

ODH Cultural and Linguistic Competency Toolkit Cheat-Sheet

<i>Match the Standard with the appropriate Toolkit Chapter for the best resources.</i>	Learn & Develop	Data & Messaging	Multicultural Environment	Clients & Services
L 1 Office/Bureau Leadership is visible and participates in supporting a workplace and programs that strive towards cultural competence.	X		X	
L 2 Office/Bureau Leaders are knowledgeable of their target populations and demonstrate commitment to the diverse needs of their staff and client base.		X		
L 3 Office/Bureau Leaders monitor the development and implementation of actionable policies and improvement plans that adhere to cultural competency standards and best practices.			X	
DG 1 Office/Bureau Leadership allocates available resources to ensure plan implementation and continued efforts are adequately supported.			X	
DG 2 Cultural competency standards and accountability indicators are consistently communicated and reinforced to all members of the Office/Bureau as a core agency competency.		X		
DG 3 Staff at all levels are engaged in decision-making and strategy development.			X	
RA 1 Cultural competence is a key performance measure for programs and the overall department.			X	
RA 2 Adherence to CLAS Standards is a requirement for all local funded partners and programs.			X	X
RA 3 Office/Bureau Leadership has a clearly defined plan to monitor and report on cultural competence goals, activities, and successes.		X		
RA 4 Annual review and analysis of cultural data is used for strategic decision-making.		X		
TD 1 Office/Bureau Leadership and staff at all levels have a working knowledge of cultural competence and CLAS Standards.	X			
TD 2 Office/Bureau Leadership and staff create a learning environment to support continuous reinforcement of cultural competence concepts and strategies.	X			
S 1 The Office/Bureau works to recruit, promote, and support a diverse workforce that is representative of the general population and the targeted populations.			X	

S 2 The Office/Bureau supports employee retention and satisfaction by regularly assessing perceptions and attitudes of its workforce.	X	
S 3 Staff are knowledgeable of their targeted populations and demonstrate commitment to the diversity of the staff and clients who represent those targeted populations.	X	
S 4 Cultural competence is a key performance measure for individual employees.		X
CI 1 Staff, Office/Bureau Leadership, and partners are collaboratively involved in creating and maintaining culturally competent services.	X	X
CI 2 ODH creates partnerships with organizations and coalitions that are reflective of targeted populations.		X
CI 3 The Department's outreach and public relations strategies are culturally and linguistically appropriate/sensitive.	X	X
CI 4 Clients and program participants have input in developing/enhancing services and programs.	X	X