

Multiculturally Competent Service System Assessment Guide

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Instructions: Rate your organization on each item in Sections I through VIII using the following scale:

1	2	3	4	5
Not at all		To a moderate degree		To a great degree

Suggested Rating Interpretations:

#1 and #2: "Priority Concerns"; #3: "Needs Improvement"; #4 and #5: "Adequate"

When you have rated all items and assessed each section, please follow the instructions in Section IX to make an assessment of your program or agency and then formulate a culturally competent plan that addresses the need you feel is a priority.

I. Agency demographic data (assessment)

A culturally competent agency uses basic demographic information to assess and determine the cultural and linguistic needs of the service area.

- _____ Have you identified the demographic composition of the program's service area (from recent census data, local planning documents, statement of need, etc.) which should include ethnicity, race, and primary language spoken as reported by the individuals?
- _____ Have you identified the demographic composition of the persons served?

- _____ Have you identified the staff composition (ethnicity, race, language capabilities) in relation to the demographic composition of your service area?
- _____ Have you compared the demographic composition of the staff with the client demographics?

II. Policies, procedures and governance

A culturally competent agency has a board of directors, advisory committee, or policy-making group that is proportionally representative of the staff, client/consumers, and community.

- _____ Has your organization appointed executives, managers, and administrators who take responsibility for, and have authority over, the development, implementation, and monitoring of the cultural competence plan?
- _____ Has your organization's director appointed a standing committee to advise management on matters pertaining to multicultural services?
- _____ Does your organization have a mission statement that commits to cultural competence and reflects compliance with all federal and state statutes, as well as any current *Connecticut Commission on Human Rights and Opportunities* nondiscriminatory policies and affirmative action policies?
- _____ Does your organization have culturally appropriate policies and procedures communicated orally and/or written in the principal language of the client/consumer to address confidentiality, individual patient rights and grievance procedures, medication fact sheets, legal assistance, etc. as needed and appropriately?

III. Services/programs

A culturally competent agency offers services that are culturally competent and in a language that ensures client/consumer comprehension.

A. Linguistic and communication support

- _____ Has the program arranged to provide materials and services in the language(s) of limited English-speaking clients/consumer (e.g., bilingual staff, in-house interpreters, or a contract with outside interpreter agency and/or telephone interpreters)?
- _____ Do medical records indicate the preferred languages of service recipients?
- _____ Is there a protocol to handle client/consumer/family complaints in languages other than English?
- _____ Are the forms that client/consumers sign written in their preferred language?
- _____ Are the persons answering the telephones, during and after-hours, able to communicate in the languages of the speakers?
- _____ Does the organization provide information about programs, policies, covered services, and procedures for accessing and utilizing services in the primary language(s) of client/consumers and families?
- _____ Does the organization have signs regarding language assistance posted at key locations?

- ___ Are there special protocols for addressing language issues at the emergency room, treatment rooms, intake, etc.?
- ___ Are cultural and linguistic supports available for clients/consumers throughout different service offerings along the service continuum?

B. Treatment/rehabilitation planning

- ___ Does the program consider the client/consumer's culture, ethnicity and language in treatment planning (assessment of needs, diagnosis, interventions, discharge planning, etc.)?
- ___ Does the program involve client/consumers and family members in all phases of treatment, assessment, and discharge planning?
- ___ Has the organization identified community resources (community councils, ethnic cultural social entities, spiritual leaders, faith communities, voluntary associations, etc.) that can exchange information and services with staff, client/consumers, and family members?
- ___ Have you identified natural community healers, spiritual healers, clergy, etc., when appropriate, in the development and/or implementation of the service plan?
- ___ Have you identified natural supports (relatives, traditional healers, spiritual resources, etc.) for purposes of reintegrating the individual into the community?
- ___ Have you used community resources and natural supports to reintegrate the individual into the community?

C. Cultural assessments

- ___ Is the client/consumer's culture/ethnicity taken into account when formulating a diagnosis or assessment?
- ___ Are culturally relevant assessment tools utilized to augment the assessment/diagnosis process?
- ___ Is the client/consumer's level of acculturation identified, described, and incorporated as part of cultural assessment?
- ___ Is the client/consumer's ethnicity/culture identified, described, and incorporated as part of cultural assessment?

