



Quest Center Cultural Competency Plan

General Statement of Plan:

Quest Center's mission is to provide services, community, and education to people seeking a wellness-focused approach. We work to assist our clients to sustain lifestyle changes that support healing, and to effectively strengthen those diagnosed with chronic or life-challenging illnesses, including but not limited to HIV/AIDS, mental health issues, chemical dependency, and cancer.

Scope:

This plan applies to all staff.

Procedure:

Goal:

The goal of the Cultural Competency Plan, developed and operated within Quest Center, is to assure that services, support, and assistance is conducted and provided in a cross-cultural context.

Service & Employment:

Quest Center will not discriminate against any client, community member, employee or prospective employee because of race, color, religion, age, sex, sexual orientation, national origin, physical disability/handicap, pregnancy, marital status, political affiliation, or any other basis or discrimination prohibited by law.

The staff at Quest Center will reflect the diversity of the community it serves. Quest Center will not discriminate against employees or prospective employees, except as permitted by law when one or more of the foregoing factors constitutes a bona fide, documented occupational qualification. All qualified persons are encouraged to apply and full consideration will be given to their applications based solely on their job-related factors. The staff is required to meet this standard of non-discrimination in their relations with other employees, sub-contractors, clients, and community members.

Accessibility to Services:

Quest Center strives to make its services available to all participants. We offer individual and group services during regular business and evening hours. Some services are offered throughout the community, such as our Peer Mentor Program. Our facility is handicapped accessible. We have adequate parking, and are on a bus line. Our facility is located in a central city neighborhood.

Whenever financially possible, Quest Center does not deny services due to a client's inability to pay. Services are sometimes offered on a sliding scale for those who are under or uninsured.



Quest Center provides a welcoming environment with comfortable furnishings, artwork that reflects various cultures, and varied reading material in the lobby.

Non-English, Spanish speaking clients are referred to Conexiones for behavior health services. Interpreter services are accessed via the telephone when applicable.

Minority & Culturally Specific Programs:

Quest Center for Integrative Health is known in the community for offering HIV and LGBTQ friendly services. Currently Quest Center participates with Multnomah County's Ryan White grant, serving persons diagnosed with HIV/AIDS, with limited income.

Quest Center operates the Women of Wisdom (WOW) program through Multnomah County's Ryan White grant, which is a drop-in center for women (and their children) living with HIV/AIDS, with limited income. This psycho-social support program uses mentors and provides a safe place for women to share their experiences, strength, and hope. As compared to the demographic breakdown of ethnicity and race both within the general population of Oregon, as well as amongst Oregonians living with HIV/AIDS, WOW proudly serves a disproportionately high percentage of women and children of color.

Our WISH (Wellness, Integrity & Sustainable Health) pain management program is designed to treat chronic pain effectively and compassionately, through the use of nonopioid interventions using a holistic approach. Services currently include: peer support, wellness yoga, naturopathic services, acupuncture, mental health and osteopathic manipulation. CareOregon saw a 71% drop in ER visits for clients directly engaged in WISH.

Quest Center has a dedicated Nutrition Night where clients, community members and staff can come and learn how to prepare healthy and nutritious meals. The meal is served to all, free of charge, so all may partake. The importance of food for a healthy mind and body is discussed with the group by a member of the Quest Center staff.

Quest Center's Finding and Sustaining Recovery (FSR) Program is based on the belief that all people who want to, can achieve a clean and sober life. FSR employs evidence-based practices to help empower people to enter into, sustain, and grow in their recovery. All FSR employees are in recovery and have a combined recovery length of over 22 years.

Community Outreach:

Community outreach is planned and monitored by the Executive Director and Program Managers.

Collaborative services are established with Central City Concern, Multnomah County Clinic, Partnership Project, Cascade AIDS Project, Portland State University, Washington County Recovery Mentor Services, HIV Day Center, and Lutheran Community Service to name a few. Quest Center staff, board, and community members have served on and are currently able to attend the HIV planning council.



Quest Center participates in at least three community outreach events targeted toward minority populations per year.

Incorporation of input from communities into program development and implementation

Quest Center engages in continuous quality improvement exercises to ensure we are offering high quality services and are responsive to community needs. We organize regular community meetings with clients to solicit feedback and provide insight into agency priorities. The WOW program conducts additional community feedback forums throughout the year to ensure the program remains peer centered and driven by the community. Quest Center encourages participation from historically marginalized communities within these sessions through outreach efforts to promote client engagement. Feedback is collected both orally through facilitated sessions, as well as through surveys to ensure feedback is collected from everyone regardless of literacy levels. We also participate in the MCHD Client Satisfaction Survey and conduct other client satisfaction surveys as required by additional contracts.

Information solicited from community forums and surveys is reviewed by the management team and program managers to implement suggested changes when financially feasible and address concerns. Follow up meetings to the community forums are set to report back our efforts at improvement to the community and solicit ongoing feedback.

Service evaluation for cultural competency and universal access:

While we continue to search for better evaluative tools to measure our cultural competency, we currently use a question on the client satisfaction survey to see how clients respond when asked "were you offered services in a culturally competent way." Clients are also asked if there is anything we could do to better serve the community at our community meetings and forums.

As a result of our feedback forums, we have found transportation to be a barrier inhibiting universal access to our programs. We offer bus passes to clients to facilitate transportation and incorporate the use of peer mentors into programs to promote carpooling and ride-sharing to help people access community and group services. Since the inclusion of these programs, we have seen an increase in participation among lower income and minority clients. We will continue to use client feedback to address other barriers to accessing care as they arise.

In addition to offering a sliding fee scale, we continue to work with insurance panels to expand access to services and offer a sliding fee scale for those who are un- or under-insured as funding permits. The office manager meets regularly with the executive director to review practitioner accreditation for insurance panels and identify opportunities for expansion.