

New Mexico Department of Health Cultural and Linguistic Competence Policy Assessment



4/30/2014

Cultural Assessment

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Abstract

The New Mexico Department of Health (NMDOH) as a centralized State public health agency is responsible for all residents within its jurisdiction. New Mexicans are diverse in background and culture. The NMDOH is committed to understanding its population's values, norms, and traditions and how they affect perceptions, thoughts, judgments and decisions about health, health behaviors, and health care services. The NMDOH wants to provide services, and education which consider physical, social, cultural, language and literacy variables.

The Cultural and Linguistic Competence Policy Assessment

mandates that the NMDOH : a) improves health care access and utilization; b) enhances the quality of services with New Mexico's culturally diverse and underserved communities; and, c) promotes cultural and linguistic competence as essential approaches in the elimination of health disparities in New Mexico. **The Cultural and Linguistic Competence Policy Assessment** is based on three assumptions: 1. Achieving cultural competence is a developmental process at both the individual and organizational levels; 2. With appropriate support, individuals can enhance their cultural awareness, knowledge and skills over time; and, 3. Cultural strengths exist within organizations or networks of professionals, but often go unnoticed and untapped. The findings of this assessment will inform NMDOH's practices and improve their outcomes.

New Mexico Department of Health Cultural and Linguistic Competence Policy Assessment

CULTURAL ASSESSMENT

Introduction

The New Mexico Department of Health (NMDOH) as a public health organization in a 'minority majority' state recognizes the need to provide services and access to quality health care in a culturally and linguistically appropriate manner. In 2010, through development of a formal policy, the NMDOH institutionalized the use of Culturally and Linguistically Appropriate Services (CLAS) or National CLAS Standards, as defined by the Health Resources and Services Administration (HRSA), Office of Minority Health (OMH). Within the CLAS rubric it is incumbent upon adherents to include assessment as part of an organization's continuous quality improvement.

The NMDOH conducted a cultural assessment in the spring of 2014 to examine factors that may enhance, enable or impede the effectiveness and performance of its service delivery system. The assessment will inform planning, implementation, and quality of services, as well as resource allocation for the department.

Purpose

The purpose of the self-assessment is to: a) obtain information about the NMDOH's organization and the people it serves in order to tailor and improve the services it provides or should provide; and, b) establish baseline information on what NMDOH employees know about the department's policies, procedures, and standard practices, which provide a structural basis for the work the NMDOH performs. The assessment will inform NMDOH's strategies, outcome goals (including metrics), and indicate appropriate intervals for reassessment to provide a "snapshot in time" of the department's cultural and linguistic competency status.

Definitions¹

Cultural and Linguistic Competency: The capacity for individuals and organizations to work and communicate effectively in cross-cultural situations through the adoption and implementation of strategies to ensure appropriate awareness, attitudes, and actions and through the use of policies, structures, practices, procedures, and dedicated resources that support this capacity.

Cultural Competency: A developmental process in which individuals or institutions achieve increasing levels of awareness, knowledge, and skills along a cultural competence continuum. Cultural competence involves valuing diversity, conducting self-assessments, avoiding stereotypes, managing the dynamics of difference, acquiring and institutionalizing cultural knowledge, and adapting to diversity and cultural contexts in communities.

Linguistic Competency: The capacity of individuals or institutions to communicate effectively at every point of contact. Effective communication includes the ability to convey information---both written and oral---in a manner that is easily understood by diverse groups, including persons of limited English proficiency, those who have low literacy skills or who are not literate, those having low health literacy, those with disabilities, including those with hearing or vision impairment.

Culturally and Linguistically Appropriate Services (CLAS): Services that are respectful and responsive to individual cultural and religious health beliefs and practices, preferred languages, health literacy levels, and communication needs, and employed by all members of an organization (regardless of size) at every point of contact.

Culture: The integrated pattern of thoughts, communications, actions, customs, beliefs, values, and institutions associated, wholly or partially, with racial, ethnic, or linguistic groups as well as religious, spiritual, biological, geographical or sociological characteristics. Culture is dynamic in nature, and individuals may identify with multiple cultures over the course of their lifetimes.

Elements of culture include, but are not limited to, the following:

Age

Cognitive ability or limitations

Degree of acculturation

¹ <https://www.thinkculturalhealth.hhs.gov/CLAS/glossary1.asp>

Educational level attained

Environment and surroundings

Family and household composition

Gender Identity

Generation

Health practices, including use of traditional healer techniques such as Reiki and acupuncture.

Linguistic characteristics, including language(s) spoken, written, or signed; dialects or regional variants; literacy levels; and other related communication needs.

Military affiliation

Occupational groups

Perceptions of family and community

Perceptions of health and well-being and related practices

Perceptions/beliefs regarding diet and nutrition

Physical ability or limitations

Political beliefs

Racial and ethnic groups include----but are not limited to---those defined by the U.S. Census Bureau.

Religious and spiritual characteristics, including beliefs, practices, and support systems related to how an individual finds and defines meaning in his/her life.

Residence (i.e., urban, rural, or suburban)

Sex

Sexual orientation

Socioeconomic status

Cultural and Linguistic Competence Policy Assessment

The NMDOH developed its cultural and linguistic competence policy assessment from guidance material provided by the National Center for Cultural Competence². The assessment contained 83 questions³ (Appendix A and B) and was sent to all employees with a NMDOH e-mail account (N=3,692; point in time count dated 4/23/14). The assessment was disseminated via a Survey Monkey link contained in the e-mail.⁴ The assessment was opened on 4/3/14 and closed on 4/18/14; there were 245 respondents from a possible pool of 3,233 active employees. The assessment added questions to include the Lesbian, Gay, Bisexual, Transgender and Questioning (LGBTQ) population. The assessment included the hearing impaired population.

Limitations

The assessment achieved the goal of producing a “snapshot” of NMDOH’s workforce competence with regard to cultural and linguistic policy. However, there are several limitations that should be noted as follows.

1. There are 3,692 e mail accounts. Many of the accounts may be inactive (e.g., an employee has resigned, but the account was not eliminated) since there are actual 3,233 employees (point in time count on 4/23/14). Of the 3,233 employees not all have e mail accounts and/or access to a computer (e.g., facilities personnel) in order to respond to the assessment. Not all questions were answered by the 245 (about 8% of the total workforce) assessment respondents, which created variable numbers for each question answered.

“This is FYI about how I answered the survey: Wherever I left something blank/with no answer, it was because I didn’t know and there was no place to reflect that. Thanks for conducting this survey. NMDOH may have a lot in place that I’m just not aware of, which is an issue in and of itself. I hope you’ll share the results of this survey with staff so we can address these issues together.” (Q83, Comment 5)

“I don’t have any policies to list, but this survey doesn’t appear to allow a participant to indicate that a particular question/issue isn’t relevant to the work performed at that person’s agency. This is a huge flaw in the results you’re going to get. I would have selected Not Applicable for many questions were that an option.” (Q83, Comment 12)

² Goode, T., Jones, W. and Mason, J. (2002). A guide to planning and implementing cultural competence organization self-assessment. Washington, D.C.: National Center for Cultural Competence, Georgetown University Child Development Center.

³ Questions are abbreviated in the body of the report as Q1, Q2, Q3, etc.

⁴ <https://www.surveymonkey.com/>

2. The assessment was voluntary, which is both a limitation and strength. The limitation is a reduction in numbers for a robust assessment. The strength represents an open approach to the assessment.
3. A full array of questions pertaining to the developmentally disabled population was not included in the assessment. However, hearing impairment was included. The NMDOH has an extensive framework with which to interface with the disabilities cultural and linguistic issues such as taskforces, memorials, working/collaborative groups and specialized quality improvement initiatives tailored to the needs of both consumers and providers.

“I work at DDSD – the cultural and access issues related to that are primarily over racial/cultural. We deal with augmentative communication needs, non-verbal clientele and I/DD accommodations although we do accommodate linguistic supports for non-English speaking family members. Our NW region in particular is very sensitive to the cultural preferences of the many Native Americans served in that region.” (Q83 Comment 2)

4. The NMDOH did not use a committee approach (i.e., external and internal stakeholders) to develop the assessment. However, an internal working group was devised and utilized. A committee with diverse parties will be included in next steps.
5. The assessment questionnaire, while thorough, was very long (83 questions), which may have contributed to a smaller response rate.

“This survey was very long.” (Q83, Comment 17)

Assessment Response: Qualitative Themes and Findings

1. There were 37 follow up “Supporting Policy” questions to a preponderance of the assessment’s questions: “Is there policy that supports?” The central tendency was that *60% of respondents did not know if there were policies that supported cultural and linguistic competencies in the deployment of one’s daily work as a public health provider.*

“It was hard to answer questions around policies. The CLAS standards cover most of the topics but not sure if I would say it’s policy.” (Q83, Comment 16)

2. Respondents tended to affirm that they believed that they were culturally and linguistically responsive to consumers of public health. For example, in “Q1 Is your agency able to identify the culturally diverse communities in your area?” (Figure 1) employees rated the agency as fairly well to very well as identifying

the following communities: a) Hispanic – 95%; b) Black or African American – 83.62 %; c) Asian or Pacific Islander – 69.92%; d) White – 94.47%; and, e) Lesbian, Gay, Bisexual, Transgender and Questioning (LGBTQ) – 69.66%. Comparable issues (i.e., Q3, Q5, Q7, Q9) such as demographics, social strengths, knowledge of social problems, knowledge of health disparities, and knowledge of languages, dialects and cultural groups ranked equally high for employees' public health practice. In Q67 "Do you differentiate between racial and cultural identity when serving diverse communities?" respondents tended to rate NMDOH at 74.24% as "Sometimes" (36.20%) plus "Regularly" (38.04%). Improvement could be made in this nuance between racial and cultural diversity, however, the percentage is consistent with the tendency of similar issues on the assessment, which is not a severely deficit rating.

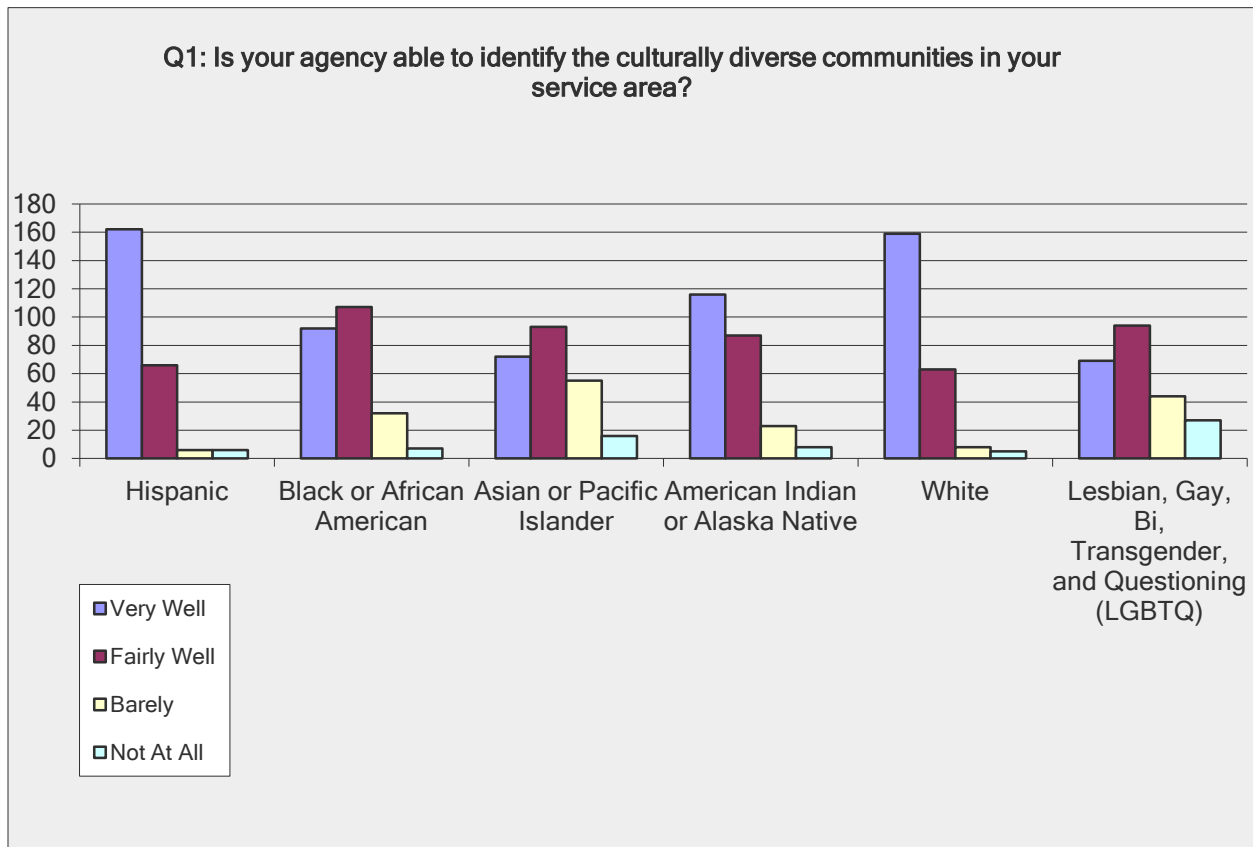


Figure 1

NMNDOH needs to look at health equity within cultural groups to provide more points of entry into health care. (Q83, Comment 1)

3. In Q13 and Q14 respondents rated NMDOH in about the 70% range for understanding issues like health beliefs, natural networks, help seeking practices,

how illness and mental health are viewed and modeling good service delivery to each cultural and linguistic group it might serve (example, Figure 2)⁵.

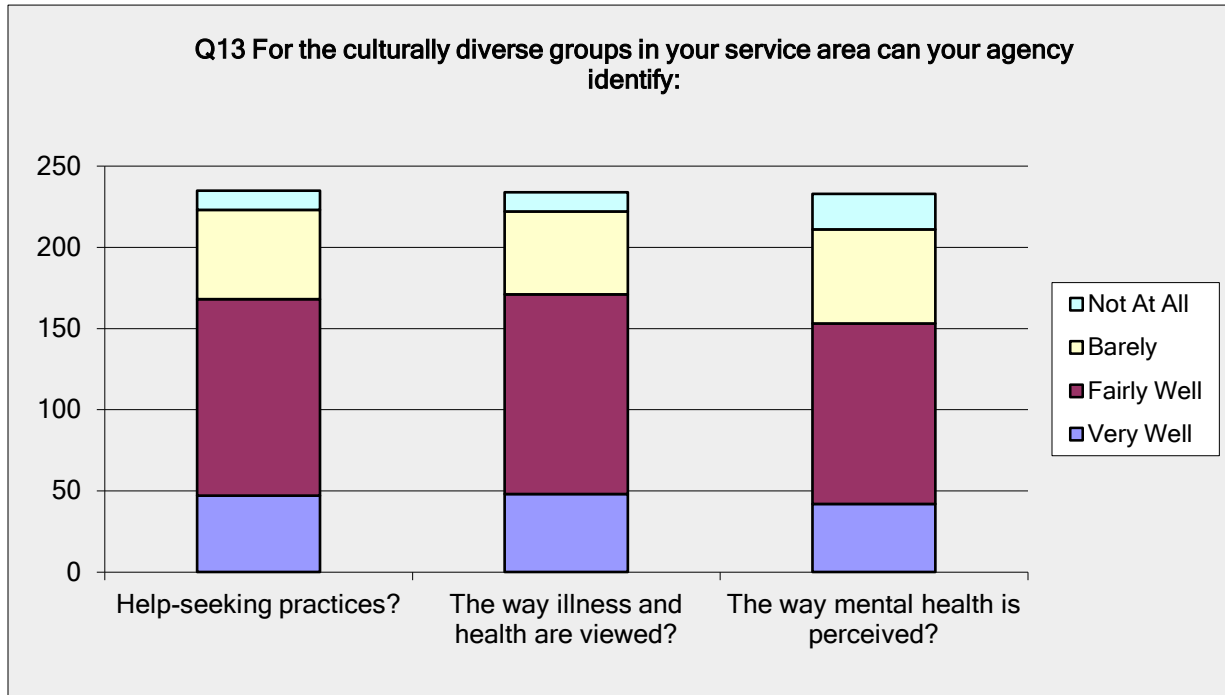


Figure 2

4. The NMDOH did not fare well in the areas having to do with quality improvement processes, continuous and systematic review of procedures, quality of life issues for consumers and review of linguistically competent services. Combining the ratings for Fairly Often and Very Often (best possible ratings) the range was 44.71% to 60.87% (Q19-25, Appendix A).
5. In Q29, "Are there structures in your agency to assure for consumer and community participation in program planning, service delivery, evaluation of services, quality improvement, hiring practices, performance appraisal and customer satisfaction?" NMDOH rated very low from 30% to 54.32% for Fairly Often and Very Often ratings combined.
6. The NMDOH had a rating of 11.74% for "None" or no signage in languages other than English (Q33, Appendix A) in NMDOH workplaces. In this case a low score is good since the converse rating was 88.26% of signage is present in languages other than English in NMDOH workplaces.
7. The NMDOH's dynamic interface with the communities it serves was poorly rated in areas such as attending cultural functions, career awareness days, community education, recreational opportunities, communities contributing

⁵ All tables are illustrated in Appendix A.

policy and procedure development, collaborations, and cultural sharing. The best rating was “Sometimes” knowledge is shared about diverse communities (Q37) at 44.72% to the worst rating of 47.96% --- “Not at All” in the area of participation in recreational or leisure time activities under identifying opportunities within culturally diverse communities for one as an employee to participate (Q35).

8. For cultural diversity of NMDOH’s workforce (Q47) respondents rated White and Hispanics as being well represented with LGBTQ, American Indian or Alaska Native, Black or African American and Asian or Pacific Islander respectively not well represented in the workforce (Figure 3).

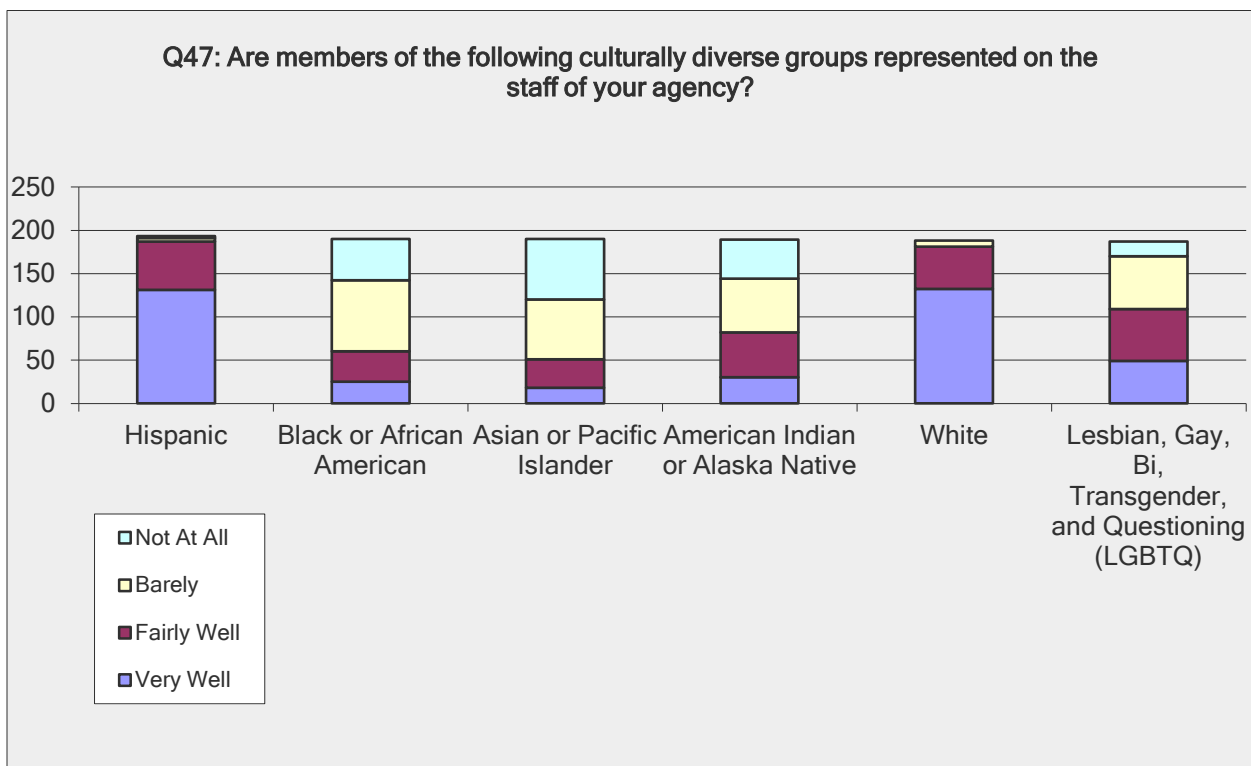


Figure 3

However, in Q49 “Does your agency have culturally and linguistically diverse individuals as: board members, center directors, senior management, physicians, clinical staff, administrative staff, clerical staff, support staff, consultants, and volunteers?” the tendency was for respondents to rate NMDOH in the “Some” category, which is not representative of the minority majority demographics. In Q51 “Does your agency have incentives for the improvement of cultural competence throughout the organization?” respondents rated the

department at 56.35% - "None" and 33.70% - "Some" indicating a perceived lack of support for improvement in this area.

"This agency has an on-line CLAS Standards class, but this is inadequate on so many levels. Public Health Regions do not get any measurable support for cultural and linguistic competencies." (Q83, Comment 6)

9. Q53 covers the issues of staff recruitment, hiring, retention, and promotion of a culturally and linguistically competent workforce. Respondents rated NMDOH 51.12% "Yes" in staff recruitment and 51.98% "Yes" in hiring of culturally and linguistically competent individuals for the workforce. However, retention and promotion were areas needing improvement. Retention was rated 65.71% as "No" or not retaining culturally and linguistically competent individuals in the workforce. Promotion was rated 65.52% for promotion culturally and linguistically competent individuals in the workforce. In Q59 covering incentives for the improvement of linguistic competence throughout the organization, 57.46% respondents rated NMDOH with "None" or no incentives.
10. Q61 and Q63 (Figure 4 – example) deal with health promotion, diagnostic/treatment protocols, and disease prevention. Respondents generally rated NMDOH as using appropriate practice with target groups, an average of about 67%. The least accommodated groups were Asian and Pacific Islander, Black or African American and LGBTQ respectively. The percentage rate for Hispanics and Whites was good, but there is room for significant improvement with all other groups.

"Spanish speaking clients, particularly dialects from Mexico, PR and Cuba regularly tell us that they much prefer to come to Public Health Office for services because they both like the way they are treated and the effort we put into interpretation for them. They also really appreciate the time we take to locate resources. The fastest growing cultural service group we are serving those coming in for Harm Reduction services. Word of mouth is constantly spreading the news of our NMDOH services here and also Medicaid enrollment and Dental services offered by County of Sandoval." (Q3 Comment 11)

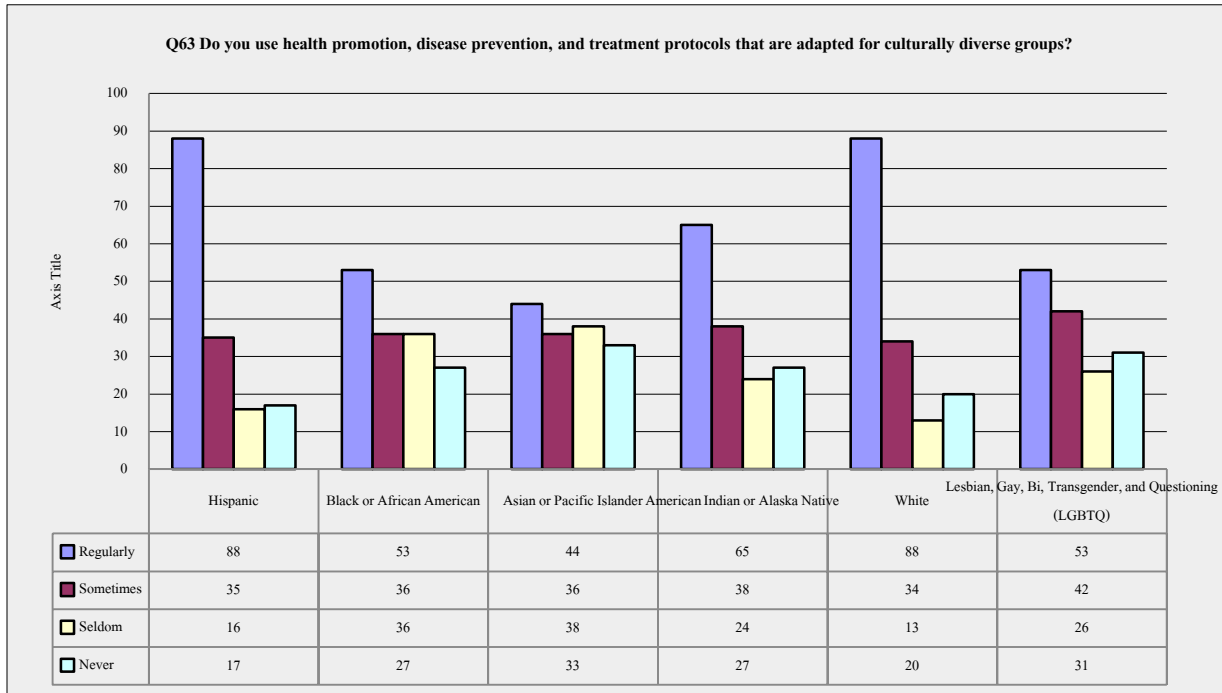


Figure 4

11. In Q65 respondents generally perceived that NMDOH is able to connect consumers to natural networks of support to assist with health and mental health care 38.04% “Sometimes” to 35.58% “Regularly” (73.62% combined). Of note, the Human Services Department has the lead role in providing assistance with connections to health and mental health care since they monitor key funding streams for this activity.

12. Q69, Q71, and Q72 illustrate: a) informing consumers to language access; b) agency utilization of interpretation services; and c) the provision of interpretation services for Limited English Speakers and/or hearing impaired consumers. The ratings were generally indicated that about 27% of consumers as “Never” having access to interpretation services and/or about 27% of consumer do have regular access (Q71). The best rating in this set of questions, but still low, was for informing consumers of their rights to language access at 46.20% (Q69).

“We actively discriminate and do not provide services to potential patients if they are illiterate and/or do not speak English or Spanish speaking only, as well as not providing services to the developmentally delayed. It is unethical to take taxpayer money and only serve a small portion of New Mexicans.” (Q83, Comment 11)

13. The set of questions in Q73 and Q79 covers the translation of forms, brochures, media, materials, and information as well as the assessment of literacy and interventions for consumers. Respondents generally perceived that NMDOH provides translated material, assesses a consumer’s literacy and provides

interventions to communicate health information. For example, translated materials were at 26.83% for “Sometimes” translated to 60.37% for “Regularly” translated (87.20% combined). Improvement could be made to achieve a consistently high rate of regular practice in these areas.

“Social Workers for CMS/NMDOH pretty much uphold cultural and linguistic competence and linguistic policies.” (Q83, Comment 8)

14. The question (Q75) of whether the NMDOH evaluates the quality and effectiveness of interpretation and translation services it provides and/or uses via contract rated at 18.30% for “Regularly” being evaluated. The perception of respondents was rather low on quality of interpretation/translation evaluation.

“As a former trainer, I found that none of the training materials are in Spanish, I had to rely on co-workers who were fluent in the language. Sometimes this was problematic, because many New Mexicans do not speak Spanish or if they speak it, they cannot always translate. Current demographics show that Hispanic populations growing in this country. People from many Spanish speaking countries are in New Mexico, and there is diversity in the way in which they speak the language. I have found providers have employees of other racial or ethnic groups where English is a second language. I find that some need support when writing incident progress notes and incident reports. A couple of years ago, I asked if training materials could be translated in Spanish. I was told that materials were not translated in Spanish, because they would have to translate the materials in other languages too, and it would be difficult. I feel that if we want to have good customer service, and competent workforce; there will have to be some sort of consensus on this issue.” (Q83 Comment 7)

15. In Q77, Q81, and Q82 the assessment asks whether the NMDOH has activities tailored to engage diverse groups, sectors, and communities in an appropriate linguistic and culturally competent manner for the purpose of health promotion and/or disease prevention. Respondents rated these questions in a rather flat manner, meaning that each response from “Never” to “Regularly” engaging consumers was about the same. The rating of “Sometimes” engagement was appropriately made was the slightly stronger than the rest of the ratings, but was only about 30%. Improvement in consumer engagement (e.g., outreach) seems warranted.

Discussion

The benefits of the assessment for the NMDOH are basic in nature. The NMDOH is able to use the information gleaned from the assessment to enhance services for culturally and linguistically diverse populations. A critical activity will be for the NMDOH to craft a plan to incorporate cultural and linguistic competence within the ‘culture’ of the organization in an effective and systematic way. The assessment illustrated that the

NMDOH has the opportunity to promulgate its policies and procedures, improve the quality of cultural and linguistic practices for both consumers and employees, and develop a workforce that values diversity and is able to manage the dynamics of difference. NMDOH has in place the Results Based Accountability (RBA) approach for continuous improvement and meaningful change. The RBA approach will allow NMDOH to use the assessment's data to easily develop short-term and long-term goals with measurable objectives, identify and dedicate resources, and enhance consumer and community partnerships or collaborations.

Recommendations and/or Next Steps

1. Establish and empower an ongoing, self-assessment work group, which includes internal and external stakeholders (e.g., from policy making, administration, service delivery, consumers, and communities). The NMDOH should allocate personnel and fiscal resources to support an ongoing work group dedicated to regular and systematic cultural and linguistic self-assessment for the department.
2. Diverse strategies may have to be employed in order to cultivate leadership and get "buy in" from the overall organization to accept a shared vision of cultural and linguistic appropriate practice, which enables one to improve service delivery.
3. Incorporate cultural and linguistic self-assessment results into the general planning and development process (e.g., funding streams, block grant planning, training, etc.).
4. Incorporate cultural and linguistic competency concepts into overall policy development at the department, division and program levels

Conclusion

The three assumptions guiding the assessment seem to be realized in the results.

The assumptions were:

1. Achieving cultural competence is a developmental process at both the individual and organizational levels.
2. With appropriate support, individuals can enhance their cultural awareness, knowledge and skills over time.
3. Cultural strengths exist within organizations or networks of professionals, but often go unnoticed and untapped.

