The Center for Research in Cultural and Structural Equity in Behavioral Health

Nathan Kline Institute
Division of Social Solutions and Services Research
Cultural Competency Assessment Scale

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

Cultural and Structural Competence – recognizing social, economic, and system-level factors that shape cultural differences; respecting different worldviews and experiences; and increasing self-awareness, recognition of bias and the practice of humility such that effective interactions with diverse populations occur.
or
Cultural Competence – the capability to interact effectively with people of different cultures, being respectful and responsive to the health beliefs and practices— cultural and linguistic needs—of diverse population groups

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CRITERION 1. ENTITY'S COMMITMENT TO CULTURAL COMPETENCE
Entity has a management level person responsible for cultural competence and:
- **A dedicated budget for cultural competence activities**
- **A cultural competency plan**
- **Procedures for updating the cultural competency plan**

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1. Entity has made cultural competence part of its mission statement.

    Strongly Agree   Agree   Neither Agree nor Disagree   Disagree   Strongly Disagree

2. Entity has made accountability for cultural competence part of at least one management level person's activities.

    Yes | No | Don't Know

3. Entity has a dedicated budget for cultural competency activities.

    Yes | No | Don't Know

4. Entity has a written cultural competency plan with objectives, strategies, and implementation timetable?

    Yes | No | Don't Know

5. Entity requires periodic review and updates of its written cultural competency plan.

    Yes | No | Don't Know

CRITERION 2. ASSESSMENT OF CULTURAL AND LANGUAGE SERVICE NEEDS
Entity obtains current data on its service users and its target community that enables identification of their cultural and language needs.

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1. Entity obtains current data on its service users and on its target community that would enable identification of cultures and language needs.

    Strongly Agree   Agree   Neither Agree nor Disagree   Disagree   Strongly Disagree

2. Entity obtains current data that allows the identification of prevalent cultural groups among its service users.

    Yes | No | Don't Know

3. Entity obtains current data that allows the identification of language needs among its service users.

    Yes | No | Don't Know

CRITERION 3. CULTURAL INPUT INTO ENTITY ACTIVITIES
Entity has a Cultural Competence Committee or other group that addresses needs of the cultural groups and has participation from cultural groups of the target community.

1. Entity has a cultural competence committee or other group that addresses cultural issues.

Yes | No | Don't Know

2. Entity addresses cultural competence issues in other committees, boards or advisory groups.

Strongly Agree   Agree   Neither Agree nor Disagree   Disagree   Strongly Disagree

3. 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.

Yes | No | Don't Know

CRITERION 4. INTEGRATION OF CC COMMITTEE OR OTHER GROUP WITH RESPONSIBILITY FOR CULTURAL COMPETENCE WITHIN AGENCY
Cultural Competence Committee or other group with responsibility for Cultural Competency is integrated within agency evidenced by the following activities:
- **Reviews services/ programs with respect to cultural competence issues within the entity;**
- **Reports to Quality Assurance/Quality Improvement program of the entity;**
- **Participates in planning and implementation of services of the entity; or**
- **Directly transmits recommendations to executive level of entity.**

1. Cultural Competence Committee or other group reviews services/ programs with respect to cultural competency issues within the entity.

Yes | No | Don't Know

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

Yes | No | Don't Know

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

Yes | No | Don't Know

4. Cultural Competence Committee or other group directly transmits recommendations to executive level of entity.

Yes | No | Don't Know

CRITERION 5. CULTURAL COMPETENCE STAFF: TRAINING ACTIVITIES
Entity offers to staff educational activities in which cultural issues are addressed and requires staff to have an adequate amount of specific training on cultural competence.

1. Cultural competence training is provided to all staff.

Yes | No | Don't Know

2. Entity provides training to staff to learn about the different cultural groups being served within entity.

Yes | No | Don't Know

CRITERION 6. CULTURAL COMPETENCE STAFF: RECRUITMENT, HIRING AND RETENTION OF STAFF FROM/ OR EXPERIENCED WITH THE MOST PREVALENT CULTURAL GROUP OF SERVICE USERS
Entity is committed to hiring and retaining culturally competent staff who are from or who have had experience working with the most prevalent cultural groups of its service users.

1. Entity has a documented goal to recruit, hire and retain direct service/clinical, supervisory and administrative-level staff who are from or have had experience working with the most prevalent cultural groups of its service users.

