

## WELCOMING POLICY



THE LATINO COMMISSION

The Latino Commission (TLC) provides culturally competent and holistic treatment services to residents of San Mateo, San Francisco, and Tulare counties. We outreach and serve the full spectrum of community members of all cultures and gender identifications including, recently arrived monolingual men and women, those attempting to disengage from gang, criminal, and drug cultures, pregnant women with their children, and people with a wide range of mental health and/or physical conditions, such as HIV/AIDS. TLC is also dedicated to increasing Latino access to recovery services.

**Purpose:** To articulate TLC's commitment to assure that all who engage with our agency feel welcomed, respected, treated with dignity and in a manner that allows them to benefit according to their individual needs.

**Policy:** All facilities are clean and free of obstacles that provide a hazard to the health and safety of all clients, including those with special needs. We make a conscious effort to present a decor that is culturally inclusive and reflective of the populations we serve. As one of our primary points of entry, the TLC office waiting area has been designed to welcome adult visitors and children in a warm manner with offerings of food or drinks. Children are introduced to the play area stocked with clean, safe toys, and educational videos are played during their wait. Multi-lingual informational materials are available for directing visitors to community resources. In this way, we convey a message of value and concern to all.

**Timeliness:** Once an individual has decided to request services, they will be attended to in a timely fashion, acknowledging the importance and urgency of their decision to seek help. A central log of all such requests is kept, recording all intake screening calls and appointments to make sure all requests are attended to within 48 hours. Comprehensive assessments are completed on each client to identify their unique needs and insure that appropriate referrals, treatment provision, and quality improvements are made with best practices provided. Anonymous client satisfaction surveys, focus groups, and frequent community meetings are used to measure our effectiveness in all areas. We use this information to continually make appropriate changes, improvements or modifications in our programs.

Our Quality Improvement Committee of clients, staff and community members allow us to initiate timely responses to unmet needs, emerging best practices, and addressing client program concerns. TLC Change Agents attend regular bi-monthly and PRN meetings, quarterly trainings with county representatives and community partners to maintain clear lines of communication and integration of behavioral health (mental health and recovery) community collaborations; reporting on changes and integration requirements, and activities to all staff at weekly staff meetings.