Cultural and linguistic competency policies, procedures and practices are developing at different paces and levels within the NMDOH. Overall, employees do not seem to

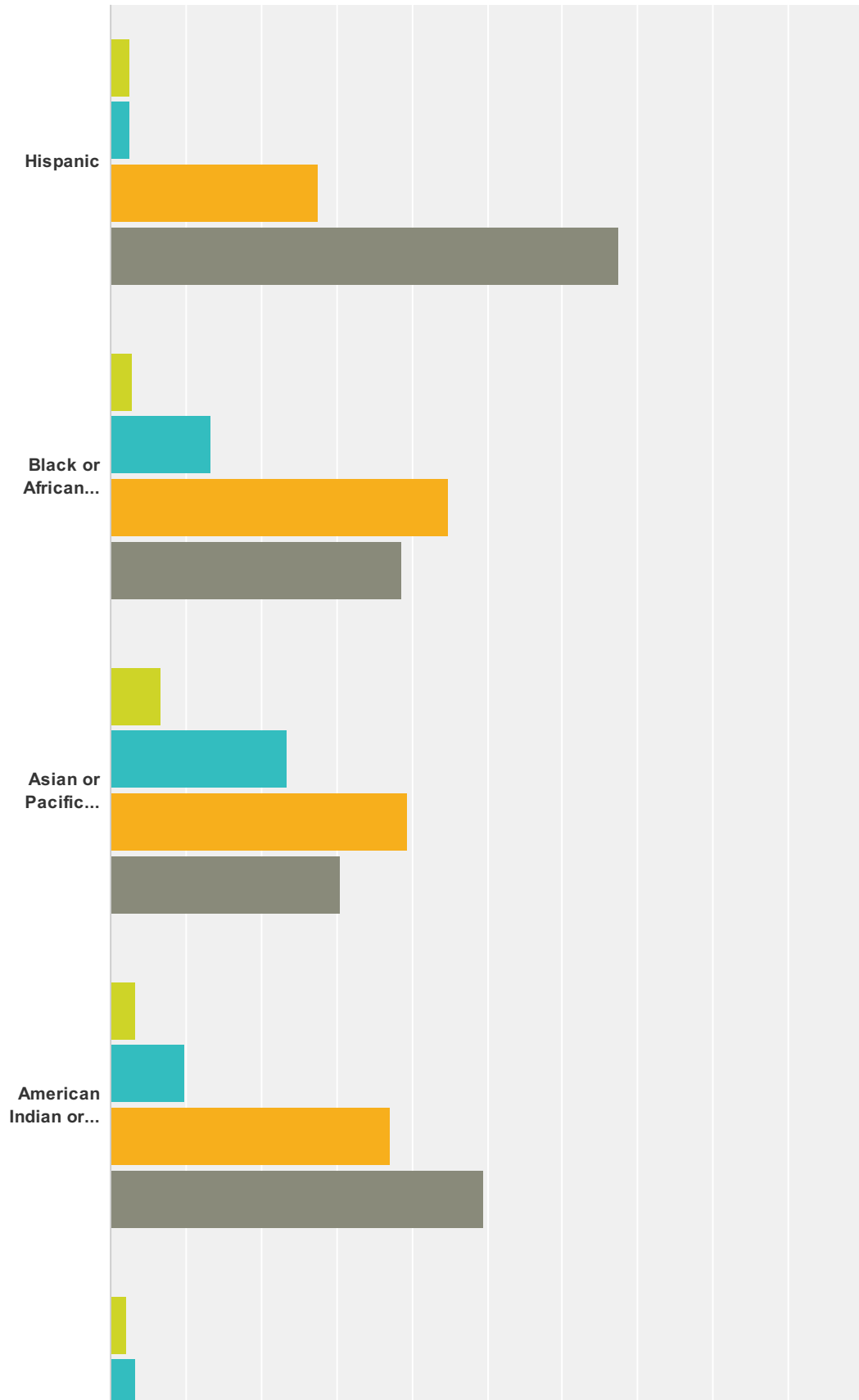
be aware of existing policies for cultural and linguistic competency. For the most part, employees expressed a commitment to achieving cultural and linguistic competency, but conveyed a sense of isolation in one's attempt to perform in this way.

The assessment indicates that employees have strengths (e.g., training, expertise, professional ethics, etc.) and are untapped resources for developing and promulgating NMDOH's policies. Supports for employees to more fully participate in policy, procedure, and practice development that will result in improved linguistically and culturally public health services are necessary

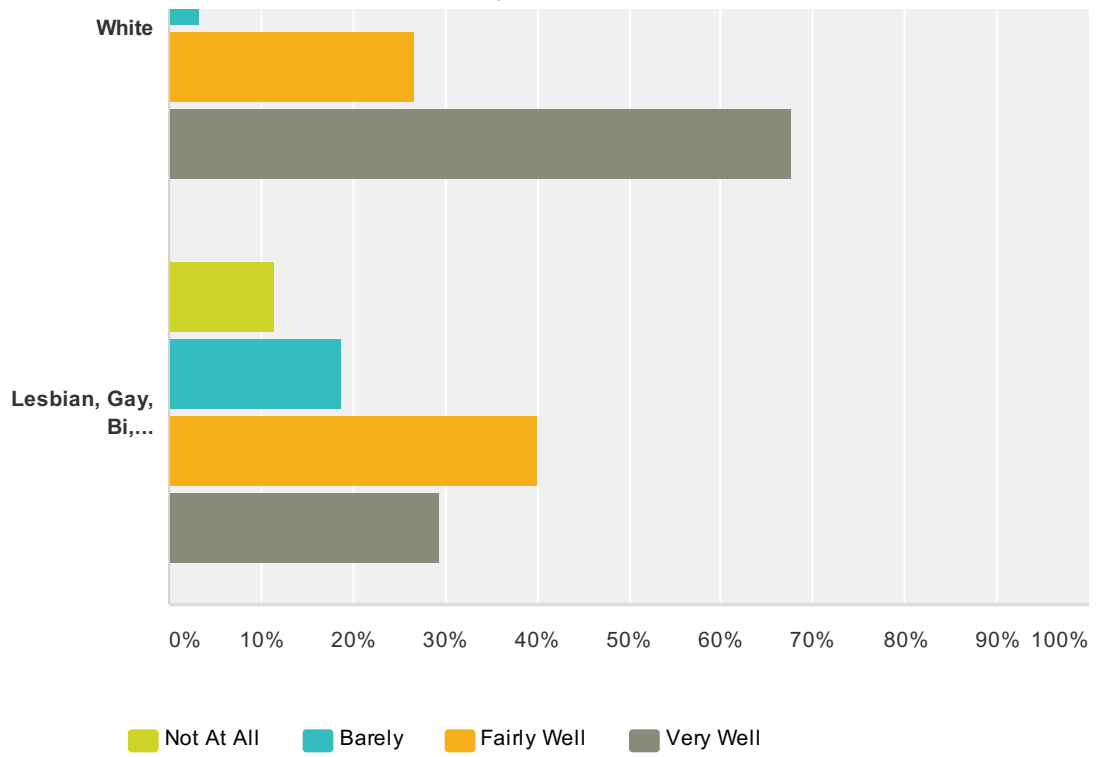
This collaborative commitment will build a dynamic framework for the NMDOH's organizational culture that will establish services that fully reflect the characteristics and needs of the State's minority majority profile.

Q1 Is your agency able to identify the culturally diverse communities in your service area?

Answered: 240 Skipped: 5



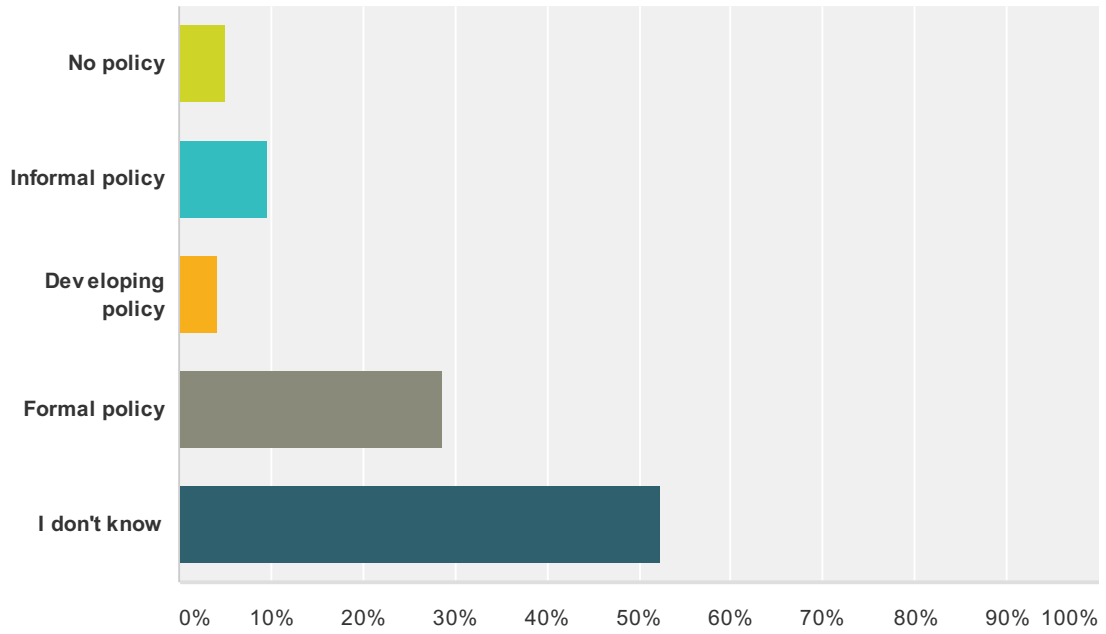
Cultural and Linguistic Assessment



	Not At All	Barely	Fairly Well	Very Well	Total
Hispanic	2.50% 6	2.50% 6	27.50% 66	67.50% 162	240
Black or African American	2.94% 7	13.45% 32	44.96% 107	38.66% 92	238
Asian or Pacific Islander	6.78% 16	23.31% 55	39.41% 93	30.51% 72	236
American Indian or Alaska Native	3.42% 8	9.83% 23	37.18% 87	49.57% 116	234
White	2.13% 5	3.40% 8	26.81% 63	67.66% 159	235
Lesbian, Gay, Bi, Transgender, and Questioning (LGBTQ)	11.54% 27	18.80% 44	40.17% 94	29.49% 69	234

Q2 Is there a supporting policy?

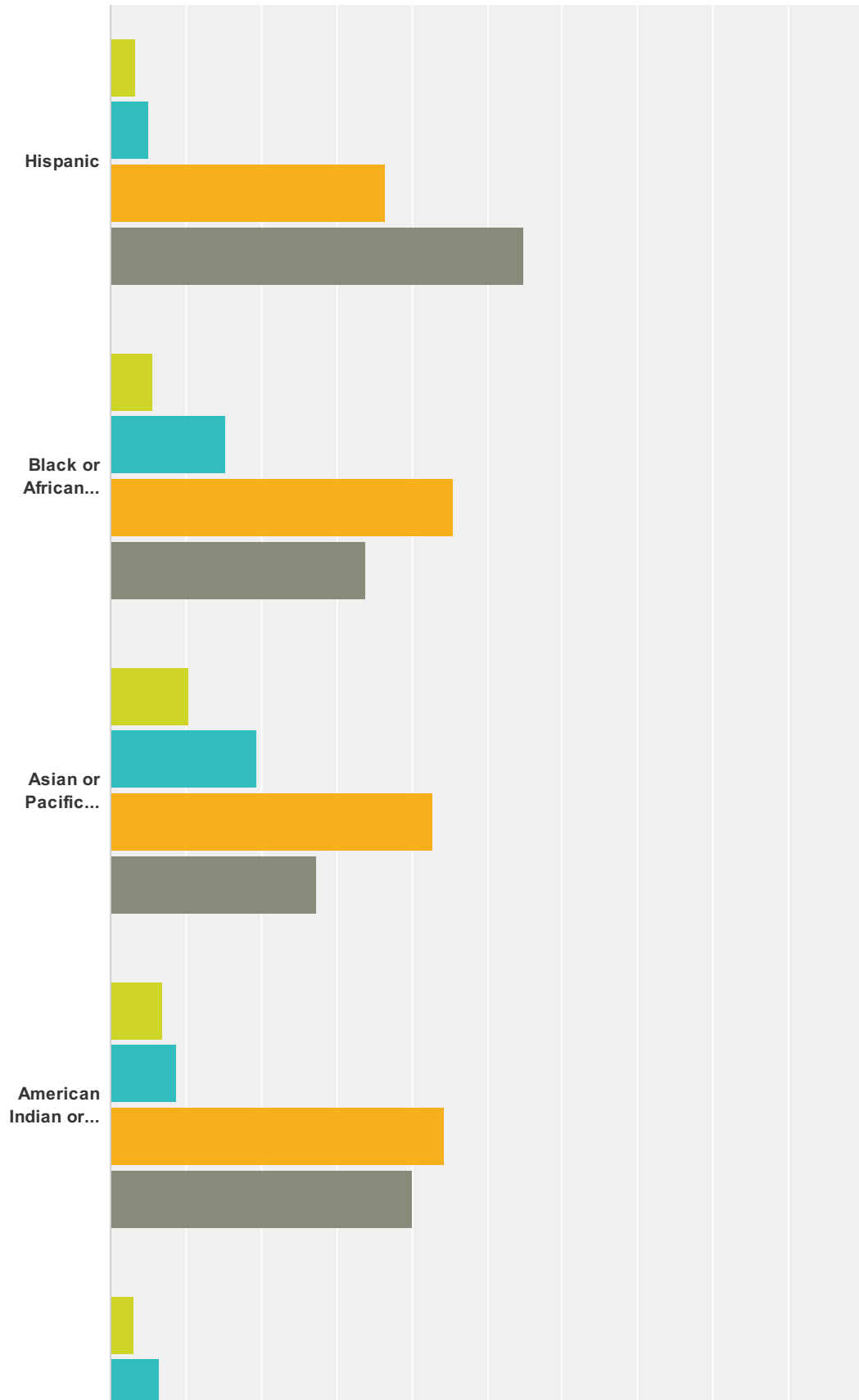
Answered: 237 Skipped: 8



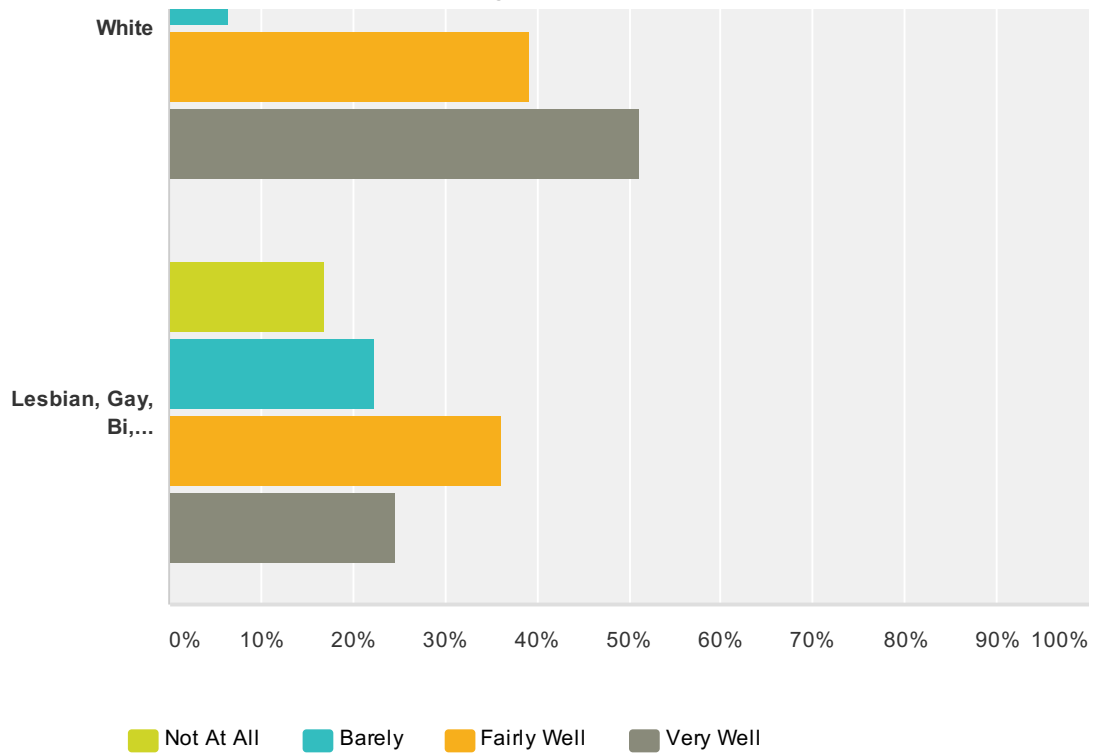
Answer Choices	Responses
No policy	5.06% 12
Informal policy	9.70% 23
Developing policy	4.22% 10
Fomal policy	28.69% 68
I don't know	52.32% 124
Total	237

Q3 Is your agency familiar with current and projected demographics for your service area?

Answered: 235 Skipped: 10



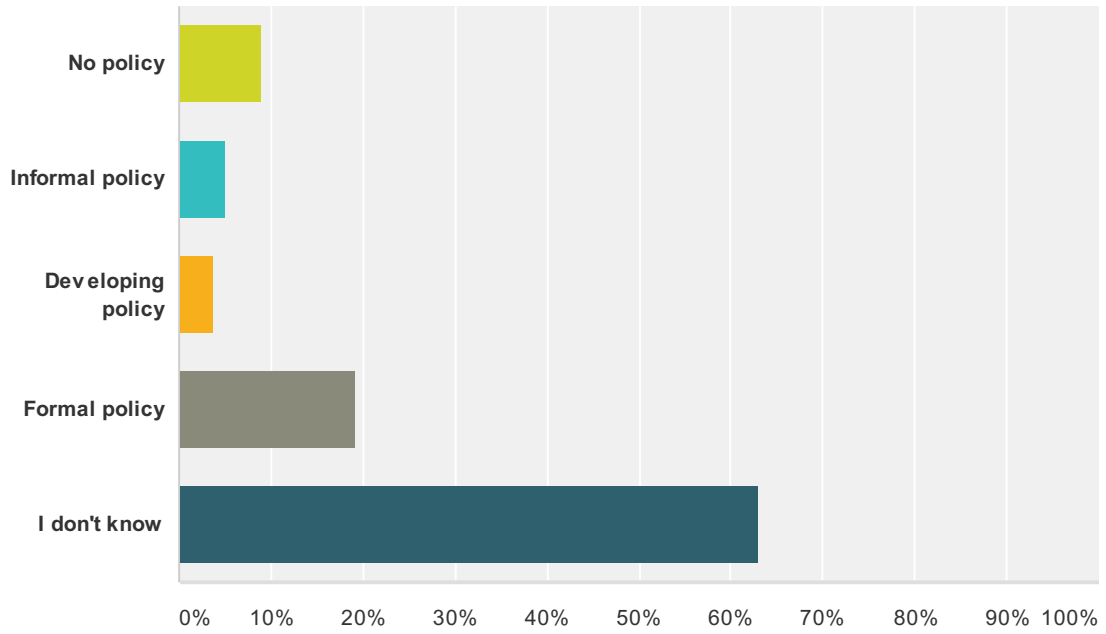
Cultural and Linguistic Assessment



	Not At All	Barely	Fairly Well	Very Well	Total
Hispanic	3.40% 8	5.11% 12	36.60% 86	54.89% 129	235
Black or African American	5.63% 13	15.15% 35	45.45% 105	33.77% 78	231
Asian or Pacific Islander	10.39% 24	19.48% 45	42.86% 99	27.27% 63	231
American Indian or Alaska Native	6.96% 16	8.70% 20	44.35% 102	40.00% 92	230
White	3.06% 7	6.55% 15	39.30% 90	51.09% 117	229
Lesbian, Gay, Bi, Transgender, and Questioning (LGBTQ)	16.81% 39	22.41% 52	36.21% 84	24.57% 57	232

Q4 Is there a supporting policy?

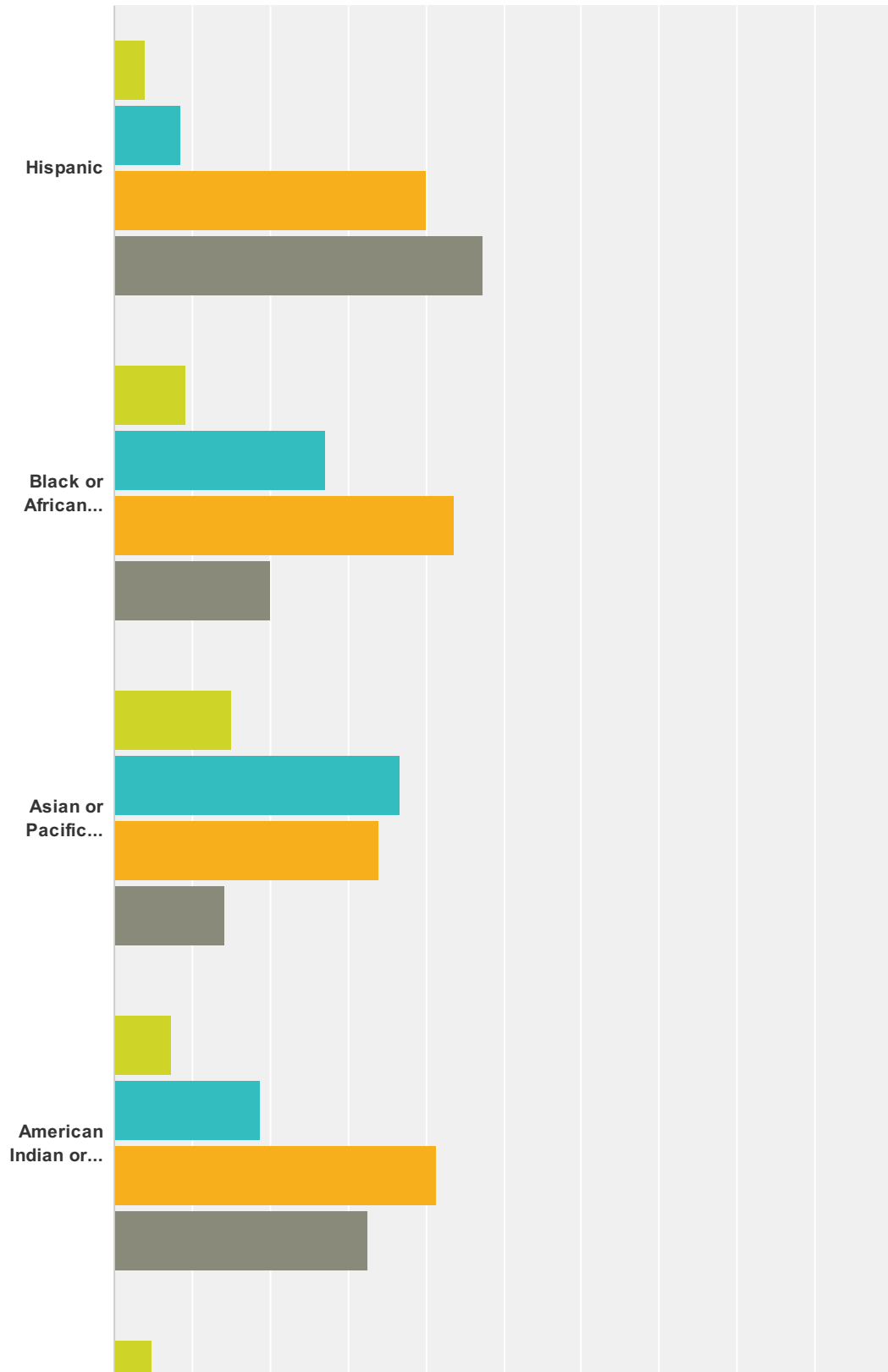
Answered: 235 Skipped: 10



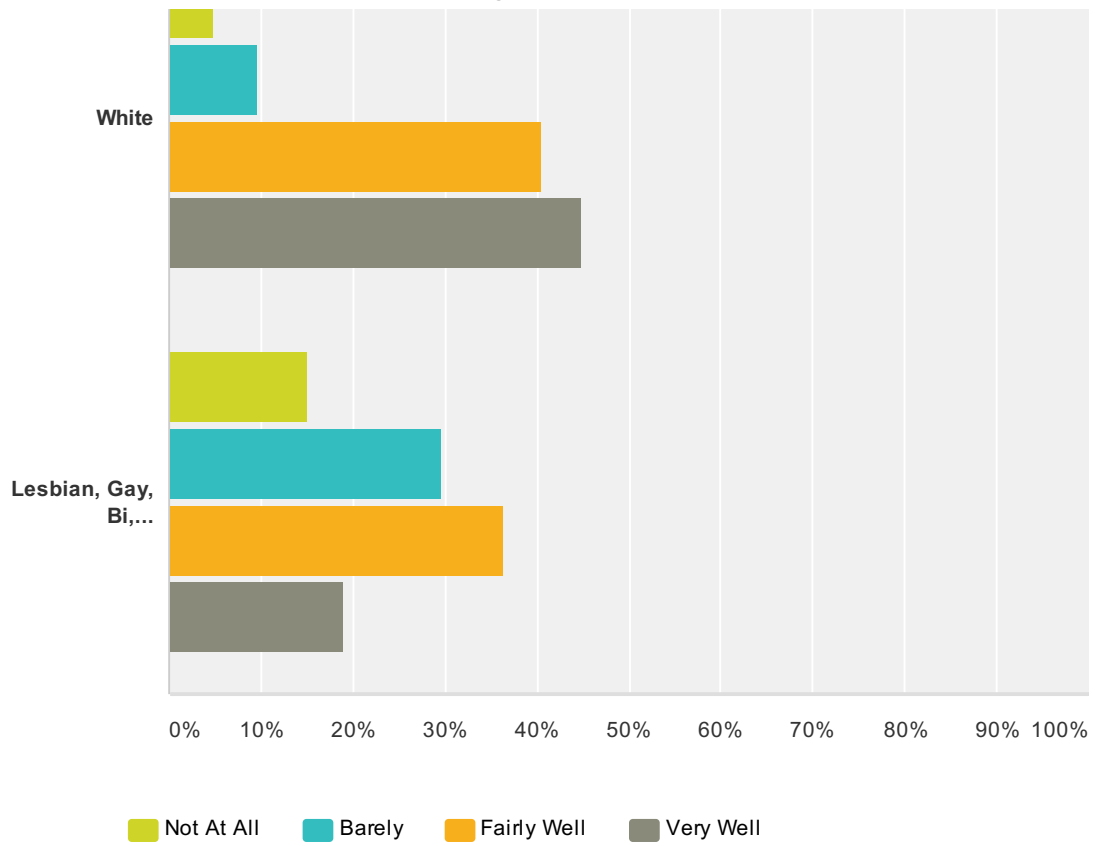
Answer Choices	Responses	
No policy	8.94%	21
Informal policy	5.11%	12
Developing policy	3.83%	9
Formal policy	19.15%	45
I don't know	62.98%	148
Total		235

Q5 Is your agency able to describe the social strengths (e.g., support networks, family ties, spiritual leadership, etc.) of diverse cultural groups in your service area?

Answered: 232 Skipped: 13



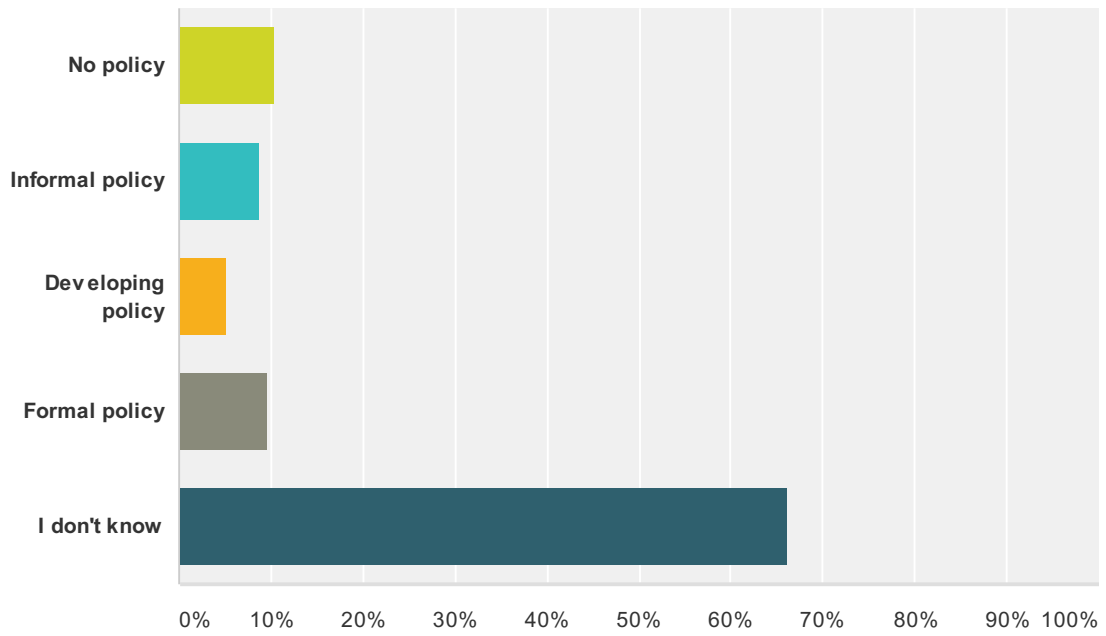
Cultural and Linguistic Assessment



	Not At All	Barely	Fairly Well	Very Well	Total
Hispanic	3.88% 9	8.62% 20	40.09% 93	47.41% 110	232
Black or African American	9.17% 21	27.07% 62	43.67% 100	20.09% 46	229
Asian or Pacific Islander	15.04% 34	36.73% 83	34.07% 77	14.16% 32	226
American Indian or Alaska Native	7.39% 17	18.70% 43	41.30% 95	32.61% 75	230
White	4.85% 11	9.69% 22	40.53% 92	44.93% 102	227
Lesbian, Gay, Bi, Transgender, and Questioning (LGBTQ)	15.04% 34	29.65% 67	36.28% 82	19.03% 43	226

Q6 Is there a supporting policy?

