



Organizational Cultural Competence:

Moving Your Agency/Organization
Toward Becoming Culturally
Competent



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Learning Objectives

- Understand dimensions of cultural competence from an organizational perspective.
- Learn organizational cultural competence target and focus areas.
- Take a look at several potential need areas within each of these.
- Be able to implement a process to improve the agency/organization's level of cultural competence.
- Be given skills and tools for implementation in the agency/organization.



Characteristics of a Culturally Competent Agency

- Acceptance and respect for cultural difference
- Careful attention paid to dynamics of difference
- Cultural self assessment
- Cultural groups are viewed as being different
- Attention is paid to hiring culturally diverse and competent workers
- Agency is clear about what it is capable of providing to the multi-cultural community
- Continuous expansion of knowledge, resources, and adaptations to service programs
- Provides support to staff in their efforts to increase their cultural competence
- Policies support and drive the effort



Process of Becoming a Culturally Competent Organization

- Develop a mission/vision statement of cultural competence (get board involvement)
- Develop a strategic plan that addresses:
 - Service Delivery
 - Staff/Team Development
 - Organizational Environment
 - Community Relationships
- Monitor progress over time
- Celebrate successes!!

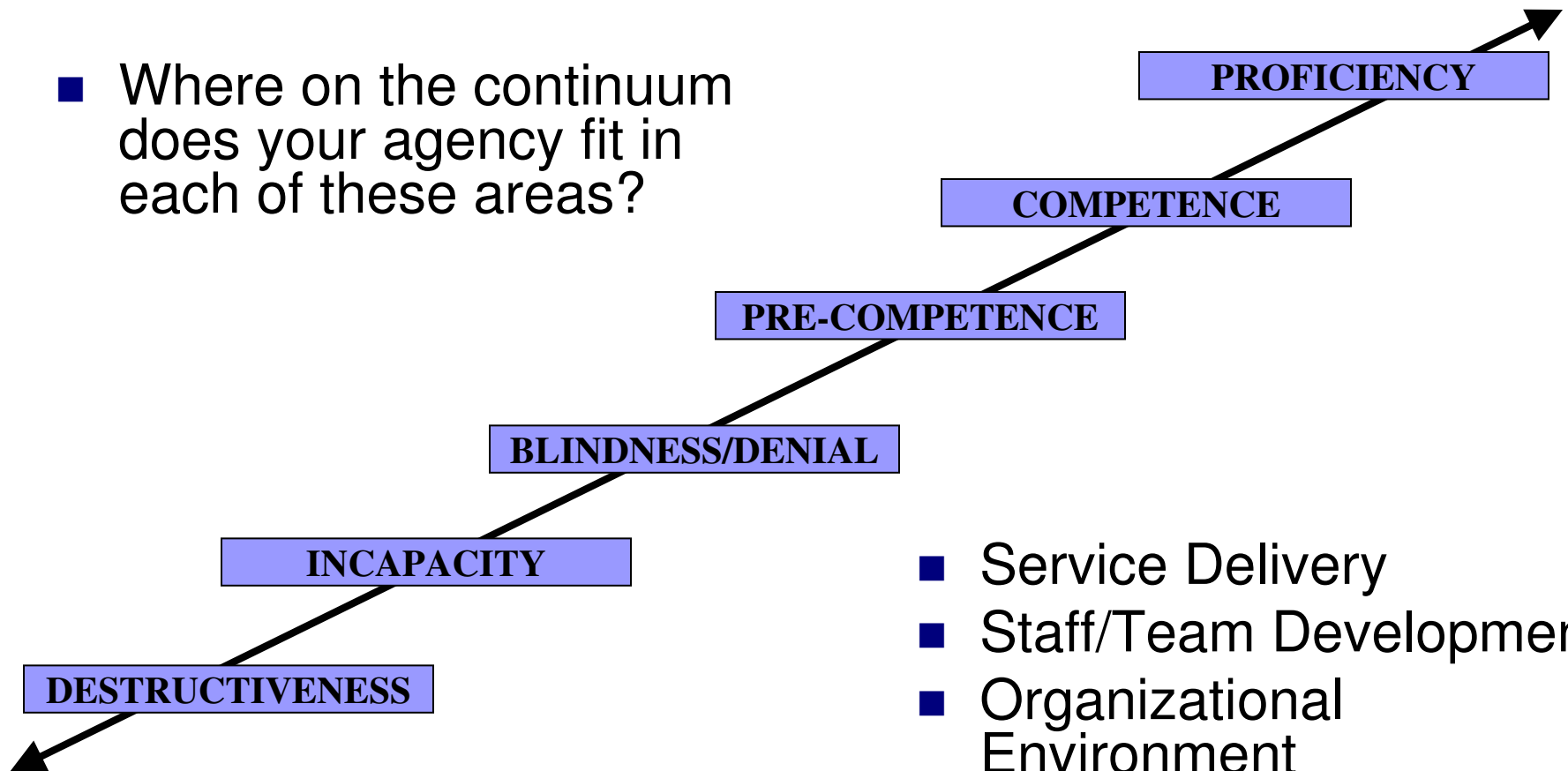


Cultural Competence Target Areas

1. Service Delivery
2. Staff/Team Development
3. Organizational Environment
4. Community Relationships

CULTURAL COMPETENCE CONTINUUM

- Where on the continuum does your agency fit in each of these areas?



