

APPENDIX A

**CULTURAL COMPETENCE SELF-ASSESSMENT
QUESTIONNAIRE**

SERVICE PROVIDER VERSION

This questionnaire is designed to assess cultural competence training needs of mental health and human service professionals. The self-assessment process is used to develop agency-specific training interventions, which address cross-cultural weaknesses and build upon cross-cultural strengths of the staff generally and organization specifically. Cultural competence is a developmental process; therefore the goal is to promote positive movement along the cultural competence continuum. Thus, the assessment should be viewed as an indication of areas in which the agency and staff can, over time, enhance attitudes, practices, policies, and structures concerning service delivery to culturally diverse populations. Your responses are strictly confidential and will solely be used to identify areas in which planned growth and greater awareness can occur.

Instructions: Please circle or otherwise mark the response that most accurately reflects your perceptions. If you have trouble understanding a question, answer to the best of your ability. Feel free to expand your responses or note concerns on the backs of the pages. Inapplicable questions will be statistically eliminated from the analysis. Please keep in mind that there is no way to perform poorly.

KNOWLEDGE OF COMMUNITIES

1. How well are you able to describe the communities of color in your service area?

NOT AT ALL₁ BARELY₂ FAIRLY WELL₃ VERY WELL₄

2. Please list the cultural group(s) of color who reside in your service area and how much of the overall population this represents:

Group	Percent of Population In Service Area	Percent of Population In State
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

2a. How well are you able to describe within-group differences?

NOT AT ALL₁ BARELY₂ FAIRLY WELL₃ VERY WELL₄

3. How well are you able to describe the strengths of the groups of color in your service area?

NOT AT ALL₁ BARELY₂ FAIRLY WELL₃ VERY WELL₄

4. How well are you able to describe the social problems of the groups of color in your service area?

NOT AT ALL₁ BARELY₂ FAIRLY WELL₃ VERY WELL₄

5. To what extent do you know the following demographics within communities of color in your service area? (Circle the number of your response for each area.)

	NOT AT ALL	BARELY	FAIRLY WELL	VERY WELL
< Unemployment rates	1	2	3	4
< Geographic locations	1	2	3	4
< Income differentials	1	2	3	4
< Educational attainment	1	2	3	4
< Birth/death rates	1	2	3	4
< Crime rates	1	2	3	4
< Homicide rates	1	2	3	4

6. To what extent do you know the following about the people of color in your service area? (Circle the number of your response for each area.)

	NOT AT ALL	BARELY	FAIRLY WELL	VERY WELL
< Social historians	1	2	3	4
< Informal supports and natural helpers	1	2	3	4
< Formal social service agencies	1	2	3	4
< Formal leaders	1	2	3	4
< Informal leaders	1	2	3	4
< Business people	1	2	3	4
< Advocates	1	2	3	4
< Clergy or spiritualists	1	2	3	4

7. Do you know the prevailing beliefs, customs, norms and values of the groups of color in your service area?

NOT AT ALL₁ BARELY₂ FAIRLY WELL₃ VERY WELL₄

8. Do you know the social service needs within groups of color that go unaddressed by the formal social service system?
- NOT AT ALL₁ BARELY₂ FAIRLY WELL₃ VERY WELL₄
9. Do you know of social service problems that can be addressed by natural networks of support within the groups of color?
- NOT AT ALL₁ BARELY₂ FAIRLY WELL₃ VERY WELL₄
10. Do you know of any conflicts between or within groups of color in your service area?
- NOT AT ALL₁ BARELY₂ FAIRLY WELL₃ VERY WELL₄
11. Do you know the social protocol within communities of color?
- NOT AT ALL₁ BARELY₂ FAIRLY WELL₃ VERY WELL₄
12. Do you know how the causes of mental health/illness are viewed by the groups of color in your area?
- NOT AT ALL₁ BARELY₂ FAIRLY WELL₃ VERY WELL₄
13. Do you understand the conceptual distinction between the terms "immigrant" and "refugee"?
- NOT AT ALL₁ BARELY₂ FAIRLY WELL₃ VERY WELL₄
14. Do you know what languages are used by the communities of color in your area?
- NOT AT ALL₁ BARELY₂ FAIRLY WELL₃ VERY WELL₄
15. Are you able to describe the common needs of people *of all colors* in your community?
- NOT AT ALL₁ BARELY₂ FAIRLY WELL₃ VERY WELL₄