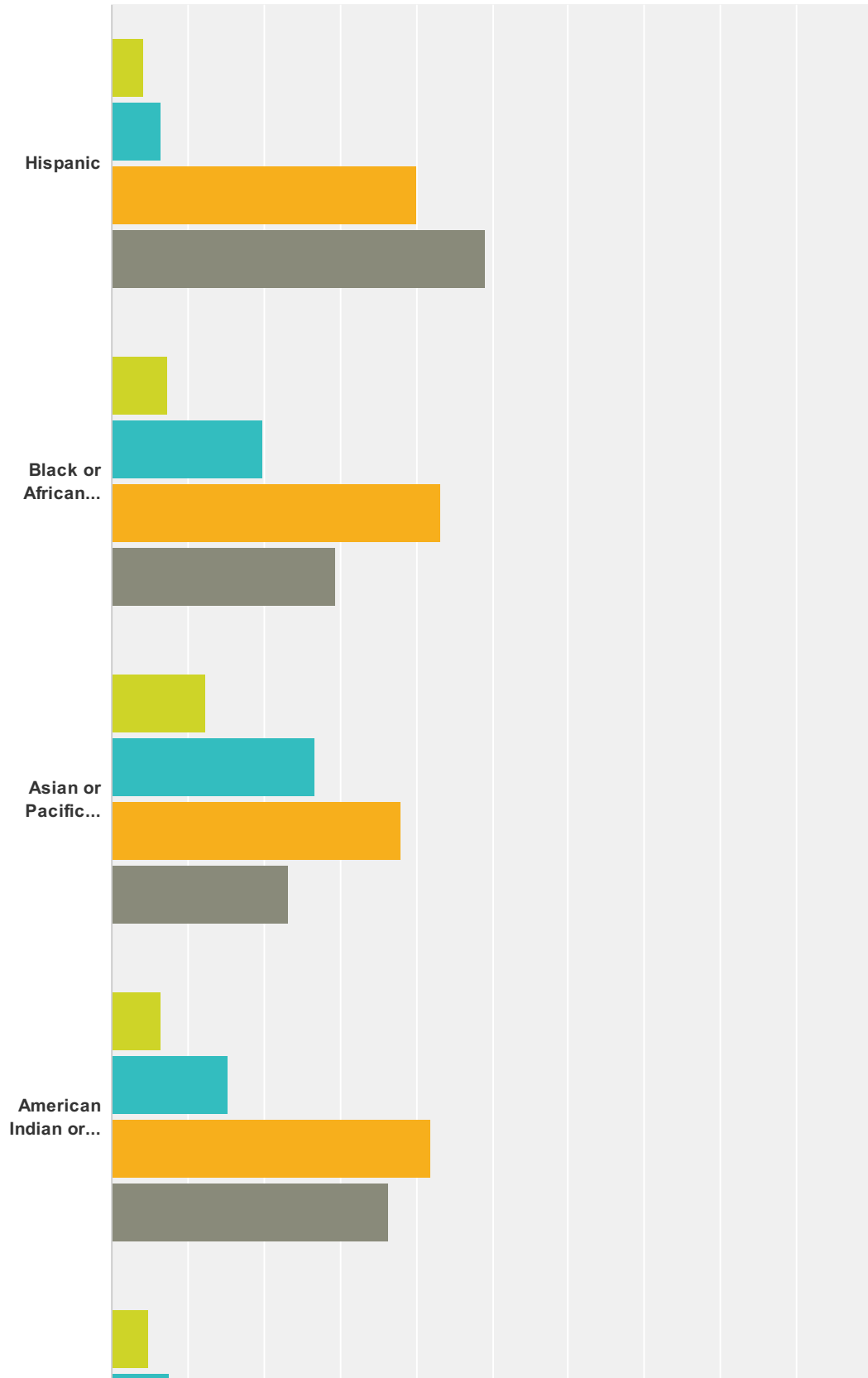
Answered: 230 Skipped: 15



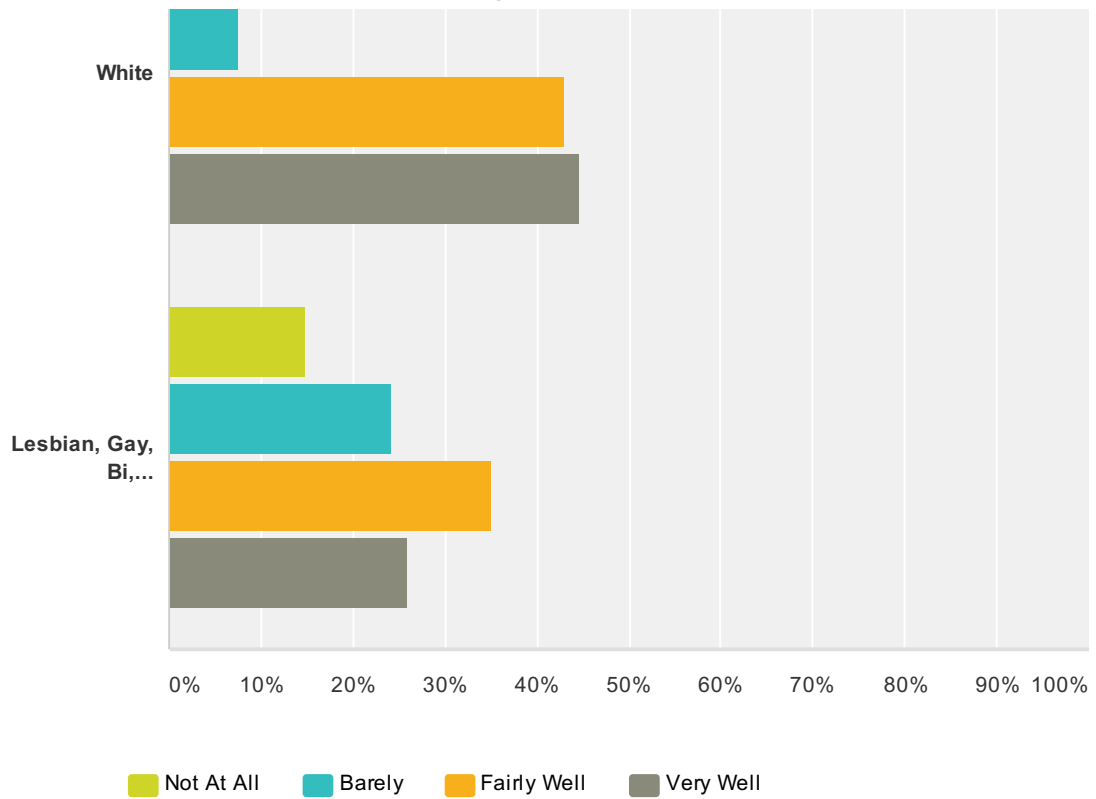
Answer Choices	Responses	
No policy	10.43%	24
Informal policy	8.70%	20
Developing policy	5.22%	12
Formal policy	9.57%	22
I don't know	66.09%	152
Total		230

Q7 Is your agency able to describe the social problems (e.g., dispersed families, poverty, unsafe housing, etc.) of diverse cultural groups in your service area?

Answered: 234 Skipped: 11



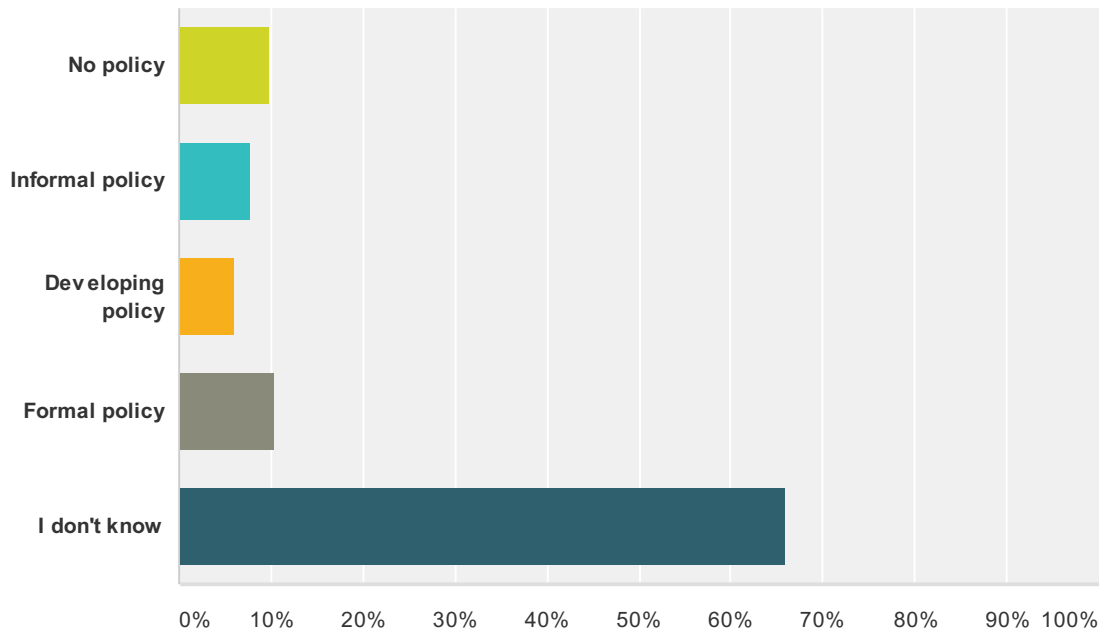
Cultural and Linguistic Assessment



	Not At All	Barely	Fairly Well	Very Well	Total
Hispanic	4.27% 10	6.41% 15	40.17% 94	49.15% 115	234
Black or African American	7.36% 17	19.91% 46	43.29% 100	29.44% 68	231
Asian or Pacific Islander	12.23% 28	26.64% 61	37.99% 87	23.14% 53	229
American Indian or Alaska Native	6.49% 15	15.15% 35	41.99% 97	36.36% 84	231
White	4.82% 11	7.46% 17	42.98% 98	44.74% 102	228
Lesbian, Gay, Bi, Transgender, and Questioning (LGBTQ)	14.91% 34	24.12% 55	35.09% 80	25.88% 59	228

Q8 Is there a supporting policy?

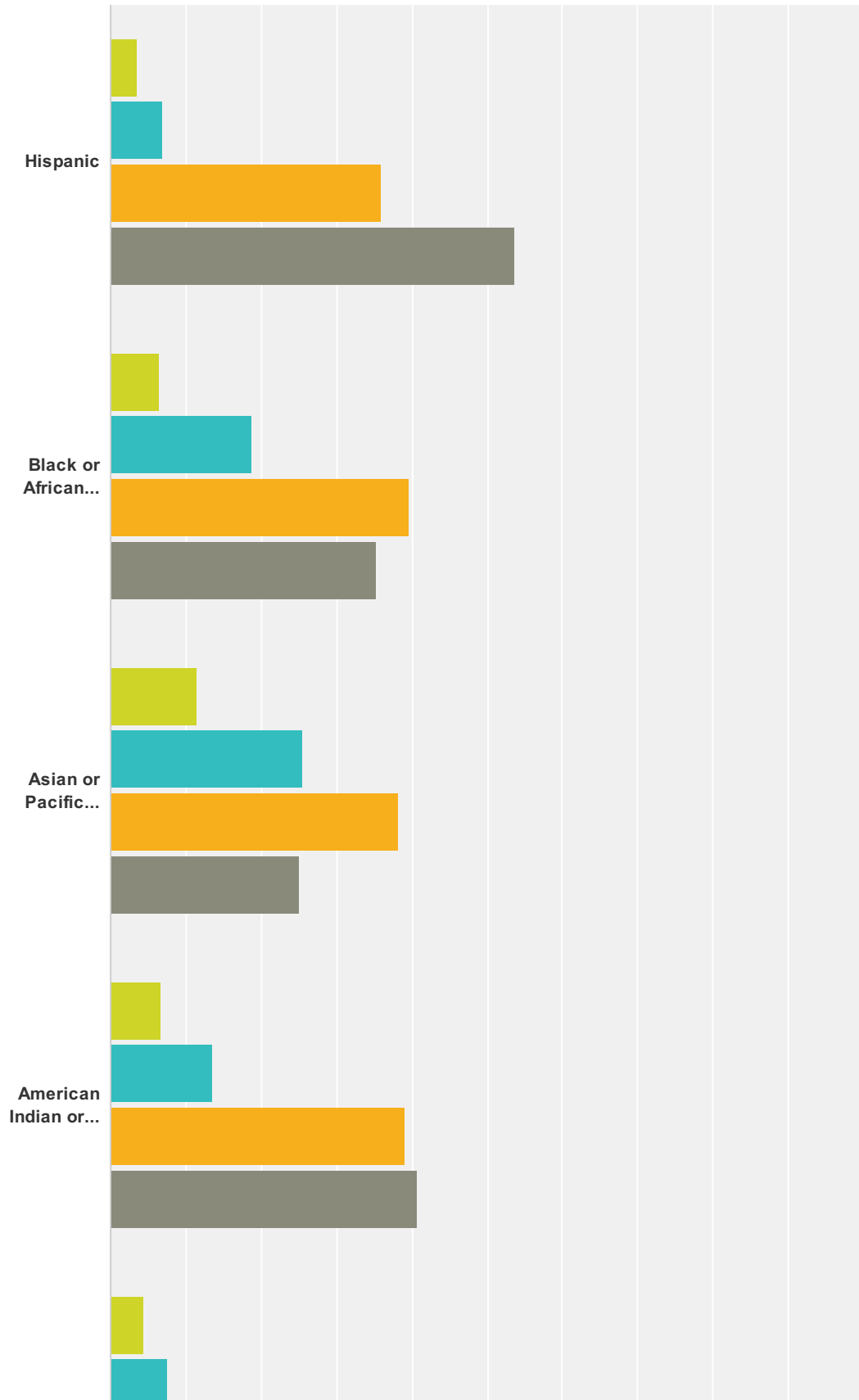
Answered: 232 Skipped: 13



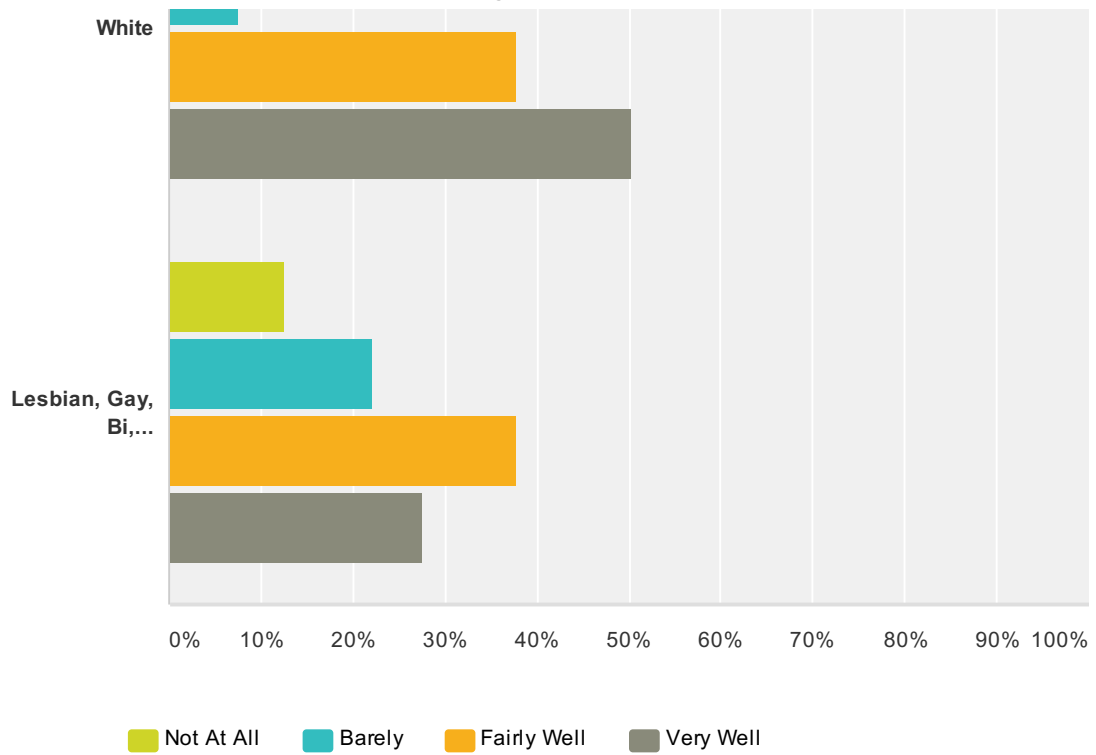
Answer Choices	Responses
No policy	9.91% 23
Informal policy	7.76% 18
Developing policy	6.03% 14
Formal policy	10.34% 24
I don't know	65.95% 153
Total	232

Q9 Is your agency able to describe health disparities among culturally diverse groups in your service area?

Answered: 232 Skipped: 13



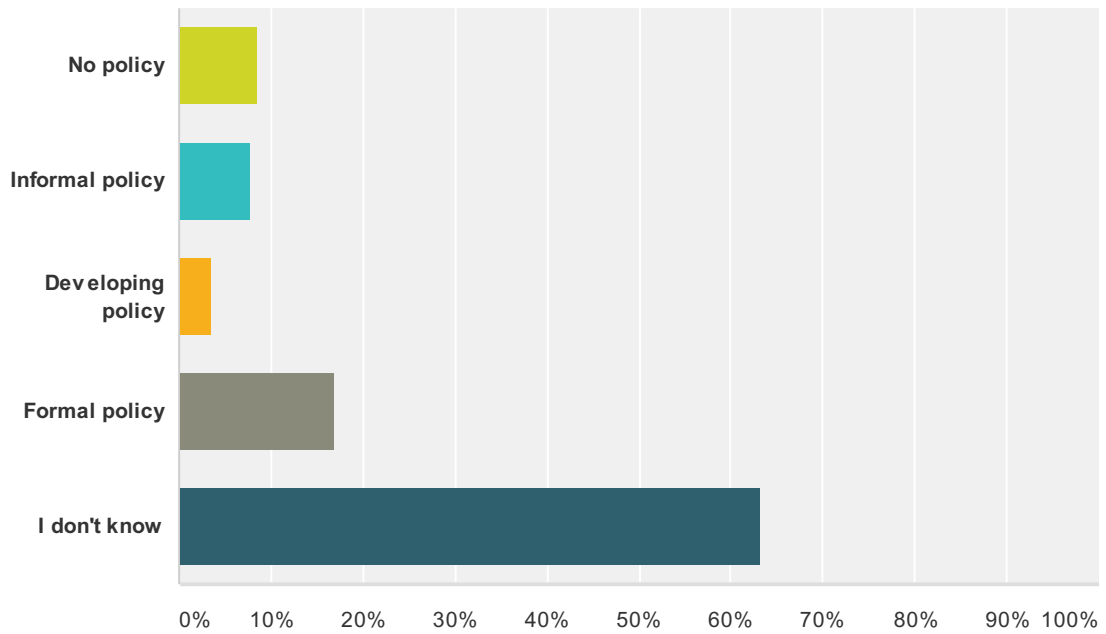
Cultural and Linguistic Assessment



	Not At All	Barely	Fairly Well	Very Well	Total
Hispanic	3.46% 8	6.93% 16	35.93% 83	53.68% 124	231
Black or African American	6.52% 15	18.70% 43	39.57% 91	35.22% 81	230
Asian or Pacific Islander	11.40% 26	25.44% 58	38.16% 87	25.00% 57	228
American Indian or Alaska Native	6.58% 15	13.60% 31	39.04% 89	40.79% 93	228
White	4.41% 10	7.49% 17	37.89% 86	50.22% 114	227
Lesbian, Gay, Bi, Transgender, and Questioning (LGBTQ)	12.44% 28	22.22% 50	37.78% 85	27.56% 62	225

Q10 Is there a supporting policy?

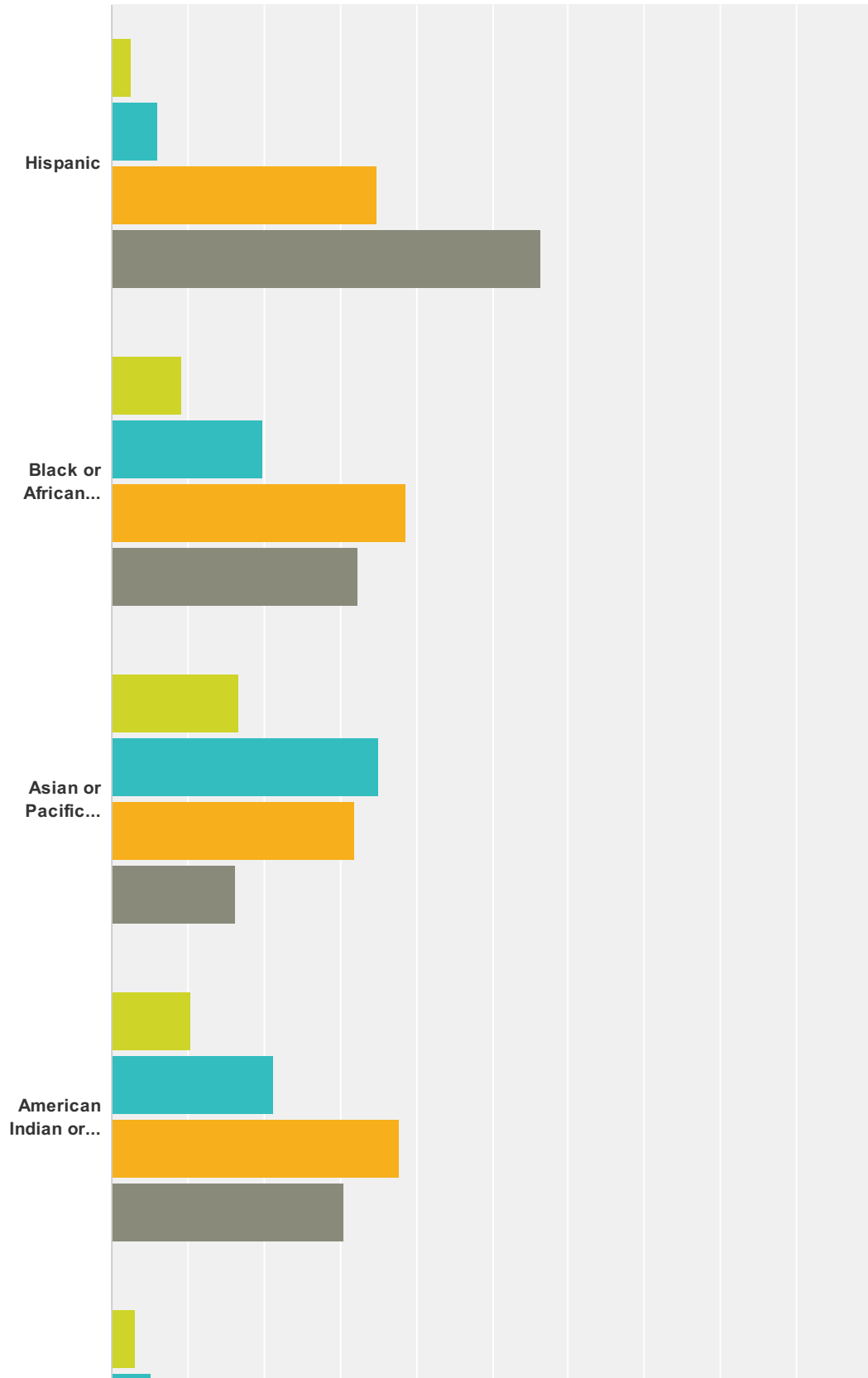
Answered: 231 Skipped: 14



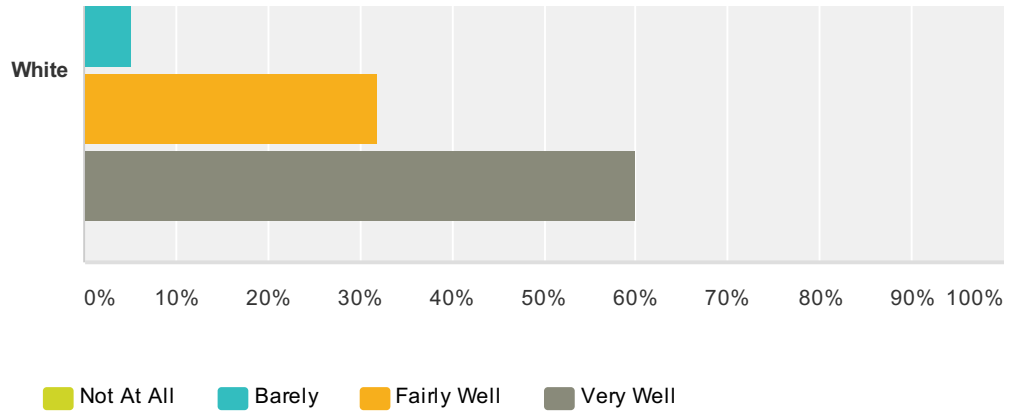
Answer Choices	Responses
No policy	8.66% 20
Informal policy	7.79% 18
Developing policy	3.46% 8
Formal policy	16.88% 39
I don't know	63.20% 146
Total	231

Q11 Is your agency able to describe the languages and dialects used by the following culturally diverse groups in your service area?

Answered: 232 Skipped: 13



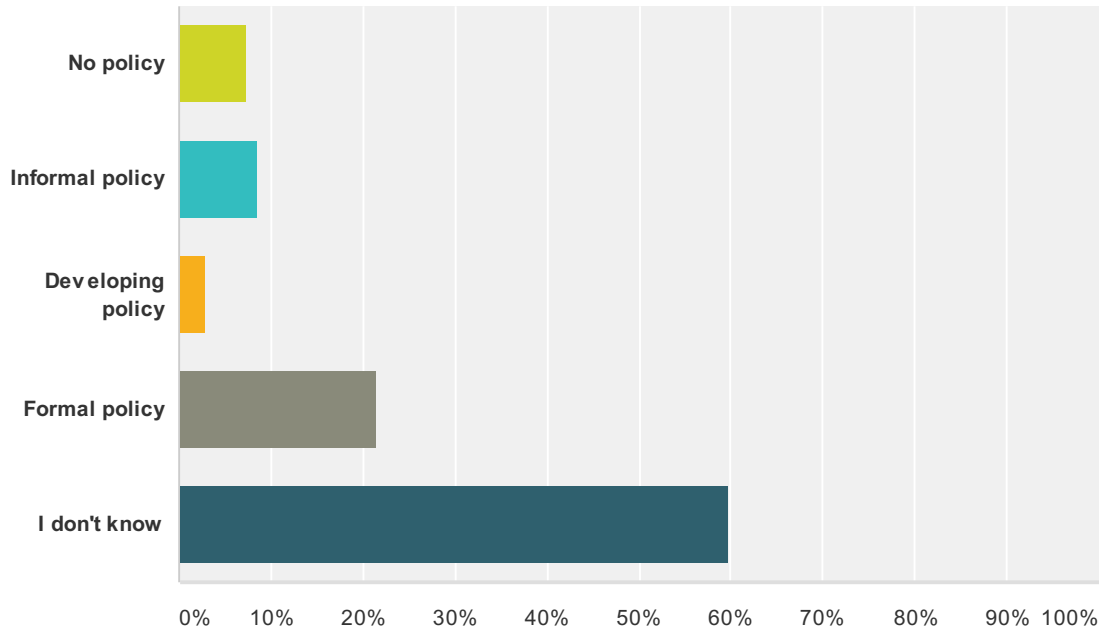
Cultural and Linguistic Assessment



	Not At All	Barely	Fairly Well	Very Well	Total
Hispanic	2.59% 6	6.03% 14	34.91% 81	56.47% 131	232
Black or African American	9.21% 21	19.74% 45	38.60% 88	32.46% 74	228
Asian or Pacific Islander	16.67% 38	35.09% 80	32.02% 73	16.23% 37	228
American Indian or Alaska Native	10.43% 24	21.30% 49	37.83% 87	30.43% 70	230
White	3.06% 7	5.24% 12	31.88% 73	59.83% 137	229

Q12 Is there a supporting policy?