<div align="center">Yes | No | Don't Know</div>

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

<div align="center">Yes | No | Don't Know</div>

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

<div align="center">Yes | No | Don't Know</div>

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

<div align="center">Yes | No | Don't Know</div>

CRITERION 7. LANGUAGE CAPACITY: INTERPRETERS
Agency (or PO) accommodates persons who have limited English proficiency (LEP) or hearing impairments

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

<div align="center">Yes | No | Don't Know</div>

2. Entity provides interpretation services at point of first contact for person from the target community with limited English proficiency.

<div align="center">Yes | No | Don't Know</div>

3. Entity 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.
4.

<div align="center">Yes | No | Don't Know</div>

5. Entity provides interpretation services in American Sign Language for service users who hearing impaired.
6.

<div align="center">Yes | No | Don't Know</div>

7. Entity provides interpretation services in American Sign Language at point of first contact for service users who hearing impaired.

<div align="center">Yes | No | Don't Know</div>

8. Entity provides interpretation services in American Sign Language for direct service for service users who hearing impaired.

<div align="center">Yes | No | Don't Know</div>

CRITERION 8. LANGUAGE CAPACITY: BILINGUAL STAFF
Agency has staff who speak the language of the most prevalent cultural groups of service users with members who have limited English proficiency.

1. Entity has a documented goal to recruit, hire and retain direct service/clinical and supervisory staff who speak the language of the most prevalent cultural groups of service users with members who have limited English proficiency.

    Yes | No | Don't Know

2. Entity has hired one direct service/clinical staff member who speaks the language of the most prevalent cultural groups of service users with members who have limited English proficiency.

    Yes | No | Don't Know

3. Entity has hired more than one staff members (e.g., direct service/clinical, Supervisors, or Administrators) who speak the language of the most prevalent cultural groups of service users who have limited English proficiency.

    Yes | No | Don't Know

CRITERION 9. LANGUAGE CAPACITY: KEY FORMS
Agency has translated versions of key documents and forms in the language of the most prevalent cultural groups of its service users

1. Entity has translated versions of key documents and forms in the languages of the most prevalent cultural groups of its service users.

    Yes | No | Don't Know

2. Entity has a <u>consent to treat</u> form translated into the languages of the most prevalent cultural groups of its service users with limited English proficiency.

    Yes | No | Don't Know

3. Entity has a <u>release of information</u> form translated into the languages of the most prevalent cultural groups of its service users with limited English proficiency.

    Yes | No | Don't Know

4. Entity has a <u>medication information</u> form translated into the languages of the most prevalent cultural groups of its service users with limited English proficiency.

    Yes | No | Don't Know

5. Agency has a <u>rights and grievances procedures</u> document translated into the languages of the most prevalent cultural groups of its service users with limited English proficiency.

    Yes | No | Don't Know

CRITERION 10. LANGUAGE CAPACITY: SERVICE DESCRIPTIONS AND EDUCATIONAL MATERIALS
Agency accommodates persons with limited English proficiency by translating service descriptions and accommodates persons with limited reading skills by providing service descriptions or educational materials in formats they can understand.

1. Entity accommodates persons with limited English proficiency or limited reading skills.

Strongly Agree   Agree   Neither Agree nor Disagree   Disagree   Strongly Disagree

2. Entity provides *service descriptions* in English formats for persons with limited reading skills.

Yes | No | Don't Know

3. Entity provides *service descriptions* in the languages of most prevalent cultural groups for individuals who have limited English proficiency.

Yes | No | Don't Know

4. Entity provides *educational materials* in English formats for persons with limited reading skills.

Yes | No | Don't Know

5. Entity provides *educational materials* in the languages of most prevalent cultural groups for individuals who have limited English proficiency.

Yes | No | Don't Know

CRITERION 11. ASSESSMENT AND ADAPTATION OF SERVICES
Entity reviews and adapts or introduces services suitable to the most prevalent cultural groups of service users

1. Entity has procedures for reviewing services for their suitability for the most prevalent cultural groups of service users.

Yes | No | Don't Know

2. Entity has adapted or introduced a service suitable to the most prevalent cultural groups of its service users.

Yes | No | Don't Know

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

Yes | No | Don't Know

4. Entity obtained input from a community representative of the most prevalent cultural group prior to adapting or introducing afore mentioned.

Yes | No | Don't Know