

HOPE BY THE SEA CULTURAL DIVERSITY SURVEY AND ASSESSMENT 2014

INTRODUCTION

Given our stated goals of increased accessibility, it is imperative that we integrate improved training and planning for cultural diversity throughout our organization. Hope By The Sea is aware that, cultural competence is a set of academic and interpersonal skills that allows individuals to increase their understanding and appreciation of cultural differences and similarities within, among, and between groups. In order to implement its cultural competency plan our program defines culture as, “the integrated pattern of human behavior that includes the thoughts, communication, actions, customs, beliefs, values, and institutions of a racial, ethnic, religious, social, or other group.

Therefore, Hope By The Sea feels that the implementation of an effective cultural competency plan is an essential part of doing business in today’s professional environment. To have and implement such a program enables the staff members of our program to apply sensitivity and an understanding of cultural differences to everyday clinical interventions. Hope By The Sea’s cultural competency program defines health (physical and mental), addiction/abuse, recovery, and stability in terms of healthcare issues unique to the strengths, values, and experiences of the people it serves.

We conducted a survey of clients and staff on our current standing in regard to cultural diversity needs. The assessment process started in May and was completed in July of 2014.

The surveys were distributed to staff and made available to our clients who were interested. Questionnaires were distributed to all staff, including independent contractors, interns and volunteers. Of the 20 questionnaires distributed to our staff, 16 were returned resulting in a yield of 80%. We distributed 30 questionnaires to our clients participating in detoxification, residential, day treatment, and intensive outpatient treatment programs resulting in 25 respondents, 83% yield.

Hope By The Sea did succeed in the following two areas:

(94%) of staff saw themselves as mindful of cultural factors that might be influencing the behaviors of consumers, families and other program participants.

(76%) of clients saw themselves as mindful of cultural factors that might be influencing the behaviors of other clients, families and other program participants.

Demographic information:

CLIENT respondents were primarily male (68%) between the ages of 18 and 35 (72%).

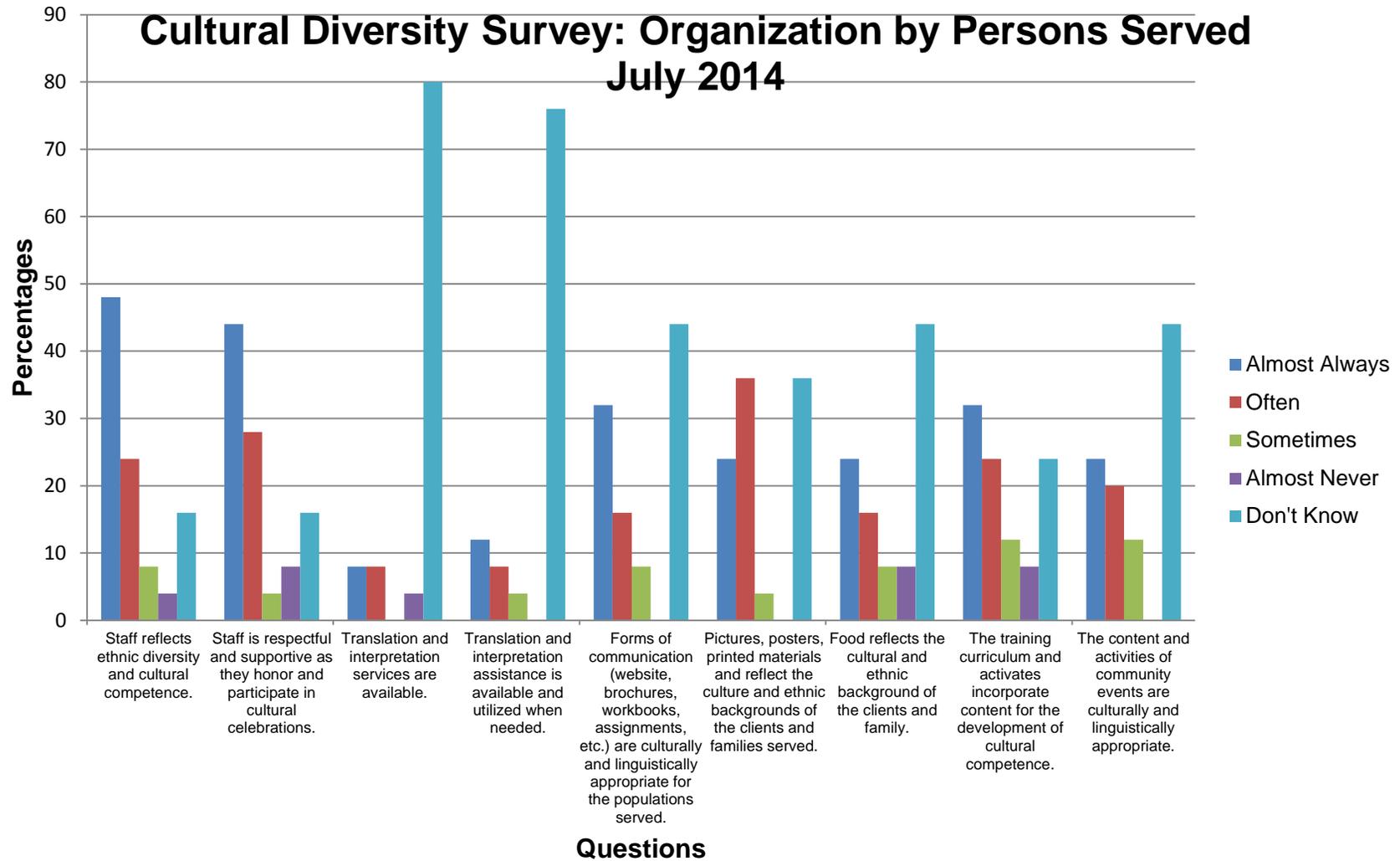
The majority (76%) are Caucasian, (12%) Multi-ethnic, and (4%) Hispanic, African American, and Pacific Islander.

