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"Serving Today's Diverse Generation"
Cultural Competence and Diversity Plan
2018 – 2021

INTRODUCTION

The American population continues to grow and change in a dramatic fashion. Because of this there are many inherent nuances and challenges. These include ethnic composition, language, religion, class, and culture. In the five areas served by Legacy Behavioral Health Center, Inc. (LBHC) this is especially true because of the recent explosion in immigration over the past four years. Culture is an integrated pattern of human behavior which includes thoughts, communication, languages, practices, beliefs, roles, relationships courtesies and expected behaviors of religious and social groups. Implicit is, this are set rules and norms which promote stability and harmony within the society. Concomitantly it supports history, traditions, values family systems and artistic expression of our patients' group. It is to this dynamic that LBHC must adapt its service delivery system. Novel ways are needed to address the cultural differences among consumers. For LBHC culture embraces the historical circumstances leading to the group economic, social, and political status in the social structure. It is of specific importance to note that culture is not simply determined by ethnicity and a particular set of beliefs, norms and values. Culture involves the circumstances and experiences associated with developing certain beliefs, norms and values.

Legacy believes cultural competence and diversity are an important component in providing effective behavioral health services. LBHC serves a variety of populations especially Hispanics, African American and Caucasians. Immigration in the past decade from Haiti, Jamaica, Trinidad, Barbados, Central America and other Caribbean nations has significantly increased the nationalistic, cultural, religious, and language diversity within the black population in the United States this is expected to grow to 29 million by the year 2015 and 128 million by the year 2050. Their cultural backgrounds are diverse, including Spanish, Aztec, Mayan, Incan, and Caribbean cultures, and Native American, White, and African American racial/ethnic origins. Their common language and link with Spanish culture serve as a means of considering them in unison, but their diverse religious, folk, family, health beliefs and values as well as diverse linguistic idioms make them one of the most culturally rich groups in America. Hispanic and African American populations in Martin County, Okeechobee, Indian River, St. Lucie and Palm Beach counties have been adversely affected by under-education, under-employment, inadequate housing, domestic violence and physical abuse, legal immigration problems and insufficient access to health care insurance.

Prevalence of mental illness in African American and Hispanic population is relatively the same; factors such as lower socioeconomic status and lesser access to resources will tend to exacerbate stressors and the accompanying need for mental health services.

In addition to having Spanish as a common language, the people of Mexican, Puerto Rican Cuban, Central and South American origins also have a tendency to utilize behavioral health services less than the general population except under crisis situations due to stigma and the use of religious beliefs and practices such as Santeria and spirits.

Based on the growing needs of behavioral health care for the diverse multi-cultural communities in Martin, Okeechobee, St. Lucie, Indian River and Palm Beach counties, LBHC was founded in July, 2005 by Alicia B. Pajares, LCSW. "Serving Today's Diverse Generation" represents our proud mission and motivation to serve the community with the highest standard of behavioral health care coupled with the emphasis on cultural respect and understanding.

I. Our Mission, Vision and Values

Mission

Legacy Behavioral Health Center is dedicated to improving the quality of life and well-being of multigenerational individuals and their families by offering culturally sensitive healthcare, recovery and supportive services that promote and enhance emotional, social and personal growth.

Vision

Legacy Behavioral Health Center envisions cementing a bond between generations through a multicultural system of care that fosters healthy emotional, intellectual, social and personal growth in a nurturing and culturally sensitive environment that is responsive to the individual's needs and recovery while receptive to their unique culture, preferences and values

Values

Legacy Behavioral Health Center distinguishes itself by:

- ❖ Providing quality Healthcare services and creating a value driven center of excellence.
- ❖ Delivering Healthcare services that promote cultural sensitivity, recovery and awareness.
- ❖ Offering highly qualified and culturally diverse staff to deliver outstanding services.
- ❖ Encouraging Honesty and Integrity.
- ❖ Fostering care and compassion.
- ❖ Motivating mutual respect and team work.
- ❖ Ensuring Access to care for all.

2. Objective

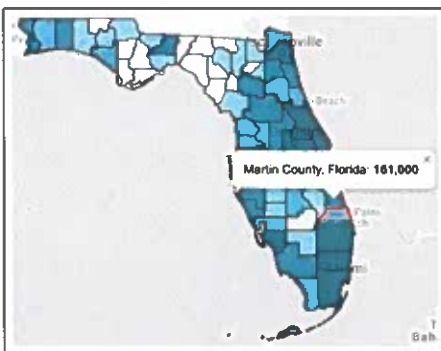
To achieve and enforce the mission, vision and values. LBHC is committed to actively recruiting employees who reflect the cultural diversity of the communities that we serve. Through cultural competency initiatives, LBHC constantly enhances staff's understanding and sensitivity to cultural differences associated with race, gender, age, religious preference, ethnicity, sexual orientation, geographic regions, and socioeconomic factors. Other objectives are:

- ❖ Increase diversity of staff.
- ❖ Assess the level of intercultural competency of staff and design tools to increase and develop the competency.
- ❖ Evaluate our diversity/inclusion initiative activities and programs.
- ❖ Increase awareness, build mutually rewarding relationships and foster collaboration with community, and foundation leaders and other individuals from diverse perspectives and experiences.
- ❖ Respond to current and projected demographic changes.
- ❖ Improve the quality of services and health outcomes.