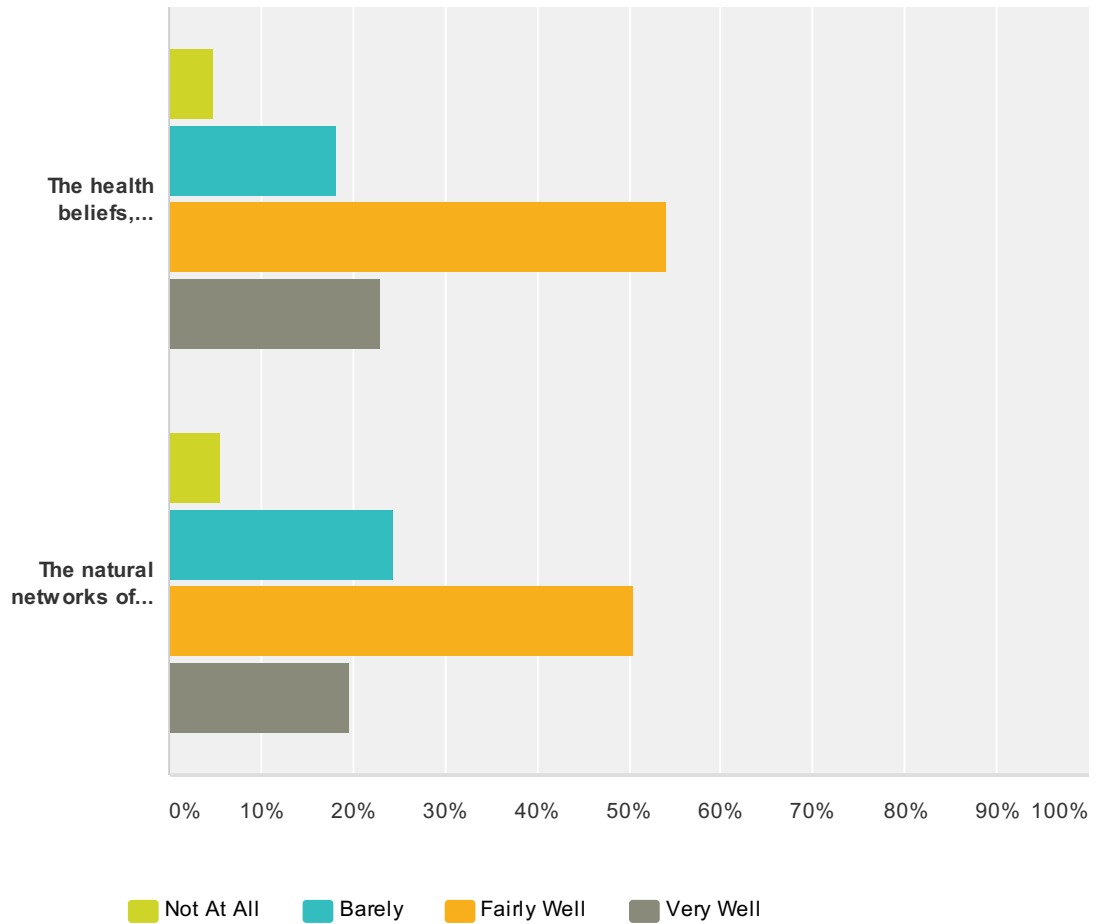
Answered: 233 Skipped: 12



Answer Choices	Responses
No policy	7.30% 17
Informal policy	8.58% 20
Developing policy	3.00% 7
Fomal policy	21.46% 50
I don't know	59.66% 139
Total	233

Q13 For the culturally diverse groups in your service area does your agency know:

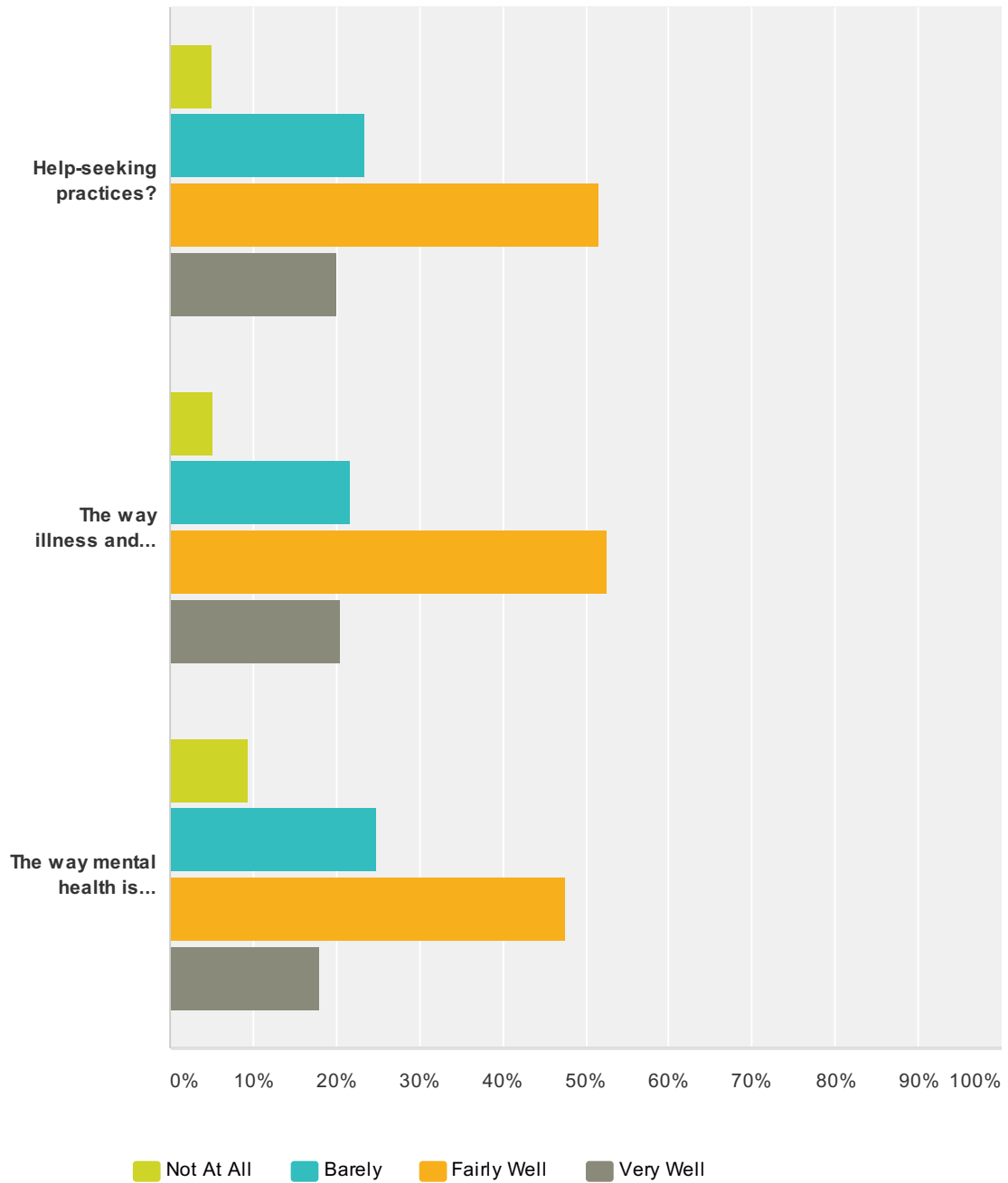
Answered: 231 Skipped: 14



	Not At All	Barely	Fairly Well	Very Well	Total
The health beliefs, customs, and values?	4.76% 11	18.18% 42	54.11% 125	22.94% 53	231
The natural networks of support?	5.65% 13	24.35% 56	50.43% 116	19.57% 45	230

Q14 For the culturally diverse groups in your service area can your agency identify:

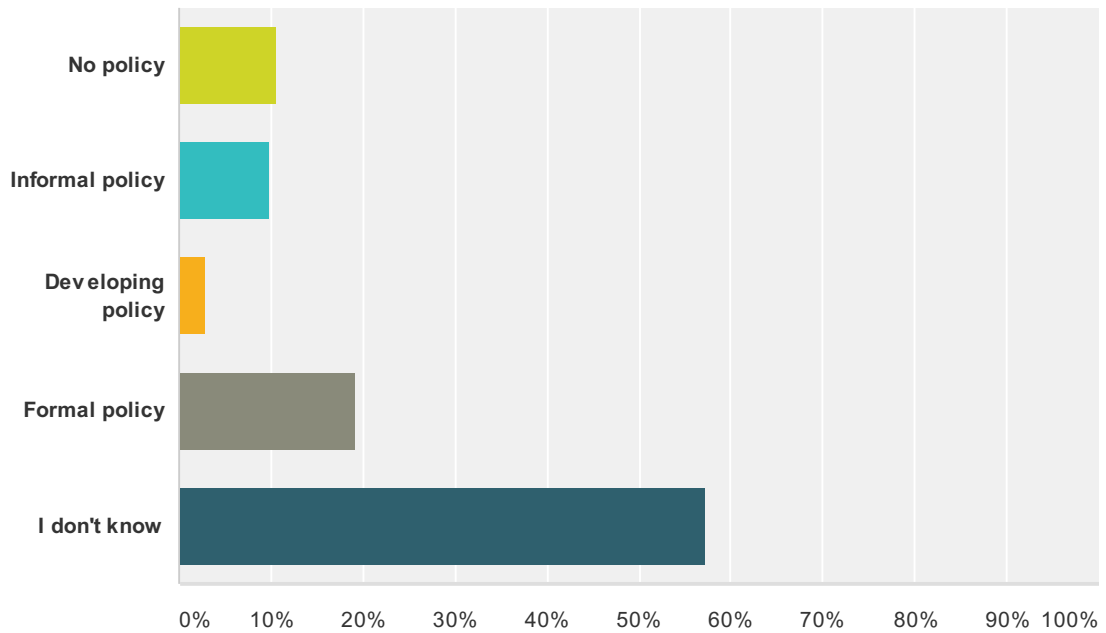
Answered: 235 Skipped: 10



	Not At All	Barely	Fairly Well	Very Well	Total
Help-seeking practices?	5.11% 12	23.40% 55	51.49% 121	20.00% 47	235
The way illness and health are viewed?	5.13% 12	21.79% 51	52.56% 123	20.51% 48	234
The way mental health is perceived?	9.44% 22	24.89% 58	47.64% 111	18.03% 42	233

Q15 Is there policy to support staff to acquire knowledge about the cultural beliefs and practices of diverse groups?

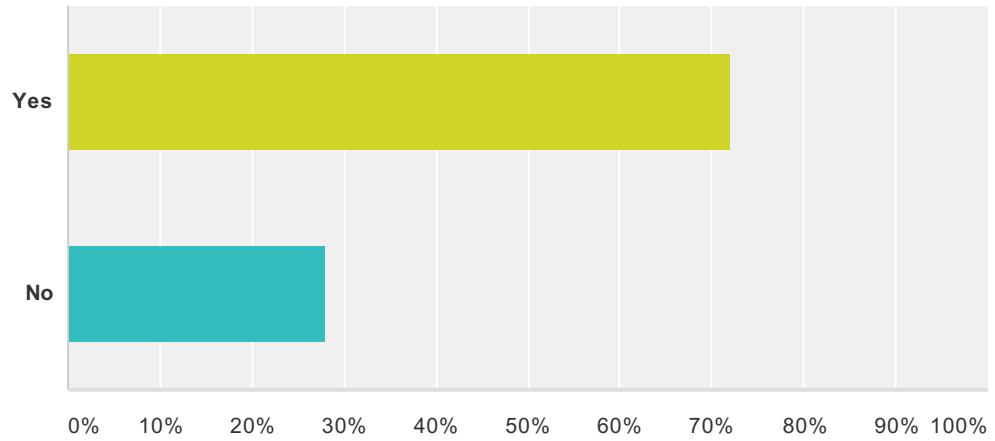
Answered: 234 Skipped: 11



Answer Choices	Responses
No policy	10.68% 25
Informal policy	9.83% 23
Developing policy	2.99% 7
Formal policy	19.23% 45
I don't know	57.26% 134
Total	234

Q16 Does your agency have a mission statement that incorporates cultural and linguistic competence in service delivery?

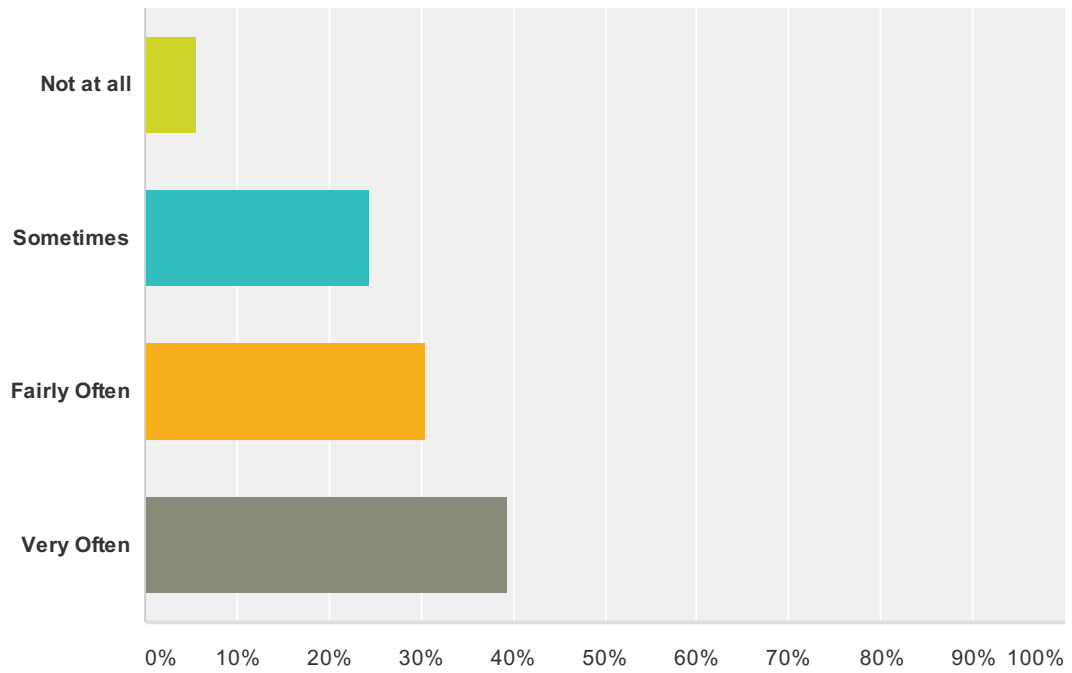
Answered: 211 Skipped: 34



Answer Choices	Responses	
Yes	72.04%	152
No	27.96%	59
Total		211

Q17 Does your agency support a practice model that incorporates culture in the delivery of services?

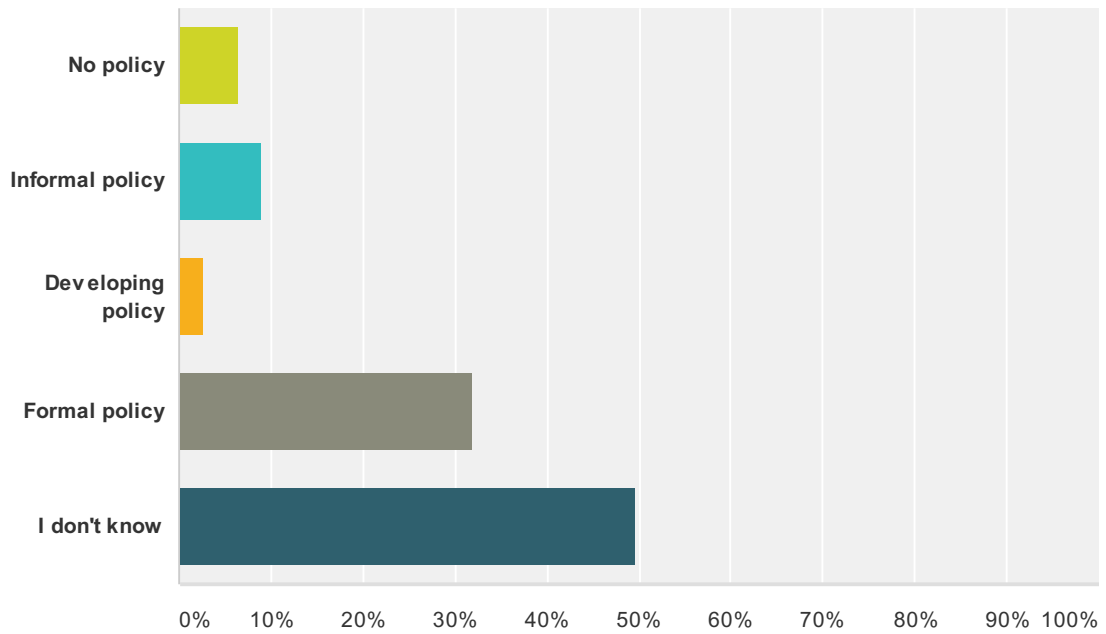
Answered: 213 Skipped: 32



Answer Choices	Responses
Not at all	5.63% 12
Sometimes	24.41% 52
Fairly Often	30.52% 65
Very Often	39.44% 84
Total	213

Q18 Is there supporting policy?

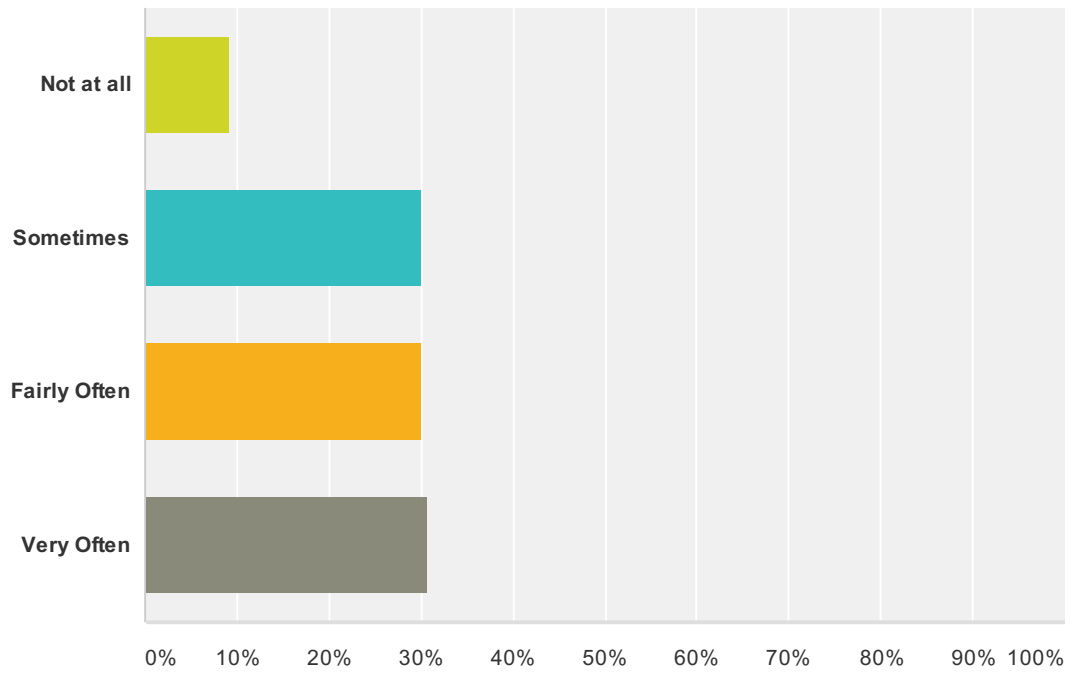
Answered: 213 Skipped: 32



Answer Choices	Responses
No policy	6.57% 14
Informal policy	8.92% 19
Developing policy	2.82% 6
Formal policy	31.92% 68
I don't know	49.77% 106
Total	213

Q19 Does your agency consider cultural and linguistic differences in developing quality improvement processes?

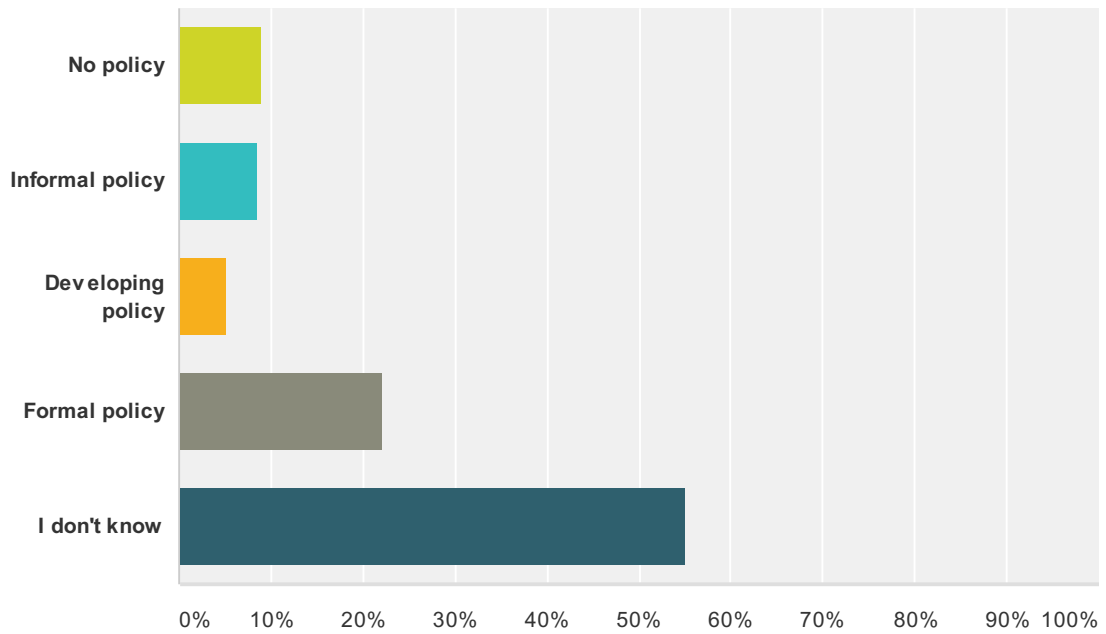
Answered: 209 Skipped: 36



Answer Choices	Responses
Not at all	9.09% 19
Sometimes	30.14% 63
Fairly Often	30.14% 63
Very Often	30.62% 64
Total	209

Q20 Is there supporting policy?

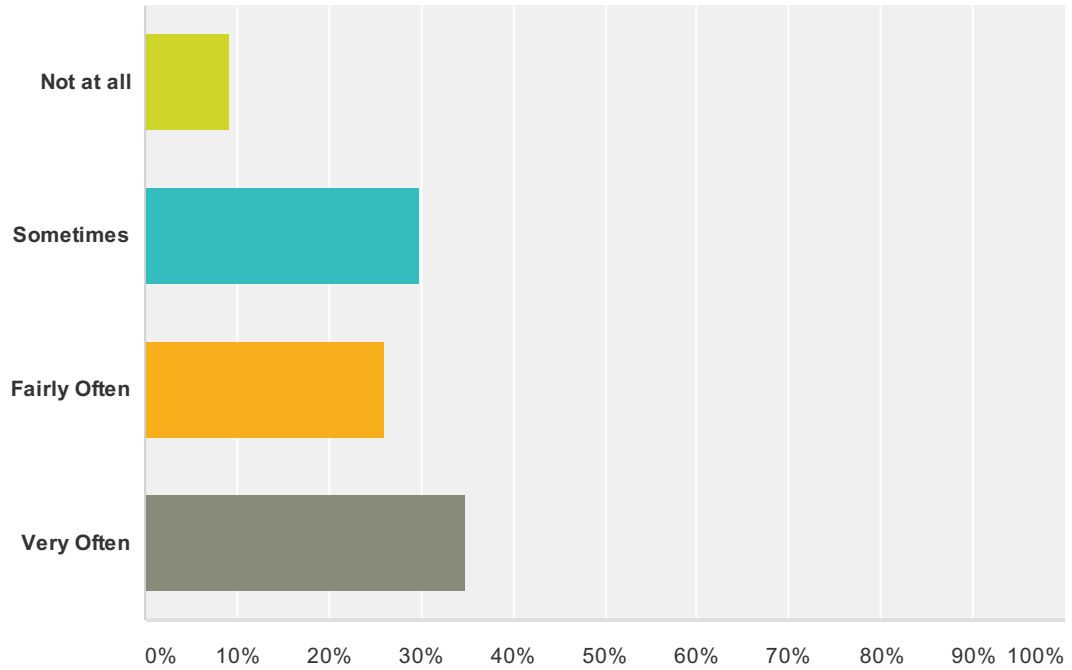
Answered: 212 Skipped: 33



Answer Choices	Responses
No policy	8.96% 19
Informal policy	8.49% 18
Developing policy	5.19% 11
Formal policy	22.17% 47
I don't know	55.19% 117
Total	212

Q21 Does your agency advocate for culturally diverse consumers regarding quality of life issues (e.g., employment, housing, education) in your service area?

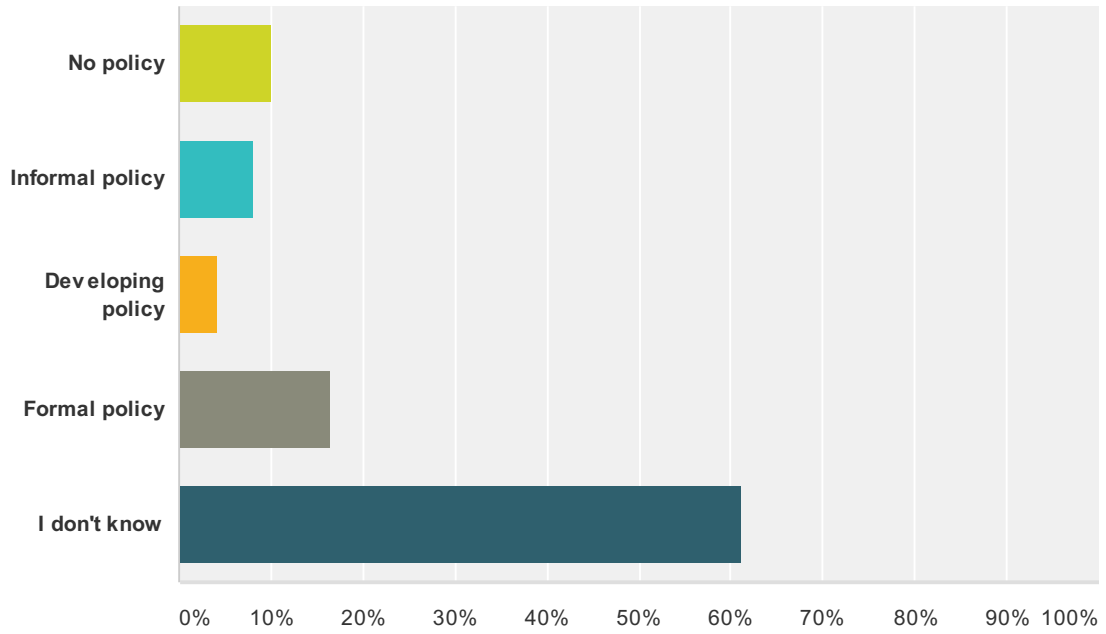
Answered: 207 Skipped: 38



Answer Choices	Responses	
Not at all	9.18%	19
Sometimes	29.95%	62
Fairly Often	26.09%	54
Very Often	34.78%	72
Total		207

Q22 Is there supporting policy?

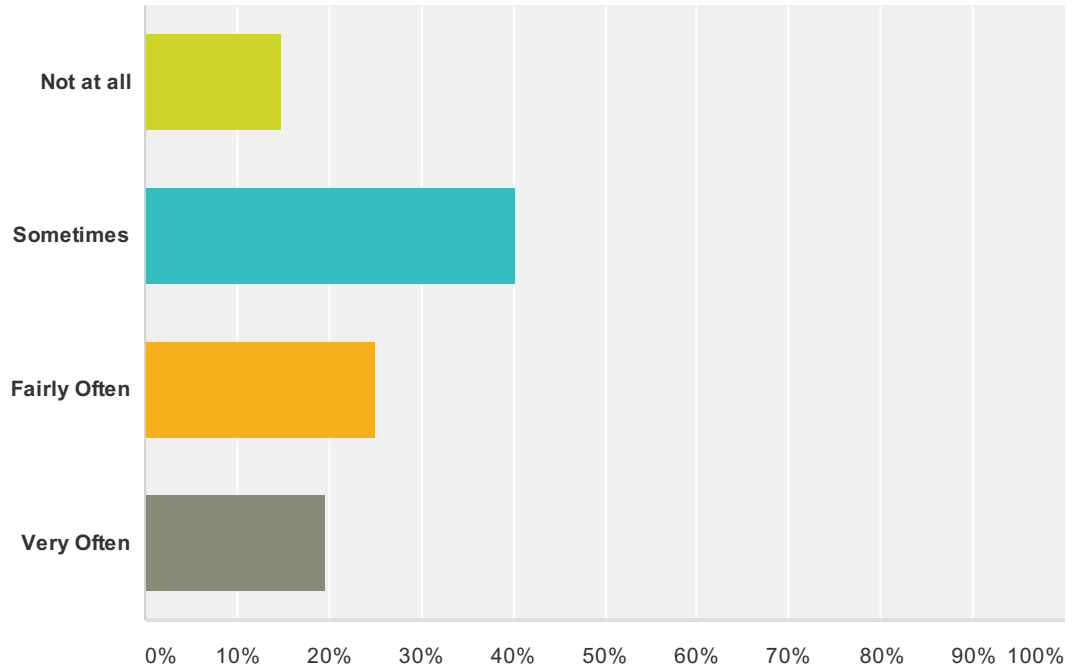
Answered: 211 Skipped: 34



Answer Choices	Responses	
No policy	9.95%	21
Informal policy	8.06%	17
Developing policy	4.27%	9
Formal policy	16.59%	35
I don't know	61.14%	129
Total		211

Q23 Does your agency systematically review procedures to insure that they are relevant to delivery of culturally competent services?

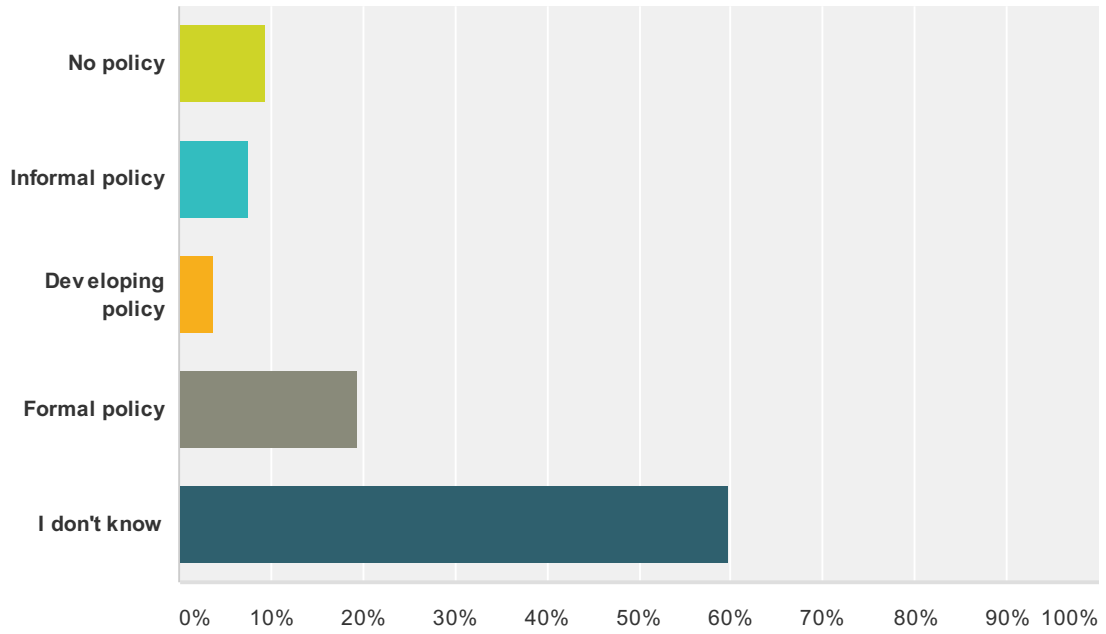
Answered: 208 Skipped: 37



Answer Choices	Responses	
Not at all	14.90%	31
Sometimes	40.38%	84
Fairly Often	25.00%	52
Very Often	19.71%	41
Total		208

Q24 Is there supporting policy?

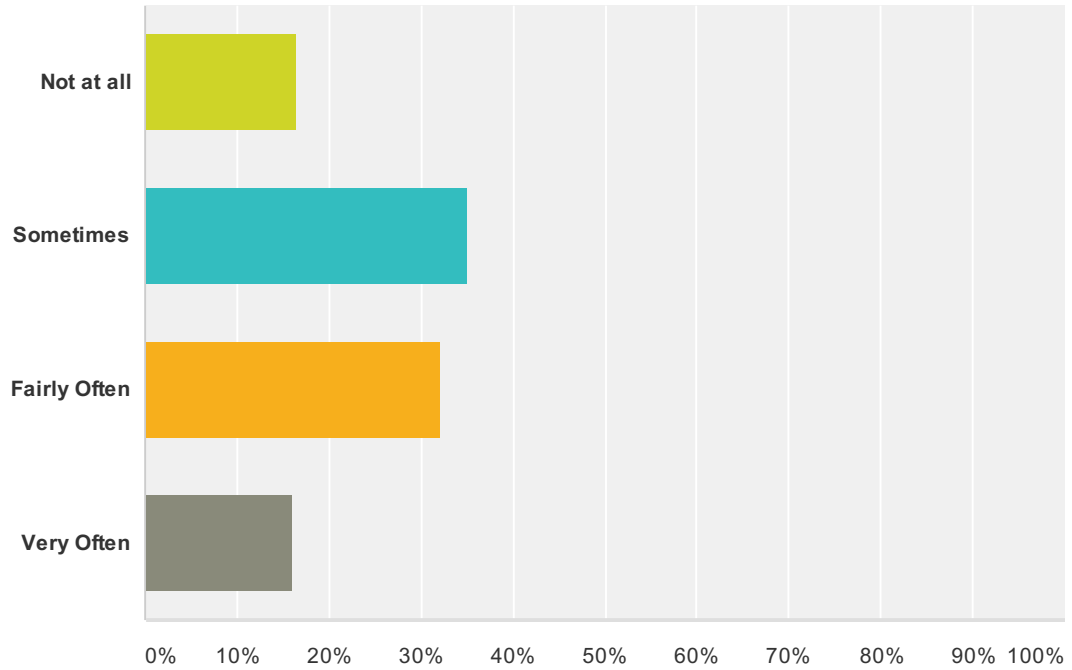
Answered: 211 Skipped: 34



Answer Choices	Responses
No policy	9.48% 20
Informal policy	7.58% 16
Developing policy	3.79% 8
Formal policy	19.43% 41
I don't know	59.72% 126
Total	211

Q25 Does your agency systematically review procedures to insure that they are relevant to delivery of linguistically competent services?

