster a healthy sense of community. These activities may include outreach events tailored to serve the public and/or events intended to support improved cultural competence within the company.



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Progress made: AYFS continued to engage in numerous job fairs, community events, MMIC C-FAP meetings, and conferences by having staff work booths to share information and also gather information from other agencies. As a result, new ideas continue to be gleaned about how to best publicize AYFS services to diverse clientele. AYFS Clinical Director also met with other QSPs to assess how collaboration may happen to meet mutual needs.

Plan: Continue community engagement and implementing handouts in Spanish and English when booths are manned at events.

3. **Culture-Conscious Documentation:** AYFS will document efforts to incorporate cultural competence into all areas of service. This includes the following:
 - a. Language within ISPs: The family culture will be incorporated into service plans to identify the family's values or cultural perspectives and to invite the family to consider how AYFS services can support them in engaging in those healthy endeavors.
 - b. Progress Notes: When engaging in activities with consumers, AYFS staff will tailor services to the individual needs of the client and family. This includes meeting them in the preferred settings; inviting open dialogue about their values, beliefs, and worldviews; increasing the family's connections to natural and community supports; and documenting efforts towards those ends.

Progress made: Reminders have been given during group consults and trainings. These reminders proved helpful in that AYFS scored 100% in our last CLAS audit.

Plan: Continue the training process as developed given success so far and offer periodic reminders during group consults to ensure CLAS standards remain in the awareness of employees as an ongoing priority.

Through these efforts, AYFS plans to continue weaving the notion of cultural competency within everything we do. Indeed, respect and appreciation for similarities and differences among ourselves and others is a basic concept within the foundation of AYFS philosophy, and through these actions, we plan to continue that commitment.