3. Process

3.1.1 Assessment

To assess the characteristics and demands, demographic information obtained from persons served and a census from the government are used in this plan. The following is an overview of the cultural, social and economic characteristics of the communities served:



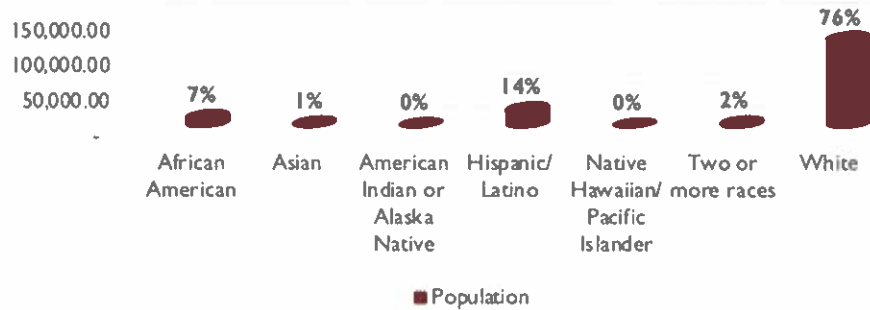
A. Martin County

As of the July 1st, 2019 census estimate, there were 161,000 people, 63,865 households, with 39,621 families residing in Martin County (average household size: 2.41). The population density was 269.2 people per square mile. The racial makeup of the county was 90.1% White, 5.7% Black or African American, 1.0% American Indian or Alaska Native, 1.5% Asian, 0.2% Native Hawaiian and Pacific Islander, and 1.6% from two or more races. 14.2% of the population were Hispanic or Latino of any race.

Martin County Quick Facts	
Square Miles	753

Population (2019 Estimates)	161,000
Population (April 2010 - July 2019)	146,852
Labor Force (2014 - 2018)	51.5%
Unemployment Rate (2014 - 2018)	3.0%
Median Household Income (2014 - 2018)	\$ 57,959

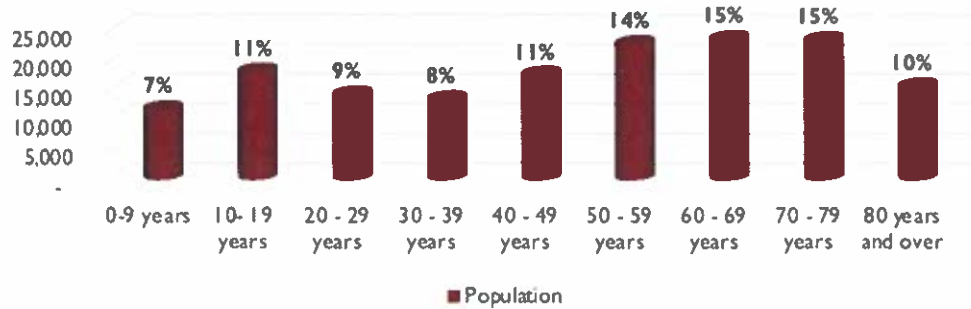
ESTIMATED RACE/ETHNICITY DISTRIBUTION 2019 (MARTIN COUNTY)



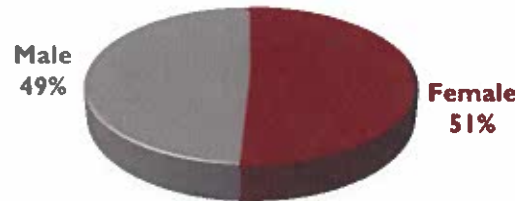
Estimated in 2019 there were 63,865 households out of which 16.2% had children under the age of 18 living with them, 49.8% were married couples living together, 8.2% had a female householder with no husband present, and 38.7% were non-families. 33.4% of all households were made up of individuals living alone and 31.5% had someone living alone who was 65 years of age or older. The average household size was 2.38 and the average family size was 3.03.

In the county, the population was spread out with 16.2% under the age of 18; 9% between the ages of 20 and 29; 23% between 30 and 59; 40% from 60 and over. The population was 51% female and 49% male.

