Tools for Action in a Multicultural World

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Project ACT:

Assessing our

Cultural & Linguistic

Competence

Today

Project ACT:
2011 & Continuing!

- ❖ Originally ARRA Funded
- ❖ 8 Agencies in King County, WA
- ❖ Collaborative Process & Training
- ❖ Individualized Technical Assistance

Our Approach

- Rooted in National Center for Cultural Competence

- Individualized for Each Provider

- Benefits from Shared Community Participation

Guiding Principles…

- Strengths-Based Model

- Safe, Non-judgmental

- Involving Every Level of Organizations

- Used to Enhance & Build Capacity

Definitions… What is *Culture*?

Culture is a system of collectively held values, beliefs, and practices of a group which guides thinking and actions in patterns.

(NCCC definition)

Culture as a process!

1. Culture is a set of rules for behavior.
2. Culture is characteristic of groups.
3. Culture is learned.
4. Individual members of a culture are embedded to different degrees in their culture.
5. Cultures borrow and share rules.
6. Members of a culture may be proficient at cultural rules but unable to describe them.

~Carole Brunson~

What is *Cultural Competence*?

❖ A developmental process that evolves over a long time.

❖ Individuals and organizations are at various levels of:
- o Awareness,
- o Knowledge, and
- o Skills.

Cultural Competence *requires organizations to:*

❖ Define values & principles—value diversity!

❖ Address behaviors, attitudes, policies and structures.

❖ **Regularly participate in self assessment.**

❖ Manage the dynamics of difference.

❖ Gain & build cultural knowledge into practice.

❖ Adapt to the diversity & cultural contexts of individuals, families & communities served. (NCCC)

What is *Linguistic Competence*?

Linguistic Competence is ability of organization & staff to:

❖ Communicate effectively.

❖ Share information that is **easily understood by people**!

❖ Have policies, structures, practices, procedures, and dedicated resources in place to support.

Benefits of Organizational Self-Assessment…

- A snapshot--gauge how well needs are met
- Identify provider strengths & areas for growth
- Increase satisfaction
- Be strategic with resources and opportunities

Four Phases of Assessment

- **1** **Establish a Structure– Workgroup**
- **2** **Create Shared Vision & Shared Ownership**
- **3** **Collect, Analyze & Disseminate Data**
- **4** **Develop & Implement a Plan of Action**

"1. Establish a Structure– Workgroup"

With a partner…

- **Pick an organization.**

- **Who would you recruit for your work group?** *(diverse roles, levels, and backgrounds)*

Organizational Self-Assesment Tools

- Cultural & Linguistic Competence Tools (NCCC)
  - Family Organizations
    http://www.gucchdgeorgetown.net/NCCC/CLCFOA/NCCC_CLCFOAAssessment.pdf

  - Disability Organizations
    http://www.gucchdgeorgetown.net/NCCC/CLCADO/downloads.html
    http://www.gucchdgeorgetown.net/NCCC/CLCADO/NCCC_CLCADO_Assessment.pdf

- Other tools are available!
  http://antiracistalliance.com/IDIRFoliocompleteversiowresourceguidepre-layout12.doc

Organizational Assessments…

- **World View**—values, policies

- **Who You Are**—diversity of staff & volunteers, training, development

- **What You Do**—competence in activities

- **How You Work**—funding, leadership

Individual Self-Assessments…

Many options:

- Individual Assessment of Cultural Competence (AUCD)
- NCCC Tools
  http://nccc.georgetown.edu/resources/assessments.html
- Others

Self-Assessment Exercise

- Complete your own self-assessment

- When done, share your strengths with a neighbor

Support Available to Providers

1. **Provider Technical Assistance**
   - Support self-assessment plan & process
   - Attend board, staff or workgroup meetings
   - Phone support

2. **Trainings for Workgroups**

3. **Data Support**
   - Demographic Analysis of Census etc,
   - Focus Groups, if needed

Question: Data Collection

What do you wish you knew?

- **From families served**
- **From families not served**
- **From community leaders**
- **From staff**

Project ACT—A Journey!

❖ 2011—8 Months to Action Plan

❖ 2012—Agencies Follow Up

❖ 2013—4 Community Meetings

Panel Sharing

❖ Kindering – Bellevue, WA

❖ Northwest Center Kids– Seattle, WA

❖ SKIP– Kent, WA

Questions for Panelists

What was most <u>helpful</u> about the Project ACT process?

Questions for Panelists

- What did you <u>learn</u> about your organization?

- What did you try to <u>implement or improve</u> in your organization?

Questions for Panelists

- What were barriers or challenges?

- What would you do differently?

Questions for Panelists

- What have you learned about <u>yourself</u>? How have you grown?

- What wisdom do you have to share with others?

Questions? Comments?

Resources—Ready, Set, Go!

- Georgetown National Center for Cultural Competence http://nccc.georgetown.edu/documents/Print%20version%20Book%20club%20Article.pdf
- Culturally and Linguistically Appropriate Services Early Childhood Research Institute http://www.clas.uiuc.edu/
- Elementary and Middle Schools Technical Assistance Center http://www.emstac.org/resources/clad_resources.htm
- National Standards on Culturally and Linguistically Appropriate Services http://minorityhealth.hhs.gov/templates/browse.aspx?lvl=2&lvlID=15
- Cultural Competence: It All Starts at the Front Desk http://www11.georgetown.edu/research/gucchd/nccc/documents/FrontDeskArticle.pdf
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