

 WRAPAROUND MILWAUKEE POLICY & PROCEDURE	Date Issued: 2/15/01	Date Revised: 6/6/08	Section: ADMINISTRATION	Policy No: 033	Pages: 1 of 2
	<input checked="" type="checkbox"/> Wraparound <input checked="" type="checkbox"/> Wraparound/REACH <input checked="" type="checkbox"/> FISS	Effective Date: 1/1/09	Subject: CULTURAL COMPETENCY / DIVERSITY		

I. POLICY

It is the policy of Wraparound Milwaukee to ensure that clients can expect that all service providers offer culturally competent health care services. The integration of cultural, spiritual, health and healing practices, and beliefs which promote the individual client's wellness will be integrated in the assessment, planning, intervention and ongoing review of care.

Wraparound Milwaukee is committed to keeping the value of cultural competency at the forefront of our daily interactions with youth, families and each other. We are committed to action that is directed and focused at all community of care partners. This includes:

- Providing educational opportunities to the community of care service personnel to develop awareness of attitudes, beliefs, knowledge and skills to effectively respond to families.
- Embracing the racial, ethnic, religious, linguistic, national, international and political diversity with a view to promoting understanding and respect of the culture, heritage, history, beliefs and values of all clients and staff, regardless of age, gender or sexual orientation.
- Teaching concepts that support the understanding and pride in one's own diversity, as well as including, understanding, respecting, being sensitive to and accepting the diversity of others.
- To become a community resource to address diversity/cultural issues.

II. DEFINITIONS

Competency – Competencies are thought of as a set of skills or attributes, that allow a person to respond effectively to the demands of a particular situation or circumstance.

Culture – Culture is a complex collection of values, morals, norms, customs and tradition that provide a general design for living and a pattern for interpreting reality.

Cultural Competency – Cultural Competency involves the following:

- The ability to increase one's awareness about personal biases, assumptions, attitudes and worldviews.
- The specific knowledge of people, culture, history, languages and experiences.
- A repertoire of skills that allows one to effectively intervene in personal and professional domains.

Culturally Competent Health Care Services – Culturally competent health care services refers to preparation and practices that integrate diversity, multicultural and cultural specific awareness, knowledge and skills into service delivery.

Diversity – Diversity refers to people of difference, including age, gender, sexual orientation, religion, physical ability and disability, and other characteristics by which someone may prefer to self-define.

Multiculturalism – Multiculturalism focuses on ethnicity, race and culture. In this context it refers to the following five major cultural groups in the United States: African American / Black, Caucasian / European, Hispanic / Latino, Asian / Pacific Islander, and Native American or indigenous groups who have historically resided in the continental United States. All persons can point to one or more of these macro-level cultural groups as sources of their cultural heritage.

III. STANDARDS OF CULTURAL COMPETENCE.

A. Awareness / Attitudes / Beliefs.

Culturally skilled service providers believe cultural self-awareness and sensitivity to one's own cultural heritage is essential and shall seek to develop an understanding of their own personal, cultural values,

