

How Equipped is your Organization to Serve a Diverse Clientele?

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America continues to grow in its cultural diversity throughout the nation. Organizations, institutions and communities face challenges in addressing the needs of the growing racially diverse population. While understanding the cultural dynamics is important, we must also address the service delivery process in a culturally competent manner.

This presentation will assess your organization's ability to serve a diverse clientele on various levels: board, staff, community, and internal. More specifically, the presentation will discuss specific services necessary within an organization. Related terms will be discussed such as cultural competence, cultural diversity, and linguistic competency. Reports will be based on personal experiences from working in our agencies, along with research findings from National Association for Cultural Competency.

Cultural competence is the recognition of valuing various cultures when providing services to people in that population. Public and private organizations must be aware of this necessity due to the growing minority population. Population shifts show the minority is gradually becoming the majority and therefore, it becomes more vital to be equipped with the readiness in working with a diverse clientele.

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