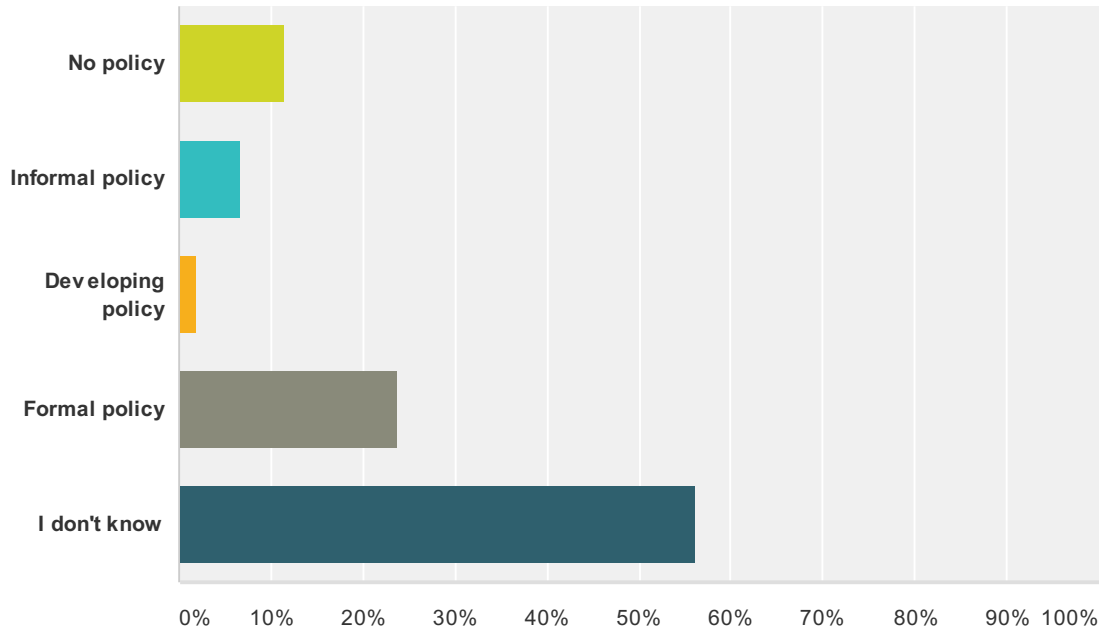
Answered: 205 Skipped: 40



Answer Choices	Responses
Not at all	16.59% 34
Sometimes	35.12% 72
Fairly Often	32.20% 66
Very Often	16.10% 33
Total	205

Q26 Is there supporting policy?

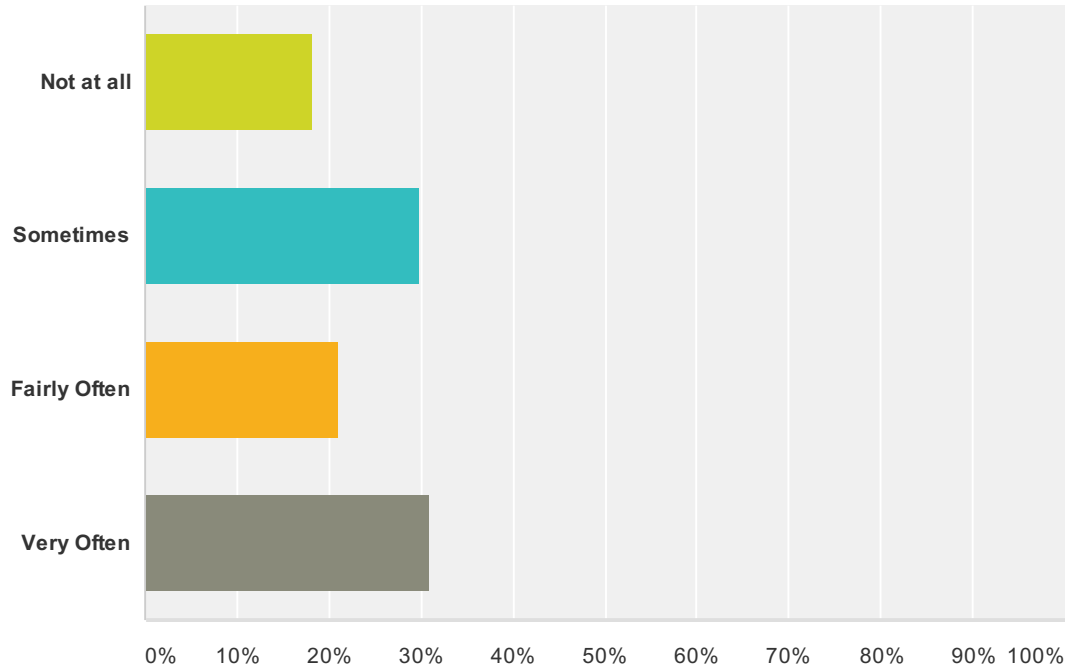
Answered: 210 Skipped: 35



Answer Choices	Responses
No policy	11.43% 24
Informal policy	6.67% 14
Developing policy	1.90% 4
Formal policy	23.81% 50
I don't know	56.19% 118
Total	210

Q27 Does your agency help consumers get supports they need (flexible service schedules, childcare, transportation, etc.) to access health care?

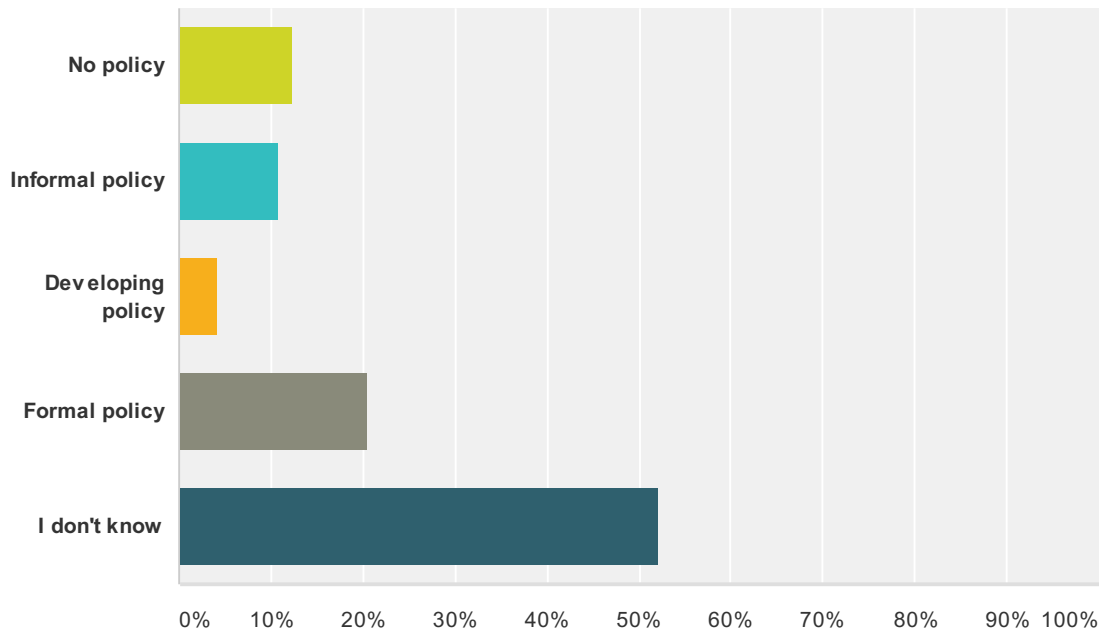
Answered: 204 Skipped: 41



Answer Choices	Responses
Not at all	18.14% 37
Sometimes	29.90% 61
Fairly Often	21.08% 43
Very Often	30.88% 63
Total	204

Q28 Is there supporting policy?

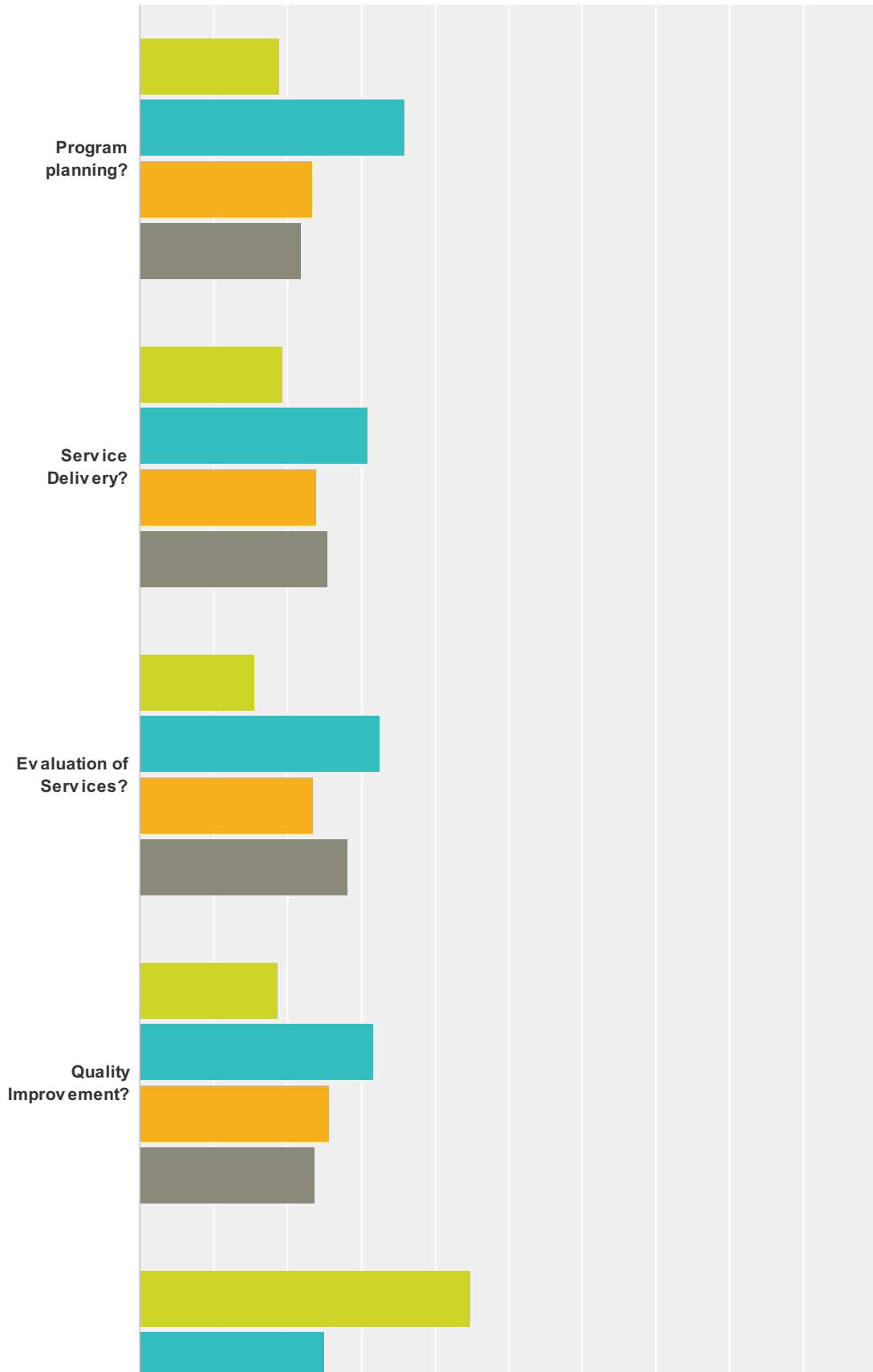
Answered: 211 Skipped: 34



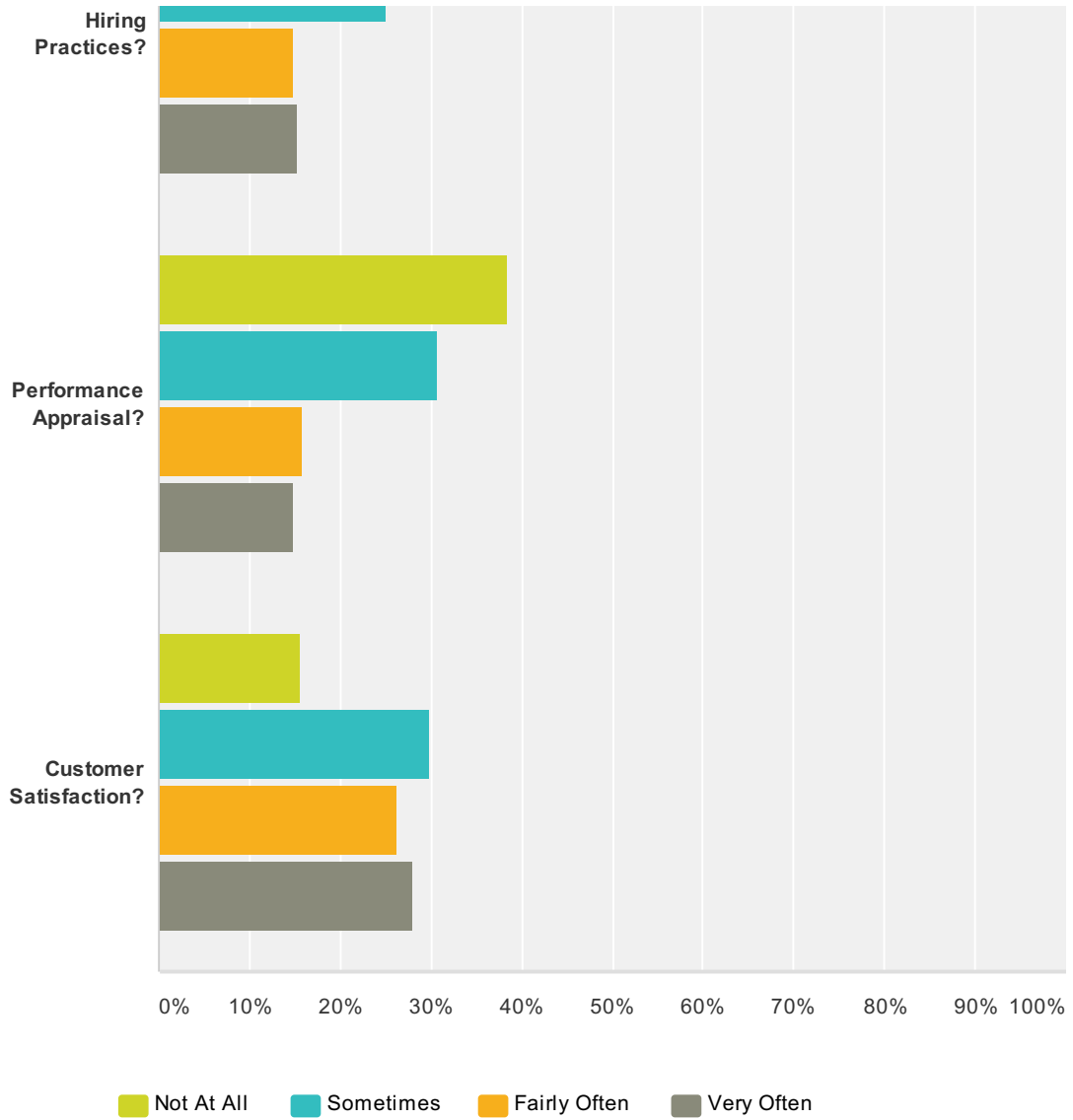
Answer Choices	Responses
No policy	12.32% 26
Informal policy	10.90% 23
Developing policy	4.27% 9
Formal policy	20.38% 43
I don't know	52.13% 110
Total	211

Q29 Are there structures in your agency to assure for consumer and community participation in:

Answered: 202 Skipped: 43



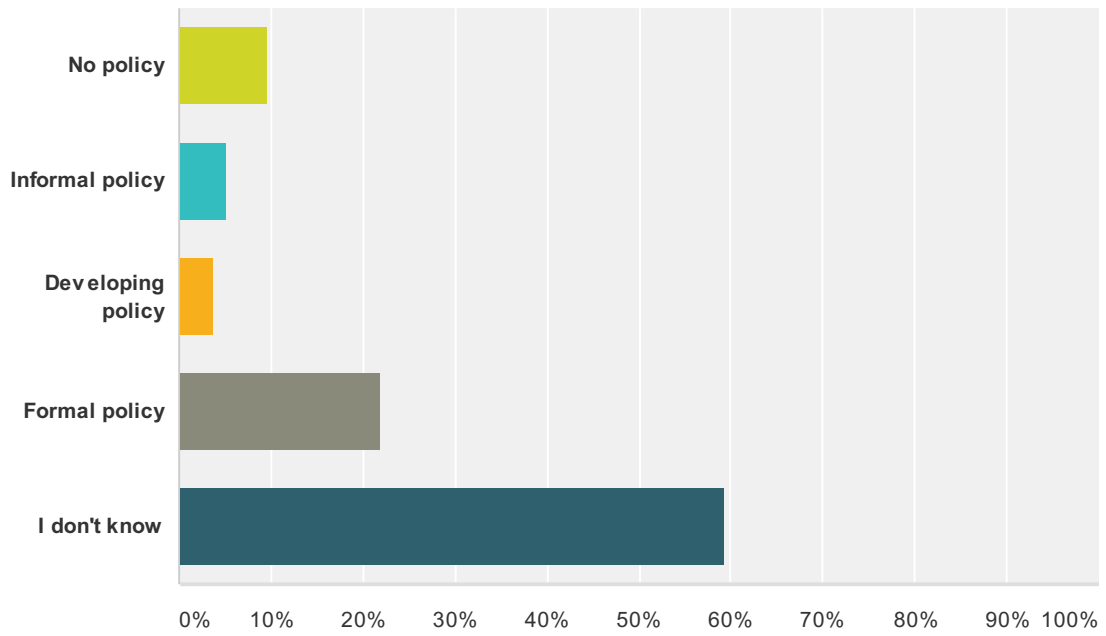
Cultural and Linguistic Assessment



	Not At All	Sometimes	Fairly Often	Very Often	Total
Program planning?	18.91% 38	35.82% 72	23.38% 47	21.89% 44	201
Service Delivery?	19.50% 39	31.00% 62	24.00% 48	25.50% 51	200
Evaluation of Services?	15.58% 31	32.66% 65	23.62% 47	28.14% 56	199
Quality Improvement?	18.69% 37	31.82% 63	25.76% 51	23.74% 47	198
Hiring Practices?	44.90% 88	25.00% 49	14.80% 29	15.31% 30	196
Performance Appraisal?	38.46% 75	30.77% 60	15.90% 31	14.87% 29	195
Customer Satisfaction?	15.74% 31	29.95% 59	26.40% 52	27.92% 55	197

Q30 Is there supporting policy?

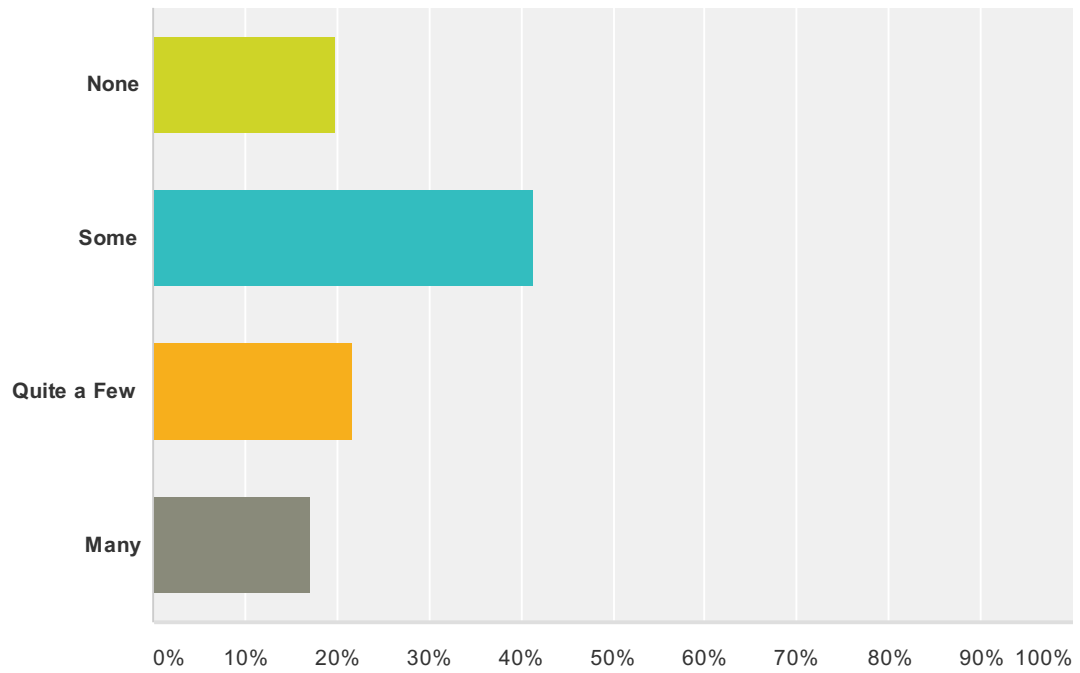
Answered: 209 Skipped: 36



Answer Choices	Responses
No policy	9.57% 20
Informal policy	5.26% 11
Developing policy	3.83% 8
Fomal policy	22.01% 46
I don't know	59.33% 124
Total	209

Q31 Does your work environment contain decor reflecting the culturally diverse groups in your service area?

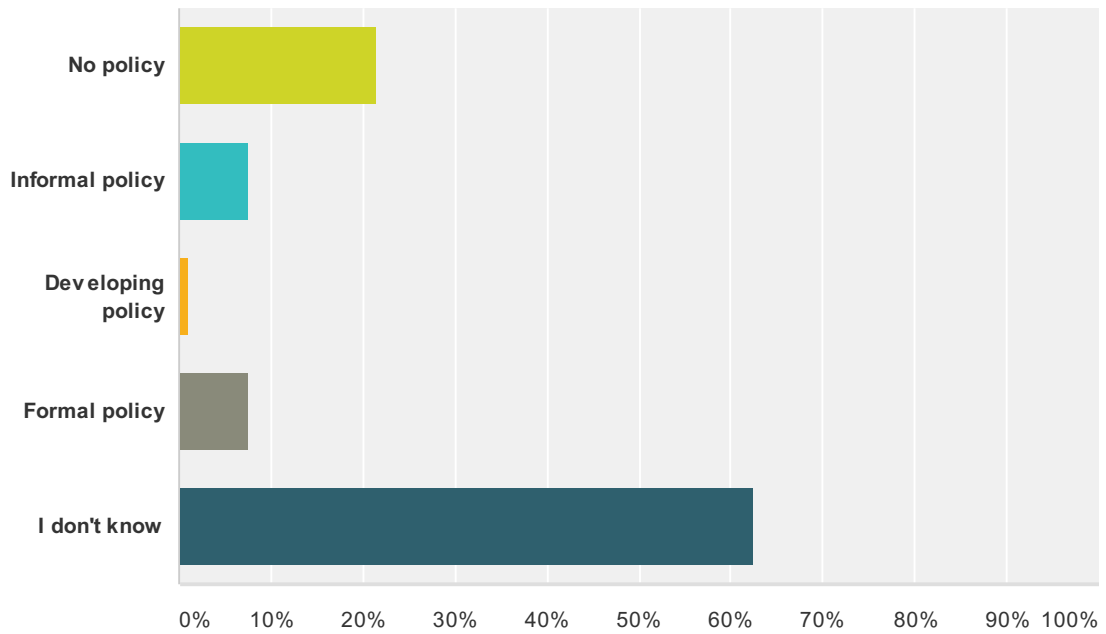
Answered: 211 Skipped: 34



Answer Choices	Responses	
None	19.91%	42
Some	41.23%	87
Quite a Few	21.80%	46
Many	17.06%	36
Total		211

Q32 Is there supporting policy?

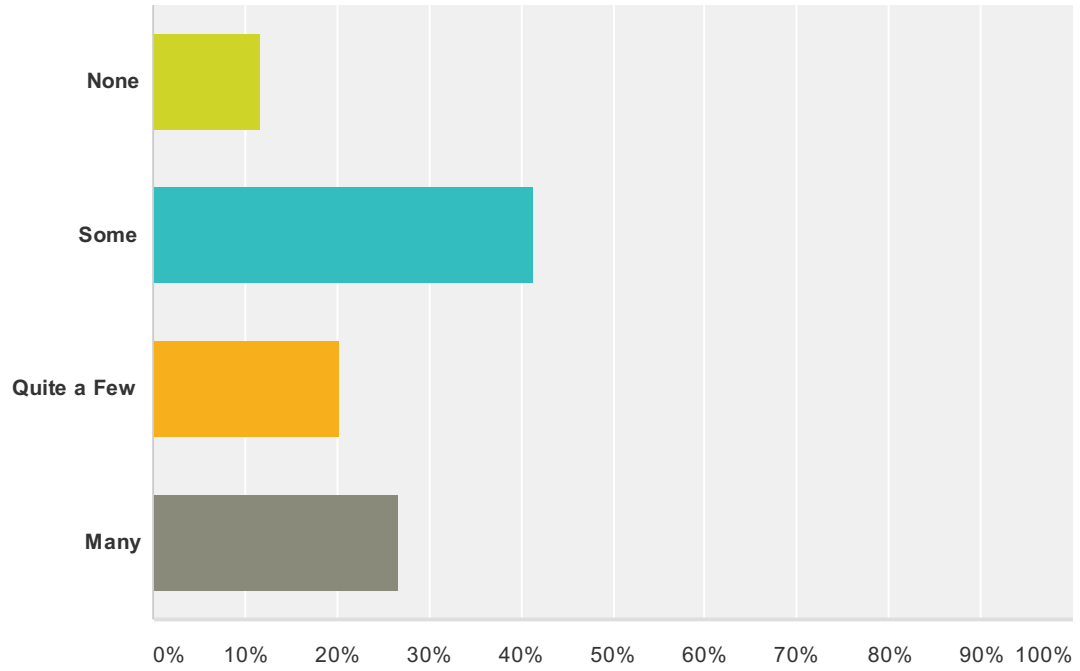
Answered: 210 Skipped: 35



Answer Choices	Responses	
No policy	21.43%	45
Informal policy	7.62%	16
Developing policy	0.95%	2
Fomal policy	7.62%	16
I don't know	62.38%	131
Total		210

Q33 Does your agency post signs and materials in languages other than English?

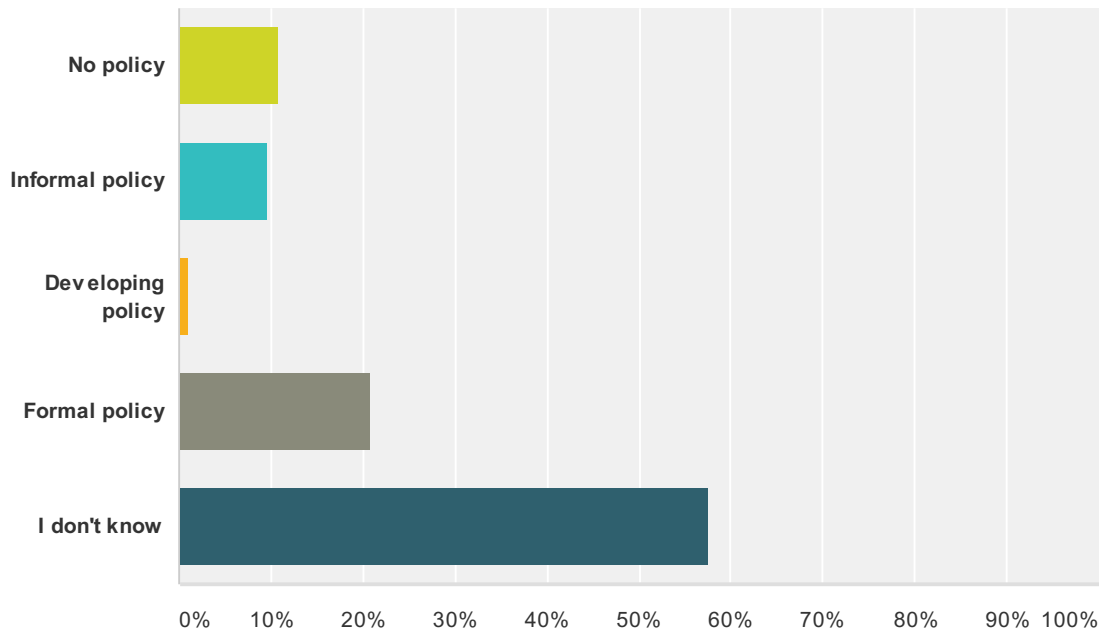
Answered: 213 Skipped: 32



Answer Choices	Responses
None	11.74% 25
Some	41.31% 88
Quite a Few	20.19% 43
Many	26.76% 57
Total	213

Q34 Is there supporting policy?

