

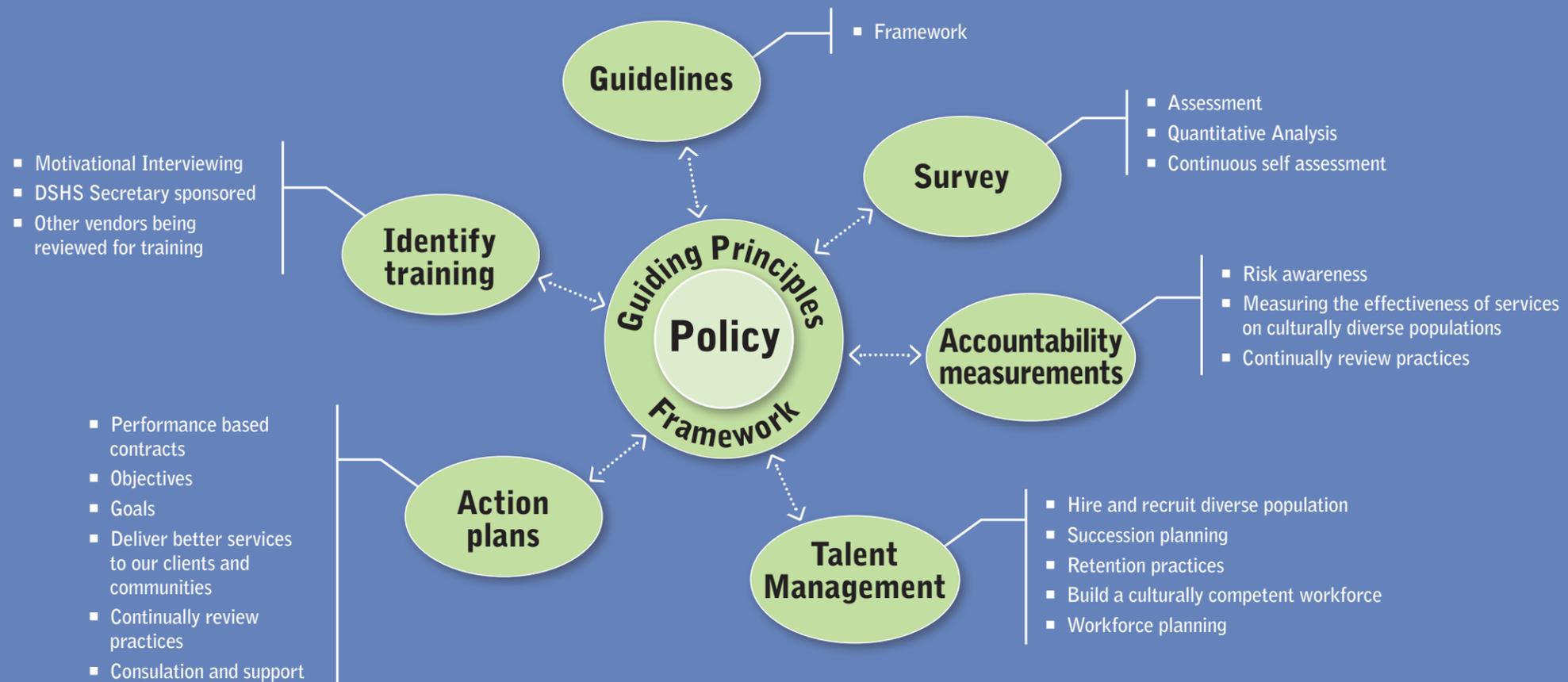
# Model for Cultural Competence

## Timeline >>>



The Department recognizes that everyone has a culture and we have a commitment to promote respect and understanding of diverse cultures, social groups, and individual attributes.

The mission, vision, and values of DSHS embrace inclusivity that supports people and communities in reaching their potential. To further that mission, the following guidelines provide a framework for cultural competence and culturally responsive service delivery.



### THE MODEL:

#### POLICY

This policy applies to all administrations and employees of the Department of Social and Health Services (DSHS).

#### GUIDELINES

To further the mission, the guidelines provide a framework for cultural competence and culturally responsive service delivery.

#### SURVEY

Cultural Competence Assessment analyze your administration/division on cultural competence knowledge/experience.

#### TRAINING

Each administration shall provide training to employees to understand the relevance of cultural competence in the work environment.

#### ACTION PLANS/ POLICY IMPLEMENTATION

Each administration will develop action plans that support and guide staff delivering DSHS services in a culturally competent manner.

#### ACCOUNTABILITY

Measuring the effectiveness of our policy and training on delivery of services to diverse populations will indicate our adherence to cultural competence principles.