Culturally Effective Organizations Framework
A Framework Providing A Roadmap for Working Towards Equity

FRIENDS National Center for Community-based Child Abuse Prevention (CBCAP) knows that family-serving organizations recognize the importance of serving ALL people well. FRIENDS National Center seeks to effectively support CBCAP lead agencies and other organizations to promote optimal outcomes for all children and families and this includes ensuring services are culturally appropriate and prioritize equity.

Starting in late Spring 2021, you will find the Culturally Effective Organizations Framework toolkit on the FRIENDS website with self-assessments, best-practice examples, and other resources to chart a course to being a Culturally effective organization.

Policies & Procedures

Leadership

Data Collection & Analysis

Community Engagement

Language & Communication Access

Staff Cultural Responsiveness

Workforce Diversity & Inclusion

Culturally Effective Organization

- Improved participant engagement
- Enhanced practitioner/participant relationships
- Decreased disparities in outcomes
- Improved program sustainability

What Might These Elements Look Like in Your Organization?

Leadership

- Leadership that reflects the diversity of the staff and participants
- DEI ingrained working approach and philosophy
- Develop Vision & guide execution
- Identified position w/in agencies (i.e. Chief of Diversity)

Policies & Procedures

- Periodic review of policies with an equity frame
- Transparency
- Explicit Protection of workers'/patients' cultural practices
- Policy management boards

Data Collection & Analysis

- Collect data on race, ethnicity and language
- Use metrics to meet leadership mission
- HR D&I Measurement and Tracking

Community Engagement

- Authentic engagement of stakeholders
- Community outreach
- Participant Advisory Councils

Language & Communication Access

- Qualified/Competent Interpreters
- Translated written materials
- Bilingual staff with verified fluency
- Multi-media approaches: that are multi-lingual
- Avoiding jargon

Staff Cultural Competence

- Ongoing training for staff: Implicit bias / cultural effectiveness workshops
- Encouraging Self-education: reading, reflective practice
- Lunch & learns: different cultures, backgrounds, religions

Workforce Diversity & Inclusion

- Hiring and promoting diverse staff
- Bilingual staff
- Targeted WF development – pipeline programs
- Mentoring and career development
- Having a safe environment/power dynamics/Respect and trust
- Employee Resource Groups/Affinity Groups
- Opportunities for staff to share their different cultures, backgrounds, religions
- HR D&I Measurement and Tracking