

DEPARTMENT OF SOCIAL SERVICES

744 P Street, Sacramento, CA 95814



January 8, 1992

ALL-COUNTY LETTER NO. 92-04

TO: ALL COUNTY WELFARE DIRECTORS
ALL COUNTY CIVIL RIGHTS COORDINATORS
ALL STAFF DEVELOPMENT OFFICERS

SUBJECT: CULTURAL AWARENESS TRAINING GUIDELINES

REFERENCE: MPP DIVISION 21-117.2

The purpose of this letter is to clarify and reissue guidelines for counties in developing and presenting Cultural Awareness training. In reviewing recent Civil Rights Plan Updates, it has become apparent that many counties are not clear on the requirement that they conduct Cultural Awareness training as outlined in MPP Section 21-117.2.

In developing a Cultural Awareness Training program, the following guidelines shall apply:

1. The training program should have two components. The first should cover general cultural awareness training which serves to sensitize staff to the existence of cultural differences. The second part should cover cultural differences of applicants/recipients in the county's caseloads that represent a substantial number of the caseload.
2. For each target group selected to be covered the following areas should be addressed during the training:
 - a. Religious beliefs, b. Family life, c. Self concept, d. Language, e. Other traits as determined appropriate such as, values, general income level, average education, etc.

3. The cultural awareness training should be designed to point out how cultural differences relate to the functions of public contact staff, such as receptionists, eligibility workers, social workers, etc.
4. The cultural awareness training should attempt to clarify common misconceptions and stereotypes of the target groups being addressed and point out that individuals from that group do not always adhere to the common characteristics of their group whether it be a positive or negative characteristic.
5. The county should involve community representatives from the target groups in the development of the cultural awareness training program. When possible the county should also involve community representatives in the presentation of the training material.
6. Cultural awareness training must be provided to all public contact staff. It is left to the discretion of the county to determine how often the training will be conducted. It is recommended that it be done annually.

If you have any questions, please call your Civil Rights analyst or Ms. Alicia Martinez at (916) 654-2107.



ROBERT L. GARCIA
Deputy Director
Administration

Attachments

cc: CWDA