

Ensuring Cultural and Linguistic Competence in UCEDDs: What will it Take?

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What's Tina Got To Do With It?



Slide Source: National Center for Cultural Competence, 2009



What the Literature is Telling Us

Improving Recruitment & Success for Racially and Ethnically Diverse Students other than Non-Hispanic White

- faculty development
- culturally inclusive curricula & materials
- organizational self-assessment of cultural competence
- supporting diverse students with diverse faculty



Source: NCCC, Rationale for Cultural and Linguistic Competence in Maternal and Child Health Bureau –Funded Training Programs, 2009.

Slide Source: National Center for Cultural Competence, 2009

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What the Literature is Telling Us

Improving Recruitment & Success for Racially and Ethnically Diverse Students other than Non-Hispanic White

- social and psychological support to address feelings of isolation
- a genuine appreciation for diversity within the institution & among faculty
- a climate that does not tolerate racism, bias, and discrimination



Source: NCCC, Rationale for Cultural and Linguistic Competence in Maternal and Child Health Bureau –Funded Training Programs, 2009.

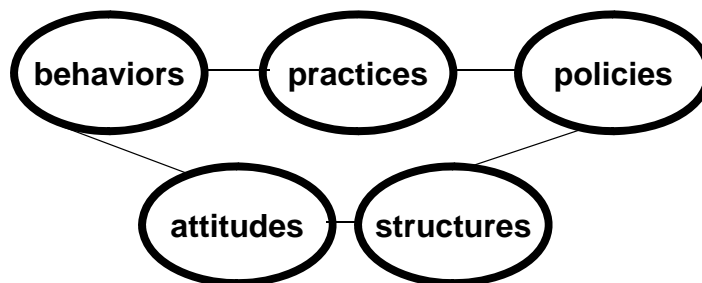
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Frameworks & Definitions: Cultural Competence Linguistic Competence



Cultural Competence



requires that organizations have a clearly defined, congruent set of values and principles, and demonstrate behaviors, attitudes, policies, structures, and practices that enable them to work effectively cross-culturally

(adapted from Cross, Bazron, Dennis and Isaacs, 1989)

Slide Source: National Center for Cultural Competence, 2009



Five Elements of Cultural Competence

Organizational Level

- value diversity
- conduct cultural self-assessment
- manage the dynamics of difference
- institutionalize cultural knowledge
- adapt to diversity
 - policies - structures
 - values - services

(Cross, Bazron, Dennis and Isaacs, 1989)

Slide Source: National Center for Cultural Competence, 2009



Five Elements of Cultural Competence

Individual Level

- acknowledge cultural differences
- understand your own culture
- engage in self-assessment
- acquire cultural knowledge & skills
- view behavior within a cultural context

(Cross, Bazron, Dennis and Isaacs, 1989)

Slide Source: National Center for Cultural Competence, 2009



ESSENTIAL ELEMENTS IN A CULTURALLY COMPETENT SYSTEM

These five elements must be manifested at every level of an organization including:

- policy makers
- administration
- practice & service delivery
- consumer/patient/family
- community

and reflected in its attitudes, structures, policies, practices, and services.

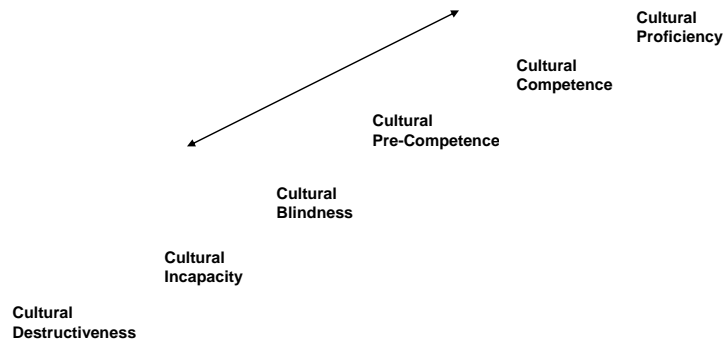
Adapted from Cross, Bazron, Dennis, & Isaacs, 1989

