

CULTURAL COMPETENCY GUIDELINE

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Culture

Culture is an entire set of values, behaviors, attitudes, social interactions, language and communication patterns that distinguish a group of people, and are generally transmitted intergenerationally and influence one's thinking and action modes.

Cultural competency

Cultural Competency is a systematic approach that ties all the efforts together in benefit of a healthier system that is culturally appropriate and responsible to staff as well as customers and clients.

Cultural Competency Guideline

A set of guidelines to assist organizations achieving tangible goals in their efforts to deliver culturally competent and gender-specific services.

A. Service Area

The community the program operates in.

- A.1 Program has identified resource people from various cultural populations of the community.
- A.2 Program has developed and maintains ongoing direct person-to-person contact with these resource persons.
- A.3 Resource persons are asked to participate in program evaluation(s).
- A.4 Program has accurate demographic data about various cultural communities it proposes to serve.
- A.5 Program uses demographic data to ensure all cultural populations receive equal access and/or equal services as required to meet their needs.

B. Management Implication

The governing and administration system for the program.

- B.1 Board will be comprised of people from various ethnic and cultural backgrounds.

- B.2 Program has written policies or plans, which call for the program to become culturally competent.
- B.3 These written policies or plans must be approved by the Board of Directors.

C. Resources

The money, technology, human resources, etc.,
coming into the program

- C.1 Program employs ethnic, bilingual, and culturally diverse staff and/or volunteers in positions that have direct contact with clients.
- C.2 Program has the capacity to serve clients from all ethnic and cultural demographics in the community.

D. Training & Education

Activities and interactions which occur to create
positive change or add value.

- D.1 Program has incorporated the concepts of culturally competent, gender specific and language-appropriate services into ongoing training programs.
- D.2 All staff and volunteers receive at least four hours of cultural competency and gender specific training annually.
- D.3 Program has a resource library containing up-to-date articles, books, tapes, etc., related to cultural issues.
- D.4 Program provides opportunities, which help clients understand and appreciate cultural differences.

E. Building & Facilities

Actual site(s) where program activities and services occur

- E.1 Reasonable accommodation to ensure access to services is made by removing architectural and structural barriers.
- E.2 Posted information is written in a variety of appropriate languages.
- E.3 Atmosphere in the program acknowledges and welcomes people from diverse cultural backgrounds through artwork, posters, books, etc.

F. Services Delivered

Actual service or product, which is delivered, hopefully, with positive change or value added. Include any resources leaving the program, e.g., staff turnover, etc.

- F.1 Clients from the cultural and language backgrounds represented in the community, access the services and programs delivered.
- F.2 All clients receive equitable services, appropriate and relevant to the clients' cultural and language backgrounds.

G. Feedback/Evaluation

Information relating to program goals and objectives.

- G.1 Program assesses its "cultural competence" policy and plans, with input from staff, volunteers, resources people, and clients.
- G.2 All programs, organizations, projects, etc., submitted an outline of their "Cultural Competency" plan detailing the objectives/activities for each of the criteria.

First Update: 1992
Second Update: 1994
Third Update: 1996
Fourth Update: 1999