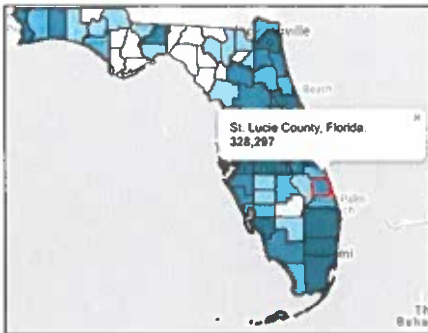
ESTIMATED AGE DISTRIBUTION 2019 (MARTIN COUNTY)



ESTIMATED GENDER DISTRIBUTION 2019 (MARTIN COUNTY)



The median income for a household in the county was \$57,959. Males had median earnings of \$48,007.00 versus \$41,819.00 for females. The mean per capita income for the county was \$40,389. On regards to poverty, 10.7% of the population were below the poverty line, including 16.1% of those under age 18 and 6.4% of those age 65 or over.



B. St. Lucie County

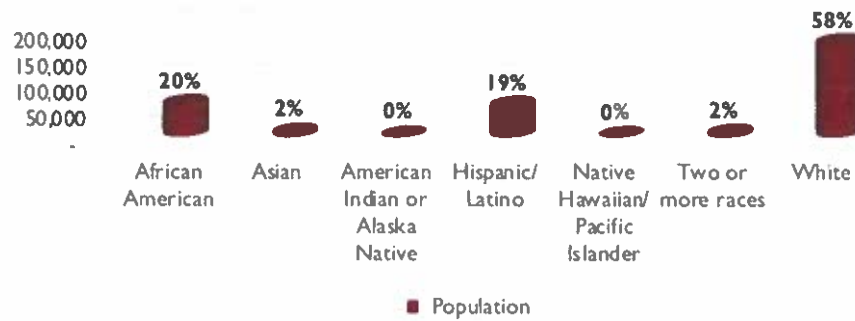
In the midst of St. Lucie County diversifying its local economy from a service and agricultural employment base to a knowledge-based economy, St. Lucie County has recently experienced tremendous population growth. As a result, the community as a whole has been growing and evolving into a recognizable location for science, research

and a multitude of opportunities. Here are a few snapshots of the community characteristics:

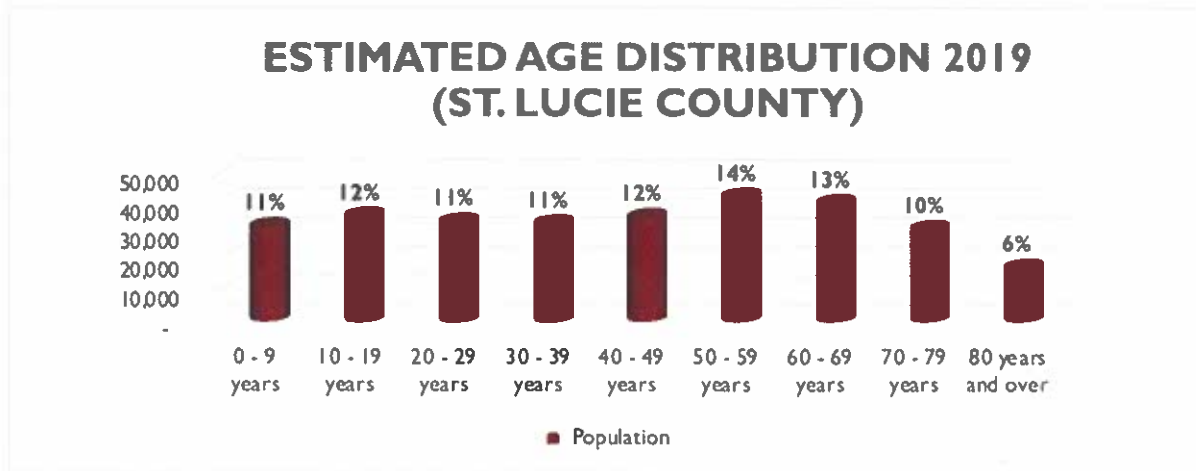
St. Lucie County Quick Facts	
Square Miles	688
Population (2019 Estimates)	328,297
Population (April 2010 - July 2019)	277,255
Labor Force (2014 - 2018)	53.8%
Unemployment Rate (2014 - 2018)	3.8%
Median Household Income (2014 - 2018)	\$ 49,373

According to the July 1st, 2019 census estimate, the racial makeup of St. Lucie County was 73.6% White, 21% Black or African American; 0.6% American Indian and Alaska Native, 2% Asian, 0.1% Native Hawaiian and Other Pacific Islander and 2.3% two or more races. Hispanic or Latino of any race were 19.9% of the population. 80% spoke English only and 16.2% spoke Spanish as first language.