Slide Source: National Center for Cultural Competence, 2009



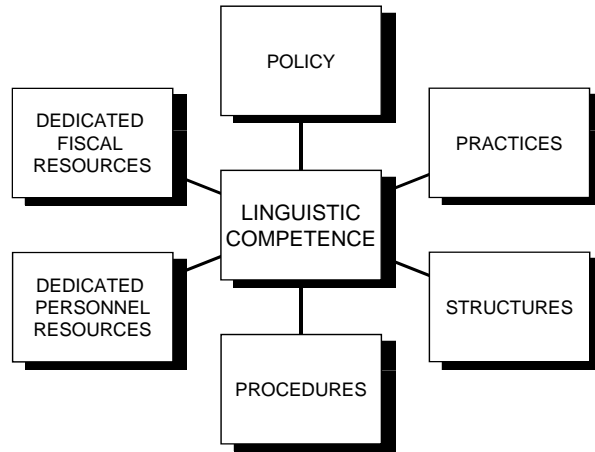
Cultural Competence Continuum

(Cross, Bazron, Dennis and Isaacs, 1989)



Slide Source: National Center for Cultural Competence, 2009

LINGUISTIC COMPETENCE FRAMEWORK

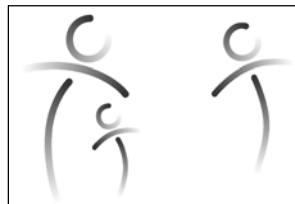


Goode & Jones, Revised 2009

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Characteristics of Culturally & Linguistically Competent Organizations



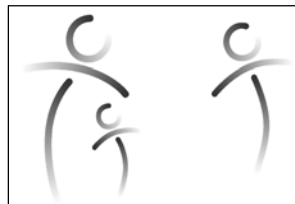
Characteristics of Culturally & Linguistically Competent Organizations

- philosophy
- mission statement
- policy, structures, procedures, practices
- diverse, knowledgeable & skilled workforce
- dedicated resources & incentives
- community engagement & partnerships
- publish & disseminate
- advocacy

Slide Source: National Center for Cultural Competence, 2009



Cultural & Linguistic Competency within the Context of Organizational Change



Considering Cultural & Linguistic Competency within the Context of Organizational Change

Adaptive Challenge vs. Technical Challenge

Does making progress require
changes in people's values, attitudes
and or habits of behaviors?



Reference: Heifetz, R.A. (1994). Leadership Without Easy Answers. Cambridge, MA: The Belknap Press of Harvard University Press

Slide Source: National Center for Cultural Competence, 2009



Cultural and Linguistic Competence within UCEDDs WHAT WILL IT TAKE?

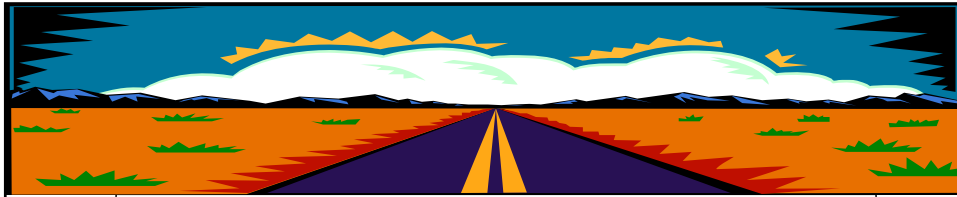
- Leadership
- Shared Ownership
- THE ISMs: Confronting the Undercurrents
- Keeping it Real
- Weave into the Fabric of the Organization



Source: Goode, Jones, Dunne & Bronheim (2007) And the Journey Continues ... Achieving Cultural and Linguistic Competence in System Serving Children and Youth with Special Health Care Needs and their Families. National Center for Cultural Competence.

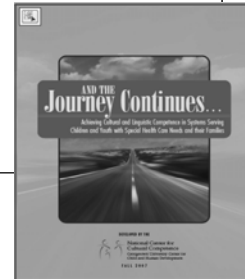
Slide Source: National Center for Cultural Competence, 2009





**Achieving cultural competence
is a life's journey ...
not a destination**

Safe travels!



T.D. Goode
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