

Cultural & Structural Competency Assessment

READ: Before we begin the survey, we will be collecting some basic demographic information about you and your job/organization.

Q1. Please use the last 4 digits of your work phone number as your subject ID _ _ _ _

Q2. How old are you? _ _ _ _

998

Refuse to Answer

Q3. What race/ethnicity do you identify with? (Check all that apply)

- Hispanic/Latinx
- Black/African American
- White/European American
- Asian/Asian American
- Asian Indian/Asian Indian American
- Native American and Alaska Natives
- Native Hawaiians and other Pacific Islanders
- Other
- Refuse to Answer

Q4. What is your gender identity? (Choose one)

- 0 Female
- 1 Male
- 2 Transfemale
- 3 Transmale
- 4 Genderqueer/ non-binary
- 5 Agender
- 6 Other
- 8 Refuse to Answer

Q5. What county do you work in?

Q6. What agency do you work for? Please do not use acronyms.

Q7. What is the name of your Division or Department?

Q8. What is your position/ job title? Please do not use acronyms.

Q9. How long have you worked at your current position? (If you have been in your position less than 11 months, please select '0' in the 'Year' field.)

_____ YEARS
 _____ MONTHS

READ: The following definitions should be used as you are completing this assessment:

Cultural Competence - the ability to interact effectively with people of different cultures, and being respectful and responsive to the health beliefs and practices and cultural and linguistic needs of diverse population groups

Cultural and Structural Competence - an approach to cultural competence through a social and structural lens, being respectful and responsive to the social, economic policies and system-level factors that promote or impede individual health

Criterion 1. Agency's Commitment to Cultural Competence

Q10. Your agency has made cultural competence part of its mission statement.

- 1 Yes
- 0 No
- 7 Don't Know
- 8 Refuse to Answer
- 9 Not Applicable

Q11. Your agency has made accountability for cultural competence part of at least one management level person's activities.

- 1 Yes
- 0 No
- 7 Don't Know

Q12. Your agency has a dedicated budget for cultural competency activities.

- 1 Yes
- 0 No
- 7 Don't Know

Q13. Your agency has a written cultural competency plan with objectives, strategies, and implementation timetable.

- 1 Yes
- 0 No
- 7 Don't Know

- Q14. Your agency requires periodic review and updates of its written cultural competency plan.
- | | |
|---|------------|
| 1 | Yes |
| 0 | No |
| 7 | Don't Know |

Criterion 2. Assessment of Cultural and Language Service Needs

- Q15. Your agency obtains current data on its service users and on its target community that would enable identification of their cultural and language needs.

- | | |
|---|------------------|
| 1 | Yes |
| 0 | No |
| 7 | Don't Know |
| 8 | Refuse to Answer |
| 9 | Not Applicable |

- Q16. Your agency obtains current data that allows the identification of prevalent cultural groups among its service users.

- | | |
|---|------------|
| 1 | Yes |
| 0 | No |
| 7 | Don't Know |

Criterion 3. Cultural Input into Agency's Activity

- Q17. Your agency has a Cultural Competence Committee or other group that addresses cultural issues.

- | | |
|---|------------|
| 1 | Yes |
| 0 | No |
| 7 | Don't Know |

- Q18. The Cultural Competence Committee includes two representatives from the most prevalent cultural groups of the target community who attend at least 50% of yearly meetings.

- | | |
|---|------------|
| 1 | Yes |
| 0 | No |
| 7 | Don't Know |

Criterion 4. Integration of Cultural Competence Committee or Other Groups with Responsibility for Cultural Competence with Agency

- Q19. Cultural Competence Committee or other group reviews services/programs with respect to cultural competency issues within the agency.

- | | |
|---|------------|
| 1 | Yes |
| 0 | No |
| 7 | Don't Know |

Q20. Cultural Competence Committee or other group reports to Quality Assurance/Quality Improvement program/initiative of the agency.

- 1 Yes
- 0 No
- 7 Don't Know

Q21. Cultural Competence Committee or other group participates in planning and implementation of services within the agency.

- 1 Yes
- 0 No
- 7 Don't Know

Q22. Cultural Competence Committee or other group directly transmits recommendations to executive level of agency.

- 1 Yes
- 0 No
- 7 Don't Know

Criterion 5. Cultural Competence Staff: Training Activities

Q23. Cultural competence training is provided to all staff.

