

What is Cultural Competence?

Cultural competence is a set of congruent behaviors, attitudes and policies that come together in a system, agency or among professionals that enable them to work effectively in cross-cultural situations.

A culturally competent system acknowledges and incorporates the following at all levels:

- Valuing diversity
- Ongoing cultural self-assessment
- Vigilance toward the dynamics that result from cultural differences; cultural humility
- Expansion and adaptation of cultural knowledge and experience
- Adaptation of services to meet culturally-unique needs

Cultural Competence Beliefs and Values

- DSAMH acknowledges that a person's culture and cultural history is relevant to the person's recovery and the services received.
- DSAMH believes that culturally sensitive practices can help reduce barriers to effective care.
- DSAMH believes that cultural competence and cultural humility facilitate individualized care to the consumer.
- DSAMH respects individual differences and recognizes cultural variability as a critical component of cultural competence.
- DSAMH understands that consumer and family satisfaction with service provision is an important indicator of cultural competence.

Promotion of cultural competence and cultural sensitivity is encouraged in many areas

- Inclusion in agency strategic plan, goals, and objectives
- Integration of cultural competence into training and in-service curricula
- Inclusion of cultural competence in contract performance measures and RFP language
- Collaborative efforts with stakeholders, clients, families, advocates and policy makers
- Equitable distribution of resources
- Promotion of service access to all populations with specific attention given to traditionally underserved populations



To improve the quality of life for Delaware's adults by promoting health and wellbeing, fostering self-sufficiency, and protecting vulnerable populations.

DSAMH's vision is that behavioral health is essential to

overall health, prevention works, and treatment is effective and people recover.

For more information about the Division of Substance Abuse and Mental Health call (302) 255-9399 or visit us on the web : dhss.delaware.gov/dsamh



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DELAWARE HEALTH AND SOCIAL SERVICES

Division of Substance Abuse and Mental Health

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