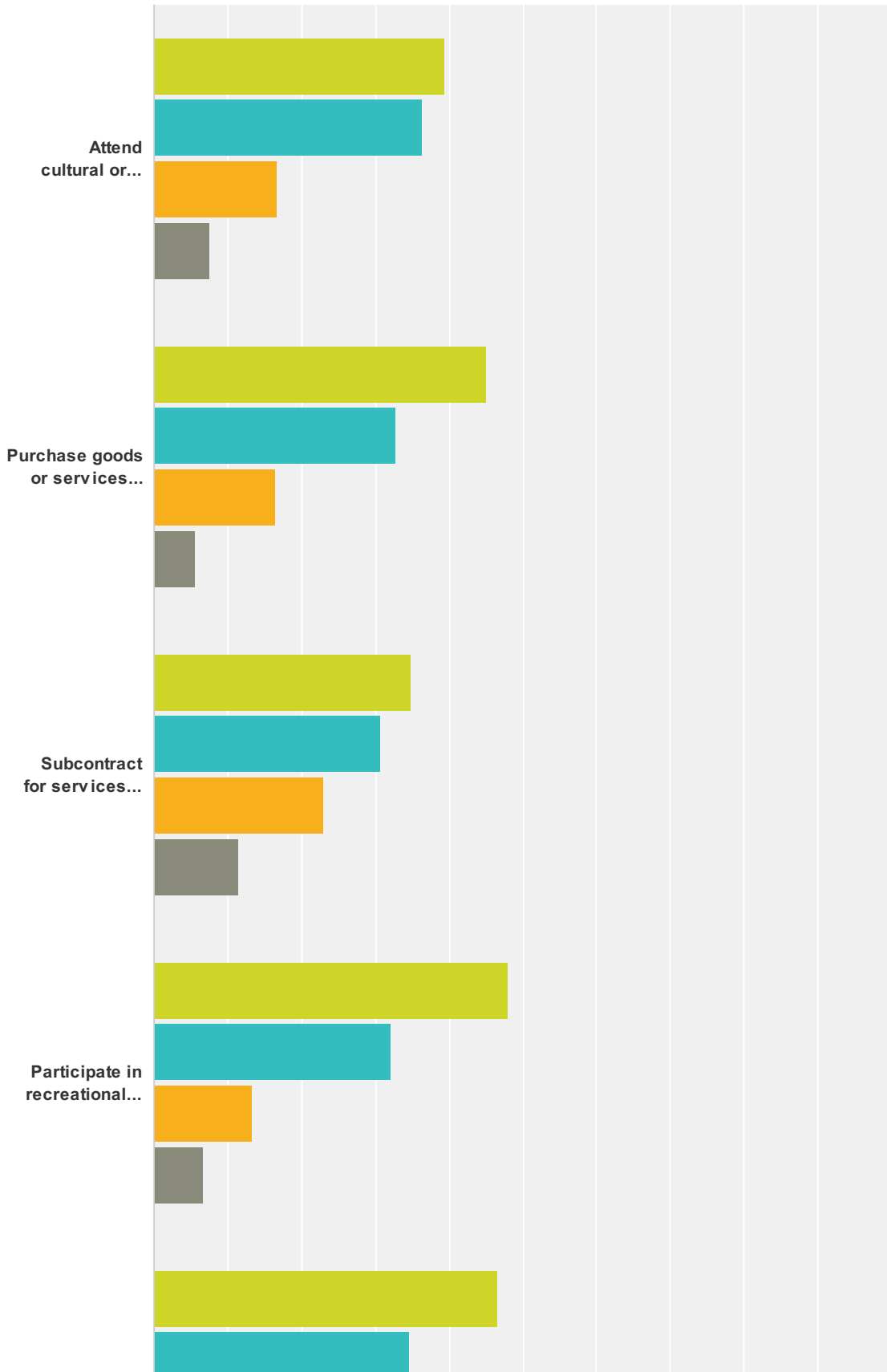
Answered: 210 Skipped: 35



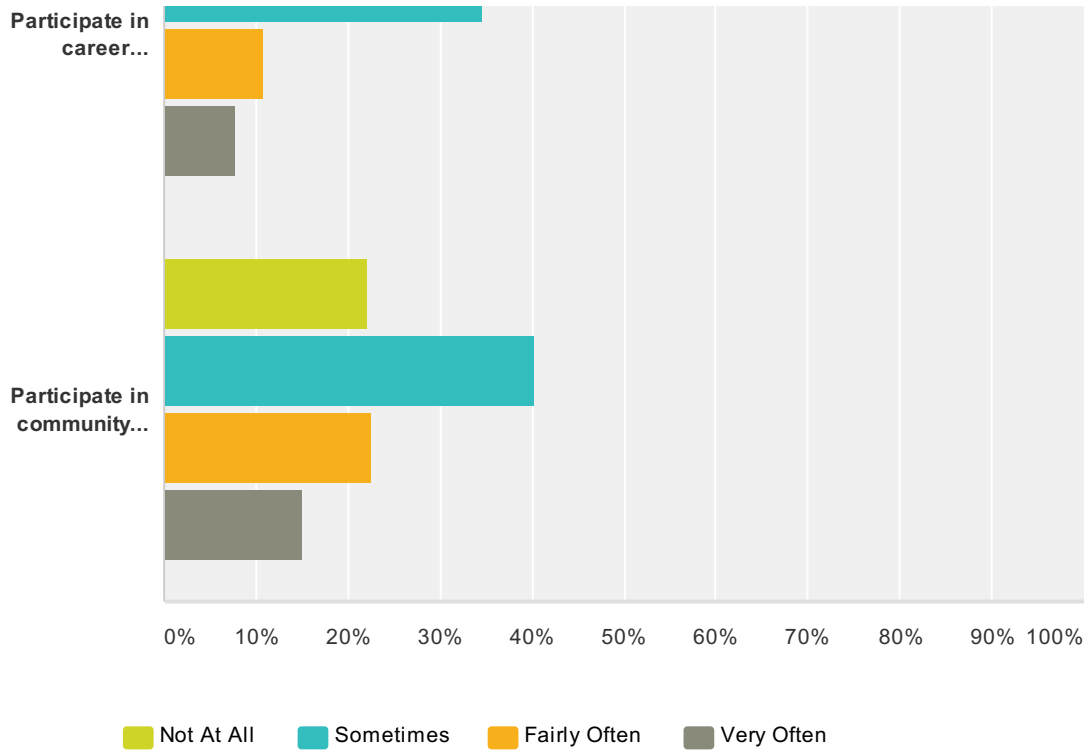
Answer Choices	Responses
No policy	10.95% 23
Informal policy	9.52% 20
Developing policy	0.95% 2
Formal policy	20.95% 44
I don't know	57.62% 121
Total	210

Q35 Does your agency identify opportunities within culturally diverse communities for you to:

Answered: 199 Skipped: 46



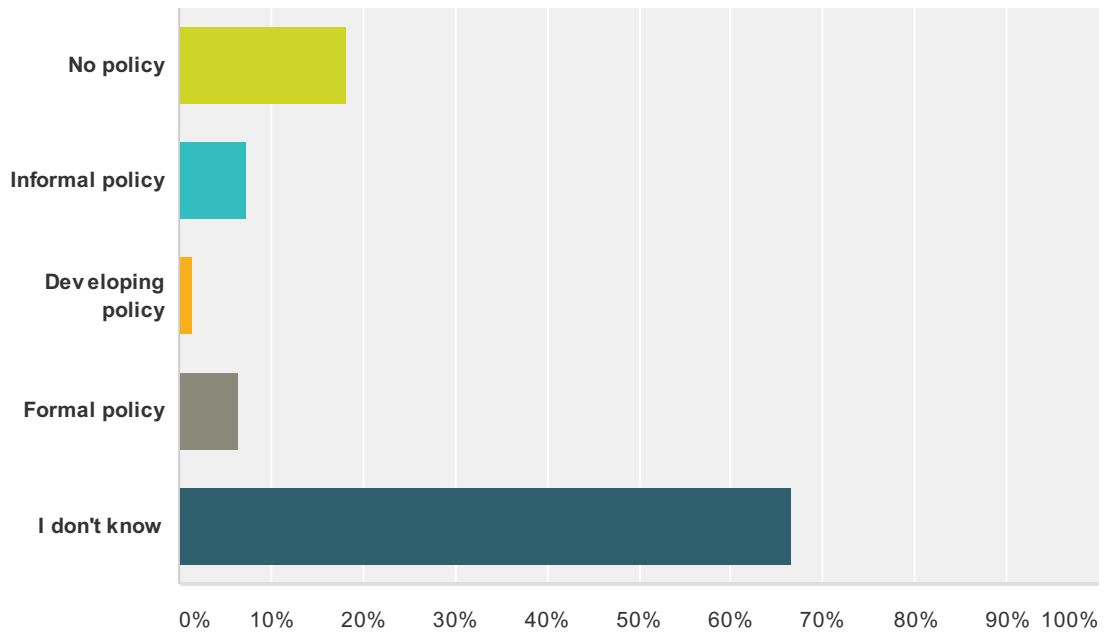
Cultural and Linguistic Assessment



	Not At All	Sometimes	Fairly Often	Very Often	Total
Attend cultural or ceremonial functions?	39.39% 78	36.36% 72	16.67% 33	7.58% 15	198
Purchase goods or services from a variety of merchants (either for personal use or job-related duties)?	45.13% 88	32.82% 64	16.41% 32	5.64% 11	195
Subcontract for services from a variety of vendors?	34.90% 67	30.73% 59	22.92% 44	11.46% 22	192
Participate in recreational or leisure time activities?	47.96% 94	32.14% 63	13.27% 26	6.63% 13	196
Participate in career awareness days?	46.63% 90	34.72% 67	10.88% 21	7.77% 15	193
Participate in community education activities?	22.11% 44	40.20% 80	22.61% 45	15.08% 30	199

Q36 Is there a policy that supports your participation within culturally diverse communities?

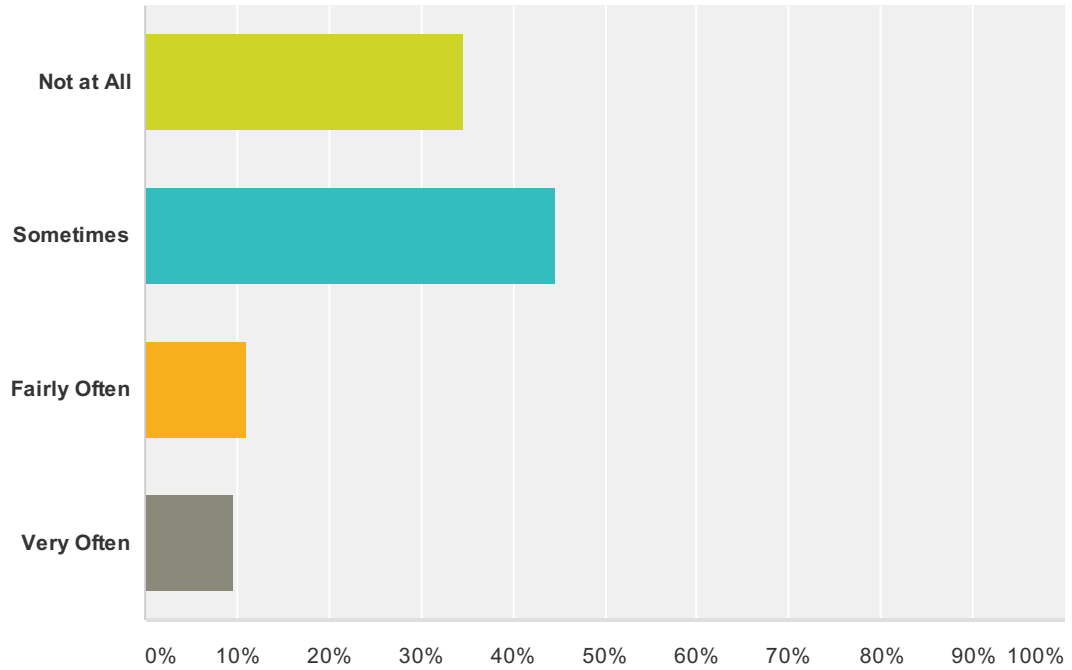
Answered: 204 Skipped: 41



Answer Choices	Responses	
No policy	18.14%	37
Informal policy	7.35%	15
Developing policy	1.47%	3
Formal policy	6.37%	13
I don't know	66.67%	136
Total		204

Q37 Does your agency identify opportunities for you to share with colleagues your experiences and knowledge about diverse communities?

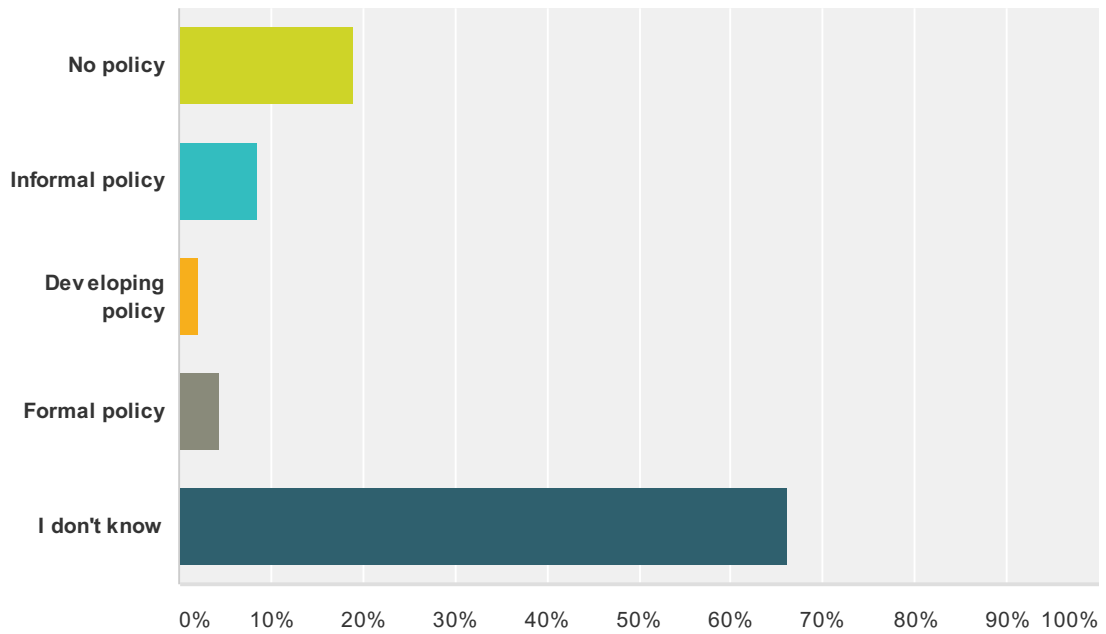
Answered: 199 Skipped: 46



Answer Choices	Responses	
Not at All	34.67%	69
Sometimes	44.72%	89
Fairly Often	11.06%	22
Very Often	9.55%	19
Total		199

Q38 Is there supporting policy?

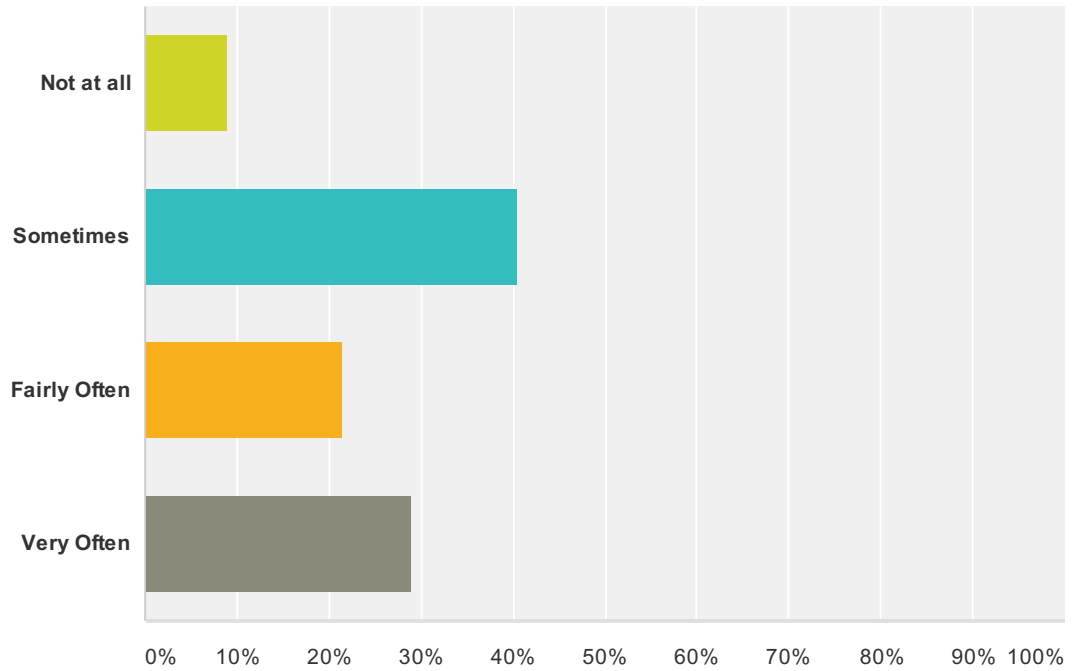
Answered: 201 Skipped: 44



Answer Choices	Responses	
No policy	18.91%	38
Informal policy	8.46%	17
Developing policy	1.99%	4
Formal policy	4.48%	9
I don't know	66.17%	133
Total		201

Q39 Does your agency collaborate with community-based organizations to address the health and mental health related needs of the culturally and linguistically diverse groups in the service area?

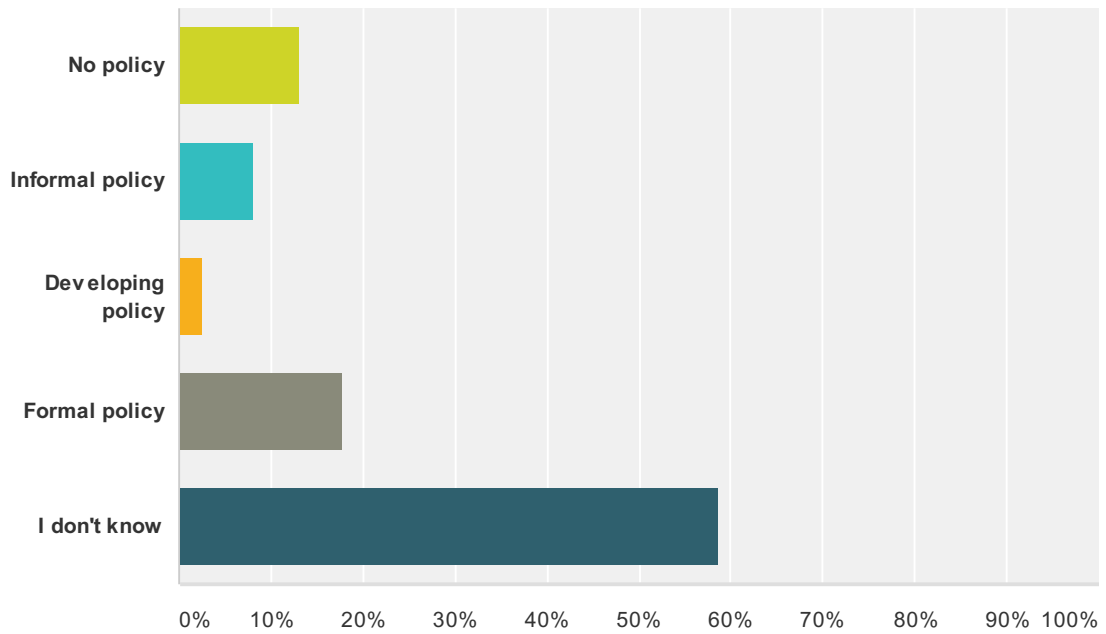
Answered: 200 Skipped: 45



Answer Choices	Responses
Not at all	9.00% 18
Sometimes	40.50% 81
Fairly Often	21.50% 43
Very Often	29.00% 58
Total	200

Q40 Is there supporting policy?

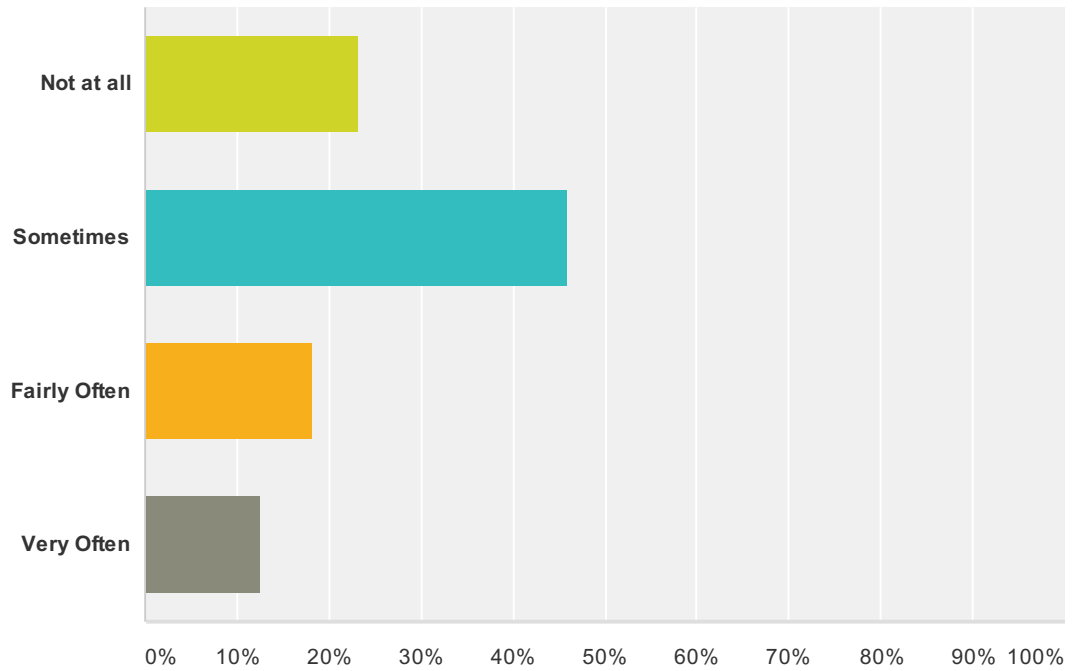
Answered: 198 Skipped: 47



Answer Choices	Responses
No policy	13.13% 26
Informal policy	8.08% 16
Developing policy	2.53% 5
Fomal policy	17.68% 35
I don't know	58.59% 116
Total	198

Q41 Does your agency work with social or professional contacts (e.g., cultural brokers, liaisons) that help you understand health and mental health beliefs and practices of culturally diverse groups in the service area?

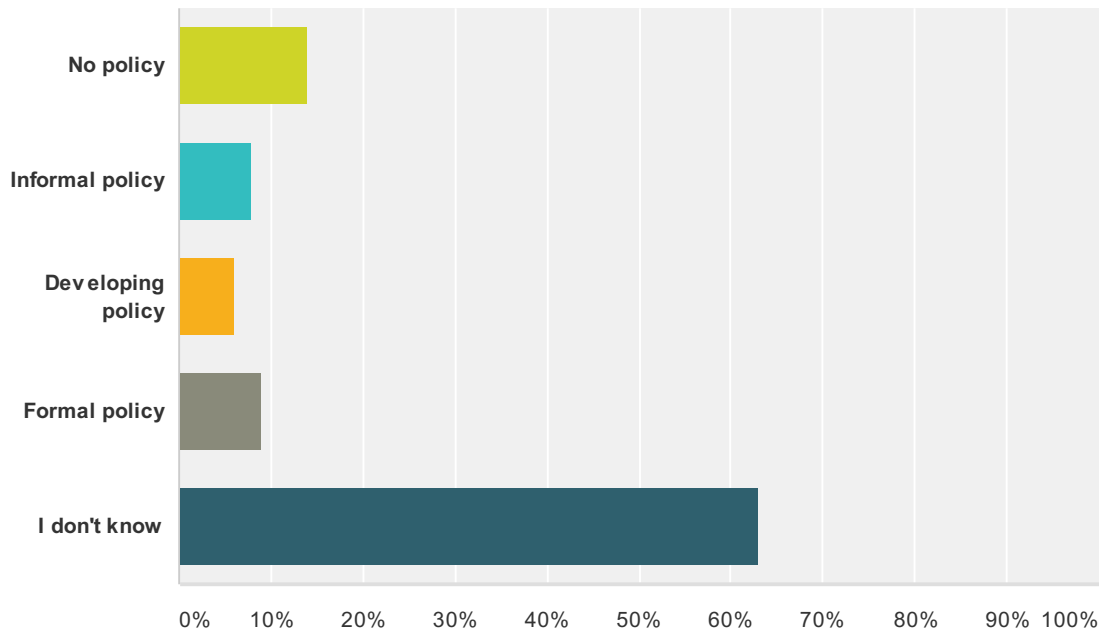
Answered: 198 Skipped: 47



Answer Choices	Responses	
Not at all	23.23%	46
Sometimes	45.96%	91
Fairly Often	18.18%	36
Very Often	12.63%	25
Total		198

Q42 Is there supporting policy?

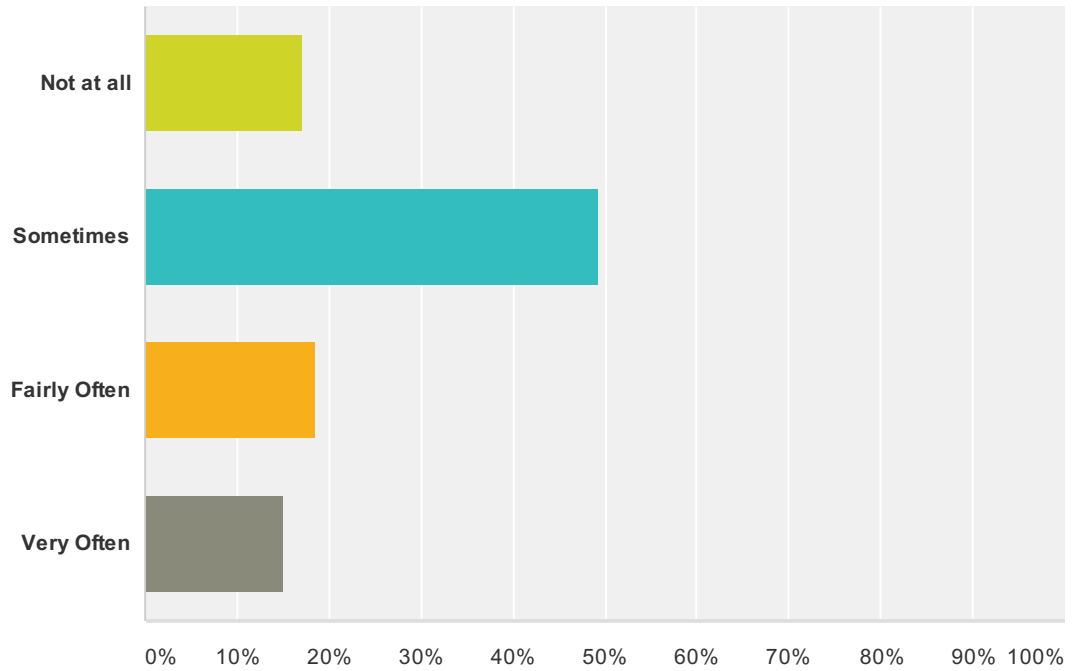
Answered: 200 Skipped: 45



Answer Choices	Responses
No policy	14.00% 28
Informal policy	8.00% 16
Developing policy	6.00% 12
Fomal policy	9.00% 18
I don't know	63.00% 126
Total	200

Q43 Does your agency establish formal relationships with these professionals and/or organizations to assist in serving culturally and linguistically diverse groups?

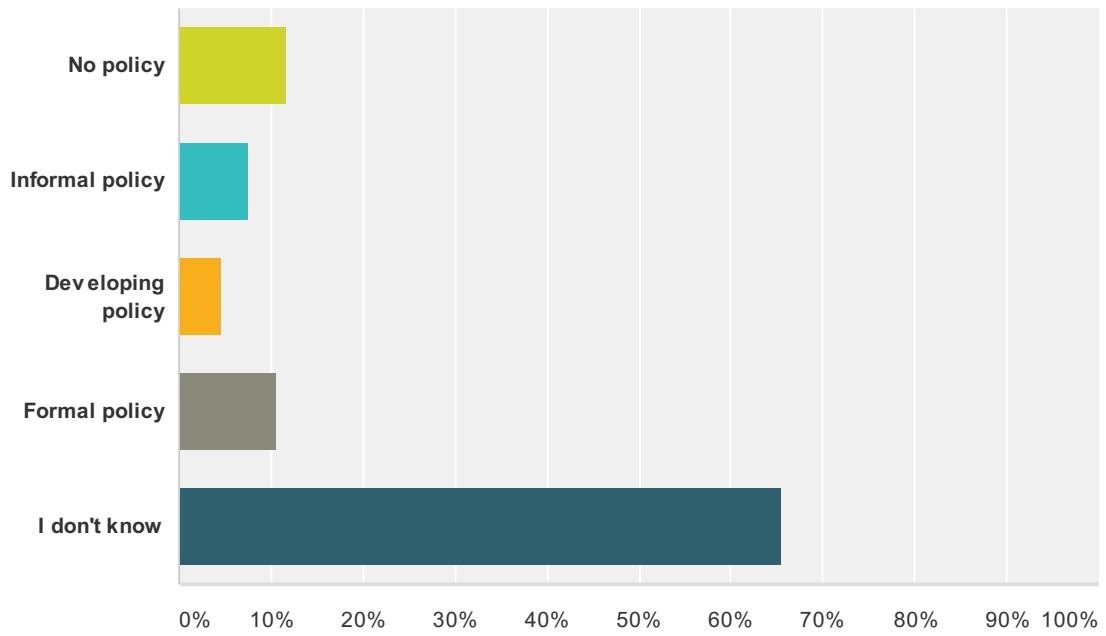
Answered: 193 Skipped: 52



Answer Choices	Responses	
Not at all	17.10%	33
Sometimes	49.22%	95
Fairly Often	18.65%	36
Very Often	15.03%	29
Total		193

Q44 Is there supporting policy?

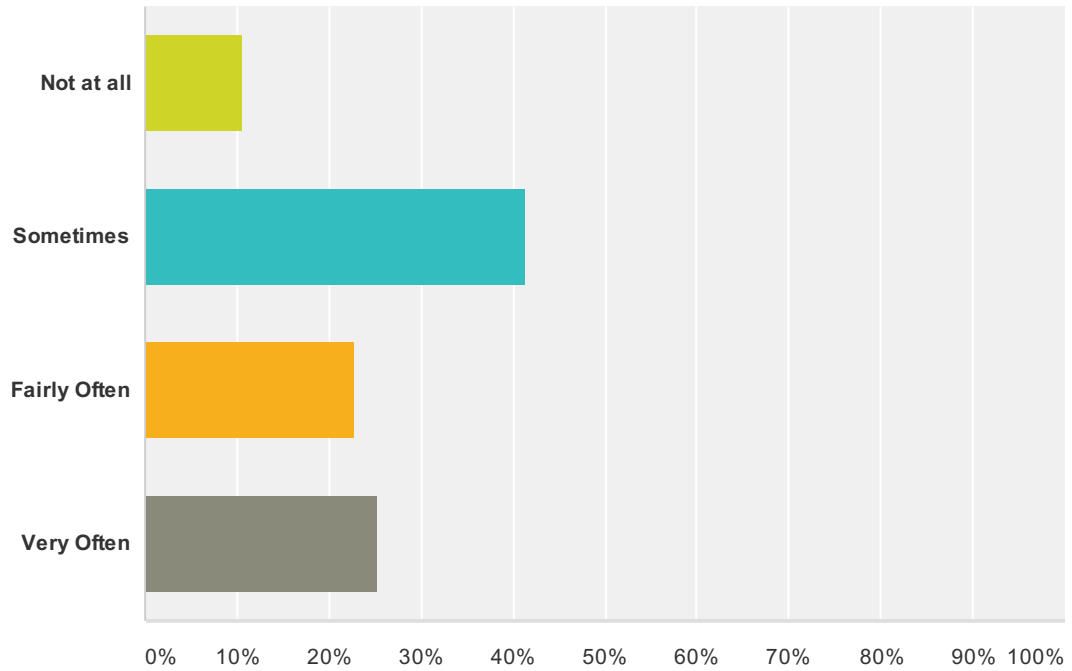
Answered: 198 Skipped: 47



Answer Choices	Responses	
No policy	11.62%	23
Informal policy	7.58%	15
Developing policy	4.55%	9
Formal policy	10.61%	21
I don't know	65.66%	130
Total		198

Q45 Does your agency use resource materials (including communication technologies) that are culturally and linguistically appropriate to inform diverse groups about health related issues?