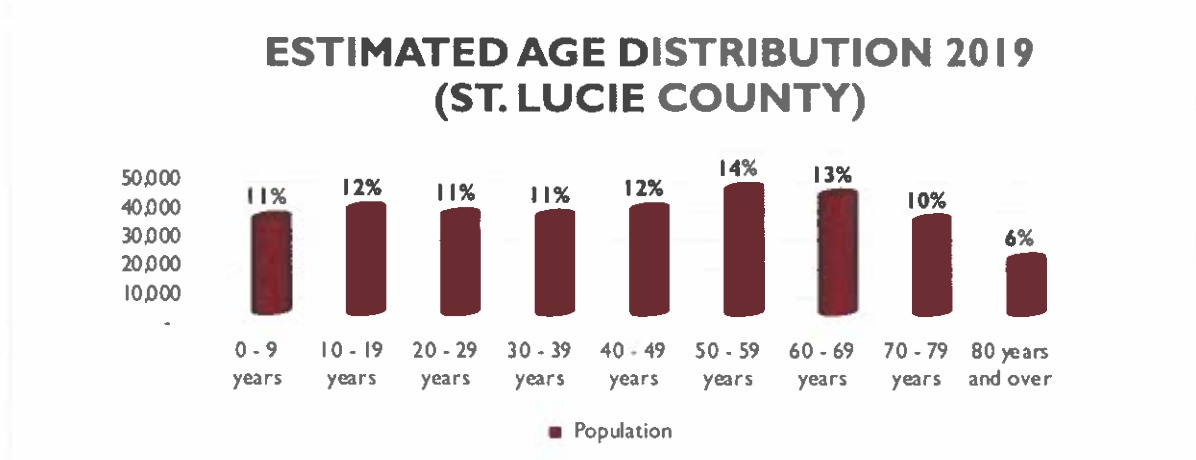
ESTIMATED RACE/ETHNICITY DISTRIBUTION 2019 (ST. LUCIE COUNTY)



In 2019 there were 112,872 households out of which 23.3% had children under the age of 18 living with them, 50.2% were married couples living together, 12.8% had a female householder with no husband present, and 32.9% were non-families. 24.7% of all households were made up of individuals living alone and 13% had someone living alone who was 65 years of age or older. The average household size was 2.68 and the average family size was 3.18.

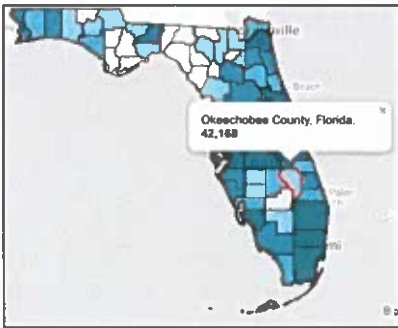
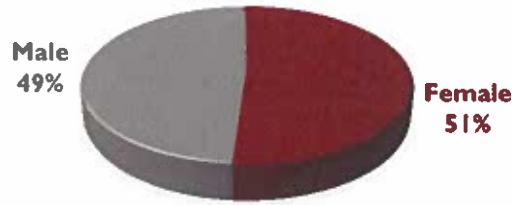


In the county, the population was spread out with 19.7% under the age of 18; 11% between the ages of 20 to 29; 37% between 30 and 59; 29% from 60 and over. The median age was 45.2 years. The male population constituted 49% of the total population, while the female population represented a 51%.



The median income for a household in the county was \$49,373. The per capita income for the county was \$25,736. About 7.4% of families and 12.1% of the population were below the poverty line, including 11.8% of those under age 18 and 9.7% of those age 65 or over.

ESTIMATED GENDER DISTRIBUTION 2019 (ST. LUCIE COUNTY)



C. Okeechobee County

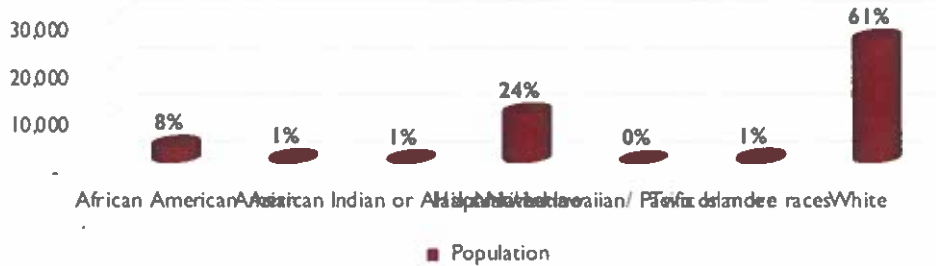
As of the census estimate of July 1st, 2019, there were 42,168 people in this county, 13,759 households, and 9,464 families residing in the county. The population density was 52.0 people per square mile. There were 18,788 housing units at an average density of 24.7 per square mile. The racial makeup of the county was 86.9% White, 9% Black or African

American, 1.5% American Indian and Alaska Native, 1% Asian, 0.1% Native Hawaiian and other Pacific Islander, 1.5% from two or more races. 26.0% of the population were Hispanic or Latino of any race.

