

Organizational Assessment Guide for Culturally Competent Coalitions and Services

**Modified from "System Assessment Guide for a culturally Competent Service" DMHAS-OMA (Revised, 2005), and with adaptations from AUCD Multicultural Council Assessment guides.*



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**Organizational Assessment Guide for
Culturally Competent Coalitions and Services**

Instructions

When you have rated all items and assessed each section, please return the form to the Multicultural Leadership, Inc. (MLI), by **March 8, 2006**. You may also visit us at www.mli-inc.org to access the online version for immediate feedback. The online form will also transmit your results to MLI directly. We will work with you and/or your coalition through your assigned Technical Assistance Partners, in order to assess your strengths as well as any areas of need, and to coordinate technical assistance and guidance for you and your staff as needed. Please take the time to talk to necessary partners, staff or departments to collect as much information as possible for this initial assessment. If at anytime you need information in order to conduct the survey in order to make an assessment of your program, agency or coalition and then to formulate a culturally competent process and plan that addresses the needs of your group. PLEASE NOTE: the terms agency/collation/organization or program may be used interchangeably or specifically, according to your structure and needs.

These indicators are phrased as questions and represent benchmarks for organizational domains of cultural competency. They will also will assist in the delivery of technical assistance to your organization. If an area truly is not applicable to your group (i.e., you do not provide the service or action, nor will you be expected to), please write N/A, or you may alter the wording to fit your assessment needs.

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

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

Suggested Rating Interpretation of Summarized Results:

Rating #s: #1's and #2's: **"Priority Concern" for Cultural Competency T.A. Needs**

#3's: **"Needs Improvement" / "To be further developed"**

#4's and #5's: **"Adequate", or "Very Adequate" but still could be enhanced or improved upon throughout SPF-SIG cycle and beyond.**

***PLEASE REMEMBER OR CONSULT** your definitions of culture and competency and diversity. See Cultural Competency Background Information for Capacity Building. Please keep a **broad scope of vision** when considering **"Culture, Diversity, Multiculturalism and Competency"** in conducting the survey: (i.e., inclusive definitions: reading or developmental level, language, age, gender, ethnicity, religion, disability status, socio-economic status, and considering and inclusive of sexual/affectional orientation, etc.).

**Organizational Assessment Guide for
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I. Agency/Coalition "Organizational" Assessment For Capacity Building

A Culturally Competent Agency/Coalition/Organization uses basic demographic information to assess and determine the cultural and linguistic needs of the community and of the agency/coalition/organization, and to assess and build its capacity to serve the community.

- _____ 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 currently or of whom you intend to serve?
- _____ Have you identified the staff composition (ethnicity, gender, age language, religion, physical capabilities, sexual/affectional orientation) as needed, in relation to the demographic composition of your service area?
- _____ Have you identified the coalition's composition (ethnicity, gender, age, language, physical capabilities, sexual/affectional orientation, geographic diversity, etc.) as needed, in relation to the demographic composition of your service area?
- _____ Have you compared the demographic composition of the staff and your coalition members with the client/participant/community demographics?
- _____ Have you identified any gaps or weaknesses in staffing needs, coalition members, or community partners and do you have a plan to address those needs (Specifically in areas of recruiting/ hiring/ retaining staff, inviting members, community relationship building, as applicable to each area)?
- _____ Does your agency or coalition have the resources and relationships to address potential needs for recruiting/hiring/retaining diverse staff, inviting diverse coalition or community members, relationship building with multicultural or culturally-specific agencies or groups, as applicable to each area of need?

Scale:

1
Not at all

2

3
To a moderate degree

4

5
To a great degree

II. Culturally Competent Administration, Policies, Procedures, Governance for Capacity Building

A Culturally Competent Agency/Coalition/Organization has a board of directors, advisory committee or a policy making group that is proportionally representative of the staff, client/consumers/community and is able to support culturally competent and diverse resources for service provision and capacity building.