In order to increase the overall environment of cultural awareness and diversity, Hope by the Sea has established the following specific goals that its Quality Performance Team will begin working on soon:

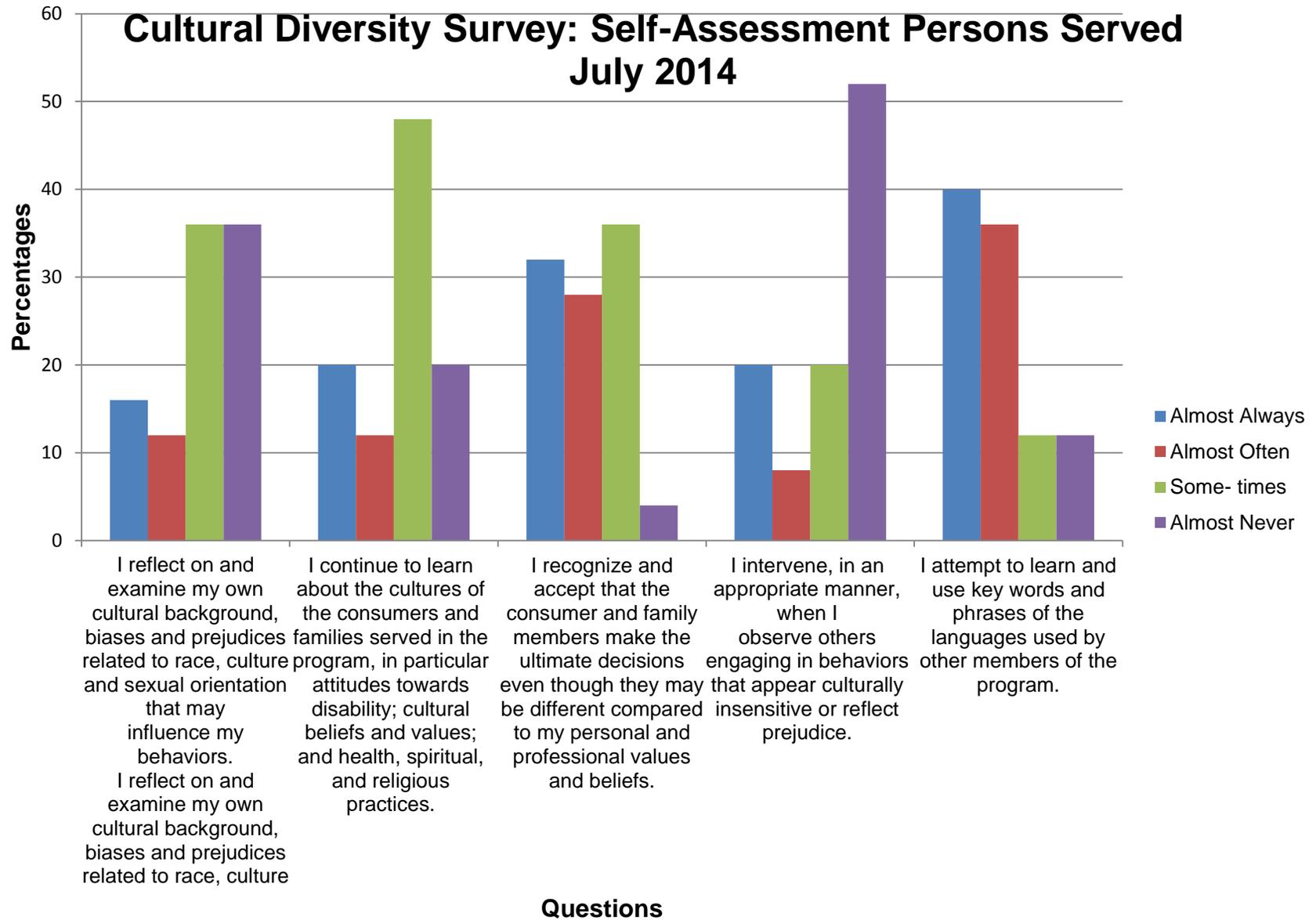
- 1. Increase level of awareness, competence and participation, as well as working with our client population to enhance cultural diversity.**
- 2. Educate clients on Cultural Diversity and Competency**
- 3. Promote Hope By The Sea's awareness and sensitivity within our treatment centers.**
- 4. Create an environment that shares its resources and encourages interested persons to acquire and research additional information on Cultural Diversity.**

In July 2015 the next annual Cultural Diversity Survey and Analysis will take place, in order that Hope by the Sea may measure its progress in attaining these goals and maintain an environment that values cultural diversity and competency. The expectation is that the results from the next survey will reveal that the steps taken to accomplish the previously set goals have produced higher company-wide awareness regarding the topic, and overall scoring will trend to increase.

Cultural Diversity Survey: Organization by Persons Served July 2014



Cultural Diversity Survey: Self-Assessment Persons Served July 2014



Cultural Diversity Survey: Individual Assessment Staff July 2014

