

Diversity, Inclusion, Equity, Cultural/Linguistic Competence Plan

This document articulates the NYSARR IPA goals, measurement, timeline for implementation and likelihood of achieving the stated goals. These goals will be integrated into the formative and process evaluations to be conducted by the evaluation consultant.

	Workforce diversity	Workforce inclusion	Reducing disparities in access	Quality and treatment outcomes in patient population	Soliciting input from diverse community stakeholders and organizations
Diversity	<p><u>Goal</u>: Recruit diverse applicants for all NYSARR administrative positions.</p> <p><u>Measurement</u>: Number of diverse applicants for NYSARR administrative positions</p> <p><u>Timeline for Implementation</u>: Commences with the creation of new administrative positions as funding becomes available</p> <p><u>Achievability</u>: 80-95% achievable based on current market trends for licensed Social Workers, IT consultants, evaluation consultants and advertising professionals</p>	<p><u>Goal</u>: Provide reasonable accommodations for employees with a mental and/or physical disability to be successful in their role at all recovery residences and NYSARR IPA</p> <p><u>Measurement</u>: HR report submitted as part of annual report to NYSARR and organization’s board</p> <p><u>Timeline for Implementation</u>: Immediately</p> <p><u>Achievability</u>: 100% achievable based on workforce of current members</p>	<p><u>Goal</u>: Provide telehealth and telecounseling services to residents</p> <p><u>Measurement</u>: Implementation of telehealth and telecounseling programs described in 6.1.k; utilization rate of services described in 6.1.k</p> <p><u>Timeline for Implementation</u>: Third quarter (Q3) 2021</p> <p><u>Achievability</u>: 100% achievable based on current levels of utilization of virtual tools for mental health services</p>	<p><u>Goal 1</u>: Conduct at least two (2) program evaluations and use the data collected and learnings to inform service delivery by the IPA and member organizations</p> <p><u>Measurement</u>: Number of formative and process evaluations conducted; quality of resident and administrator feedback on IPA work and technical assistance offerings</p> <p><u>Timeline for Implementation</u>: Third quarter (Q3) 2021</p> <p><u>Achievability</u>: 100% achievable based on the IPA’s work plan</p> <p><u>Goal 2</u>: Create and implement the administration of resident entry and exit surveys to be administered by all member organizations as part of their intake and exit processes</p> <p><u>Measurement</u>: Development and implementation of resident intake and exit surveys; utilization of</p>	<p><u>Goal 1</u>: Implement the hub model for regional administration and governance</p> <p><u>Measurement</u>: Formulate and finalize an articulation agreement outlining the role and functions of hub leaders and implement this administrative model.</p> <p><u>Timeline for Implementation</u>: Third quarter (Q3) 2021 to fourth quarter (Q4) 2021</p> <p><u>Achievability</u>: 80% achievable based on participation and recruitment efforts by inaugural members</p> <p><u>Goal 2</u>: Create and administrator a needs assessment survey to be completed by all organizations seeking certification through NYSARR</p> <p><u>Measurement</u>: Administration of needs assessment and utilization of data to inform technical assistance programs for members</p>

				<p>these surveys by at least 50% of members</p> <p><u>Timeline for Implementation:</u> Third quarter (Q3) 2021</p> <p><u>Achievability:</u> 100% achievable based on the IPA's work plan and plan to hire an evaluation consultant to provide data and analytic infrastructure for NYSARR</p>	<p><u>Timeline for Implementation:</u> Immediately</p> <p><u>Achievability:</u> 100% achievable as this goal will be incorporated into the certification process</p>
Inclusion	<p><u>Goal:</u> Have at least 2 residents represented on the NYSARR governance board</p> <p><u>Measurement:</u> Track the number of request for information about the role member organizations received; installment of at least 2 residents on the NYSARR governance board</p> <p><u>Timeline for Implementation:</u> Immediately</p> <p><u>Achievability:</u> 100% achievable</p>	<p><u>Goal:</u> Peers comprise at least 51% of recovery residence workforce</p> <p><u>Measurement:</u> HR report submitted as part of annual report to NYSARR and organization's board</p> <p><u>Timeline for Implementation:</u> Immediately</p> <p><u>Achievability:</u> 100% achievable based on workforce of current members</p>	<p><u>Goal:</u> Identify in the active directory of certified recovery residences any marginalized or special populations served by the organization as well as supplemental services provided for the population.</p> <p><u>Measurement:</u> An active directory of certified recovery residences, updated every 3 months. We aim to have at least 25 certified residences in the directory by the end of Q3 2021.</p> <p><u>Timeline for Implementation:</u> Third quarter (Q3) 2021</p> <p><u>Achievability:</u> 50-75% achievable as it relates to the number of certified organizations listed in the active directory. We anticipate this achievability probability to increase as the IPA is fully implemented and we launch a series of educational campaigns in the community about NYSARR.</p>	<p>See Diversity goals outline above</p>	<p>See Diversity goals outline above</p>

<p>Equity</p>	<p>See Diversity and Inclusion goals for workforce diversity</p>	<p>See Diversity and Inclusion goals for workforce diversity</p>	<p><u>Goal:</u> Publish an annual report that includes and tracks year-to-year composition of the governance board, percent of owner-operators and percentage of certified organizations by geographic distribution for distribution to all members and other stakeholders</p> <p><u>Measurement:</u> Publication of comprehensive end-of-year report</p> <p><u>Timeline for Implementation:</u> Fourth quarter (Q4) 2021</p> <p><u>Achievability:</u> 100% achievable</p>	<p>See Diversity goals outline above</p>	<p>See Diversity goals outline above</p>
<p>Cultural/Linguistic Competence</p>	<p><u>Goal:</u> Produce materials in multiple languages and ensure openings are published on job boards in languages other than English</p> <p><u>Measurement:</u> Percent of Number and percent of postings listed on non-English language job boards</p> <p><u>Timeline for Implementation:</u> Fourth quarter (Q4) 2021</p> <p><u>Achievability:</u> 75-90% based on the number of openings we anticipate having and the number of job boards that are presented in a language other than English</p>	<p>See Diversity goals for workforce diversity</p>	<p><u>Goal:</u> Add closed captioning functionality to all audio-visual materials produced and distributed by the IPA (example: webinars, meetings) and provide at least two (2) opportunities for members to participate in professional development around American Sign Language (ASL)</p> <p><u>Measurement:</u> Percent of audio-visual materials with closed captioning; number of professional development sessions focused on ASL</p> <p><u>Timeline for Implementation:</u> Fourth quarter (Q4) 2021</p> <p><u>Achievability:</u> 75-90% based on IPA's work plan</p>	<p><u>Goal:</u> Develop a governance model that includes residents to ensure residents' voices remain at forefront of IPA's work and residents' feedback are included in governance decision-making</p> <p><u>Measurement:</u> Implementation of the governance model</p> <p><u>Timeline for Implementation:</u> In progress</p> <p><u>Achievability:</u> 100% achievable</p>	<p>See goals for goals for quality and treatment outcomes in patient population and soliciting input from diverse community stakeholders and organizations</p>