- _____ Has your agency/coalition/organization appointed executives, managers and administrators who take responsibility for, and have authority over, the development, implementation, and monitoring of a Cultural Competence Plan?
- _____ Has your agency/coalition/ organization's director appointed a standing committee, task force, or program area to advise management on matters pertaining to multicultural services, activities and programs?
- _____ Does your agency/coalition/ organization have a mission statement that commits to cultural competence and reflects compliance with all applicable federal and state statutes, as well as any current *Connecticut Commission on Human Rights and Opportunities*, non discriminatory policies and affirmative action policies, etc.?
- _____ Does your agency/coalition/ organization have culturally appropriate policies and procedures that are communicated orally and/or written in the principle language of the client/consumer/participant and of staff and coalition members (i.e., when addressing issues applicable to your program such as confidentiality, individual client/participant rights, informed consent, client advocacy or grievance procedures, legislation or legal matters, meeting proceedings or protocols, etc.), as needed and appropriate to these individuals and groups?
- _____ Does your agency/coalition/ organization have partnerships with representatives of multicultural or culturally-specific or ethnic communities and actively recruit diverse participants to incorporate their knowledge and experience in organizational planning, advisory committees, etc?
- _____ Do you have formal letters of agreement or support with multicultural or culturally-specific community services and organizations?
- _____ Does your agency/coalition/ organization support involvement with and/or utilization of the resources of local, regional and/or national groups or forum that promote cultural competence?

Scale:

1
Not at all

2

3
To a moderate degree

4

5
To a great degree

_____ Does your agency/coalition/ organization provide adequate fiscal resources to support cultural competency and diversity services (support for education, training, events, translation, marketing or other services, etc.)?

_____ Does your agency/coalition/ organization have an environment that respects and supports personnel for the desires to honor and participate in cultural celebrations?

_____ Are you able to identify on or more committed and dedicated advocates or “champions” at the organizational governance level who support culturally competent resources, relationships, and capacity-building?

III. Culturally Competent Services/Programs for Capacity Building:

A Culturally Competent Program/Agency/Organization/Coalition offers services that are culturally competent and inclusive of language and other factors to ensure client/consumer/participant comprehension, engagement and participation.

A. Linguistic and Resources Materials Support:

_____ Has the coalition/agency/organization/program arranged to provide services in the language (s) of limited English-speaking, deaf or hard-of-hearing clients/consumers/participants (e.g., bilingual staff, in-house interpreters, or a contract with outside interpreter agency and/or telephone, digital, video, or other types of interpreting services)?

_____ Has the coalition/agency/organization/program arranged to provide resource materials in the language (s) of limited or non-English-speaking, deaf or hard-of-hearing clients/consumers/participants?

_____ Do program or other records indicate the preferred language of service recipients?

_____ Are there forms that client/ consumers/participants are required to sign in their preferred language?

_____ Is there a protocol to assist client/consumers/participants with forms and paperwork in their preferred language?

_____ Are the persons answering the telephones, during and after-hours, able to communicate in the language of the speakers?

_____ Does the organization provide information about programs, policies, services or procedures for accessing and utilizing services in the primary language(s) of client/consumers/participants and families?

Scale:

1
Not at all

2

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To a moderate degree

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To a great degree

_____ Does the organization have signs regarding language assistance posted at key locations within the agency/program service site or the community?

_____ Are there special protocols for addressing language issues at the each level or service access point within your program or agency/ organization/ coalition?

_____ Are cultural and linguistic supports available for clients/consumers/ participants throughout different service offerings along the service continuum of in-house programs and referrals?

_____ Does your program/coalition/agency have an established committee task force or review committee, and/or protocols for systematically assessing and determining the cultural competency of programs and services (i.e., examining factors relating to accessing and utilizing services, and barriers to services relating to reading or developmental levels, language, age, gender, ethnicity, religion, disability status, and considering and inclusive of sexual/ affectional orientation, socio-economic status, etc.) provided by your program/coalition or agency?

_____ Does your program/coalition/agency have an established committee task force or review committee, and/or protocols for systematically assessing and determining the cultural competency of resource materials (i.e., factors such as reading or developmental level, language, age, gender, ethnicity, religion, disability status, and considering and inclusive of sexual/ affectional orientation, socio-economic status, etc.) utilized by your program/coalition or agency?

B. Communications, Internal and Social Marketing:

_____ Has the coalition/agency/organization/program arranged to provide communications in the language (s) of limited or non-English-speaking/reading/writing, deaf or hard-of-hearing clients/ consumers/ participants?

_____ Has the coalition/agency/organization/program arranged to provide media communications, messages, or campaigns in the language (s) of limited or non English-speaking/reading/writing, deaf or hard-of-hearing persons and communities?

_____ Has the coalition/agency/organization/program identified a multicultural or culturally-specific group or agency to work with on providing these media communications (i.e., to address areas such as audience identification, translation, culturally relevant messages, appropriate

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To a great degree

channels/vehicles, outreach and/or marketing to specific communities, etc.)?

_____ Has the coalition/agency/organization/program identified multicultural or culturally-specific media contacts (news, radio, print, electronic or other) to disseminate media communications?

