



CULTURAL COMPETENCY ORGANIZATIONAL ASSESSMENT

To assess the cultural competency of your organization, rate your responses to the statements below. Use a scale of 1 to 5 to rate how strongly you agree with the statements, 1 being low agreement and 5 being high. If you score less than 3 for any item, think of ways you can improve your communication. Discuss the answers to the questions below with your supervisor as preparation for completing the Cultural Competency Planning Worksheet.

Assessment Items	1	2	3	4	5
The organization considers the cultural strengths and resources of our population when working with people from different backgrounds.					
The organization frequently asks for information about the populations and cultural groups we work with.					
The staff and volunteers know who to go to when we have questions about cultural issues or a particular cultural group					
The organization frequently evaluates its effectiveness in working in cross-cultural situations.					
The organization has policies in place regarding cultural competency.					
The organization has contacts for professionals who can provide interpretation services, including sign language					
The organization regularly sends staff to training on cultural competency					
The organization collects data in relation to our service users' cultural, linguistic and religious background and needs, and where appropriate, the backgrounds of family members					
The organization actively discourages staff, service users and others from using racial and ethnic slurs by helping them understand the impact their language can have on others					
The organization has employment practices which encourage the employment of people from non-English speaking backgrounds.					
The organization encourages people from non-English speaking background to participate in the agency's governing body.					
The organization has in place processes which identify cultural, linguistic or religious needs at the point of intake or initial assessment.					
The organization has a resource library that includes information and resources about cultural diversity and disability issues.					
The organization has posters, pictures and other materials that reflect the cultural diversity of the communities it serves.					
The organization promotes its services to people from a non-English speaking background.					
The organization develops links with ethnic communities and uses people in those communities as cultural consultants when needed.					



CULTURAL COMPETENCY PLANNING WORKSHEET

This is a worksheet you can use to identify barriers to cultural competency and strategies for overcoming them. Discuss this worksheet with your supervisor.

A. **Identify underserved populations**

List the underserved cultural communities in your area. Be specific: e.g., Latinos (heritage speakers, Mexicans, others?), indigenous communities (e.g., Navaho, Dakota and Pima) and Asians/Pacific Islanders (Vietnamese, Chinese). But also consider other cultural populations such as LGBT, homeless, aging residents, persons with disabilities, etc.

B. **Strategies for cultural assistance**

List relevant best practices or strategies. Be specific about solutions that make sense for YOUR agency, YOUR resources and YOUR needs, e.g., partner with the Indigenous Languages Institute of New Mexico to identify language and cultural needs; offer a presentation by a Latino pastor on sexual attitudes about relationships and violence between cohabiting older men/young girls; download multilingual brochures on sexual abuse, elder abuse, or LGBT domestic violence; hire two outreach workers from local indigenous communities (which ones?); schedule a staff training on language barrier issues. (Use other side of this sheet as needed.)

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CULTURAL COMPETENCY PLANNING WORKSHEET

C. Next steps

<i>What are the first three things I think I should do to provide more culturally responsive services?</i>	<i>What are the first three things I think my organization should do to enhance our cultural competency?</i>
1.	1.
2.	2.
3.	3.

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CULTURAL COMPETENCY PLANNING WORKSHEET: PRACTICAL STRATEGIES TO OVERCOME CULTURAL BARRIERS

D. Identify underserved populations

List the underserved cultural communities in your area. Be specific: e.g., Latinos (heritage speakers, Mexicans, others?), indigenous communities (e.g., Navaho, Dakota and Pima) and Asians/Pacific Islanders (Vietnamese, Chinese). But also consider other cultural populations such as LGBT, homeless, aging residents, persons with disabilities, etc.

E. Strategies for cultural assistance

List relevant best practices or strategies. Be specific about solutions that make sense for YOUR agency, YOUR resources and YOUR needs, e.g., partner with the Indigenous Languages Institute of New Mexico to identify language and cultural needs; offer a presentation by a Latino pastor on sexual attitudes about relationships and violence between cohabiting older men/young girls; download multilingual brochures on sexual abuse, elder abuse, or LGBT domestic violence; hire two outreach workers from local indigenous communities (which ones?); schedule a staff training on language barrier issues. (Use other side of this sheet as needed.)

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CULTURAL COMPETENCY PLANNING WORKSHEET: PRACTICAL STRATEGIES TO OVERCOME CULTURAL BARRIERS

F. Next steps

<i>What are the first three things I think I should do to provide more culturally responsive services?</i>	<i>What are the first three things I think my organization should do to enhance our cultural competency?</i>
1.	1.
2.	2.
3.	3.