

Cambridge Public Health Department's Cultural Competency Survey Tool 2015

Introduction

PHAB Standard 11.1.4 requires that we provide an assessment of our department's cultural and linguistic competence as part of the documentation for demonstrating compliance with accreditation standards. Information from this assessment will also help to address the requirements for PHAB Standard 8.2.1 by informing components of the Workforce Development Plan.

The questions in this tool are adapted from the Massachusetts Department of Public Health CLAS Self-Assessment Tool and reflect the basic elements of the National CLAS Standards. The tool is intended for administration to program managers.

The National Standards for Culturally and Linguistically Appropriate Services in Health and Health Care (The National CLAS Standards) aim to improve health care quality and advance health equity by establishing a framework for organizations to serve the nation's increasingly diverse communities.

The survey will take approximately 10 minutes to complete.

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1. Which title best describes your position?*

----Please select-----

- Division Director
- Program Manager
- Other

2. What is the name of your division/program? *

Please state the name of your program if you are a program manager.

Culturally Competent Leadership and Workforce

The three questions in this section are intended to assess the extent to which your division/program is positioned to advance cultural competency. As a program manager, please think only about your program as you respond. Division directors should think about their divisions.

3. To what extent do you think that the staff of your division/program represent the cultural and racial diversity of your target population?*

(CLAS Standard 3) Check one.

- Our staff fully reflects the cultural and racial diversity of our community.
- Our staff partially reflects the cultural and racial diversity of our community.
- Our program staff does not currently reflect the cultural and racial diversity of our community.
- I don't know

4. Does your division/program have written policies and procedures that support recruitment, retention, training and promotion practices of diverse populations? If not, are you aware of any department-wide policies?

*

(CLAS Standard 2) Check one.

- All Our staff are aware of / universally trained on them.
- Not all our staff are aware of / universally trained on them.
- Our program does not currently have written policies and procedures that support these diversity practices but I am aware of department-wide policies.
- Our program does not currently have written policies and procedures that support these diversity practices and I am NOT aware of department-wide policies.

5. To what extent has your division/program scheduled professional development and in-service training for staff at all levels in cultural competency in the last two years?

*

(CLAS Standard 4) Check all that apply.

- Our program provides training to staff as a standard part of orientation for new hires at all levels and disciplines.
- Our program provides training at least once a year to staff at all levels and disciplines.
- Training is provided, but not in a standardized / routine manner.
- Our program does not currently provide this training.

Language Access / Communication

The 4 questions in this section are intended to assess the extent to which your division/program ensures the universal access of your clients to program information. As a program manager, please think only about your program as you respond. Division directors should think about their divisions.

6. Does your division/program provide timely professional interpreter services, at no cost, to all Limited English Proficiency (LEP) clients, including those clients who use American Sign Language?*(CLAS Standard 5, Federal mandate) Check one.
- Always
 - Most of the time
 - Sometimes
 - Our division/program does not currently provide timely professional interpreter services.
 - N/A
7. Do all Limited English Proficiency (LEP) or Deaf / Hard of Hearing clients receive verbal and written notices about their right to language assistance services?*(CLAS Standard 6, Federal mandate) Check ALL that apply.
- Always
 - Most of the time
 - Sometimes
 - Our program does not currently provide either verbal or written notice about this right.
 - N/A
8. Are Deaf / Hard of Hearing clients and clients with disabilities provided a copy of your program's Disability Access Notice? *(CLAS Standard 6, Federal mandate) Check one
- Always
 - Most of the time
 - Sometimes
 - Our program does not currently provide a Disability Access notice to clients.
 - N/A

9. Does your division/program use resources/educational materials that are culturally and linguistically appropriate to inform diverse groups about health related issues?*
- (CLAS Standard 8, Federal mandate) Check one
- Written materials are offered to all cultural groups in our target population.
 - Written materials are offered to some cultural groups in our target population.
 - Our division/program does not currently offer these written materials.
 - N/A

Organizational Support and Accountability

The 6 questions in this section are intended to evaluate the organizational infrastructure in place to assure the delivery of culturally-competent services. As a program manager, please think only about your program as you respond. Division directors should think about their divisions.

10. Are you aware of policies or procedures within your program/division that define how to identify the culturally diverse communities in your service area?*
- (CLAS Standard 9) Check one
- A policy or procedure is fully developed and being implemented.
 - A policy or procedure is currently in draft form or only partially implemented.
 - Our program does not currently have this written policy or procedure.
11. Does your division/program collect client satisfaction data to inform culturally- and linguistically-appropriate service (CLAS) delivery?*
- (CLAS Standard 14) Check one
- Always
 - Sometimes
 - Our program does not currently collect client satisfaction data to inform CLAS delivery.
12. Does your division/program have policies or procedures for considering cultural and linguistic differences in developing programs or quality improvement processes?*
- (CLAS Standard 11) Check one.
- A policy or procedure is fully developed and being implemented.
 - A policy or procedure is currently in draft form or only partially implemented.
 - Our program does not currently have this written policy or procedure.

13. Does your division/program use Race, Ethnicity, Language (REL) community/service area data to help design and deliver program services?*

(CLAS Standard 11) Check one.

- REL community data are used in all applicable situations to design/deliver program services.
- REL community data are used most of the time to design/deliver program services.
- REL community data are sometimes used to design/deliver program services.
- REL community data are never used to design/deliver program services.

14. Does your program participate in partnerships with other agencies that target the diverse cultural groups in your service area/population? *

(CLAS Standard 13) Check one

- Our program participates in partnerships with other agencies that target all of the diverse cultural groups in our service area/population.
- Our program participates in partnerships with other agencies that target some of the diverse cultural groups in our service area/population.
- Our program does not currently participate in partnerships with other agencies that target the diverse cultural groups in our service area/population.

15. Have you used the MDPH Making CLAS Happen manual? An electronic version of the manual is posted on the MDPH Office of Health Equity's website: *

www.mass.gov/dph/healthequity

- Yes
- No

Congratulations! You have completed the survey. Thank you for taking the time to do so.