**Strategies for Improving Cultural Competency at Your Program**

***Remember!!!*** *Cultural Competence is a journey, not a destination!*

**Organizational Capacity**

* Ensure the program’s mission and policies reflect a commitment to Cultural and Linguistic Competency
* Determine which community referral sources are equipped to provide culturally and linguistically competent care *prior* to making referrals
* Conduct internal self-assessments on cultural competence on an ongoing basis
* Provide regular professional development opportunities at staff meetings to enhance cultural and linguistic competency
* Make an effort to hire community members to work as cultural brokers
* Make an effort to hire a diverse staff at all levels of the organization
* Ensure service delivery models are easily accessible (i.e. contracts with interpreter services, translated written materials)
* Consider various literacy levels and languages when providing written materials to families (federal recommendations for health literacy materials is 3rd grade level)

**Environment**

* Hang multilingual signage
* Create a bulletin board celebrating diversity of staff and families
* Welcoming all families to share their languages and cultures with one another
* Include multicultural materials in your environment (skin tone markers, drama area food, dress up materials, toys, dolls)

**Individual/Teacher Capacity**

* Provide a mechanism and opportunities for ongoing professional development and training on cultural competency
* Increase self-awareness of cultural biases
* Learn a salutation in the language and dialect of the families you work with and use it when greeting the family and child
* Ask families questions about values, preferences, and beliefs