



**Sample Template  
Cultural Competency Plan**

Name of Organization:

Effective Date/Date of Revision:

Most Recent Board Review & Approval Date: *(annually, at minimum – minutes attached)*

Dated Signature of CEO/OWNER \_\_\_\_\_

**I. INTRODUCTION**

- a. Definition of Cultural Competence
- b. Guiding Principles
- c. Demographics of Community and target population served

**II. INFRASTRUCTURE**

- a. Mission and/or Vision Statement
- b. Organizational Core Values
- c. Agency Background
- d. Program Description

**III. POLICIES & PROCEDURES**

- a. Organizational development
- b. Services provided
- c. Program Design
- d. Community Engagement, identifying traditional and non-traditional partners

**IV. PERSONNEL/HUMAN RESOURCES**

- a. Statement of non-discriminatory hiring practices
- b. Methods of recruiting diverse employees
- c. Strategies for improving retention and building a work force that reflects the population of

Corporate Office  
901 South New Hope Rd.  
Gastonia, NC 28054

Elkin Region Office  
200 Elkin Business Park Dr.  
Elkin, NC 28621

Hickory Region Office  
1985 Tate Blvd. SE, Suite 529  
Hickory, NC 28602

the community served

e. Demographics of current work force and goals for future hiring

**V. SKILLS & TRAINING**

- a. Staff orientation to include training in Mission/Vision Statement; Cultural Competency Plan, Policies and Procedures
- b. All staff training in cultural competence and the required frequency
- c. Professional development needs and strategies to address needs
- d. Strategies to mediate and resolve conflicts stemming from cultural differences

**VI. LINGUISTICS COMPETENCE**

- a. Evidence of compliance with Title IV of The Civil Rights Act of 1964
- b. Interpretation and Translation services
- c. Effective printed materials to reach needs of diverse community
- d. Evidence of community involvement, i.e. community resource list/community directories; natural supports; collaborative relationships with agencies; memoranda of understanding; community outreach; religious institutions, health centers, etc.
- e. Strategies to adapt services to meet culturally unique needs

**VII. QUALITY IMPROVEMENT GOALS**

- a. Strategies for identifying areas of improvement and identified measurable goals and timelines.