

Arundel Lodge Inc. is a Certified Community Behavioral Health Center that is committed to fostering a culture of justice, diversity, equity, and inclusion (JDEI) that ensures everyone in our community has access to, and benefits equitably, from our services. This commitment is essential to the fulfillment of our mission, which is to improve the lives of children, adults, and families who are impacted by mental health and substance use disorders.

Arundel Lodge is committed to a diverse, inclusive, and equitable workplace that provides culturally and linguistically competent services to persons of all genders, races, and ethnicities.

As part of this commitment, Arundel Lodge has fully implemented the National Standards for Culturally and Linguistically Appropriate Services (CLAS) in Health and Health Care developed by the Department of Health and Human Services (HHS). Adherence to the CLAS standards has enabled Arundel Lodge to provide effective, equitable, understandable, and respectful quality care and services that are responsive to diverse cultural health beliefs and practices, as well as preferred languages, health literacy, and other communication needs. We are also continuing to actively and intentionally set and work towards goals that reduce gender, racial, and ethnic disparities in care access and treatment outcomes for the behavioral health services that we provide.

Census data retrieved from Anne Arundel County showed the following:

<b>Reported data from <u>Anne Arundel County</u> (2021)</b>	<b>% of overall population (590,336)</b>	<b>Arundel Lodge: Persons Served (FY2022: 4,067)</b>	<b>Arundel Lodge: Staff Members (March 2018: 163)</b>
<b>White (non-Hispanic or Latino) alone</b>	72.3%	55%	56%
<b>Black or African American alone</b>	19.1%	23%	33%
<b>Asian alone</b>	4.5%	.06%	1.8%
<b>Hispanic or Latino</b>	7.5%	8%	11%
<b>American Indian or Alaska Native alone</b>	0.5%	.02%	Not reported
<b>Native Hawaiian and other Pacific Islander alone</b>	0.1%	Not reported	Not reported
<b>Two or more races</b>	3.5%	3%	1.8%
<b>Unknown</b>	Not Reported	6%	Not Reported
<b>Veterans</b>	8.2%	2.3%	1.8%
<b>LGBTQ+</b>	Not reported	Not reported	Not Reported

Arundel Lodge is conducting a number of outreach efforts to engage Black/African Americans, Hispanic, and LGBTQ+ communities. We have a Spanish speaking therapist and psychiatrist in our clinic. The Spanish speaking therapist provides outreach, prevention, educational services at Center of Help/Centro de Ayuda. We also provide treatment for undocumented persons through a sliding scale service, as well as providing outreach and prevention services to the Family Support Center in Annapolis, Judy Centers (early learning

hubs), public and subsidized housing developments, mentoring programs, and more. Arundel Lodge is also a regular sponsor of the annual Annapolis PRIDE parade and events. Part of our plan to address Disparity Impacts is to ensure our communications reflect our celebration of the diversity of genders, races, cultures, and the LGBTQ+ community. All of these outreach efforts help us reach persons and communities who may be underrepresented in healthcare and/or otherwise marginalized.

An additional community that we actively work to serve and that is not explicitly represented in this table is persons with physical impairments, most prominently persons who are deaf and hard of hearing. Arundel Lodge is a highly regarded provider for persons who are deaf and hard of hearing and is able to provide services throughout our continuum of care through staff members who are deaf.

During FY2023 Arundel Lodge will engage in the following activities to continue to align with the CLAS standards:

1. The Executive Management Team will expand and appoint two persons of color. Arundel Lodge has a diverse workforce at the middle management and direct service levels of staff to support these appointments.
2. Arundel Lodge will amend its By-Laws to include the current Justice, Equity, Diversity and Inclusion (JDEI) Committee as a standing committee.
3. Arundel Lodge will develop and implement a plan to increase the diversity of the Board of Directors through coordinated efforts of the JEDI and Governance Committees.
4. Arundel Lodge will continue to offer and expand language assistance to individuals who have limited English proficiency and/or other communication needs, at no cost to them, to facilitate their timely access to all health care and services.
5. Arundel Lodge has formed a staff level JDEI committee. The cultural competency orientation of new employees will become less didactic and emphasize active learning opportunities, such as implicit bias training. The new JDEI-based orientation training has been well-received and will be utilized to facilitate small group discussions among existing employees during FY2023.
6. Arundel Lodge will contract with Rutgers University to provide training on Implicit Bias for up to 100 staff people.
7. Arundel Lodge has formally recognized Martin Luther King Day and Juneteenth as staff holidays, to celebrate the gains our nation has made towards JDEI efforts while also recognizing that additional challenges regarding racism, white supremacy, and inequality still need to be addressed.