- 1 Yes
- 0 No
- 7 Don't Know

If Q23 is not equal to 1, then skip to Q25.

Q24. What type of Cultural Competence training does your agency offer to staff ?

Q25. Has anyone at your agency suggested staff take the implicit association test (IAT) to increase self-awareness?

- 1 Yes
- 0 No
- 7 Don't Know
- 8 Refuse to Answer
- 9 Not Applicable

Q26. Your agency provides training to staff to learn about the different cultural groups being served within the agency.

- 1 Yes
- 0 No
- 7 Don't Know

Criterion 6. Cultural Competence Staff: Recruitment, hiring and retention of staff who are from or have experience with the most prevalent cultural group of service users

Q27. Your agency has hired direct service/clinical staff members who are from or have experience working with the most prevalent cultural groups of its service users.

1 Yes
0 No
7 Don't Know

Q28. Your agency has hired supervisors who are from or have experience working with the most prevalent cultural groups of its service users.

1 Yes
0 No
7 Don't Know

Q29. Your agency has hired administrative staff members who are from or have experience working with the most prevalent cultural groups of its service users.

1 Yes
0 No
7 Don't Know

Criterion 7. Language Capacity: Interpreters

Q30. Your agency provides interpretation services or bilingual staff for service users from prevalent cultural groups in the target community with limited English proficiency.

1 Yes
0 No
7 Don't Know

Q31. Your agency provides interpretation services at point of first contact for a person from the target community with limited English proficiency.

1 Yes
0 No
7 Don't Know

Q32. Your agency provides interpretation services or bilingual staff at points of direct service for the most prevalent cultural groups of service users with members with limited English proficiency.

1 Yes
0 No
7 Don't Know

Q33. Your agency provides interpretation services in American Sign Language for service users who are hearing impaired.

1 Yes
0 No
7 Don't Know

Q34. Your agency provides interpretation services in American Sign Language at point of first contact for service users who are hearing impaired.

1 Yes
0 No
7 Don't Know

Q35. Your agency provides interpretation services in American Sign Language for direct services for service users who are hearing impaired.

1 Yes
0 No
7 Don't Know

Criterion 8. Language Capacity: Key Forms

Q36. Your agency has a consent to treat form translated into the languages of the most prevalent cultural groups of its service users with limited English proficiency.

1 Yes
0 No
7 Don't Know

Q37. Your agency has a release of information form translated into the languages of the most prevalent cultural groups for its service users with limited English proficiency.

1 Yes
0 No
7 Don't Know

Q38. Your agency has a medication information form translated into the languages of the most prevalent cultural groups of its service users with limited English proficiency.

1 Yes
0 No
7 Don't Know

Q39. Your agency has a rights and grievances procedures document translated into the languages of the most prevalent cultural groups of its service users with limited English proficiency.

- 1 Yes
- 0 No
- 7 Don't Know

Criterion 10. Language Capacity: Service Description and Educational Materials

Q40. Your agency accommodates persons with limited English proficiency or limited reading skills.

- 1 Yes
- 0 No
- 7 Don't Know
- 8 Refuse to Answer
- 9 Not Applicable

Q41. Your agency provides service descriptions in the languages of most prevalent cultural groups for individuals who have limited English proficiency.

- 1 Yes
- 0 No
- 7 Don't Know

Q42. Your agency provides educational materials in the languages of most prevalent cultural groups for individuals who have limited English proficiency.

- 1 Yes
- 0 No
- 7 Don't Know

Criterion 11. Assessment and Adaptation of Services

Q43. Your agency has procedures for reviewing services for their sustainability for the most prevalent cultural groups of service users.

- 1 Yes
- 0 No
- 7 Don't Know
- 8 Refuse to Answer

Q44. Your agency has adapted or introduced a service suitable to the most prevalent cultural groups of its service users.

- 1 Yes
- 0 No
- 7 Don't Know

Q45. Your agency has adapted or introduced more than one services suitable to any of the prevalent cultural groups of its service users.

- 1 Yes
- 0 No
- 7 Don't Know

Q46. Your agency obtained input from a community representative of the most prevalent cultural group prior to adapting or introducing a suitable service.

- 1 Yes
- 0 No
- 7 Don't Know

READ: Thank you for taking the survey!