

TITLE: CULTURAL COMPETENCE

PURPOSE: To ensure all members of the Board of Trustees, advisory committee members, Center employees and contracted providers are exposed to and provided an understanding of the cultural and linguistic needs of persons served. This is a revised policy and supersedes Policy 3.10, dated November 30, 2005.

POLICY STATEMENT:

The Center recognizes and values the diversity of its consumers, employees, providers and stakeholders and commits to ongoing operations and training that ensure cultural competence.

POLICY ELABORATION:

I. DEFINITIONS

- A. Cultural Competence: the ability of staff and all other stakeholders to understand and respect the diverse communication, actions, customs, beliefs, and values among people of differing racial, ethnic, religious, social and demographic groups.
- B. Fiscal Year: the period beginning September 1st and ending August 31st.

II. OVERVIEW

- A. Organization and Accountability
 - 1. The Quality Assurance Department has, with input from stakeholders, prepared a training curriculum that ensures cultural competence as its outcome.

2. The Quality Assurance Department shall provide employees, volunteers and contractors information on refresher training on cultural competence on an annual basis.
3. The Board of Trustees participates in Cultural Competence Training at the time of Board Orientation and for renewal at least once each fiscal year.
4. The CEO shall ensure that advisory committee members having reporting responsibility to the Board of Trustees shall participate in Cultural Competence Training upon member orientation and refresher training at least once during the fiscal year.

B. DOCUMENTATION

All records of activities and training participation in the Cultural Competence Training are maintained by the Quality Assurance Department.

REFERENCES/BIBLIOGRAPHY:

CARF 1.A.9

40 TAC, Chapter 144

25 TAC Sec. 412.301

Society for Human Resource Management

OFFICE OF PRIMARY RESPONSIBILITY: Director of Quality Assurance