

Cultural competence requires that an organization:

- Has a defined set of values and principles;
- Demonstrate behaviors, attitudes, policies, and structures that enable organization values to work effectively cross-culturally;
- Has the capacity to:
 - Value diversity;
 - Conduct self-assessment;
 - Manage the dynamics of difference;
 - Institutionalize cultural knowledge; and
 - Adapt to diversity and the cultural contexts of the communities it serves; and
- Incorporate the requirements above in all aspects of policy development, administration, and practice/service delivery and involve consumers systematically.

Think about your organization and its capacity to be culturally competent according to these guidelines.

What is the mission of your organization? Does your organization have a mission statement? If yes, write it down here. Does your organization have a strategic plan?

What are its stated commitments to serving and engaging communities?

Instructions: Please respond to the following questions:

Y= Yes

N= No

U= Unsure

Does your organization have:

_____ 1. Systems and practices that sanction the incorporation of cultural knowledge into policy making, infrastructure, and practice?

_____ 2. Systems and practices that embrace the principles of equal access and non-discriminatory practices in service delivery?

_____ 3. A means of identifying and understanding the needs of patrons/visitors/community members?

_____ 4. Ways to design and implement services that are tailored or matched to the unique needs of the patrons/visitors/community members served?

_____ 5. A practice of service delivery that is driven by patrons'/visitors'/community members' preferred choices, not by culturally blind or culturally free interventions?

_____ 6. Ways of working in conjunction with natural, informal support and helping networks within culturally diverse communities (e.g. neighborhood, civic and advocacy associations; local/neighborhood merchants and alliance groups; ethnic, social, and religious organizations; and spiritual leaders and healers)?

Does your organization:

_____ 7. Believe that patrons/visitors/community members are capable of determining their own needs?

_____ 8. Believe that patrons/visitors/community members should economically benefit from collaboration?

_____ 9. Treat patrons/visitors/community members as full partners in decision making?

_____ 10. Believe that community engagement should result in the reciprocal transfer of knowledge and skills among all collaborators and partners?

There is no answer key with correct responses. However, if you frequently responded "No," or "Unsure," your organization may not necessarily engage in practices and demonstrates values that promote a culturally diverse and culturally competent service delivery system.

These questions are adapted from <https://nccc.georgetown.edu/foundations/framework.php>.

What does your organization do well around cultural competence?

Where does your organization need help with around cultural competence?

What impact would you like this participatory archiving project to have on your organization in regard to cultural competence and inclusiveness?