_____ Has the coalition/agency/organization/program identified multicultural or culturally-specific community contacts or agencies to assist with the development, testing, implementation or evaluation of communications or marketing strategies (focus groups, surveys, or other forum)?

IV. Culturally Competent Human Resources Development

A Culturally competent agency/coalition/organization 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, program and support staff, volunteers, coalition members, and others. (This includes human resources personnel).

_____ Are the principles of cultural competence (e.g., cultural awareness, language training skills, training in working with diverse populations, working with translators, etc.) included in staff orientation and ongoing training programs?

_____ Is the agency/coalition or program making use of other programs or organizations that specialize in serving persons with diverse cultural and linguistic backgrounds as resources for staff development and training?

_____ Is the agency/coalition or program maximizing recruitment and retention efforts for staff who reflect the goal to achieve cultural and linguistic diversity of populations needing services?

_____ Have the staff's (all levels, *including human resources*) training needs in cultural competence been assessed?

_____ Have staff (all levels) attended training programs on cultural competence in the past two years?

Describe: _____

_____ Is "cultural competence" a competency area that is assessed in all levels of employee, board, or volunteer evaluations?

_____ Is there a process for continually monitoring, evaluating, developing, fostering and/or rewarding the cultural competence of staff?

Scale:

1
Not at all

2

3
To a moderate degree

4

5
To a great degree

_____ Are your agency's/coalition's/organization's human rights, non discriminatory policies and affirmative action policies enforced?

_____ Is there a designated client or participant advocate or other "champion" who might assist a client/participant/family or other community member in the case of a communication problem, complaint, or formal grievance?

V. Culturally Competent Data & Information Management and Dissemination Systems For Capacity Building

_____ Does the organization/coalition/agency collect data and demographic information on culture/ethnicity/language when recording program indicators such as participation, retention, evaluation, or outcomes, when using standardized program tracking forms (for MDS data entry), etc.?

_____ Are the tools or instruments that are used to collect participant or client demographics for programs, interventions, evaluations or other purposes sensitive, culturally competent and inclusive?

_____ Does the organization/coalition/agency formally monitor, analyze or report on the above program indicators (participation, retention, evaluation, outcomes, etc.) by culture/ethnicity or language groups?

_____ Are client/consumer/participant/community surveys (assessment or satisfaction, etc.) available in different languages in proportion to the demographic data (either for public/participants to use, or for staff to conduct)?

_____ Have client/consumer/participant/community surveys (assessment or satisfaction, etc.) been reviewed for cultural competency as they related to specific cultural groups (surveys either for public/participants to use, or for staff to conduct)?

_____ Does the organization/coalition/agency report culturally specific data or indicators from the internal data collection or community surveys back to the client/participants, internal staff or committees, coalition or community stakeholders?

_____ Has the coalition/agency/organization/program identified multicultural or culturally-specific community contacts or agencies to assist with the collection, establishment of indicators, implementation, monitoring or reporting of development, testing, implementation or evaluation instruments, surveys, systems or other data collection and dissemination strategies?

Scale:

1
Not at all

2

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To a moderate degree

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VI. Quality Assurance/Monitoring and Continual Improvement for Capacity Building

A culturally competent agency/coalition/program has a quality monitoring and improvement program, plan and/or instrument that ensures access to culturally competent services and provides a continuous feedback mechanism for action and improvement.

_____ Does the organization/coalition/agency have an organizational level Quality Improvement (QI) plan, program and/or instrument that has clear areas of tasks, designated personnel, indicators or thresholds, and timelines?

_____ Is the organization/coalition/agency's Cultural Competency plan an integrated part of the overall organizational Quality Improvement (QI) plan, program or instrument (in order to address organizational and or programmatic cultural/ethnic and language issues, needs, and outcomes)?

_____ Are clients/consumers and families systematically able to provide input as to whether ethnicity/culture and language are appropriately addressed in order to received culturally competent services in the organization as a component of the Quality Improvement plan, program, and/or instrument?

_____ Does the organization/coalition/agency have a Quality Improvement committee or task force who monitors culturally-specific program indicators and who utilizes this data (i.e., as in looking for trends in positive or negative indicators or disparities, examining evidence and perceived or underlying issues, barriers, and outcomes).

_____ Does the committee or task force utilize this data to provide feedback for staff, program, or organizational improvement, development, or further capacity building?

_____ Does the organization/coalition/agency have one or more committed and dedicated advocates or "champions" who are involved in the cultural competency planning, monitoring, evaluating and quality improvement?

Scale:

1
Not at all

2

3
To a moderate degree

4

5
To a great degree

