



Cultural Competency & Diversity Plan – 2025

Introduction

BrightLife Enhancement Services is committed to equitable, inclusive, and culturally responsive care. This 2025 Cultural Competency & Diversity Plan (the “Plan”) applies to all programs—including OMHC, PRP (Adult & Minor), IOP, PHP, and Level 3.1 Residential—and outlines how we ensure non-discrimination, accessibility, culturally and linguistically appropriate services (CLAS), workforce development, community partnerships, and continuous evaluation in alignment with CARF and state standards.

Non-Discrimination Policy

BrightLife maintains a zero-tolerance stance toward discrimination in services, employment, or contracting. We do not discriminate on the basis of race, color, national origin, ethnicity, language, religion, sex, gender identity or expression, sexual orientation, age, marital status, disability, veteran status, socio-economic status, or any status protected by law.

Governance & Accountability

The Chief Executive Officer oversees this Plan. The Management Team leads implementation and annual review. All workforce members share responsibility for fostering an inclusive environment and delivering culturally responsive services.

Mission, Vision, and Health Mission



BrightLife **Enhancement Services** Holistic approach to healthcare

Vision: Family-focused behavioral health services that empower children, adolescents, adults, and seniors through person-centered, trauma-informed, and recovery-oriented care.

Health Mission: Provide integrated mental health and wellness services to individuals and families; strengthen self-efficacy, dignity, and community connection; and improve quality of life through access, engagement, and continuity of care.

Purpose & Goals

This Plan aims to continuously enhance our cultural responsiveness; ensure effective, equitable, understandable, and respectful services; and promote an organizational climate where staff and clients feel welcomed, valued, and safe.

Key goals include:

- Recruit and retain a workforce reflective of the communities served, including multilingual staff.
- Ensure language access and culturally appropriate communication for all persons served.
- Integrate cultural identity and preferences into assessments and individualized plans of care.
- Provide annual cultural humility/DEI training for all staff; track completion and effectiveness.
- Engage community partners to reduce barriers and improve outcomes for underserved groups.
- Measure, report, and improve cultural competency and access through the QI/Performance Improvement Program (PIP).

Objectives, Interventions & Accountability (2025)



BrightLife
Enhancement Services
Holistic approach to healthcare

Objective	Intervention	Responsible	Target Date
Workforce reflects client demographics	Targeted recruitment; bilingual incentive; internship pipelines; track EEO-1 and internal diversity metrics.	HR Director; Management Team	Ongoing; EEO-1 each Dec
Accurate demographics & equity analytics	Collect client/staff data by county; add pronouns/language preference fields; quarterly dashboard review.	Quality & IT; Program Leads	Quarterly; Annual roll-up
Language access for LEP clients	Provide interpreter services at no cost; maintain referral lists; translate key materials and signage.	Program Leads; Front Office	Ongoing; annual refresh
Accessible facilities & materials	Annual ADA walkthrough; update wayfinding; ensure plain-language, multilingual forms/media.	Facilities; Compliance; QA	Annually by Sept



BrightLife
Enhancement Services
Holistic approach to healthcare

Staff cultural competency training	Onboarding + annual CE/CEU training (DEI, LGBTQIA+, ethics, social justice, trauma-informed care).	Clinical Director; HR; Compliance	At hire + annually
Community partnership & outreach	Engage schools, faith/community orgs; host culturally tailored groups/events; feedback loops.	Outreach; Program Leads	Ongoing
Continuous evaluation & QI	Embed CLAS metrics in PIP; analyze outcomes/satisfaction by subgroup; corrective actions as needed.	Quality/PI; Management Team	Quarterly; Annual review

Access to Services

Physical Access:

All locations meet ADA requirements and are accessible by public transportation where available.

Language Access:



BrightLife **Enhancement Services** Holistic approach to healthcare

Interpreter services (in-person/telephonic/video) are available; bilingual staff prioritized; translated materials supplied for prevalent languages.

Cultural Access:

Waiting areas and materials reflect community cultures; intake captures cultural, spiritual, and language preferences.

Training & Staff Development

All staff complete cultural competency training at hire and annually. Training covers cultural identity in care, LGBTQIA+-affirming practice, ethics in multicultural treatment, anti-racism, and social determinants of health. Attendance is tracked by Compliance/HR.

Culturally Responsive Services

Diagnostic assessments include a cultural formulation. Intake offers clinician gender preference. Programs are adapted or developed as community needs warrant, with attention to language, faith/spirituality, family roles, and community context.

Community Engagement

We collaborate with community organizations (schools, senior centers, faith groups) and participate in local events to reduce barriers and expand access for underrepresented populations.

Evaluation & Continuous Improvement



BrightLife
Enhancement Services
Holistic approach to healthcare

The Management Team reviews this Plan annually. Progress is tracked via the Cultural Competency & Diversity Action Grid and integrated into the Performance Improvement Program (PIP). Findings are shared with leadership and staff, and actions are taken to address gaps.

Diversity Demographics (2025)

[Insert current workforce and client demographics by county/region (race/ethnicity, language, age, gender, disability).
Replace legacy tables with 2025 data sourced from EHR/HRIS dashboards.]