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OPERATIONAL DEFINITION:

Culturally appropriate service delivery means:

In providing services, vendors are expected to accommodate all the cultures and ethnic groups in the MFIP population. Expectations for culturally appropriate service delivery include:

- 1) providing a service-delivery environment and materials that reflect and accommodate the range of identities represented in the MFIP population that each contracted agency serves, including through the provision of translation and disability accommodations;
- 2) employing staff or purchasing interpreter services to meet the language needs of the MFIP population that each contracted agency serves;
- 3) recruiting, hiring, and retaining donors, board members, and staff members at all levels who increasingly reflect the range of identities represented in the MFIP population that each contracted agency serves;
- 4) diversifying vendors and contracted suppliers of products and services to include local, minority-, and women-owned businesses;
- 5) developing relationships and coordinating services with culturally-specific and community-based resources and programs that reflect the range of identities represented in the MFIP population that each contracted agency serves;
- 6) involving participants' family and/ or community members in decision-making and service-delivery when determined appropriate and possible by both participant and contracted agency;
- 7) continually engaging all levels of staff in training to increase their understanding of the historical and global context underlying the current inequitable distribution of power among people from various communities/ identity groups, and employers, educational and nonprofit institutions, as well as government programs.

Culturally informed means:

Culturally informed services manifest a consideration of and response to the inequitable distribution of power mentioned above. Focusing less on what staff members know about other cultures and more on what they don't know, contracted agencies develop programs in consultation with representatives from participants' communities, communicate to participants respectfully in a language and format they are comfortable with, and deliver services in a manner that attends not just to programmatic and administrative details, but also to human details. Human details encompass considerations about a participant's race, ethnicity, and culture; formal educational level and socio-economic class; gender identity, sexual orientation, and marital status; language, nationality, and citizenship or documentation status; age and disability status; as well as other dimensions along which access to resources and decision-making power varies.

Cultural competence means:

The willingness and ability of staff at all levels to analyze and reflect upon the power imbalance mentioned earlier. Beyond the mastery of knowledge about particular cultures, cultural competence refers to staff members' emphasizing the importance of treating participants as they would like to be treated, not as staff members would like to be treated. Cultural competence requires a willingness and ability to exercise humility—adopting a stance of inquiry and refraining from making assumptions—in interactions with participants, other service providers, and community members representing all racial, ethnic, and cultural groups. It also involves recognizing participants' individual resilience and their traditions of collective resistance against colonization, racism, inequality, and poverty. Such traditions are represented most prominently in the U.S. by the Civil Rights and American Indian Movements, which benefited members of all communities, and by movements against colonial rule and oppressive regimes in the native countries of many MFIP participants who are immigrants or refugees.

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