PERSONAL INVOLVEMENT

16. Do you attend cultural or racial group holidays or functions within communities of color?
- NOT AT ALL₁ SELDOM₂ SOMETIMES₃ OFTEN₄
17. Do you interact with people of color within your service area?
- NOT AT ALL₁ SELDOM₂ SOMETIMES₃ OFTEN₄
18. Do you attend school-based meetings that impact people of color in your service area?
- NOT AT ALL₁ SELDOM₂ SOMETIMES₃ OFTEN₄
19. Do you attend community forums or neighborhood meetings within communities of color?
- NOT AT ALL₁ SELDOM₂ SOMETIMES₃ OFTEN₄
20. Do you patronize businesses owned by people of color in your service area?
- NOT AT ALL₁ SELDOM₂ SOMETIMES₃ OFTEN₄

21. Do you pursue recreational or leisure activities within communities of color?

NOT AT ALL₁ SELDOM₂ SOMETIMES₃ OFTEN₄

22. Do you feel safe within communities of color?

NOT AT ALL₁ SELDOM₂ SOMETIMES₃ OFTEN₄

23. Do you attend interagency coordination (IAC) meetings that impact service delivery in communities of color?

NOT AT ALL₁ SELDOM₂ SOMETIMES₃ OFTEN₄

24. Do you attend community- or culturally-based advocacy group meetings within communities of color?

NOT AT ALL₁ SELDOM₂ SOMETIMES₃ OFTEN₄

RESOURCES AND LINKAGES

25. Does your agency work collaboratively with programs that provide . . .

	NOT AT ALL	BARELY	FAIRLY WELL	VERY WELL
< employment training?	1	2	3	4
< educational opportunity?	1	2	3	4
< housing?	1	2	3	4
< alcohol/substance abuse treatment?	1	2	3	4
< maternal/child health services?	1	2	3	4
< public health services?	1	2	3	4
< juvenile justice services?	1	2	3	4
< recreation services?	1	2	3	4
< child welfare services?	1	2	3	4
< youth development services?	1	2	3	4

26. Does your agency have linkages with institutions of higher education (e.g., colleges, universities, or professional schools) that could provide you with accurate information concerning communities of color?

NONE₁ A FEW₂ SOME₃ MANY₄

27. Does your agency have linkages with civil rights, human rights, or human relations groups that provide accurate information concerning populations of color?

NONE₁

A FEW₂

SOME₃

MANY₄

28. Does your agency have linkages with the U.S. Department of the Census, local planners, chambers of commerce, or philanthropic groups who can provide you with accurate information regarding populations of color?

NONE₁

A FEW₂

SOME₃

MANY₄

29. Does your agency publish or assist in the publication of information focusing on populations of color?
- NONE₁ A FEW₂ SOME₃ MANY₄
30. Has your agency conducted or participated in a needs assessment utilizing providers in communities of color as respondents?
- NEVER₁ ONCE OR TWICE₂ A FEW TIMES₃ A NUMBER OF TIMES₄
31. Has your agency conducted or participated in a needs assessment utilizing people of color as respondents?
- NEVER₁ ONCE OR TWICE₂ A FEW TIMES₃ A NUMBER OF TIMES₄
32. Does your agency have linkages with advocates for communities of color who can give you reliable information regarding community opinions about diverse and important issues?
- NONE₁ A FEW₂ SOME₃ MANY₄
33. Does your agency conduct an open house or similar event to which you invite providers, consumers, and others concerned with service delivery to communities of color?
- NOT AT ALL₁ SELDOM₂ SOMETIMES₃ OFTEN₄
34. Does staff utilize cultural consultants who can help them work more effectively within a cultural context?
- NOT AT ALL₁ SELDOM₂ SOMETIMES₃ OFTEN₄
35. Does your agency utilize interpreters to work with non-English speaking persons?
- NOT AT ALL₁ SELDOM₂ SOMETIMES₃ OFTEN₄
36. Does your agency subscribe to publications (local or national) in order to stay abreast of the latest information about populations of color?
- NONE₁ A FEW₂ SOME₃ MANY₄
37. Does your agency compile books or culturally-related written materials regarding people of culture?
- NONE₁ A FEW₂ SOME₃ MANY₄

STAFFING

38. Are there people of color on the staff of your agency?

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NONE₁ A FEW₂ SOME₃ MANY₄

39. Are there people of color represented in . . .

	NONE	A FEW	SOME	MANY
< administrative positions?	1	2	3	4
< direct service positions?	1	2	3	4
< administrative support positions?	1	2	3	4
< operational support positions?	1	2	3	4
< board positions?	1	2	3	4
< agency consultants?	1	2	3	4
< case consultants?	1	2	3	4
< (sub)contractors?	1	2	3	4

40. Does your agency . . .

	NEVER	SELDOM	SOMETIMES	REGULARLY
< hire natural helpers or other non-credentialed people of color as para-professionals?	1	2	3	4
< hire practicum students or interns of color?	1	2	3	4
< out-station staff in communities of color?	1	2	3	4
< hire bilingual staff?	1	2	3	4

