



## **Developing Culturally Responsive Approaches to Serving Diverse Populations**



Thursday, October 12, 2017

Tweet with us! #NRCHispanic

*And follow us @NRCHispanic for discussion on this webinar and other topics important to low-income Hispanic children and families.*

# Presenters



**Lina Guzman, Ph.D.**

Director, Child Trends Hispanic Institute  
Co-Principal Investigator, NRCHCF  
[lguzman@childtrends.org](mailto:lguzman@childtrends.org)



**Jennifer Amaya-Thompson, M.S.W.**

Culturally and Linguistically Responsive  
Practices Specialist, Office of Head Start  
Lead/ACF/HHS  
[Jennifer.Amaya-Thompson@acf.hhs.gov](mailto:Jennifer.Amaya-Thompson@acf.hhs.gov)



**Michael López, Ph.D.**

Principal Associate, Abt Associates  
Co-Principal Investigator, NRCHCF  
[Michael\\_Lopez@abtassoc.com](mailto:Michael_Lopez@abtassoc.com)



Tweet with us! #NRCHispanic

# Panelists



**Suzanne Orozco, M.S.W.**

Executive Director,  
Telamon Corporation  
[sorozco@telamon.org](mailto:sorozco@telamon.org)



**Deborah Mazzeo, Ph.D.**

Cultural and Linguistic Practices  
Coordinator, National Center on  
Early Childhood Development,  
Teaching, and Learning  
[DMazzeo@zerotothree.org](mailto:DMazzeo@zerotothree.org)



**Matthew Weyer, Ph.D.**

Education Policy Specialist,  
National Conference of State Legislatures  
[Matthew.Weyer@ncsl.org](mailto:Matthew.Weyer@ncsl.org)



Tweet with us! #NRCHispanic

# Who We Are and What We Do

- ❑ Conduct research and provide research-based information to inform ACF programs and policies supporting low-income Hispanic children and families around:
  - Poverty and self-sufficiency
  - Healthy marriage and responsible fatherhood
  - Early care and education
  
- ❑ We do this through:
  - Building research capacity
  - Dissemination and outreach



# Center Partners



**NEW YORK UNIVERSITY**  
Institute of Human Development  
and Social Change



**COLLEGE OF  
EDUCATION**



**BOLD  
THINKERS  
DRIVING  
REAL-WORLD  
IMPACT**



THE UNIVERSITY *of* NORTH CAROLINA  
**GREENSBORO**



**OFFICE OF PLANNING, RESEARCH & EVALUATION**  
An Office of the Administration for Children & Families



Tweet with us! #NRCHispanic

# Disclaimer



The National Research Center on Hispanic Children and Families is funded by a five-year cooperative agreement (grant #90PH0025-01-01) from the Office of Planning, Research and Evaluation within the Administration for Children and Families in the U.S. Department of Health and Human Services. The content of this presentation is solely the responsibility of the authors and does not represent the official views of OPRE, ACF, or HHS.



# A few remarks from...



**Jennifer Amaya-Thompson, M.S.W.**

Culturally and Linguistically Responsive Practices Program Specialist

Office of Head Start Lead/ACS/HHS

[Jennifer.Amaya-Thompson@acf.hhs.gov](mailto:Jennifer.Amaya-Thompson@acf.hhs.gov)



Tweet with us! #NRCHispanic



# Developing Culturally Responsive Approaches to Serving Diverse Populations: A Resource Guide for Community-Based Organizations

Michael López, Kerry Hofer, Erin Bumgarner, and Djaniele Taylor



➔ Read the resource guide at: <http://bit.ly/2mzfajS>



Tweet with us! #NRCHispanic

# Seven Key Components

1. Defining cultural competency

2. Choosing interventions

3. Needs assessment

4. Measurement

5. Collaboration

6. Workforce diversity

7. Budgeting



# 1

# Defining Cultural Competency

- ❑ Different definitions of cultural competency
  - ❑ Knowledge and biases
  - ❑ Communication and interpersonal skills
  - ❑ Organizational systems and policies
  
- ❑ Cultural competency – it's everyone's business!
  - ❑ Individual level
  - ❑ Staff level
  - ❑ Policy and program level



## 2

# Choosing Interventions

- ❑ Are interventions effective and for whom?
- ❑ Identifying evidence-based programs
- ❑ Linguistic and cultural adaptations of programs
  - Language translation
  - Cultural adaptation



# 3 Needs Assessment

- ❑ What is a needs assessment?
  
- ❑ Different approaches
  - Collecting internal data
  - Accessing external data



# 4

## Measurement

- ❑ Important aspects of measurement
  - Cultural and linguistic appropriateness
  - Technical construction of measures
  - Sensitivity to detecting change over time
  - Specific training and administration requirements



# 5

# Collaboration

- ❑ Why collaboration is important?
- ❑ Complementary areas of expertise across organizations
- ❑ Program to program collaboration
- ❑ Partnerships between programs and researchers
- ❑ Other collaborative partnerships



# 6 Workforce Diversity

- ❑ Bilingual/bicultural workforce
- ❑ Recruitment and retention of diverse staff
- ❑ Training and professional development opportunities
- ❑ Organizational commitment and infrastructure





# 7

# Budgeting

- ❑ Budget implications for programs?
  - Staffing
  - Training
  - Programmatic resources and materials
  - Cost of access accommodations
    - Cultural brokers
    - Translation or interpreter services



# Panel Discussion



**Michael López, Ph.D.**  
Principal Associate, Abt  
Associates & Co-Principal  
Investigator, NRCHCF



**Suzanne Orozco, M.S.W.**  
Executive Director,  
Telamon Corporation



**Matthew Weyer, Ph.D.**  
Education Policy Specialist,  
National Conference of State  
Legislatures



**Deborah Mazzeo, Ph.D.**  
Cultural and Linguistic  
Practices Coordinator,  
National Center on Early  
Childhood Development,  
Teaching, and Learning



Tweet with us! #NRCHispanic

# Q & A from the Audience



# Thank you!



**Contact us:** Michael López, [Michael\\_Lopez@abtassoc.com](mailto:Michael_Lopez@abtassoc.com); Lina Guzman, [lguzman@childtrends.org](mailto:lguzman@childtrends.org)

**Read the guide:** <http://bit.ly/2mzfajS>

**Visit our site:** <http://www.hispanicresearchcenter.org/>

**Tweet us at:** [@NRCHispanic](https://twitter.com/NRCHispanic)

**Connect on LinkedIn:** [National Research Center on Hispanic Children & Families](#)

