**2017 Cultural Competency Narrative**

**(for new projects)**

Please answer the following questions on this document in no more than two pages, single-spaced, 12 point, Times New Roman font, one inch margins. An electronic version of the form is available at: <http://hsh.sfgov.org/lhcb/2017-continuum-of-care-funding-competition/>. You will be able to type into that form.

## Describe the ways in which your current and former clients are involved in the design and operation of the program. Be specific, e.g., advisory board, alumni advisors, resident meetings, regular formal feedback, etc. Please be sure to attach any written policies regarding client participation (to align with HEARTH).

## How does your method of service delivery take into account the particular characteristics of the clients you will house and serve? For programs serving children in the program, please include information about how you ensure that educational needs of children are met (to align with HEARTH). For persons with disabilities, provide examples of what programs or activities are offered to enable individuals with disabilities to interact with persons without disabilities. Please be sure to attach any written policies you have on this issue.

## How do clients find out about the program?

## Program design is intentionally inclusive of and accessible to all eligible clients and amenities (e.g. grocery stores, pharmacies, etc.) are accessible in the community.

## What do clients need in order to enroll in the program? What are the reasons clients are not accepted into the program? Do you document turnaways? Do you maintain waiting lists? Describe.

## Describe the neighborhood and building where the program is located. How do clients get to the program? (e.g., MUNI access.)

## Attach the following:

* Outreach materials
* Eligibility criteria
* Rules of the program
* Expulsion criteria
* Denial of Service Policy
* Grievance/complaint procedure
* Client feedback procedures in place
* Client confidentiality, especially for special populations such as survivors of domestic violence
* Attach any other related policies, especially related to:
	+ Client involvement in program design and operation
	+ Meeting children’s educational needs
	+ Meeting the need of individuals with disabilities