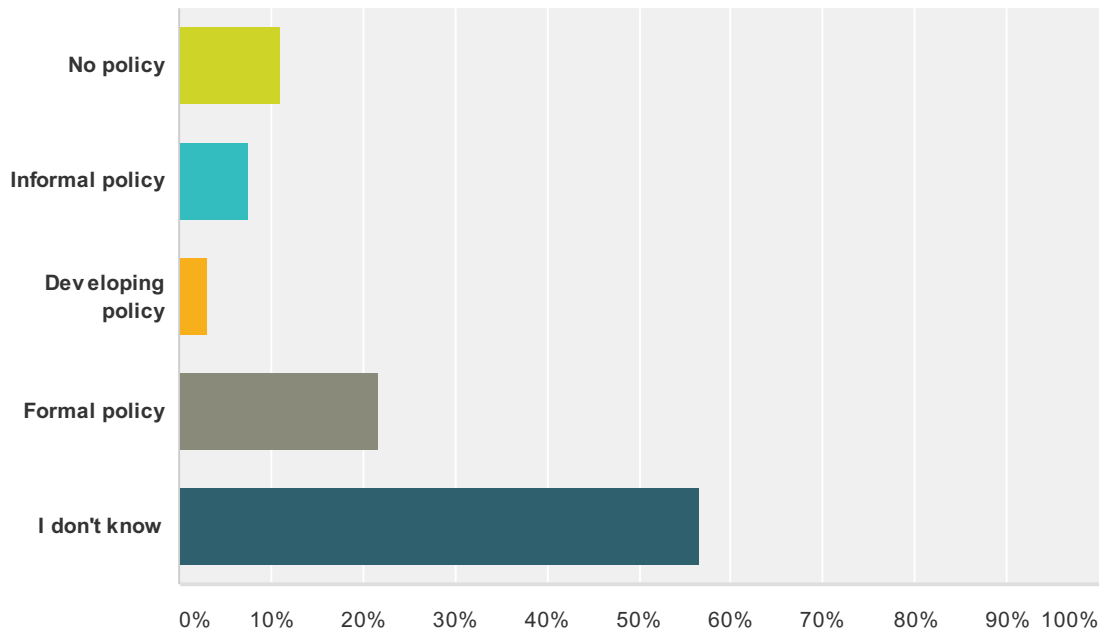
Answered: 198 Skipped: 47



Answer Choices	Responses	
Not at all	10.61%	21
Sometimes	41.41%	82
Fairly Often	22.73%	45
Very Often	25.25%	50
Total		198

Q46 Is there supporting policy?

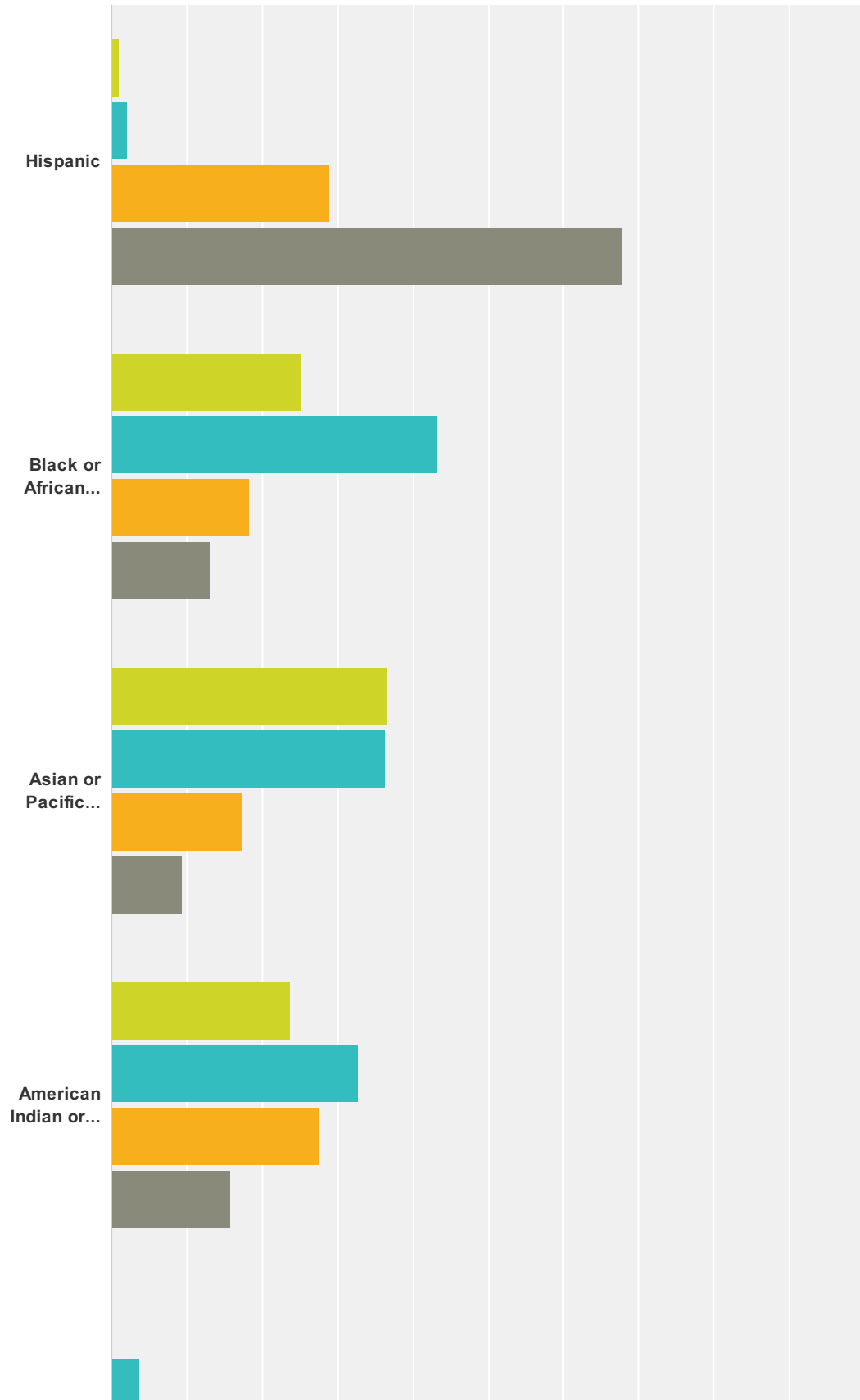
Answered: 198 Skipped: 47



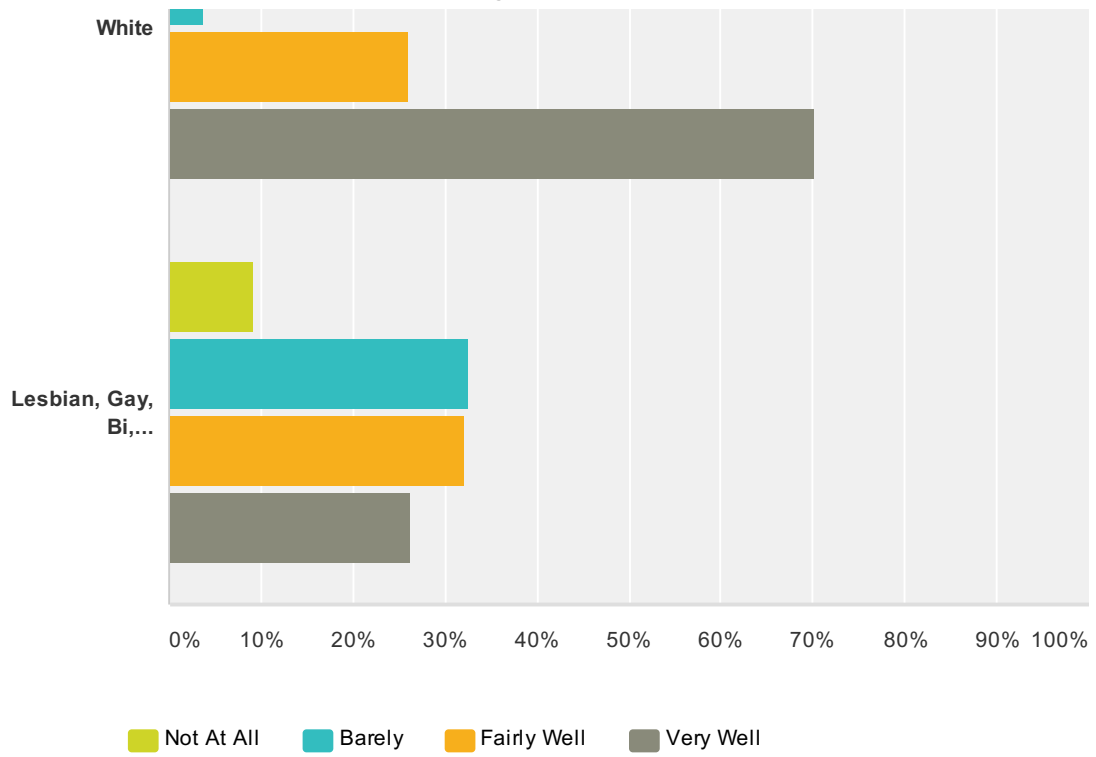
Answer Choices	Responses
No policy	11.11% 22
Informal policy	7.58% 15
Developing policy	3.03% 6
Formal policy	21.72% 43
I don't know	56.57% 112
Total	198

Q47 Are members of the following culturally diverse groups represented on the staff of your agency?

Answered: 193 Skipped: 52



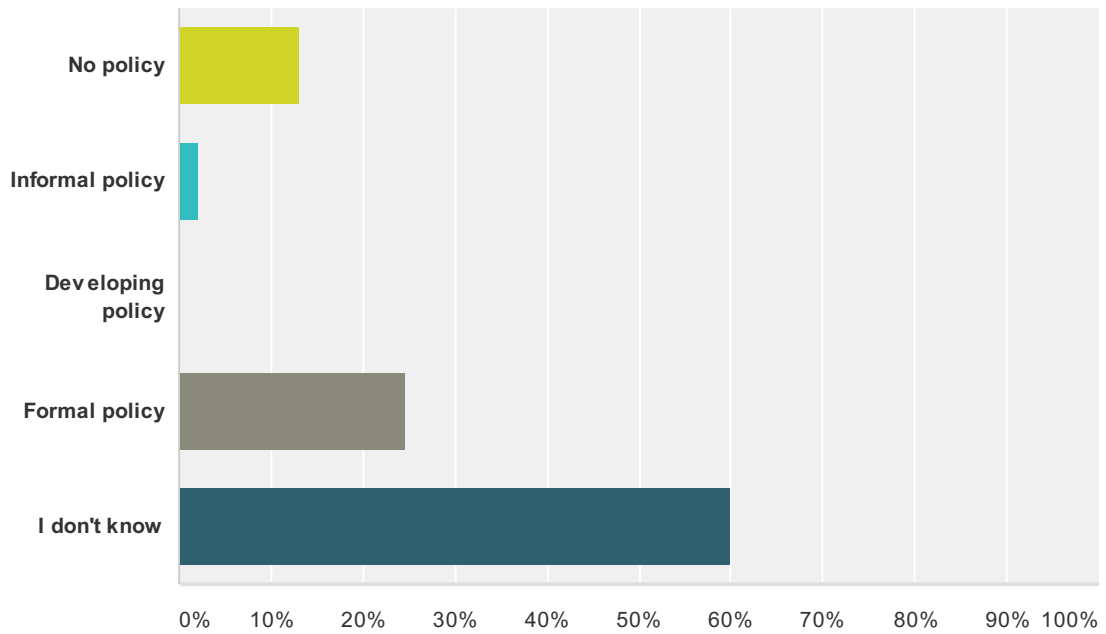
Cultural and Linguistic Assessment



	Not At All	Barely	Fairly Well	Very Well	Total
Hispanic	1.04% 2	2.07% 4	29.02% 56	67.88% 131	193
Black or African American	25.26% 48	43.16% 82	18.42% 35	13.16% 25	190
Asian or Pacific Islander	36.84% 70	36.32% 69	17.37% 33	9.47% 18	190
American Indian or Alaska Native	23.81% 45	32.80% 62	27.51% 52	15.87% 30	189
White	0.00% 0	3.72% 7	26.06% 49	70.21% 132	188
Lesbian, Gay, Bi, Transgender, and Questioning (LGBTQ)	9.09% 17	32.62% 61	32.09% 60	26.20% 49	187

Q48 Is there supporting policy?

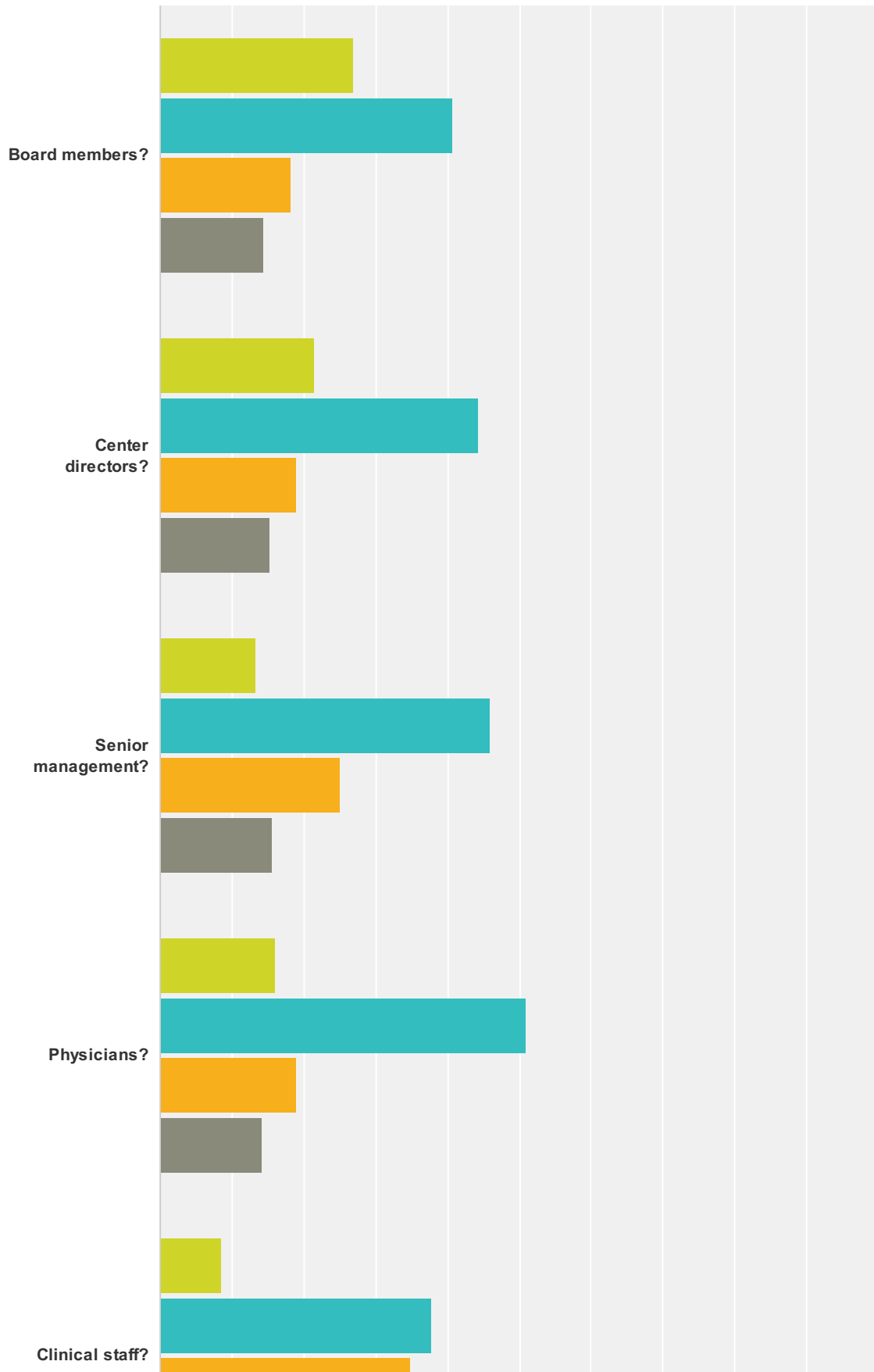
Answered: 190 Skipped: 55



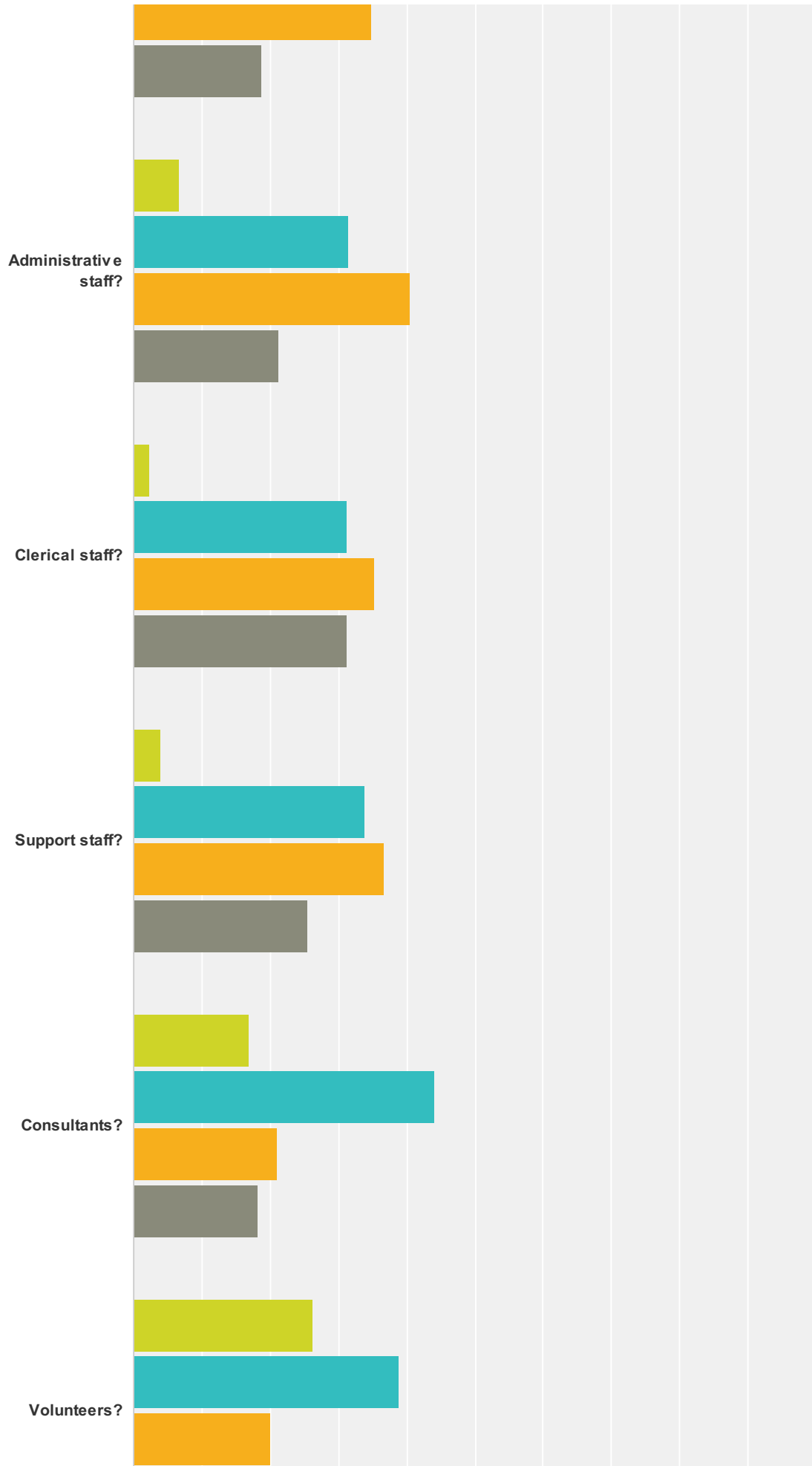
Answer Choices	Responses	
No policy	13.16%	25
Informal policy	2.11%	4
Developing policy	0.00%	0
Formal policy	24.74%	47
I don't know	60.00%	114
Total		190

Q49 Does your agency have culturally and linguistically diverse individuals as:

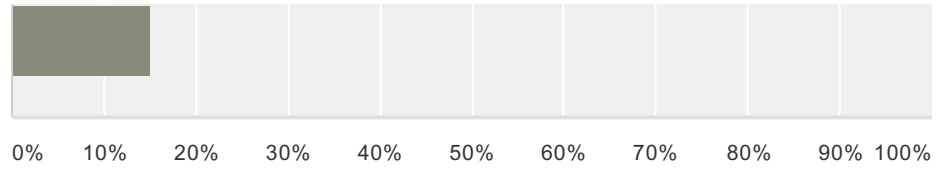
Answered: 183 Skipped: 62



Cultural and Linguistic Assessment



Cultural and Linguistic Assessment

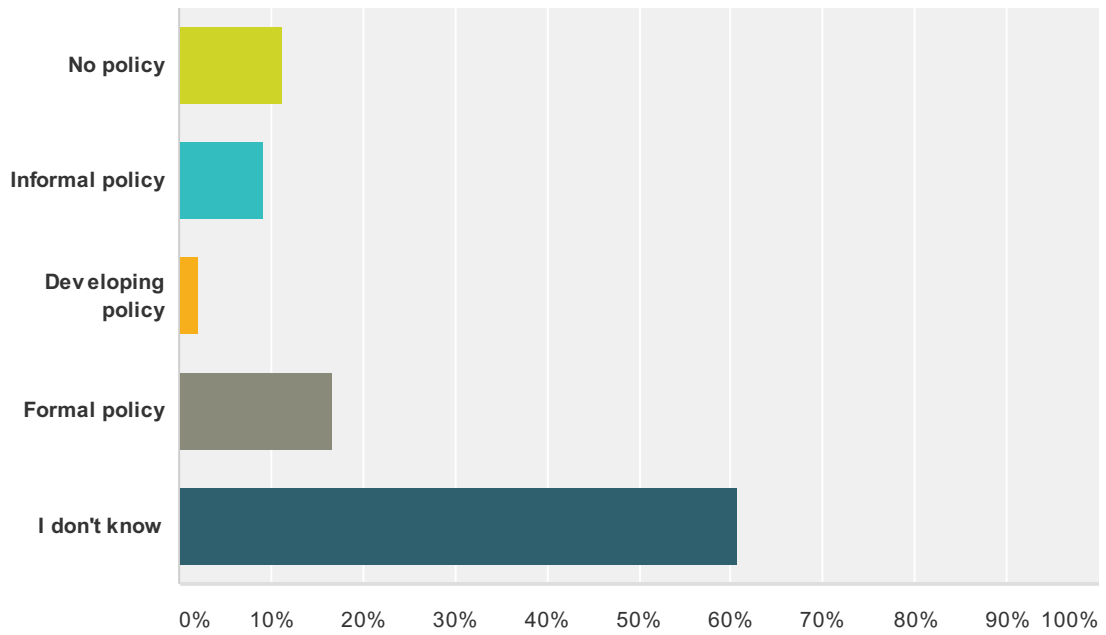


None
 Some
 Quite a Few
 Many

	None	Some	Quite a Few	Many	Total
Board members?	26.88% 43	40.63% 65	18.13% 29	14.37% 23	160
Center directors?	21.47% 35	44.17% 72	19.02% 31	15.34% 25	163
Senior management?	13.37% 23	45.93% 79	25.00% 43	15.70% 27	172
Physicians?	15.98% 27	50.89% 86	18.93% 32	14.20% 24	169
Clinical staff?	8.57% 15	37.71% 66	34.86% 61	18.86% 33	175
Administrative staff?	6.74% 12	31.46% 56	40.45% 72	21.35% 38	178
Clerical staff?	2.23% 4	31.28% 56	35.20% 63	31.28% 56	179
Support staff?	3.89% 7	33.89% 61	36.67% 66	25.56% 46	180
Consultants?	16.87% 28	43.98% 73	21.08% 35	18.07% 30	166
Volunteers?	26.25% 42	38.75% 62	20.00% 32	15.00% 24	160

Q50 Is there policy that supports recruitment of diverse staff, board members, consultants, and volunteers?

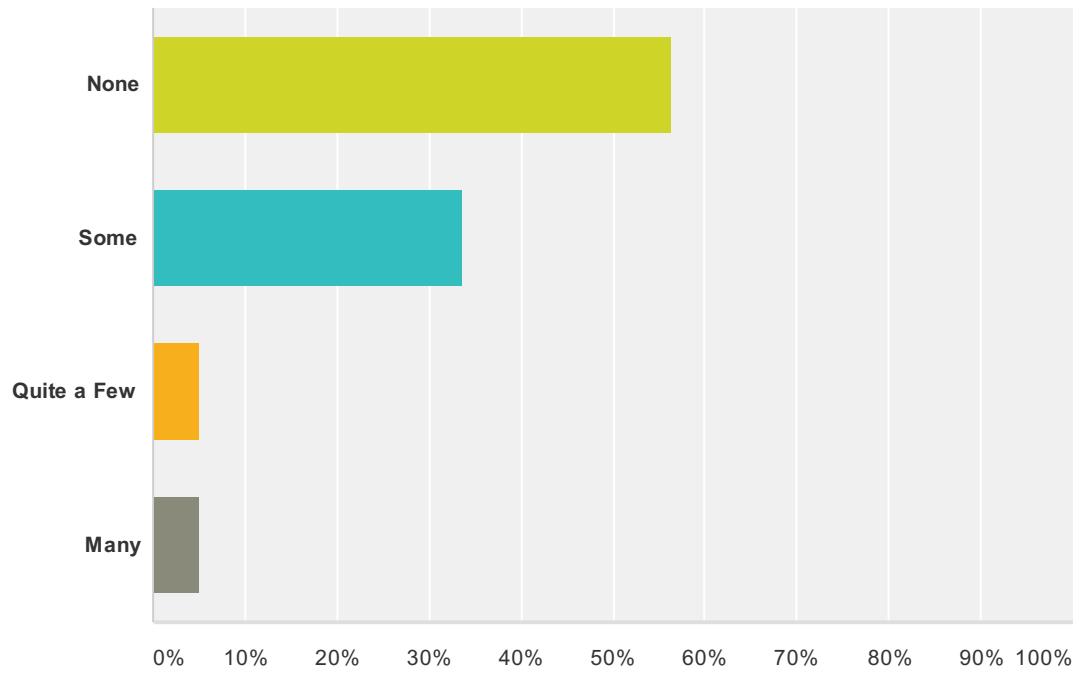
Answered: 186 Skipped: 59



Answer Choices	Responses
No policy	11.29% 21
Informal policy	9.14% 17
Developing policy	2.15% 4
Formal policy	16.67% 31
I don't know	60.75% 113
Total	186

Q51 Does your agency have incentives for the improvement of cultural competence throughout the organization?

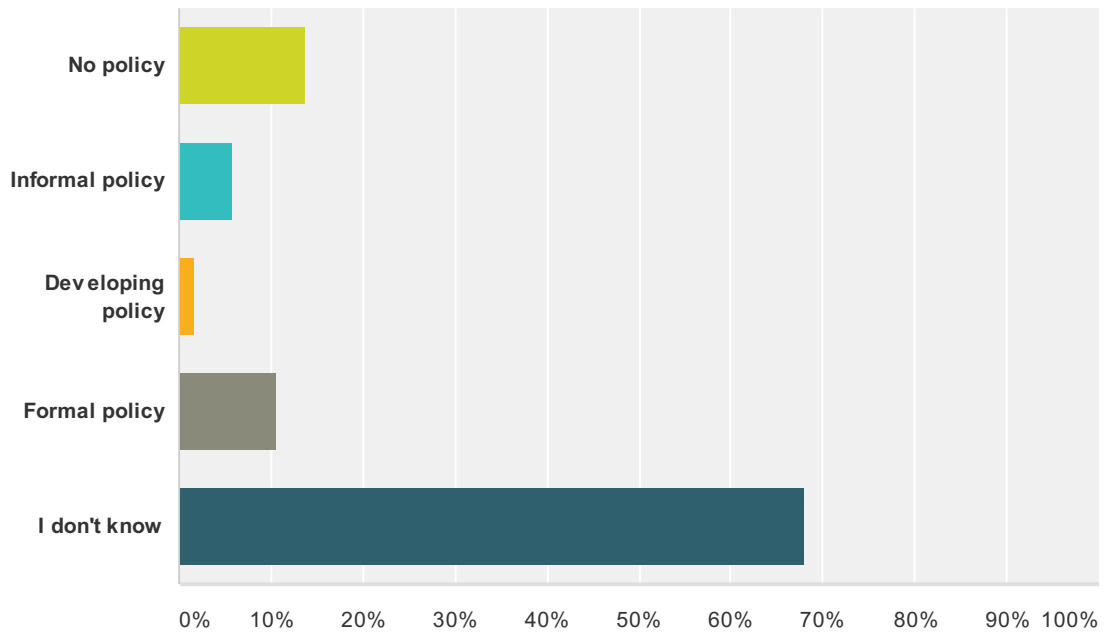
Answered: 181 Skipped: 64



Answer Choices	Responses
None	56.35% 102
Some	33.70% 61
Quite a Few	4.97% 9
Many	4.97% 9
Total	181

Q52 Is there supporting policy?