Okeechobee County Quick Facts	
Square Miles	892
Population (2019 Estimates)	42,168
Population (April 2010 - July 2019)	39,996
Labor Force (2014 - 2018)	48.0%
Unemployment Rate (2014 - 2018)	3.2%
Median Household Income (2014 - 2018)	\$ 40,367

In 2019, there were 13,759 households out of which 30.6% had children under the age of 18 living with them, 46.77% were married couples living together, 13.93% had a female householder with no husband present, and 32.56% were non-families. 25.9% of all households were made up of individuals living alone and 12.4% had someone living alone who was 65 years of age or older. The average household size was 2.73 and the average family size was 3.27.

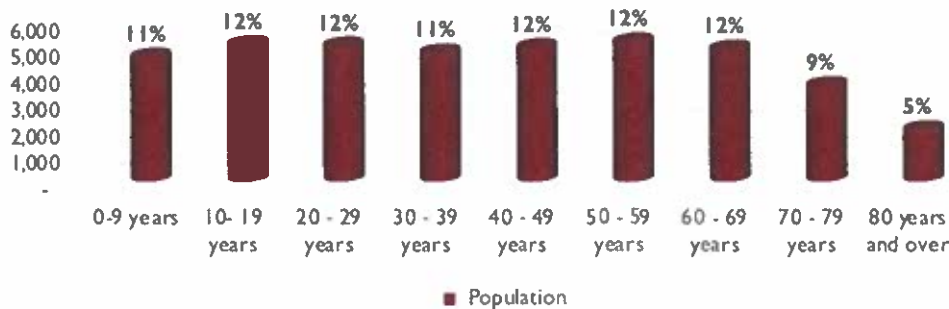
ESTIMATED RACE/ETHNICITY DISTRIBUTION 2019 (OKEECHOBEE COUNTY)



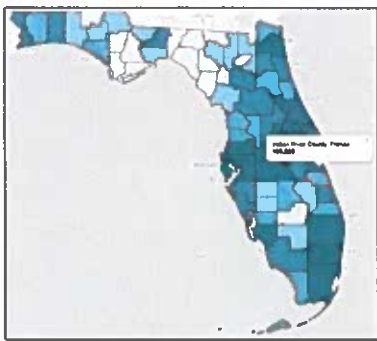
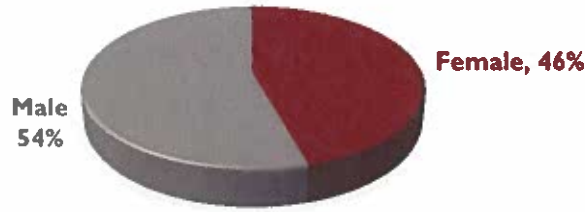
The population in the county was spread out with 21.3% under the age of 18; 12% from 20 to 29; 35% from 30 to 59 and 26% from 60 years of age or older. The median age was 41.1 years. 54% of the population was male, and 46% was female.

The median income for a household in the county was \$40,367. Males had a median income of \$35,375 versus \$28,214 for females. The per capita income for the county was \$19,943. About 17% of families and 21.5% of the population were below the poverty line, including 39% of those under age 18 and 11.0% of those age 65 or over.

ESTIMATED AGE DISTRIBUTION 2019 (OKEECHOBEE COUNTY)



ESTIMATED GENDER DISTRIBUTION 2019 (OKEECHOBEE COUNTY)

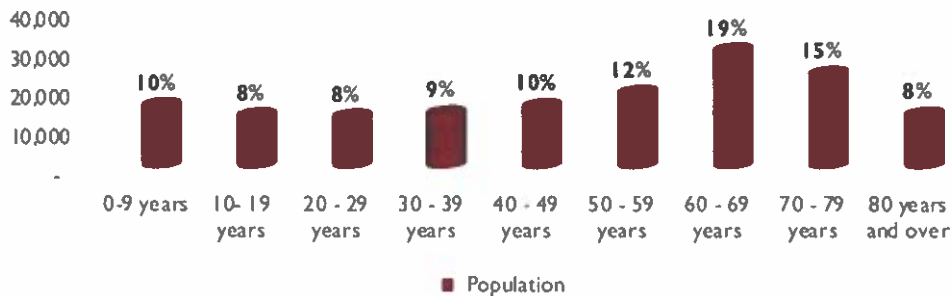


D. Indian River County

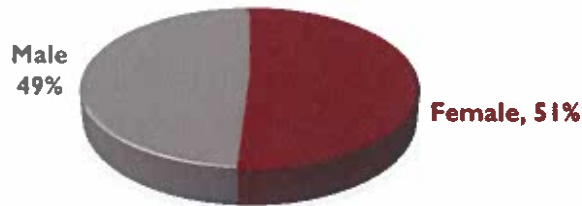
in the year 2019 it was estimated there were 159,923 people, 57,636 households, and 34,563 families residing in the county. The population density was 318.5 people per square mile. There were 82,252 housing units at an average density of 163.6 per square mile. The racial makeup of the county was 86.7% White, 9.6% Black or African American, 0.4% American Indian and Alaska Native, 1.6% Asian, 0.1% Native Hawaiian and other Pacific Islander, 1.6% from two or more races. 12.7% of the population were Hispanic or Latino of any race.

