



PROCEDURE

Title/Subject: Culturally Competent Practice			
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Approved By:		Title: Executive Director	
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The Florida Center for Child and Family Development (The Florida Center) strives to ensure that all staff understand, acknowledge and respect cultural differences of the clients that we serve. Whenever possible, the materials distributed to participants reflect the cultural, linguistic, geographic, racial and ethnic diversity of the population served.

Knowledge and skills training provided to staff may include:

- √ The role cultural identity plays in motivating human behavior.
- √ Difference in norms and values among the various cultures we serve.
- √ Personal and institutionalized bias or discrimination.
- √ Interventions that can address the cultural and socioeconomic class factors of the clients served.
- √ Applying cultural variables in differential diagnosis/assessment processes and the design of responsive interventions.

Supervisory staff considers ethnic, cultural and linguistic factors when assigning clients to staff. Staff may be of similar backgrounds or may have skills in working with specific populations. These similarities and skills are considered when assigning cases.

The agency practices on cultural competence are reviewed semi-annually by the Continuous Quality Improvement Committee. These reviews are based on an analysis of our client population, staff ethnic makeup, access to relevant training, and the ability to meet consumer needs in a culturally competent manner. The Board may take necessary action to implement any recommended changes.