GOAL	OBJECTIVES	MEASURE (S)	PERSONS RESPONSIBLE	TARGET DATE
<p><u>Spanish-speaking</u></p> <p>Assist the Spanish speaking population of Anne Arundel County more effectively at all points of contact.</p>	<ol style="list-style-type: none"> <li>1. Maintain bilingual (Spanish/English) speaking staff at front desk</li> <li>2. Provide on-call emergency number to our Spanish-speaking clients</li> <li>3. Identify and train appropriate staff on using language line</li> </ol>	<ol style="list-style-type: none"> <li>1. Develop a recruitment plan for Spanish-speaking front desk staff, to be implemented whenever necessary.</li> <li>2. Implementation of an emergency number for Spanish-speaking clients to utilize outside of business hours.</li> <li>3. Number of appropriate staff trained</li> </ol>	<ol style="list-style-type: none"> <li>1. Deborah Anawalt</li> <li>2. Lillie Hinkelman</li> <li>3. Lillie Hinkelman</li> </ol>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>

GOAL	OBJECTIVES	MEASURE (S)	PERSONS RESPONSIBLE	TARGET DATE
The Executive Management Team will expand and add two persons of color.	Expand the Executive Management Team to include IT Director, Residential Director, and Rehabilitation Director	Attendance at meeting	Michael Drummond	10/22
Increase awareness regarding services and interpreters for preferred language	Increase signage regarding availability of services that can be provided in patient's preferred languages	Signs at all 3 clinic locations	Samantha Russo	End of FY2023
Offer small group discussions regarding JDEI, Implicit Bias, race and culture	Offer 3 sessions for existing staff	Completed Trainings	Tonisha Patterson	End of FY2023
Contract with Rutgers University for training on Implicit Bias	Train 100 staff members	Attendance	Deborah Anawalt Tonisha Patterson	End of FY2023

<p><u>Veterans</u></p> <p>Increase capacity and better serve Veterans and their families</p>	<ol style="list-style-type: none"> <li>1. Create a Task Team/Advisory Committee of Veterans and other community stakeholders</li>   <li>2. Provide <b>specialized training</b> for therapy staff to better serve the growing population of veterans that we are starting to see. <ul style="list-style-type: none"> <li>o Military Culture</li> <li>o PTSD related to Military Sexual Assault and Combat</li> <li>o Certified Clinical Trauma Course</li> <li>o Prolonged Exposure Therapy</li> <li>o Cognitive Processing Therapy</li> <li>o Acceptance &amp; Commitment Therapy</li> <li>o Interpersonal Therapy</li> </ul> </li> </ol>	<ol style="list-style-type: none"> <li>1. Task/Advisory Team development is in progress</li>   <li>2. All trainings in progress. Completed include: <ul style="list-style-type: none"> <li>o Military Culture</li> <li>o PTSD related to Military Sexual Assault and Combat</li> </ul> </li> </ol>	<p>Mary Henry Lillie Hinkelman</p> <p>Lillie Hinkelman</p>	<p>Ongoing</p> <p>Ongoing</p>
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<p><u>LGBTQ</u> Increase cultural competency and awareness among staff regarding latest information and developments in this arena</p>	<p>Research and seek opportunities for additional staff training/CEUs from an outside source</p>	<ol style="list-style-type: none"> <li>1. All staff receive training on Relias</li> <li>2. Identify at least one viable workshop/training opportunity</li> </ol>	<p>Deborah Anawalt</p> <p>Lillie Hinkelman</p>	<p>Ongoing</p> <p>Ongoing</p>
<p><u>General</u> Continue to enhance staff Cultural Competency</p>	<p>Provide training that</p> <ol style="list-style-type: none"> <li>a) increases the knowledge of the importance of cultural competency in relation to health equity.</li> <li>b) helps staff develop techniques for being cognizant and respectful of cultures of consumer groups and understanding that culture is about more than just race, ethnicity, and nationality.</li> </ol>	<ol style="list-style-type: none"> <li>1. Completion of Relias training and/or orientation training by all staff.</li> </ol>	<p>Tonisha Patterson Deborah Anawalt</p>	<p>Ongoing</p>