CULTURALLY COMPETENT GUIDING VALUES & PRINCIPLES

Organizational

- Systems and organizations must sanction, and in some cases mandate the incorporation of cultural knowledge into policy making, infrastructure and practice.*
- Cultural competence embraces the principles of equal access and non-discriminatory practices in service delivery.*

Practice & Service Design

- Cultural competence is achieved by identifying and understanding the needs and help-seeking behaviors of individuals and families.*
- Culturally competent organizations design and implement services that are tailored or matched to the unique needs of individuals, children, families, organizations and communities served.*
- Practice is driven in service delivery systems by client preferred choices, not by culturally blind or culturally free interventions.*
- Culturally competent organizations have a service delivery model that recognizes mental health as an integral and inseparable aspect of primary health care.

Community Engagement

- Cultural competence extends the concept of self-determination to the community.*
- Cultural competence involves 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).*
- Communities determine their own needs.**
- Community members are full partners in decision making.**
- Communities should economically benefit from collaboration.**
- Community engagement should result in the reciprocal transfer of knowledge and skills among all collaborators and partners.**

Family & Consumers

- Family is defined differently by different cultures.***
- Family as defined by each culture is usually the primary system of support and preferred intervention.***
- Family/consumers are the ultimate decision makers for services and supports for their children and/or themselves.***

* Adapted from Cross, T. et al, 1989
** "Other Guiding Values and Principles for Community Engagement" and "Family & Consumers" are excerpts from the work of Taylor, T., & Brown, M., 1997, Georgetown University Child Development Center, (GUCDC) University Affiliated Program, and