There were 57,403 households out of which 22% had children under the age of 18 living with them, 50.78% were married couples living together, 8.36% had a female householder with no husband present, and 37.38% were non-families. 30.6% of all households were made up of individuals living alone and 18.3% had someone living alone who was 65 years of age or older. The average household size was 2.58 and the average family size was 3.24.

ESTIMATED AGE DISTRIBUTION 2019 (INDIAN RIVER COUNTY)



ESTIMATED GENDER DISTRIBUTION 2019 (INDIAN RIVER COUNTY)

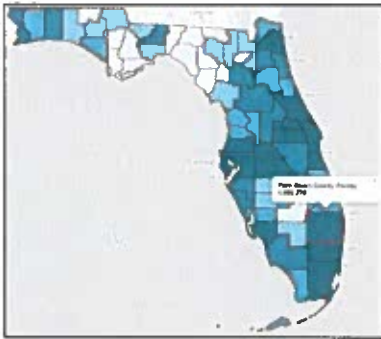
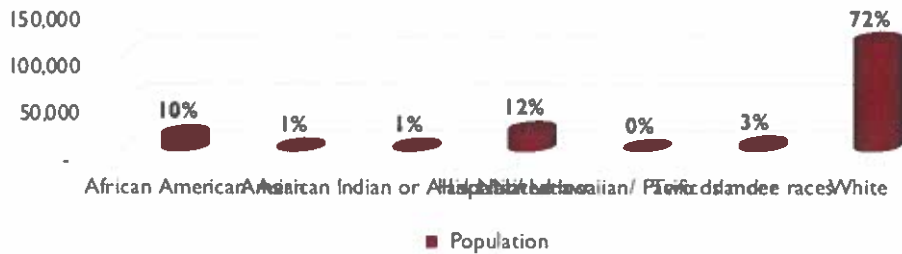


In the county the population was spread out with 18% under the age of 18; 8% from 20 to 29; 31% from 30 to 59; 42% from 60 years of age or older. The median age was 49.8 years. 49% of the population was male, while 51% was female.

The median income for a household in the county was \$52,336. Males had a median income of \$40,580 versus \$33,514 for females. The per capita income for the county was \$35,172. About 10.3% of families and 10.7% of the population were below the poverty line, including 19.4% of those under age 18 and 6.7% of those age 65 or over.

Indian River County Quick Facts	
Square Miles	617
Population (2019 Estimates)	159,923
Population (April 2010 - July 2019)	138,028
Labor Force (2014 - 2018)	47.8%
Unemployment Rate (2014 - 2018)	3.7%
Median Household Income (2014 - 2018)	\$ 52,336

ESTIMATED RACE/ETHNICITY DISTRIBUTION 2019 (INDIAN RIVER COUNTY)



E. Palm Beach County

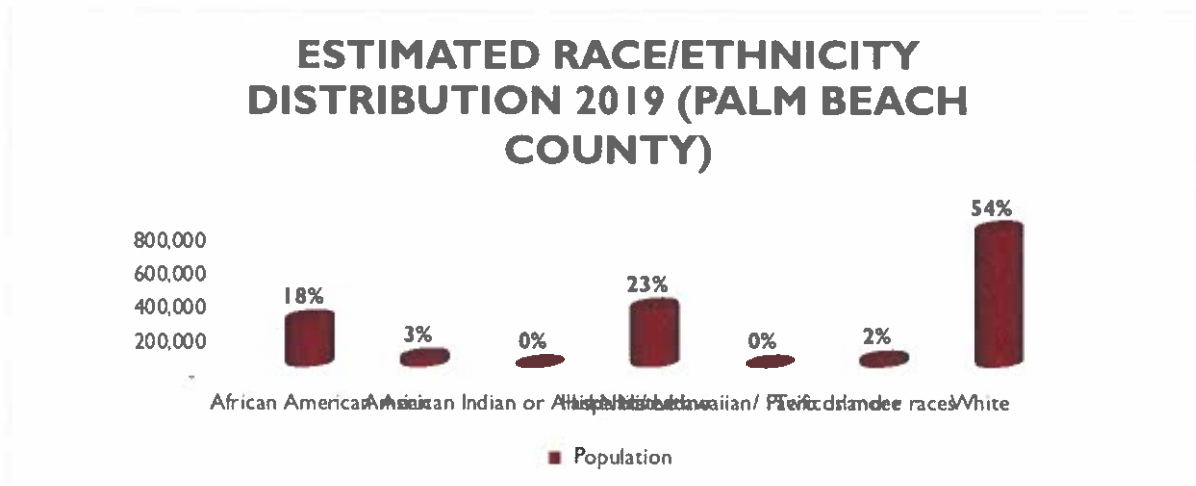
Palm Beach County is the largest of the 67 counties in the state of Florida. The county has a total area of 2,383 square miles, of which 1,970 square miles is land and 413 square miles is water. The county has 45+ miles of shoreline, which contributes to tourism as one of the three major industries in Palm Beach County. The eastern part of the County has a thriving urban area while the western area of the County is more rural with wetlands and over 221 square miles of National Wildlife Preserves.

