

CCI—Vision, Mission, and Principles of Cultural Competence

As we celebrate five years of the Culture Change Initiative, the Department continues to recognize its vision in becoming a more culturally aware and culturally competent organization. Our mission statement, which tells us how we fulfill this vision, is:

- To improve how we work by better serving and communicating with our communities;
- To ensure that our employees are treated fairly, with respect and inclusion;
- To value group and individual differences in a changing environment; and
- To recognize the importance of diversity in these efforts.

Our core values are the basis for the way we do business. Together they set our direction and provide a framework for growth and development. Our core values, in particular, are closely tied to the rationale for our Culture Change Initiative. These values are:

- **Striving for excellence:** Continuously improving employees, products, and services in a progressive environment.
- **Relying on facts:** Making informed decisions based on a shared understanding of the facts, context, and research.
- **Meeting customer needs:** Respecting all customers and responding to their needs with integrity, honesty, and dependability.
- **Valuing contributions:** Recognizing each individual effort as important to the success of the department as a whole.

The core values are embodied in the ten **Principles of Cultural Competence** which were developed by all levels of staff and management:

1. Treat others with respect and dignity, by recognizing, appreciating, and valuing diversity.
2. Take initiative and motivate others regarding diversity and inclusion.
3. Engage in ongoing learning to increase personal effectiveness regarding diversity and inclusion.
4. Understand and effectively communicate the expectations and accomplishments of culture change within the Commission.
5. Make decisions genuinely based on the equity and fairness.
6. Encourage others to contribute to their full potential by providing support, training, and a positive work environment.
7. Give and receive feedback in ways that are useful for growth and development.
8. Identify and resolve issues relating to cultural diversity in a sensitive, effective, and timely manner.
9. Take appropriate action to eliminate discrimination and harassment.
10. Participate in and contribute to the Commission's cultural events.

These principles, along with our vision, mission, and values provide the guidance to ensure that we treat each other with respect and dignity. This extends to our relationship with the citizens we serve.