

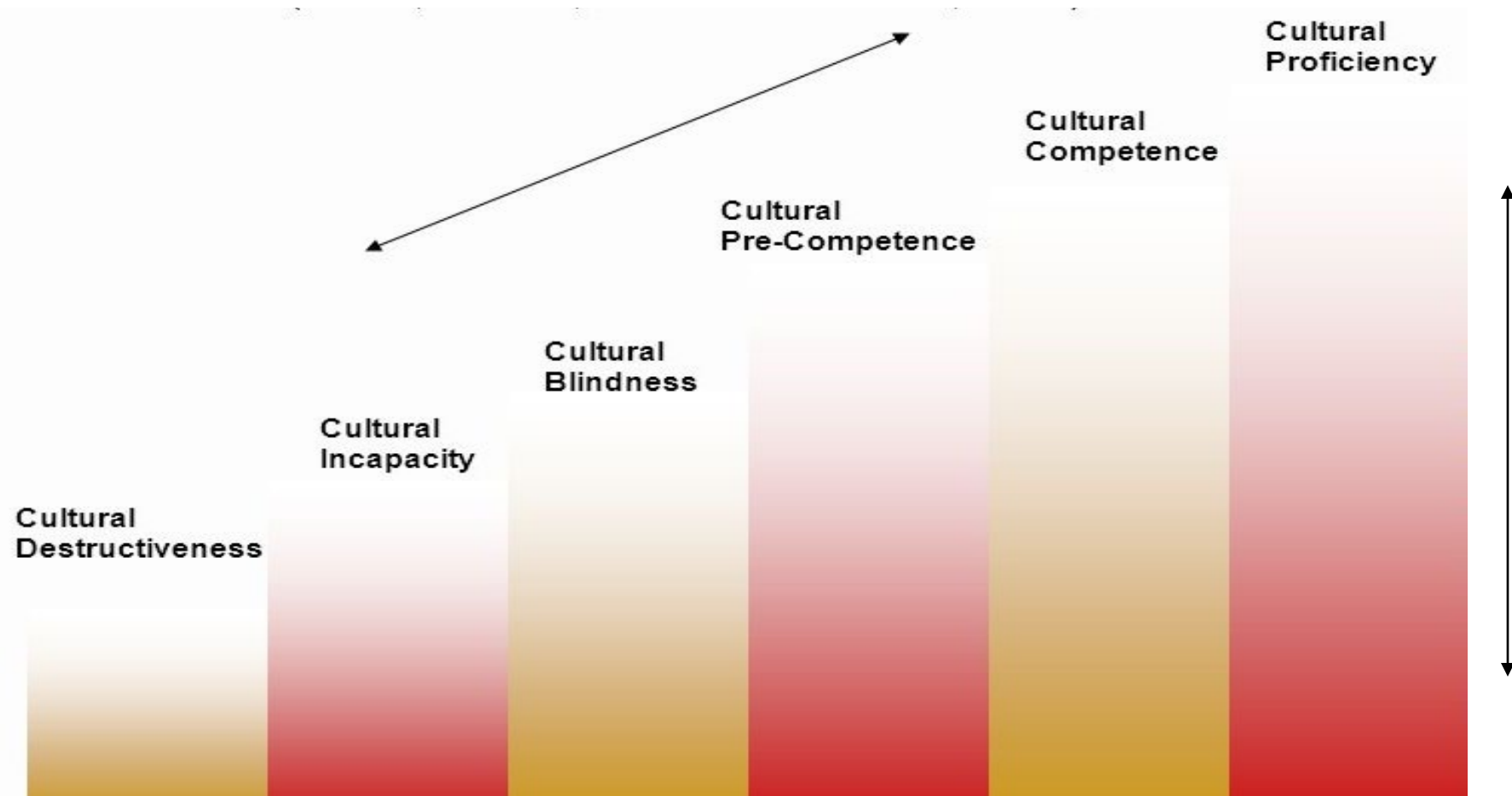


Cultural Competency Plans

What does cultural competency mean
to you and the work you do?