- Service Delivery
- Staff/Team Development
- Organizational Environment
- Community Relationships

1. Service Delivery





Service Delivery- Potential Need Areas

- Language
 - Inclusive Language
 - Multilingual Services
- Consumer Focus
 - Access to Support Services
 - Consumer Involvement
 - Family Orientation
 - Outreach Services
 - Grievance Process
 - CC Reception Services
- CC Documentation
 - Assessments, Treatment Plans
 - Supervisory Reviews/Team Reviews
 - Documentation Review
- Quality Assurance
 - Decentralization
 - Recovery Concepts
 - CC use of Resources/Technology
 - Cross Cultural Collaboration

2. Staff/Team Development

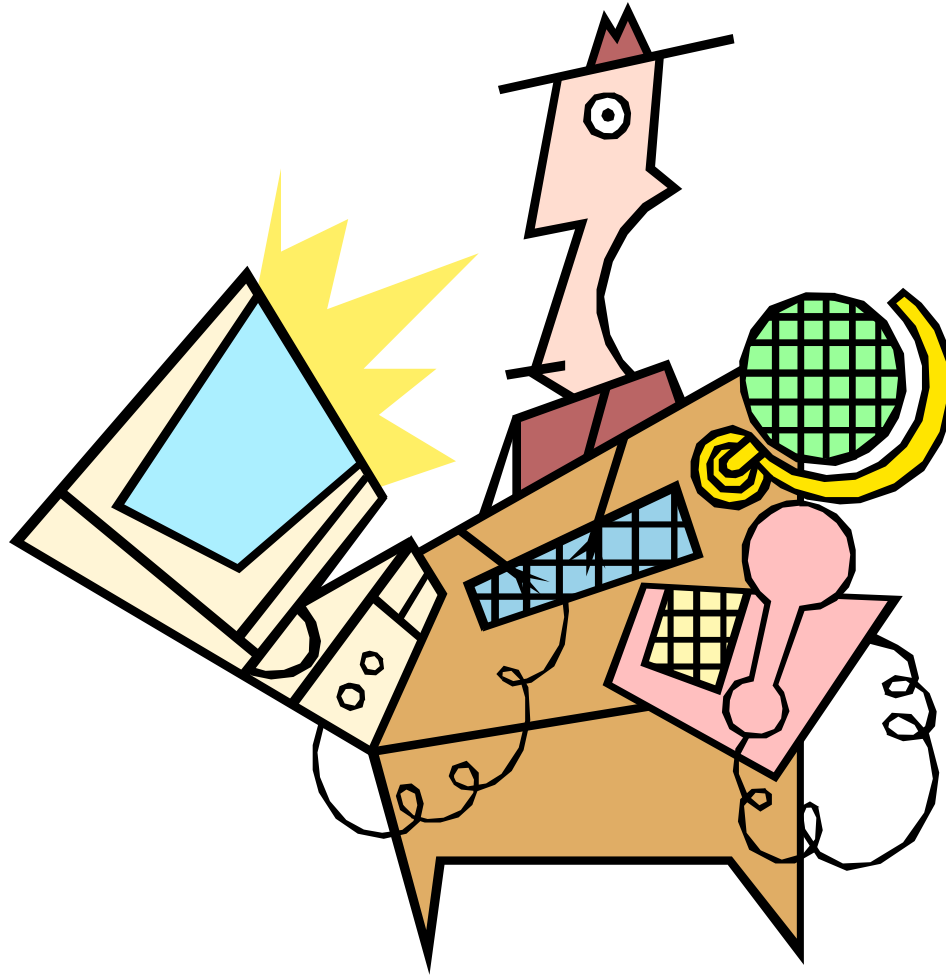




Staff/Team Development- Potential Need Areas

- Recruitment
 - Selection Criteria and Hiring Process
 - Hiring Diversity/Affirmative Action
 - Evaluating Cultural Competence
- Compensation & Benefits
- Development and Retention
 - Mentoring/Support
 - Empowerment
 - Personal Development
 - Training Opportunities
 - Performance Reviews/Accountability
 - Mediation
 - Removing Barriers

3. Organizational Environment





Organizational Environment- Potential Need Areas

- Physical Environment

- Accessibility
- Visual and Auditory Environment
- Space Allocation
- Use of Equipment
- Welcoming/Comfortable Environment

- Communication

- Language Ability-Oral & Written
- Agency Vision & Values
- Policies & Procedures
- Channels of Communication
- Shared Language Cultural Competence

- Staff/Management

- CC/Diversity of Board of Directors
- CC/Diversity of Management
- CC/Diversity of Staff
- Organizational Structure

- General Environment

- General Feeling of Inclusive Nature
- Safety/Respect

4. Community Relationships





Community Relationships- Potential Need Areas

- Visibility
 - Public Relations and Media
 - Social Presence
 - Community Trainings/Conferences
 - Political Activism
- Community Representation
 - Consumer Advocacy
 - Community Alliances
 - Promoting Cultural Competence
- Fund Raising



Strategic Plan for Cultural Competence

- Identified Needs/Issues
 - Target/Focus Areas
- Goals/Objectives/Outcomes
- Strategies/Methods
- Accountability
- Target Dates
- Status



Cultural Skill Exercise

- Review the Strategic Work Plan given to your group
- Pick a Target and Focus Area(s)
- Discuss the areas listed as to where you are on the cultural competence continuum
 - Does the information gathering tool help you determine where the organization is now?
 - How might this change the way you provide services?



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