

Cultural Competence Plan

Financial Services Administration 2015-2017

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About Us

FSA consists of four components:

- The Central Budget Office (CBO) provides budget management for DSHS. It prepares and submits the Department's annual and biennial budget requests to the Governor's Office and annually responds to over 300 fiscal note requests from the state Legislature. It is a key participant in financial forecasting and strategic planning activities for DSHS.
- The Enterprise Risk Management Office (ERMO) consists of Loss Prevention Services, Audit Services, Legal Services and Forms and Records Management. ERMO is responsible for coordinating the Department's enterprise risk management activities and advising the Secretary and Assistant Secretaries on potential risk issues of significant consequence to DSHS.
- The Finance Services Division (FSD) consists of the Office of Accounting Services, Fiscal Services Office, Consolidated Institutional Business Services (CIBS) and the Regional Business Centers (RBCs). It provides financial and other business services across DSHS. FSD supports its customers by providing sound financial and business management, guidance, and analysis in addition to developing policies and procedures that ensure compliance and a strong internal control environment.
- The Operations Support and Services Division (OSSD) fosters professional partnerships through a broad range of services provided department-wide by the following: the Background Check Central Unit (BCCU); Capital Facilities

Vision



Effective, efficient, and accountable financial, operational, and risk management services

Mission



We transform lives by promoting sound management of Department Resources

Values



Stewardship—thoughtful and trustworthy in our work and with the resources we manage.

Teamwork and Collaboration—partnering with all to be successful

Respect—accepting differences, encouraging growth and development, valuing all each person has to offer

Advocacy—actively improving the lives of DSHS clients and staff through Stewardship, Teamwork, Collaboration, and Respect

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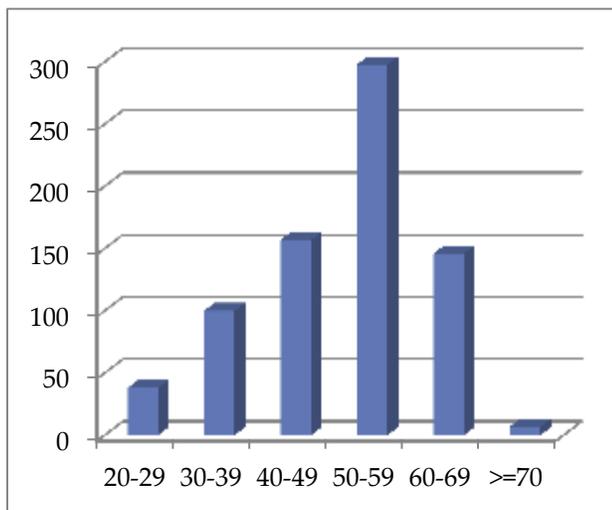
Management (CFM), including Asset Management and the Office of Capital Programs (OCP); Central Contracts and Legal Services (CCLS); Central Purchasing Unit (CPU), including Fleet Management, Asset Management, Purchase Card (P-Card) Program, Supply Chain Management, and Wireless Services; Consolidated Maintenance and Operations (CMO); Fiscal Unit; Language Testing and Certification (LTC); Leased Facilities Unit (LFU); Human Services Building (HSB/OB2) Information Center, Facilities and Mailroom Services; and Statewide Office Maintenance and Surplus Services. OSSD strives to meet its vision of creating a solid foundation and maximizing resources to best serve the needs of clients and staff, while collaborating with stakeholders to solve problems, ensure compliance, and maintain a safe environment.

What is Cultural Competence?

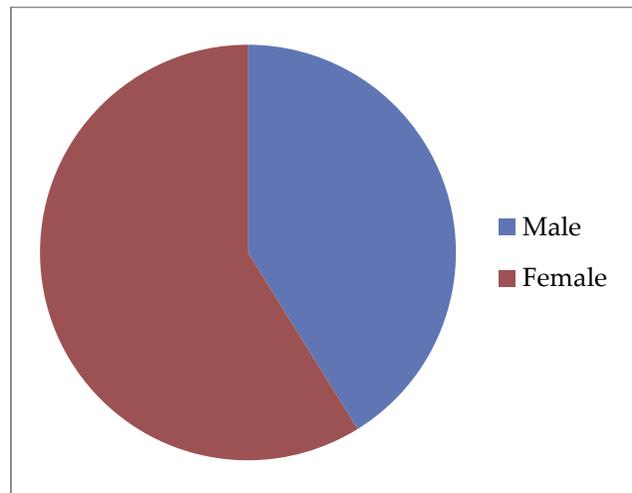
Cultural competence is a set of congruent behaviors, attitudes, and policies that come together in a system, agency or among professionals and enable that system, agency or those professions to work effectively in cross-cultural situations. The word culture is used because it implies the integrated pattern of human behavior that includes thoughts, communications, actions, customs, beliefs, values and institutions of racial, ethnic, religious or social group. The word competence is used because it implies having the capacity to function effectively (Cross, T.L.; Bazron, B.J.; Dennis, K.W.; Isaacs, M.R.; 1989).