Cultural Competence Continuum

(Cross, Bazron, Dennis and Isaacs, 1989)



Slide Source: © 2010 - National Center for Cultural Competence

Cultural Destructiveness

- Behaviors, attitudes and policies that are destructive to a culture and its members
 - Racism
 - Stereotyping
 - Collusion
 - Intentionally excluding people or groups
- “When we redistrict we can get rid of THAT neighborhood!”

Cultural Incapacity

- Believing in the superiority of one's own culture and behaving in ways that disempower another's culture
 - Disproportionate allocation of resources to certain groups
 - Lowered expectations
 - Expecting “others” to change – my way or the highway

Cultural Blindness

- “See the difference; act like you don’t”
- Acting as if cultural differences do not matter or as if there are not differences among/between cultures
 - Discomfort in noting difference
 - Beliefs/actions that assume the world is fair and achievement is based on merit

Videos

- [Video #1](#)

Observe the interaction between the provider and the patient and think about whether it was effective

- [Video #2](#)

Observe the difference in the provider's approach in each of the two scenarios

What is Cultural Competence?

- A life-long commitment
- Responding with respect and empathy to people of all cultures, races, religions, linguistic abilities and ethnic backgrounds
- Acting in a manner that recognizes, affirms, and values the worth of the individual, family and community

Requirements for Agency Cultural Competence

- Must value diversity
- Need a defined set of values and principles
- Demonstrated behaviors attitudes, policies and structures
- Organizational self-assessment
- Adapt to diversity and cultural contexts of community it serves
- Involve individuals and families agency serves in decision-making process

To ensure delivery of
culturally competent services,
it is critical to develop a thorough
cultural competency plan

What is a Cultural Competency Plan?

- A strategic plan that outlines a systematic organizational approach to providing culturally competent and responsive services to individuals and to increasing cultural competence among staff at all levels of an organization

What is a Cultural Competency Plan?

The purpose of the [Alliance Cultural Competency Plan](#) is two-fold:

- To foster cultural competency within the Alliance organization
- To nurture and guide cultural competency in the Alliance closed provider network

What is a Cultural Competency Plan?

- Alliance works to create a provider network that is knowledgeable of best practices related to cultural competency, follows Alliance's Cultural Competency Plan or a similarly adequate plan and accepts the continued responsibility of improving cultural competency

Developing a Cultural Competency Plan

- Include community and advisory board (or board of directors) input
- Gather demographic data
- Conduct agency self-assessment
- Assign staff members to research and write each component
 - Outline specific objectives
 - Means of achieving objectives
 - Recommend timelines and processes for evaluating progress

Developing a Cultural Competency Plan

- Develop a thorough knowledge and understanding of the social, cultural, and historical experiences of the community your agency serves
- [Identify and articulate an understanding of the ethnic, cultural, linguistic, and social groups in the area your agency serves](#)
- Know the demographics of individuals in your programs
- Design steps for your agency to remove identified barriers

Developing a Cultural Competency Plan

- Establish steps your agency will implement or sustain to create a client-friendly environment that reflects and respects the diversity of the individuals your agency serves
- Establish internal criteria your agency will use to measure the impact of the services and programs it offers

Evaluation and Monitoring

- Gathering information prior to plan development assists the organization with providing direction and determining priorities
- Allows for ongoing monitoring and feedback regarding the plan's effectiveness and areas in need of improvement
- Areas can include demographic profile of clients, community, staff, board, etc.