D. Cultural accommodations

- ___ Are culturally appropriate, educative approaches, such as films, slide presentations, or video tapes, utilized for preparation and orientation of client/consumer family members to your program?
- ___ Does your program incorporate aspects of each client/consumer's ethnic/cultural heritage into the design of specialized interventions or services?
- ___ Does your program have ethnic/culture-specific group formats available for engagement, treatment, and/or rehabilitation?
- ___ Is there provider collaboration with natural community healers, spiritual healers, clergy, etc., where appropriate, in the development and/or implementation of the service plan?

E. Program accessibility

- ___ Do persons from different cultural and linguistic backgrounds have timely and convenient access to your services?
- ___ Are services located close to the neighborhoods where persons from different cultures and linguistic backgrounds reside?
- ___ Are your services readily accessible by public transportation?
- ___ Do your programs provide needed supports to families of clients/consumers (e.g., meeting rooms for extended families, child support, drop-in services)?
- ___ Do you have services available during evenings and weekends?

IV. Care management

- ___ Does the level and length of care meet the needs for clients/consumers from different cultural backgrounds?
- ___ Is the type of care for clients/consumers from different backgrounds consistently and effectively managed according to their identified cultural needs?
- ___ Is the management of the services for people from different groups compatible with their ethnic/cultural background?

V. Continuity of care

- ___ Do you have letters of agreement with culturally oriented community services and organizations?
- ___ Do you have integrated, planned, transitional arrangements between one service modality and another?
- ___ Do you have arrangements, financial or otherwise, for securing concrete services needed by clients/consumers (e.g., housing, income, employment, medical, dental, other emergency personal support needs)?

VI. Human resources development

A culturally competent agency implements staff training and development in cultural competence at all levels and across all disciplines, for leadership and governing entities as well as for management, supervisory, treatment, and support staff.

- ___ Are the principles of cultural competence (e.g., cultural awareness, language training, skills training in working with diverse populations) included in staff orientation and on-going training programs?
- ___ Is the program making use of other programs or organizations that specialize in serving persons with diverse cultural and linguistic backgrounds as a resource for staff education and training?
- ___ Is the program maximizing recruitment and retention efforts for staff who reflect the cultural and linguistic diversity of populations needing services?
- ___ Has the staff's training needs in cultural competence been assessed?

_____ Has the staff attended training programs on cultural competence in the past two years?
Describe: _____

VII. Quality monitoring and improvement

A culturally competent agency has a quality monitoring and improvement program that ensures access to culturally competent care.

- _____ Does the quality improvement (QI) plan address the cultural/ethnic and language needs?
- _____ Are client/consumers and families asked whether ethnicity/culture and language are appropriately addressed in order to receive culturally competent services in the organization?
- _____ Does the organization maintain copies of minutes, recommendations, and accomplishments of its multicultural advisory committee?
- _____ Is there a process for continually monitoring, evaluating, and rewarding the cultural competence of staff?

VIII. Information/management system

- _____ Does the organization monitor, survey, or otherwise access, the QI utilization patterns, Against Medical Advice (AMA) rates, etc., based on the culture/ethnicity and language?
- _____ Are client/consumer satisfaction surveys available in different languages in proportion to the demographic data?
- _____ Are there data collection systems developed and maintained to track clients/consumers by demographics, utilization and outcomes across levels of care, transfers, referrals, re-admissions, etc.?

IX. Formulating a culturally competent plan based on the assessment of your program or agency

Focus on the following critical areas of concern as you develop goals for a culturally competent plan for your agency's service system.

Access: Degree to which services to persons are quickly and readily available.

Engagement: The skill and environment to promote a positive personal impact on the quality of the client's commitment to be in treatment.

Retention: The result of quality service that helps maintain a client in treatment with continued commitment.

Based on an assessment of your agency, determine whether, in your initial plan, you need to direct efforts of developing cultural competency toward one, or a combination, of the above critical areas. **Then, structure your agency's cultural competence plan using the following instructions:**

1. Based on the results of this assessment, summarize and describe your organization's perceived **strengths** in providing **services to persons from different cultural groups**. Please provide specific examples. Attach supporting documentation (e.g., Data, Policies, Procedures, etc.)

2. Based on your assessment, summarize and describe your organization's primary areas considered either "**Priority Concerns**" (#1 and/or #2), or "**Needs Improvement**" (#3) in providing services to persons from different cultural groups.
3. Based on your organization's **strengths** and **needs**, **prioritize** both the organizational goals and objectives addressed in your **cultural competence plan**. Describe clearly what you will do to provide services to persons who are culturally and linguistically different.
4. Using the developed goals and objectives, please describe in detail the plans, activities, and/or strategies you will implement to assist your organization in meeting each of the goals and objectives indicated.