The county is the third most populous in the state of Florida and the twenty ninth most populous in the United States. Palm Beach County is one of the three counties in South Florida that make up the Miami metropolitan area, which was home to an estimated 6,012,331 people as of the 2015 census. The county's population is over 40% unincorporated. According to the US Census Bureau in 2019, the population was estimated at 1,496,770 with 52% female and 48% male persons. Our office in this county is located in the city of West Palm Beach, which is the largest among the County's 39 municipalities, both in population and area. It is also the county seat of Palm Beach County. The city covers 57.97 square miles and has a population of 111,955.

Palm Beach County Quick Facts	
Square Miles	2,383
Population (2019 Estimates)	1,496,770
Population (April 2010 - July 2019)	1,320,135
Labor Force (2014 - 2018)	59.7%

Unemployment Rate (2014 - 2018)	3.1%
Median Household Income (2014 - 2018)	\$ 59,943

Based on the US Census Bureau estimates of 2019, there were 552,286 households, and 337,212 families residing in the county. The population density was 628.1 people per square mile. There were 693,140 occupied housing units at an average density of 290.9 per square mile.

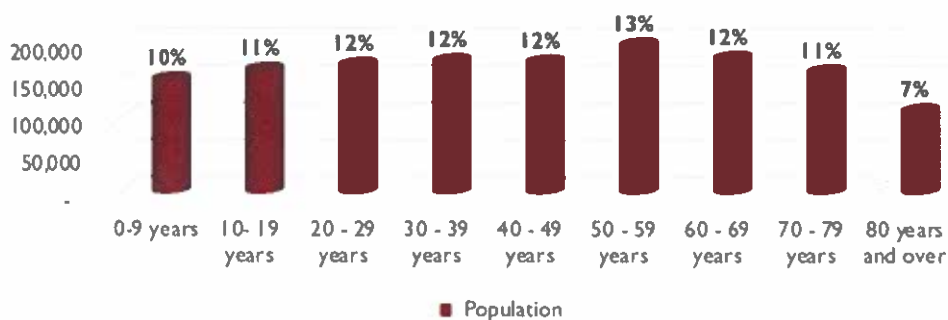


The racial makeup of the county was 74.6% White, 19.8% Black or African American, 0.6% American Indian and Alaska Native, 2.9% Asian, 0.1% Native Hawaiian and other Pacific Islander, 1.9% from two or more races. 23.4% of the population were Hispanic or Latino of any race.

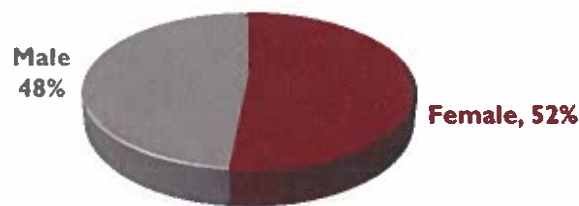
There were 552,286 households out of which 23.0% had children under the age of 18 living with them; 32.2% of all households were made up of individuals living alone and 18.2% had someone living alone who was 65 years of age or older. The average household size was 2.65 and the average family size was 3.40.

In the county the population was spread out with 21.0% under the age of 18, 12.0% from 20 to 29, 37.0% from 30 to 59; and, 30% who were 60 years of age or older. The median age was 44.9 years.

ESTIMATED AGE DISTRIBUTION 2019 (PALM BEACH COUNTY)



ESTIMATED GENDER DISTRIBUTION 2019 (PALM BEACH COUNTY)



The median income for a household in the county was \$59,943. Males had a median income of \$47,778 versus \$40,886 for females. The per capita income for the county was \$37,998. About 8.7% of families and 12.2% of the population were below the poverty line, including 19.1% of those under age 18 and 10.4% of those age 65 or over.

3.1.2 Services Provided to Persons Served with Cultural Respect and Understanding

- A. At the present time, LBHC staff speaks more than five (5) languages including but not limited to English, Spanish, Kanjobal, French, Creole, Hindi, Italian, and Portuguese.
- B. When clinical staff are assigned to persons served, LBHC not only consider language, age, gender or race but also the individual's cultural background, sexual orientation, spiritual belief and socioeconomic status.

- C. All informational and educational material for persons served are available in both English and Spanish, and in some instances, they are also available in Creole. LBHC's telephone system has been available in English and Spanish since 2005.

