Developing Culturally Responsive Approaches to Serving Diverse Populations - A Resource Guide

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Disclaimer

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Seven Key Components

1. Defining cultural competency
2. Choosing interventions
3. Needs assessment
4. Measurement
5. Collaborations
6. Workforce diversity
7. Budgeting
Defining Cultural Competency

- Different definitions of cultural competency
  - Knowledge and biases
  - Communication and interpersonal skills
  - Organizational systems and policies

- Cultural competency – it’s everyone’s business!
  - Individual level
  - Staff level
  - Policy and program level
Choosing Interventions

- Are interventions effective and for whom?
- Identifying evidence-based programs
- Linguistic and cultural adaptations of programs
  - Language translation
  - Cultural adaptation
Needs Assessment

- What is a needs assessment?

- Different approaches
  - Collecting internal data
  - Accessing external data
Measurement

- Important aspects of measurement
  - Cultural and linguistic appropriateness
  - Technical construction of measures
  - Sensitivity to detecting change over time
  - Specific training and administration requirements
Collaboration

- Why collaboration is important?
- Complementary areas of expertise across organizations
- Program to program collaboration
- Partnerships between programs and researchers
- Other collaborative partnerships
Workforce Diversity

- Bilingual/bicultural workforce
- Recruitment and retention of diverse staff
- Training and professional development opportunities
- Organizational commitment and infrastructure
Budgeting

- Budget implications for programs?
  - Staffing
  - Training
  - Programmatic resources and materials
  - Cost of access accommodations
    - Cultural brokers
    - Translation or interpreter services
Thank you!

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