

5. Demonstrate cultural competence within our human services system to understand and meet the needs of the diverse populations.

Admin

	Initiative Area	Chosen Target (Where do we want to be?)	Tactics to Close the Gap (How do we get there?)	Measures of Success (How will we know we're there?)
5.a	Limited English Proficiency	Expand the number of bi-lingual/bicultural positions within the department.	<ul style="list-style-type: none"> •Identify the number of additional bi-lingual/bicultural staff needed to meet existing needs. •Redeploy vacancies in specific classifications to bi-lingual/bicultural classification and recruit to fill. •Develop specialized recruitment plans to fill positions. 	The total number of bi-lingual/bi-cultural staff in the department will increase and the gap between the number of bi-lingual/bicultural staff employed and the number needed will decrease (specific numbers will be identified in a department-wide survey in 2005).
5.b	Cultural Awareness Activities	•Department will sponsor an annual training event on cultural competence for staff	Plan and offer at least one staff training event during the year focusing on expanding cultural competency and use other means to share information that expands cultural competency (employee newsletter articles, cultural "brown bags", events, etc.)	<ul style="list-style-type: none"> •An annual training event on cultural competence is offered •At least 6 educational opportunities/information sharing will be provided in the course of the year.

Economic Assistance and Work Services

	Initiative Area	Chosen Target (Where do we want to be?)	Tactics to Close the Gap (How do we get there?)	Measures of Success (How will we know we're there?)
5.a	Raise Cultural Competence in the EAWS Division	<ul style="list-style-type: none"> •Develop a program to increase recruitment and improve retention of culturally diverse staff. •Improve staff competence in dealing with all segments of the population. 	<ol style="list-style-type: none"> 1. Cultural competency training for Division staff. 2. Mentor new employees of color to improve acclimatization and retention. 3. Develop more diverse recruiting process. 4. Work with Equal Opportunities Office. 	<ul style="list-style-type: none"> •At least one training session will be provided to increase cultural competence. •A mentor will be assigned for each minority hire. •Recruiting will occur at a variety of locations that will increase minority applications.

Children Youth and Families

	Initiative Area	Chosen Target	Tactics to Close the Gap	Measures of Success
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		(Where do we want to be?)	(How do we get there?)	(How will we know we're there?)
5.a	Increase diversity of internal staff and alternate care providers.	Staff diversity should increase. Foster parents of color should increase in number.	<ul style="list-style-type: none"> •Work with likely universities to increase placements of field students of color and bi-lingual capabilities. •Maintain minority-intern 'summer program.' •Continue to pursue 'special recruitments' in hire situations. •Continue active recruitment of minority alternate care providers. 	<ul style="list-style-type: none"> •Realize net gain in diverse staff. •Accept field student(s) of color from various sources in 2006. •Hire minority intern(s) in 2006. •Realize net gain of six diverse foster homes.
5.b	Increase the cultural competency of staff, foster parents, and other providers.	Staff, foster parents, and other providers routinely attend training in cultural competency areas.	Identify, arrange, and/or support culture-competence training for staff; require participation. Provide two or more appropriate training opportunities to foster parents in 2006; require participation.	Eighty percent of staff, foster parents, and other providers participate in one or more appropriate trainings in 2006.