41. Does your agency prepare new staff to work with people of color?

NOT AT ALL₁ BARELY₂ FAIRLY WELL₃ VERY WELL₄

42. Does your agency provide training that help staff work with people of color?

NOT AT ALL₁ SELDOM₂ SOMETIMES₃ OFTEN₄

43. Does your agency emphasize active recruitment of people of color for staff positions?

NONE₁ A LITTLE₂ SOME₃ A LOT₄

44. How well has your agency been able to retain people of color on the staff?

NOT AT ALL₁ BARELY₂ FAIRLY WELL₃ VERY WELL₄

45. Does your agency staff routinely discuss barriers to working across cultures?

NOT AT ALL₁ SELDOM₂ SOMETIMES₃ OFTEN₄

46. Does agency staff routinely discuss their feelings about of working with consumers/co-workers of color?
- NOT AT ALL₁ SELDOM₂ SOMETIMES₃ OFTEN₄
47. Does agency staff routinely share practice-based "success stories" involving people of color?
- NOT AT ALL₁ SELDOM₂ SOMETIMES₃ OFTEN₄
48. Does your agency direct students of color towards careers in human service or related occupations?
- NOT AT ALL₁ SELDOM₂ SOMETIMES₃ OFTEN₄
49. Does your agency convene or reward activities that promote learning new languages relevant to the communities of color that the agency serves?
- NOT AT ALL₁ SELDOM₂ SOMETIMES₃ OFTEN₄

ORGANIZATIONAL POLICY AND PROCEDURES

50. As a matter of formal policy, does your agency . . .

	NO POLICY	CONSIDERING POLICY	CURRENTLY WRITING FORMAL POLICY	POLICY IN PLACE
< use culture-specific assessment instruments for diagnosis?	1	2	3	4
< use culture specific treatment approaches?	1	2	3	4
< envision community empowerment as a treatment goal?	1	2	3	4
< review case practice on a regular basis to determine relevancy to clients of color?	1	2	3	4
< provide or facilitate child care?	1	2	3	4
< provide or facilitate transportation (e.g., bus tickets, ride-sharing)?	1	2	3	4
< allow access after regular business hours (e.g., through message-beeper, agreements with crisis-providers, etc.)?	1	2	3	4
< consider <i>culture</i> in service plans?	1	2	3	4
< conduct outreach to community-based organizations, social service agencies, natural helpers, or extended families?	1	2	3	4

	NO POLICY	CONSIDERING POLICY	CURRENTLY WRITING FORMAL POLICY	POLICY IN PLACE
< take referrals from non-traditional sources?	1	2	3	4
< translate agency materials into languages that reflect the linguistic diversity in your service area.	1	2	3	4
< solicit input from groups of color with respect to physical plant location and interior design.	1	2	3	4
< advocate for a better quality of life for persons of color in addition to providing services.	1	2	3	4
51. In general, how well are policies communicated to agency staff?				
	NOT AT ALL ₁	BARELY ₂	FAIRLY WELL ₃	VERY WELL ₄
52. Is information on the ethnicity or culture of clients specifically recorded in your organization management information system?				
	NOT AT ALL ₁	MINIMALLY ₂	PRETTY WELL ₃	VERY WELL

REACHING OUT TO COMMUNITIES

56. How well do you assure that the communities of color are aware of your program and the services and resources you offer?				
	NOT AT ALL ₁	BARELY ₂	FAIRLY WELL ₃	VERY WELL ₄
57. Does your organization or agency reach out to . . .				
	NEVER	SELDOM	SOMETIMES	REGULARLY
< churches and other places of worship, clergy persons, ministerial alliances, or indigenous religious leaders in communities of color?	1	2	3	4
< medicine people, health clinics, doctors, dentists, chiropractors, naturopath, herbalists or midwives that provide services in or to members of communities of color?	1	2	3	4
	NEVER	SELDOM	SOMETIMES	REGULARLY

< publishers, broadcast or other media sources within communities of color?	1	2	3	4
< formal entities that provide services?	1	2	3	4
< cultural, racial, or tribal organizations where people of color are likely to voice complaints or issues?	1	2	3	4
< business alliances or organization in communities of color?	1	2	3	4

58. Are people of color depicted on agency brochures or other media?

NOT AT ALL₁ SELDOM₂ SOMETIMES₃ OFTEN₄

59. Does your agency participate in cultural, political, religious, or other events or festivals sponsored by communities of color?

NOT AT ALL₁ SELDOM₂ SOMETIMES₃ OFTEN₄