FSA Demographics

Age:

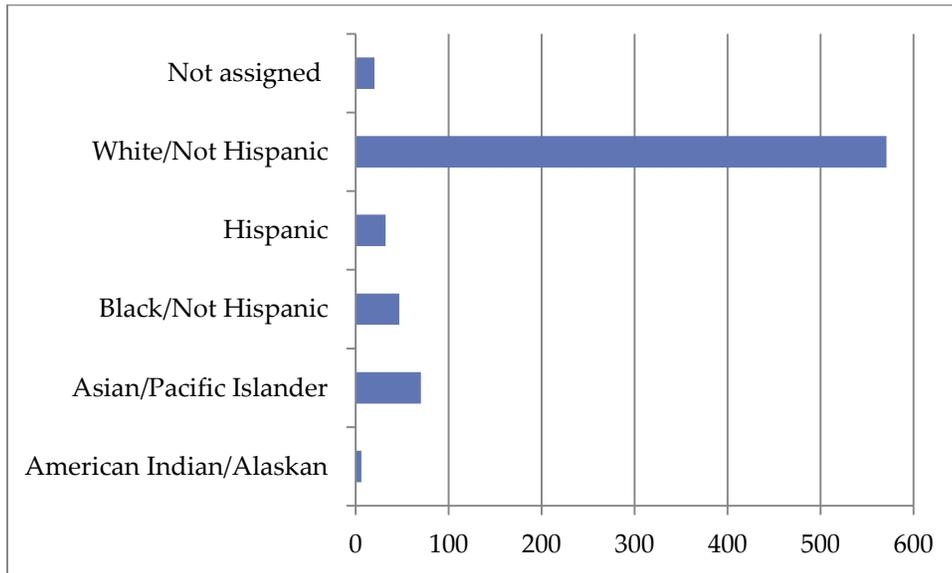


Gender:





Ethnic Origin:



Goals:

Goal 1: Provide opportunities for managers to increase knowledge and understanding of the benefits of well-managed diversity and inclusion within FSA.

Objective: Promote the ideas of cultural competence to upper-level staff in order to create a more positive and inclusive work culture.

Success Measure: 90 percent of FSA managers will attend a facilitated conversation about diversity and inclusion by June 2017.

Action Plan:

- FSA Diversity and Inclusion Workgroup is established (completed).
- Work with the Office of Diversity and Inclusion to establish a facilitated diversity and inclusion curriculum by October 2015.
- Complete facilitated diversity and inclusion discussion (round table discussion) with CFO Management Team by November 2015.
- Complete round table discussion with FSA Thought Leaders Group at December 2015 meeting.
- Present a timeline for roll-out of round table discussion with front line supervisors at the Thought Leaders meeting.
- Roll-out round table discussion with front line supervisors by June 2016.

Goal 2: Provide guidelines to managers that are inclusive of cultural competency during the process of hiring.

Objective: Provide hiring managers guidelines in order to promote a more diverse and inclusive workforce.

Success Measure: Provide easy access of online resources on FSA homepage and attend all division meeting to discuss recruitment checklist.

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Action Plan:

- Meet with HR to discuss modification of Hiring Checklist
- Acquire Hiring Checklist from HR
- Update Hiring Checklist by including suggestions that lead managers to inclusion and cultural competence awareness throughout the hiring process.
- Modify FSA Announcement to include inclusion verbiage
- Send finalized documents to Assistant Secretary for approval and distribution

Goal 3: Focus on outreach efforts around skilled trades to increase diversity of applicants by participating in five recruitment outreach activities with WorkSource and community technical colleges in surrounding locations of Consolidated Maintenance and Operations (CMO) campuses by June 30, 2017.

Objective: Increase the level of diversity and inclusion across CMO.

Success Measure: Successful recruitment of culturally competent staff from a diverse applicant pool.

Action Plan:

- Research WorkSource options for presentations at offices around DSHS campuses
- Research Trade/Tech School fairs
- Research all top job classes we will be recruiting for in the next 3 to 5 years
- Look into developing sample in-training plans for a few common CMO job classes
- Create HR/CMO teams to attend recruitment efforts

Goal 4: Focus on increasing testing locations for Language Testing and Certification Program, with the overall goal of providing more testing sites, tests, and interpreters to DSHS Limited English Proficiency clients.

Objective: Positively impact the Limited English Proficient clients of DSHS by providing more access to language providers by increasing the accessibility to Language Testing and Certification Program's testing.

Success Measure: Increased testing volume and locations.

Action Plan:

- Research potential DSHS testing sites in King County
- Research the possibility of using college proctoring centers for the written test
- Meet with building administrations
- Share LTC requirements for testing and scheduling commitments
- Hire additional proctors, as needed
- Schedule rooms for 12 month period