The Spirit of Organizational Cultural Competence **Participatory Action Research**

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Partnership & Objectives: Research CASA Mental Health in Edmonton partnered with the University of Staff Focus Analysis Calgary Faculty of Social Work. Survey Groups **Participatory Action Research**

Method: Participatory Action Thematic

Outcomes:

1) PAR supported staff in determining the research methods and identifying directions for enhancing cultural competence 2) Established a baseline level of knowledge for future evaluation 3) Recommendations for developing policy/procedures, encouraging involvement, feedback from service recipients, stakeholders, and community in culturally competent decision making and activities 4) Enhancing supports for staff working across cultures, staff training needs for culturally competent organizational practices and procedures 5) Need to develop a workplan and cultural competence committee

aims:

1) establish baseline knowledge, advance an understanding of cultural competence

2) assess policies, procedures, and services

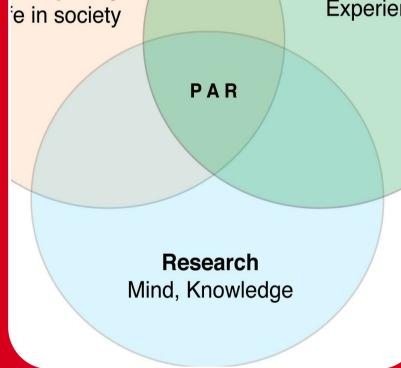
3) identify strengths, gaps, and barriers in meeting the cultural, spiritual, and traditional needs of service recipients



Challenges with PAR: COVID-19 impacts Staff turn over/engagement, New Leadership Restructuring



Survey Data



CHANGE

NEW

TRANSFORM

• Mobilized a team: CASA staff, researchers and collaborators • Designed and disseminated a staff survey using benchmarks from the literature

Achieved 53% staff participation in survey

Management commitment and involvement with PAR process

 Conducted 7 focus groups with various program staff and managers and stakeholders

Strengths Identified

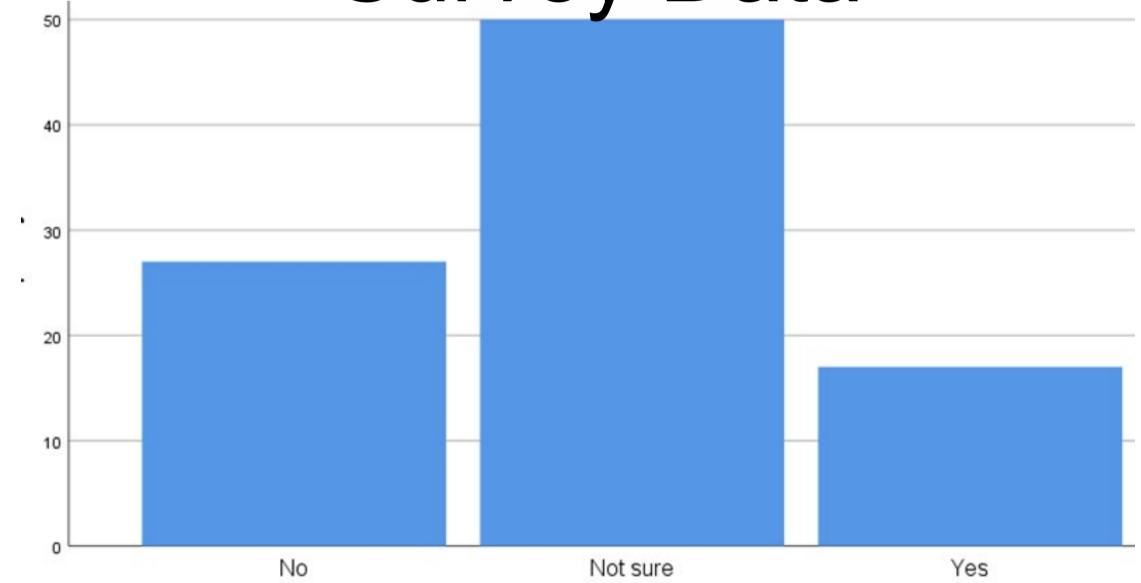
Staff have diverse cultural backgrounds that reflect the culture of service users

Staff respect the worldview of others and value cultural competence

Staff are informed of the systemic problems experienced by different cultural groups in the area

Staff recognize it is their job to understand the culture of clients

Staff evaluation of their own level of cultural competence could be leveraged along with training and orientation practices



Does CASA offer optional staff training to develop cultural competence?



Gaps Identified in Survey

- Low staff knowledge of organizational policies, and resources for cultural competence
- Staff are unaware of culturally diverse services available
- Staff are unaware of processes to incorporate client feedback regarding cultural aspects in assessment, treatment, and evaluation of service delivery
- Staff at all levels feel there is much more to address

References

Ngo, H.V. (2008). Cultural competence: A guide for organizational change. Calgary, AB: Citizenship and Immigration Canada.

Olavarria, M., Beaulac, J., Bélanger, A., Young, M., & Aubry, T. (2009). Organizational cultural competence in community health and social service organizations: How to conduct a self-assessment. Journal of Cultural Diversity, 16(4), 140–150.



Are translated services and materials available for people in their language?

Next Steps:

 Thematic analysis of focus groups in progress

Research Report: Recommendations for a comprehensive workplan to enhance cultural competence at all levels of the organization and services