

Priority: Accountability
Program Offer Type: New Program
Related Programs: 71006A, 71018
Frameworks:

Lead Agency: County Business
Program Contact: Dave Boyer

Executive Summary

This offer will support the implementation of the County-wide Cultural Competency Framework. The Cultural Competency Framework is a comprehensive approach that provides guidance and pragmatic approaches to build on the county's commitment to cultural competency by developing consistency of practice and measurable outcomes. The Office of Diversity, Equity and Affirmative Action (ODEAA) has been charged with coordinating and implementing the Cultural Competency Framework, but there are no resources for this purpose. This offer provides the needed resources.

Program Description

The Cultural Competency Framework is a policy and strategy document that will be used to guide actions to improve cultural competency within each department. The application of the Framework to departments will vary based on the types of programs supported, the needs of their workforce and their current state of development. This offer will assist all departments in the following areas as needed: Cultural Competency assessment using tools such as employee surveys and 360 degree evaluations; facilitation support to department Cultural Diversity Committees to develop specific department plans; development and delivery of training materials; consulting support for evaluation of the effectiveness of cultural competency actions. The offer includes one staff position to implement the Framework and assist departments. It also includes professional services funds for development and administration of a county-wide employee survey and development of expertise in providing 360 degree evaluations.

Program Justification

Implementation of the Cultural Competency Framework supports the Accountability priority area in the following ways: 1) It increases the community's understanding of and involvement in county programs. One of the policy goals of the Framework is that "program and service decisions include the voices of the community." It prescribes strategies and objectives that ensure community involvement in policy/program development and decision making. 2) The commitment to strengthening county workforce competencies and the environment needed to achieve quality results is reflected in two goals of the framework. "The county workforce reflects the diversity of communities served" dovetails with "The county is responsible for the delivery services that are culturally responsive, appropriate and effective". There are associated strategies and objectives in place to improve the competency of the workforce and of contractors and to improve the work environment. 3) It provides reliable information for decision-making, improving results, and reporting results. The framework requires effective performance measurement with an annual assessment and requires the communication of results, both internally and externally.

Performance Measures

- 1) 85% of training participants rate the training as "exceeding" their expectations.
- 2) 75% of training participants report application of training on their jobs.
- 3) Employee survey results show increase in number of positive responses to diversity questions.

Summary of last year's program results and this year's expected results

This is a new program offer. The focus for next year will be communication of the Framework to department groups; training and facilitation for the County-wide Diversity Committee in their oversight role; facilitating the establishment of department diversity committees where needed; conducting cultural assessments; conducting 360 evaluations; and, development of training materials based on the Framework.

Program Mandate: 4 Program and Funding Level Choice

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
	2005	2005	2006	2006
Program Expenses				
Personnel	\$0	\$0	\$0	\$87,354
Materials & Supplies	\$0	\$0	\$0	\$146
Internal Services	\$0	\$0	\$88,000	\$500
Subtotal: Direct Exps:	\$0	\$0	\$88,000	\$88,000
Administration	\$0	\$0	\$624	\$0
Program Support	\$0	\$0	\$0	\$0
Subtotal: Other Exps:	\$0	\$0	\$624	\$0
Total GF/non-GF:	\$0	\$0	\$88,624	\$88,000
Program Total:	\$0		\$176,624	
Program FTE	0.00	0.00	0.00	1.00
Program Revenues				
Fees, Permits & Charges	\$0	\$0	\$0	\$88,000
Program Revenue for Admin	\$0	\$0	\$0	\$0
Total Revenue:	\$0	\$0	\$0	\$88,000

Explanation of Revenues

This is a new program that has not been included in Business Services rates.

Significant Program Changes

The position requested is an existing position that has been temporarily assigned to this project from another department. That arrangement is no longer feasible. To enable implementation of the policy framework to proceed, this position needs to be moved permanently into the diversity office.