Creating a Demographic Profile

- Intake, admission, and discharge data are good starting points for determining demographics of individuals your agency serves
 - Age, gender, race, ethnic/cultural heritage, religion, socioeconomic status, language preferences, treatment level
- Also gather information on groups in your local community
 - Community data can provide a benchmark on how well your agency serves the local community and how the community is represented at all levels of the agency

Creating a Demographic Profile

- If funds are available, hiring a consultant to gather the data may be more efficient and may also limit bias

Organizational Self-Assessments

- Agencies must have an awareness of how it functions and how well it currently provides culturally competent services
- A self assessment serves as a guiding factor in the implementation of a cultural competence plan
 - Also a good measure to evaluate progress over time

Self Assessments Steps

1. Identify key stakeholders who can provide valuable feedback about agency strengths/challenges
2. Adopt a self-assessment guideline
 - (i.e. Multiculturally Competent Service System Assessment Guideline)
3. Tailor assessment/questionnaires to agency, individuals served, cultural backgrounds, etc.

Self Assessments Steps

4. Determine how test will be distributed and collected

- Explain purpose of assessment to all participants
- Explain how information will be used and address any potential confidentiality concerns
- High credibility in community = high return rate
 - Low credibility = low return rate
 - Reassure community participants that you intend to listen and respond to what is heard

Self Assessments Steps

5. Analyze data

- Assemble into a report, with comments and action steps
- Note areas of strength and places to improve
- Offer possible explanations for shortcomings

6. Establish priorities from results and incorporate into cultural competency plan

7. Develop way to provide consistent monitoring strategies

Recommended Minimum Components

- Narrative introduction
 - Covers community demographics and history
 - Agency self-assessment and/or other evaluation tools used
 - Rationale for providing culturally competent services
 - Agency strengths (i.e. bicultural staff)
 - Agency's need for improvement in providing services that are responsive to various cultural groups (i.e. capacity limitations)

Recommended Minimum Components

- Brief overview of current policies, goals and tasks to help agency develop and improve culturally competent services
- Strategies for recruiting, hiring, retaining, and promoting qualified diverse staff
- Policies to support language services
- Professional development to enhance cultural competency
 - Staff trainings, peer consultation, clinical supervision

Recommended Minimum Components

- Ways community will be involved
 - Advisory Board
 - Cultural Competency Committee
- Identification of culturally and linguistically appropriate materials
- Strategies to incorporate culturally competent clinical and other treatment services
- Planning for funding and human resources needed

Recommended Minimum Components

- Strategies to ensure facility presents a culturally competent atmosphere
 - Images
 - Decorations
- Guidelines for implementation that describes:
 - Roles
 - Responsibilities
 - Timeframes
 - Specific activities for each step

Things to Consider

- How will you oversee the plan?
 - Tracking accomplishments, obstacles and remediation strategies
- Who will develop and revise guidelines for:
 - Introducing new staff to plan
 - Providing training
 - Coordinating revisions with the appropriate department (HR, IT, etc.)

Things to Consider

- Determine what capacity looks like for your agency
 - Can you adequately provide services, staff, etc. that fit cultural needs of the community?
 - i.e. bilingual AND bicultural staff, LGBT affirming services, deaf and hard of hearing
- Requirements set by state licensing boards, accrediting bodies and organizations that oversee licensure/certification of staff

Things to Consider

- These groups may have standards and guidelines that have state expectations for client rights, program structure, staffing, treatment, etc.
 - Standards must be met to be accredited by national organizations and compensated by funding bodies

Questions to Consider

- Are we adequately responding to the needs of the community we serve?
- Are our policies and procedures culturally appropriate to the population we serve?
- Do our policies reflect our agency's commitment to culturally competent practices?
 - Are strategies for professional development, staff recruitment and retention reflective of the population we serve?

Sources

Alliance Health

Connecticut Department of Children and Families

Hogg Foundation for Mental Health

Iowa Department of Public Health

National Center for Cultural Competence

Substance Abuse Mental Health Services Administration

T. Goode, Georgetown University

Please click on the link below to evaluate our training and to allow us to track who has participated.

Please be sure to click “Submit” upon completion.

[Attestation and Evaluation](#)