3.1.3 Ongoing Activities Which Promote Competence and Diversity

- A. Affirmative Action and Equal Opportunity Employment initiatives in hiring practices, policies 402E & 439E.
- B. Ongoing assessment of the demographic composition of the organization and the community.
- C. In its Recruitment and advertising activities LBHC systematically evaluates the need in the community in order to adjust our staff recruitment to better serve recipients. From 1995 through the present, there is a new wave of immigrants of Mayan descent moving into Martin, Okeechobee, St. Lucie and Indian River Counties. There is a myriad of challenges facing the immigrants as they tend to assimilate into these environments. Examples of these are: transportation needs, dealing with local authorities, usage of banks, daily purchases, methods for seeking employment, methods of payment for labor and using automated services. Added to these, are some negative social problems such as: alcoholism, drug addiction, domestic violence, prostitution among others. LBHC is currently seeking ways to serve this unique population including the employment of clinicians and translators who speak and understand the Mayan dialects and can assist with the cultural and physical adjustments of living in a foreign country.
- D. In Service and online trainings are often scheduled with cultural sensitivity, awareness and competence.
- E. To develop the awareness and enhance cultural respect at LBHC, there are pictures of different cultures, art work, flags etc. displayed throughout the facilities.
- F. Multicultural celebration. LBHC has various celebrations to enhance the understanding of ethnic groups and promote the awareness of cultural respect, to name a few:
 - 1. **February:**
African American History Month in February includes a celebration with African American food and the office is decorated with flags of different African countries.

- 2. **March:**

Irish American Heritage Month and National Woman's Celebration month in March. Lunch with Irish food is served to staff.

3. April:

Holocaust Remembrance Day and Earth Day

4. May:

Haitian Heritage Month: (Include traditional plates in the in-service)

Jewish-American Month: (Include traditional plates for Jewish in-service)

Cinco De Mayo in May: ("Fiesta" Lunch with Mexican food).

5. June:

National Caribbean American Heritage: (Include traditional plates in the in-service)

LGBT Pride Month: Place rainbow flags around the office.

6. July:

July 4th Independence Day: (Include American Flags around the office and include hot dogs and sodas in lunch time)

7. August:

Women Equality Day (Include Rosie the Riveter posters around the office)

8. September:

Hispanic Heritage Month (Include traditional plates in service)

9. October:

Bully Prevention and Domestic Violence (Include articles)

Italian-American Heritage (Have traditional plates during in-service)

Breast Cancer Awareness Month (include pink bands and pins)

10. November:

Veteran Day (include banner on website)

11. December:

International Human Rights (include banner on website)

3.1.4 Pandemic (COVID-19) Impact to our Cultural Competency Plan:

Due to the unexpected and sudden pandemic in 2020 (COVID-19). We had to shift all gatherings and office activities to an online format. Hence, all Multicultural celebrations will be put on hold as LBHC is hopeful that we will soon return to normal activities.

At the moment, it was decided to share articles that are relevant to culture and diversity via email. The purpose of this, is to encourage interaction between staff members and to enrich their exposure and knowledge of different cultures.

Cultural Competence and Diversity Plan 2018-2021

Goal	Objective(s)	Measure(s)	Person(s) Responsible	Target Date	Progress
To increase the percentage of Spanish speaking clinicians to 40%	To advertise in the specific language needed.	Review annual data from HR.	Human Resources Director Administrative Director	12/31/2021	By 12/31/2021 HR Director will assess the percentage increase for the year 2022.
To increase the cultural fluency and diversity of Legacy.	To recruit, retain, and promote a diverse staff at all levels of the organization and leadership that is representative of the population being served	Review data annual data from HR assuring recruitment & retention of diverse staff at all levels of the organization.	Vice President of Operations Human Resources Director	12/31/2021	Ongoing
To have culturally diverse pictures increasing cultural awareness in the environment of person served.	To welcome and identify cultures of person served	Assess Cultural Competency through Client Satisfaction Survey	President Vice, President of Operations, Lead Site Consultant.	12/6/2021	Sites are expanding diverse pictures to therapy offices.
To provide cultural activities online.	Due to pandemic COVID-19 cultural activities will be changed to online format	Emails will be sent to staff celebrating our cultural diverse	Administrative Director MIS Director	12/31/2021	Ongoing
To recruit Creole speaking staff	Advertise in the specific language needed.	Review annual data from HR.	Human Resources Director Administrative Director	12/31/2021	By 12/31/2021 HR Director will assess the percentage increase for the year 2022.
To incorporate annual Cultural Competency Training for all Staff members.	Conduct yearly Culturally Competence training to bring awareness to all staff assisting persons served	All staff members are to be trained on Cultural Competence	VP of Operations Human Resources Director Administrative Director Supervisors	12/31/2021	Ongoing
To offer services that are culturally competent and in a language that ensures client/consumer comprehension.	Assist with the scheduling of health plan interpreter for appointments. Have staff assist with translation when possible. Display important information throughout the office in the language of persons served	Review quarterly data from HR assuring recruitment & retention of diverse staff at all levels of the organization. Review information displayed on the waiting areas.	VP of Operations Human Resources Director Administrative Director	12/31/2021	Ongoing