

– *Cultural Proficiency* –
?? What Does It Involve ??

Cultural proficiency means being able to understand, value, and incorporate the perspective of the family in interacting, service planning, and service provision, as well as providing services in family's language of choice and by service providers with whom the family is culturally comfortable. It may also include helping the family understand and navigate the dominant culture and/or the culture of the service providers.

Assumptions of a culturally proficient service provider...

- ✓ The family knows what they need
- ✓ Service providers see only a snapshot of the family/child in an unnatural setting which limits understanding of the family as they truly are and function
- ✓ The family has strengths and expertise
- ✓ Family roles and involvement may vary from family to family
- ✓ Family culture will impact outcomes if unaccounted for
- ✓ Understanding family norms, values, and traditions are key to understanding unspoken rules
- ✓ **Things are often not as they appear**

Actions of a culturally proficient service provider...

- ✓ Invites discussion about differences with families/children and other service providers
- ✓ Asks the family/child about their resources and strengths and supports them in describing those
- ✓ Asks the family/child what they need and supports them in describing needs
- ✓ Seeks to understand family norms, values, traditions, and history
- ✓ Asks the family/child if they feel understood
- ✓ Adjusts treatment approaches to incorporate family values, tradition, roles, involvement, etc.
- ✓ Is not defensive
- ✓ Seeks to understand before reacting, as things are often not as they appear
- ✓ Offers services in the language the family/child is most comfortable
- ✓ Non-judgmentally facilitates service provision by an individual with whom the family/child is most comfortable
- ✓ Reflects/seeks consultation on their own assumptions of and reactions to families and situations