

## Family Justice Center Focus Group Questions IV

### Topic: Cultural Competency and Sensitivity

- Identify culture (ethnicity, disabilities, sexuality, language, bias).
- Provide examples of times when clients felt their culture was overlooked or not respected by a service provider.
- What part of your culture prevented you from seeking services?
- What cultural barriers have clients faced when receiving services or asking for help?
- What kinds of questions could FJC service providers ask clients to better understand their culture and its importance?
- How could the intake process address cultural needs in an appropriate way?
- What kind of physical environment would support the majority of clients with their cultural concerns?
- Discuss the style of language in the way questions might be asked to limit cultural insensitivity.