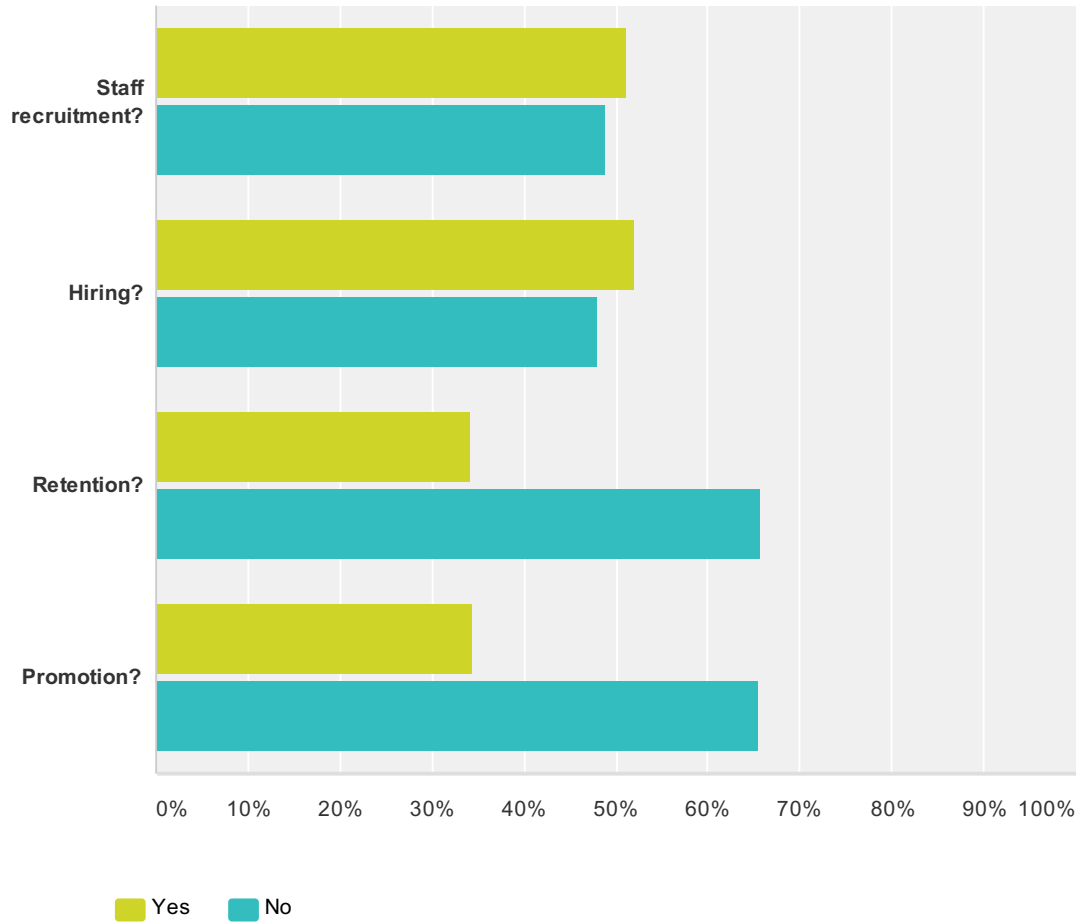
Answered: 188 Skipped: 57



Answer Choices	Responses
No policy	13.83% 26
Informal policy	5.85% 11
Developing policy	1.60% 3
Formal policy	10.64% 20
I don't know	68.09% 128
Total	188

Q53 Does your agency have procedures to achieve the goal of a culturally and linguistically competent workforce that includes:

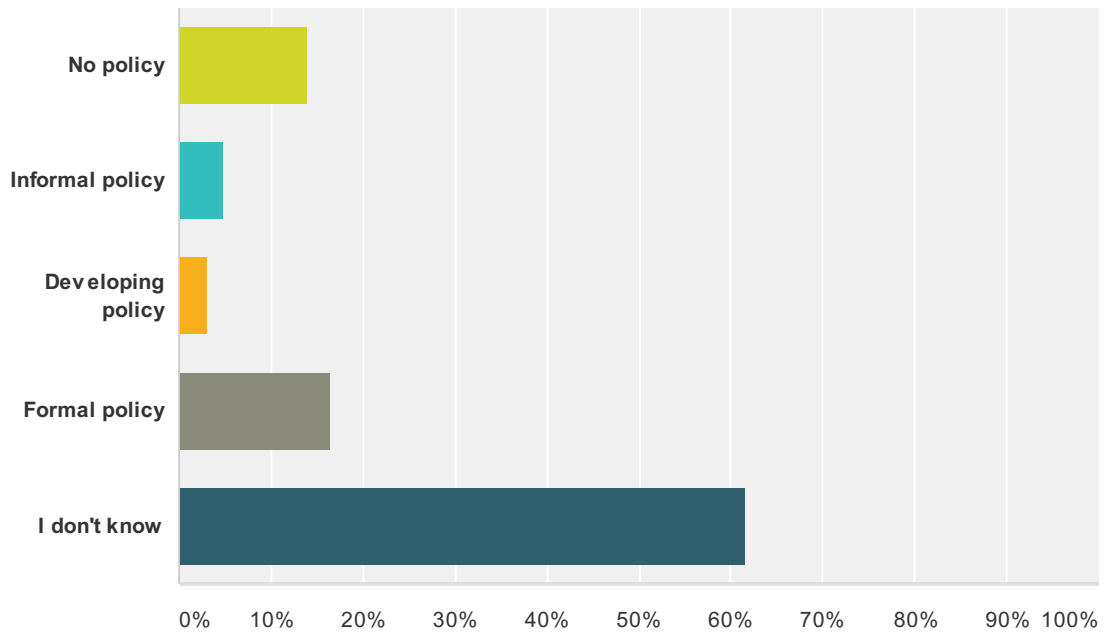
Answered: 178 Skipped: 67



	Yes	No	Total
Staff recruitment?	51.12% 91	48.88% 87	178
Hiring?	51.98% 92	48.02% 85	177
Retention?	34.29% 60	65.71% 115	175
Promotion?	34.48% 60	65.52% 114	174

Q54 Is there policy that supports achieving a culturally and linguistically competent workforce?

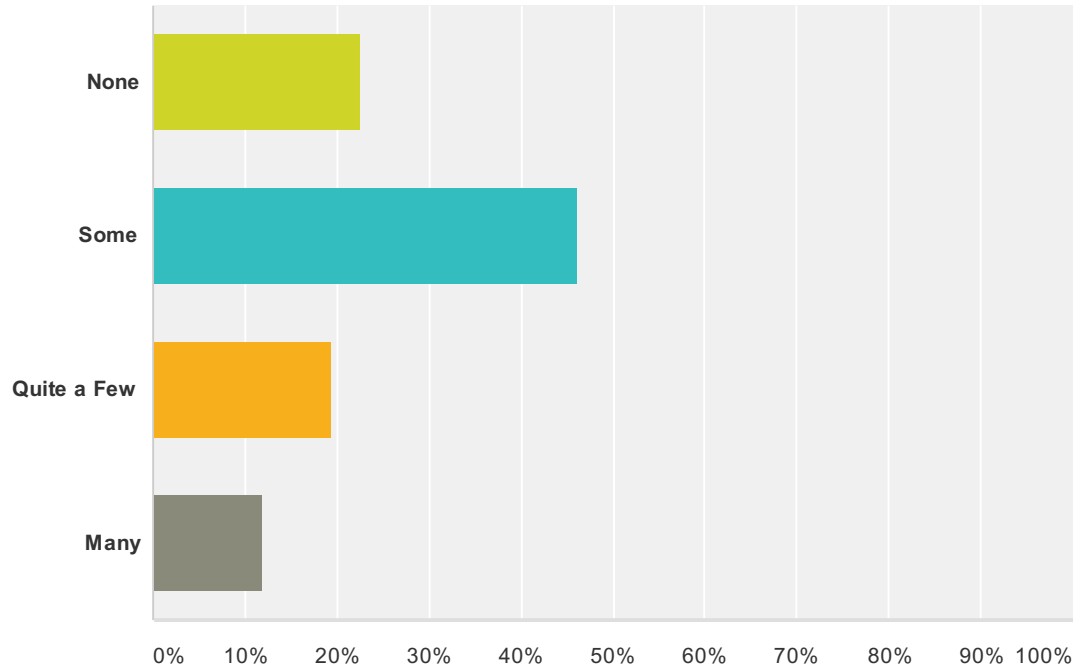
Answered: 187 Skipped: 58



Answer Choices	Responses
No policy	13.90% 26
Informal policy	4.81% 9
Developing policy	3.21% 6
Formal policy	16.58% 31
I don't know	61.50% 115
Total	187

Q55 Are there resources to support regularly scheduled professional development and inservice training for staff at all levels of the agency?

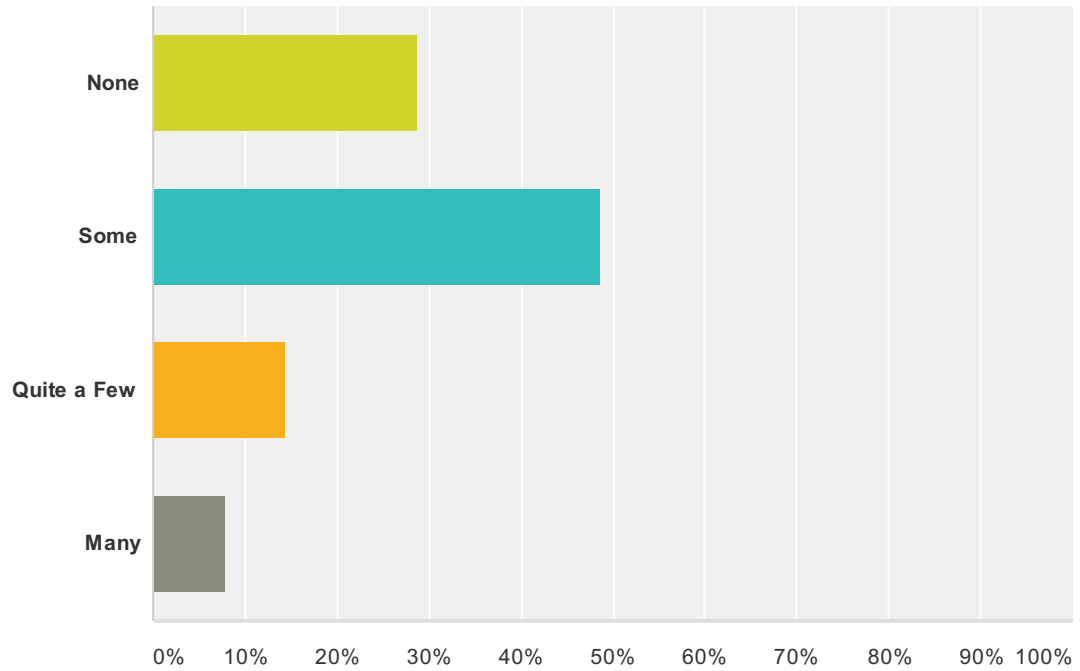
Answered: 186 Skipped: 59



Answer Choices	Responses	
None	22.58%	42
Some	46.24%	86
Quite a Few	19.35%	36
Many	11.83%	22
Total		186

Q56 Are there inservice training activities on culturally competent health care (e.g., values, principles, practices, and procedures) conducted for staff at all levels of the agency?

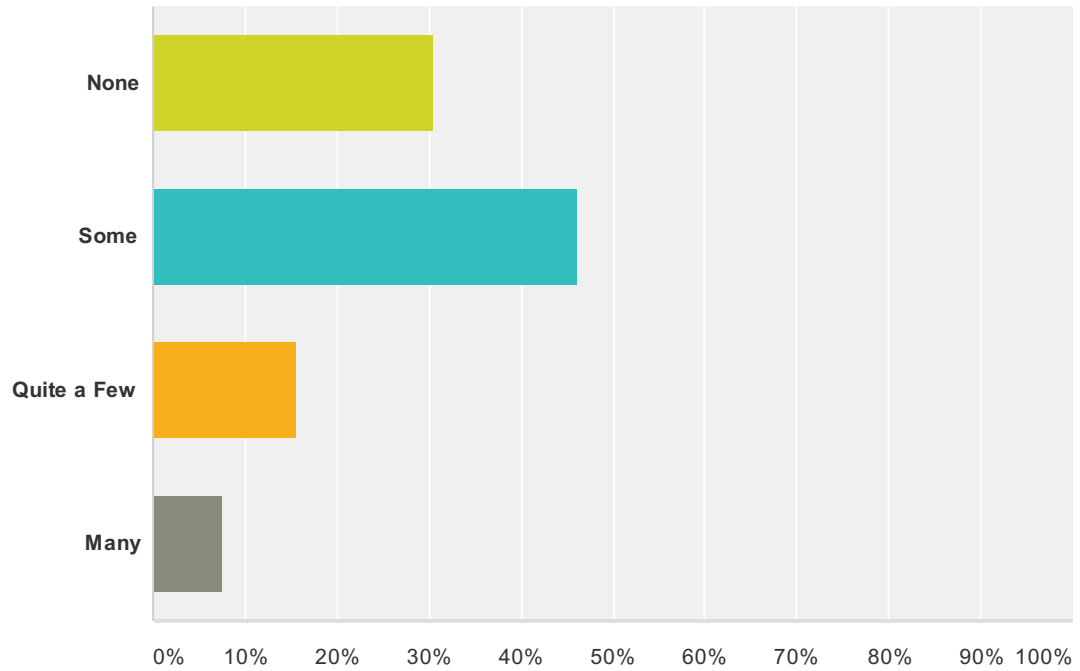
Answered: 187 Skipped: 58



Answer Choices	Responses
None	28.88% 54
Some	48.66% 91
Quite a Few	14.44% 27
Many	8.02% 15
Total	187

Q57 Are inservice training activities on linguistically competent health care (e.g., Title VI, CLAS Standards, ADA mandates) conducted for staff at all levels of the agency?

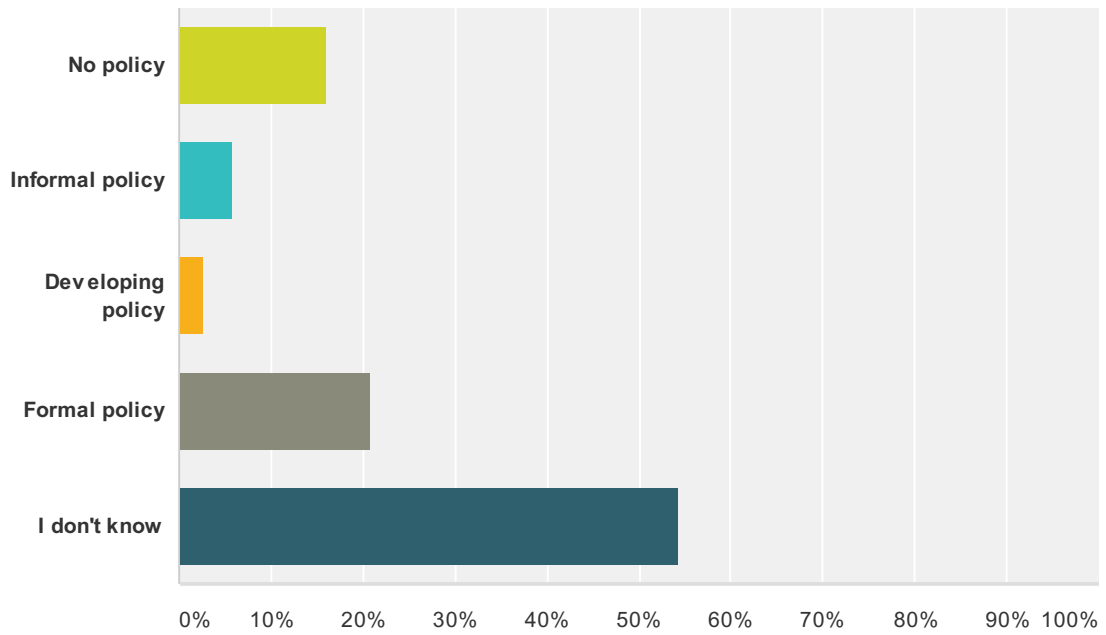
Answered: 184 Skipped: 61



Answer Choices	Responses
None	30.43% 56
Some	46.20% 85
Quite a Few	15.76% 29
Many	7.61% 14
Total	184

Q58 Is there policy that supports professional development and inservice training for all staff?

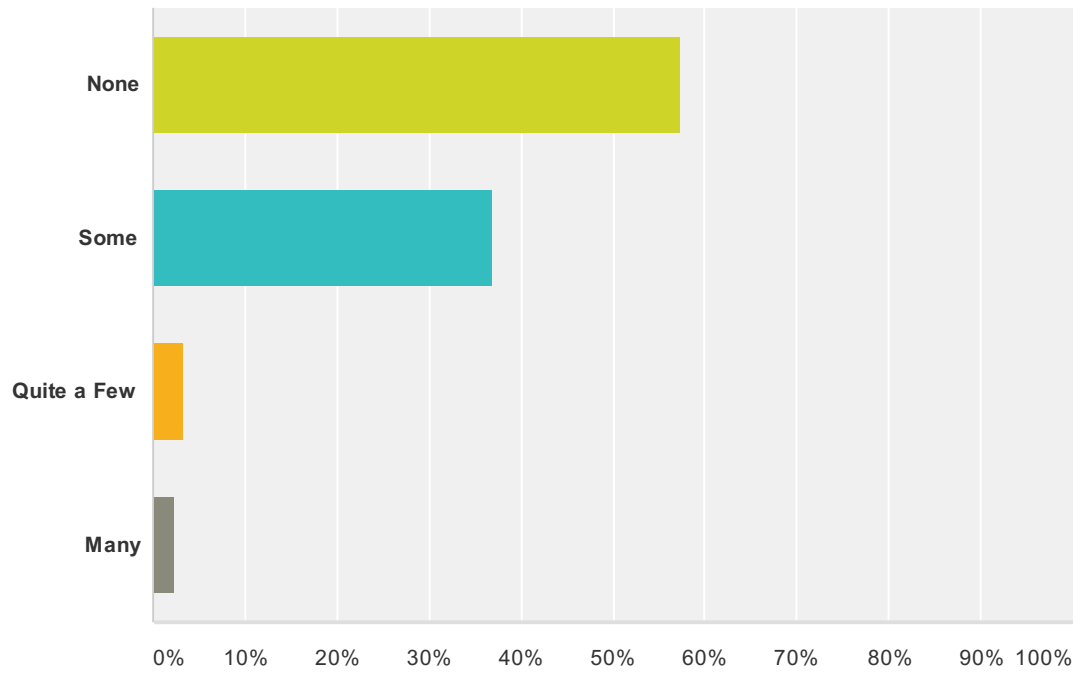
Answered: 186 Skipped: 59



Answer Choices	Responses
No policy	16.13% 30
Informal policy	5.91% 11
Developing policy	2.69% 5
Formal policy	20.97% 39
I don't know	54.30% 101
Total	186

Q59 Does your agency have incentives for the improvement of linguistic competence throughout the organization?

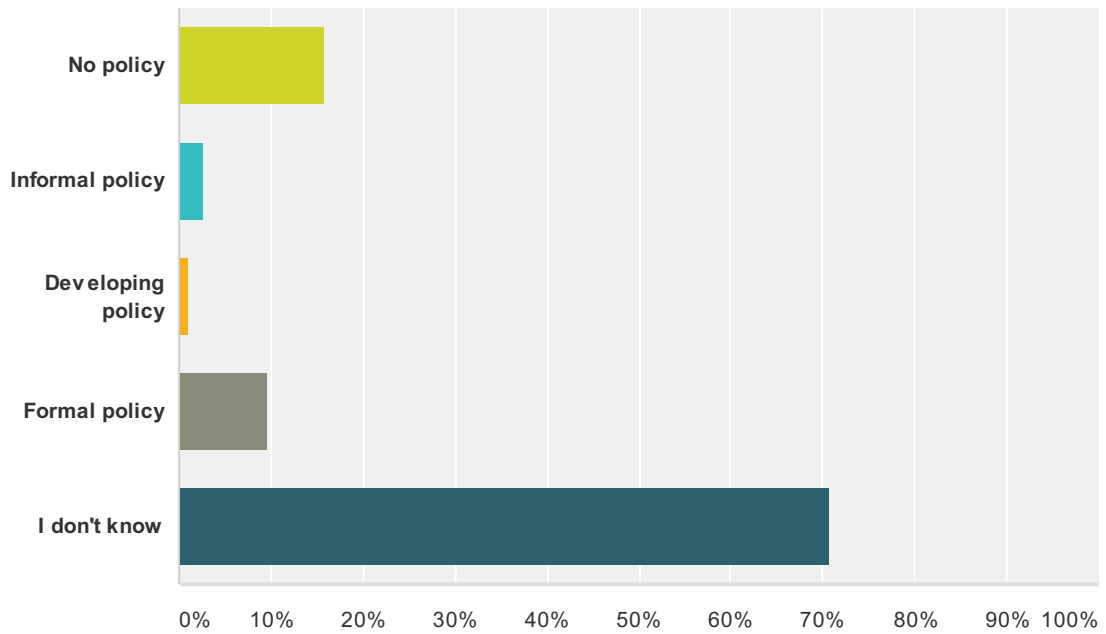
Answered: 181 Skipped: 64



Answer Choices	Responses	
None	57.46%	104
Some	37.02%	67
Quite a Few	3.31%	6
Many	2.21%	4
Total		181

Q60 Is there supporting policy?

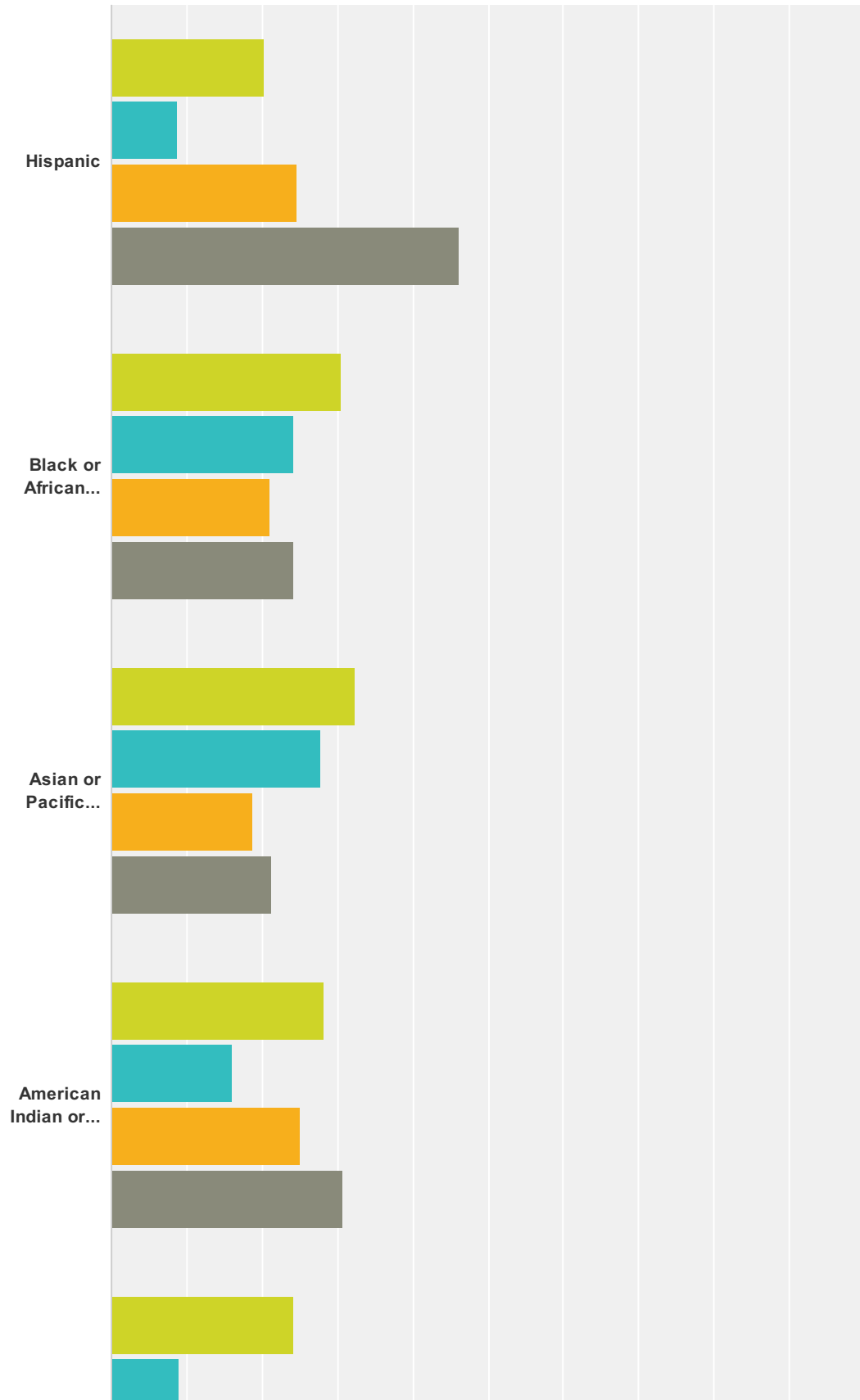
Answered: 188 Skipped: 57



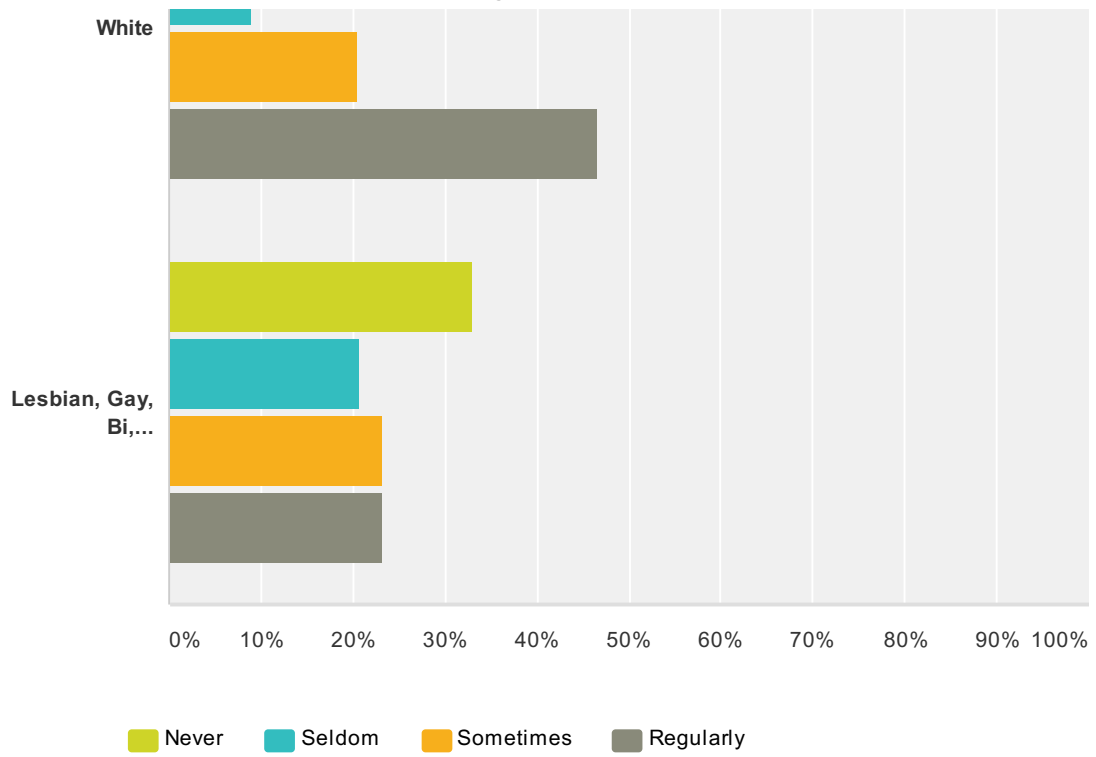
Answer Choices	Responses
No policy	15.96% 30
Informal policy	2.66% 5
Developing policy	1.06% 2
Formal policy	9.57% 18
I don't know	70.74% 133
Total	188

Q61 Do you use health assessment or diagnostic protocols that are adapted for culturally diverse groups?

Answered: 158 Skipped: 87



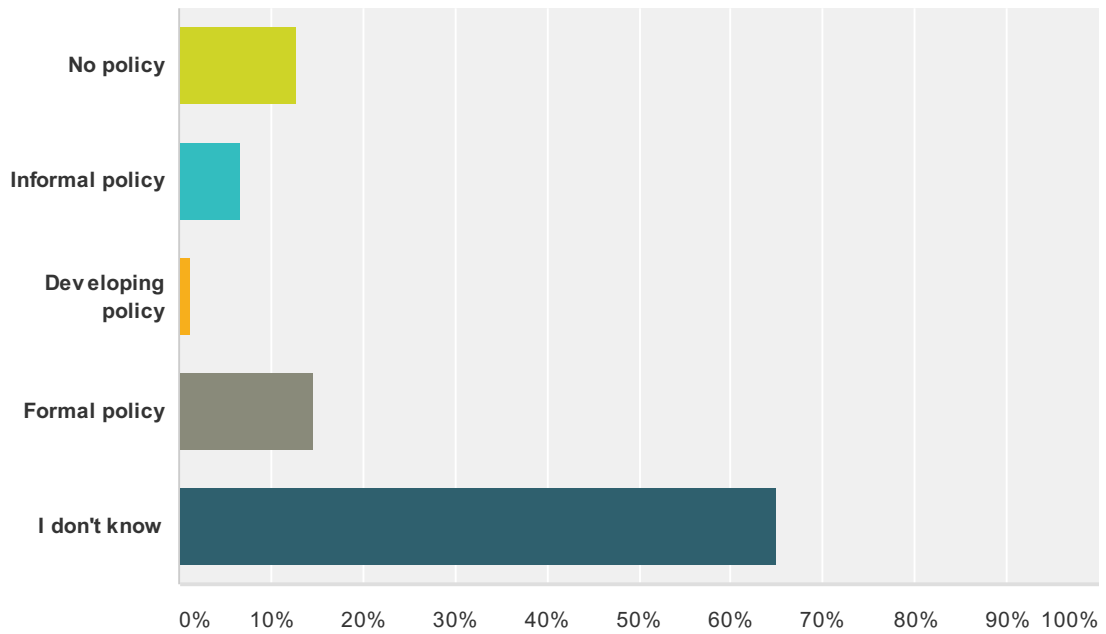
Cultural and Linguistic Assessment



	Never	Seldom	Sometimes	Regularly	Total
Hispanic	20.25% 32	8.86% 14	24.68% 39	46.20% 73	158
Black or African American	30.57% 48	24.20% 38	21.02% 33	24.20% 38	157
Asian or Pacific Islander	32.26% 50	27.74% 43	18.71% 29	21.29% 33	155
American Indian or Alaska Native	28.21% 44	16.03% 25	25.00% 39	30.77% 48	156
White	24.20% 38	8.92% 14	20.38% 32	46.50% 73	157
Lesbian, Gay, Bi, Transgender, and Questioning (LGBTQ)	32.90% 51	20.65% 32	23.23% 36	23.23% 36	155

Q62 Is there supporting policy?

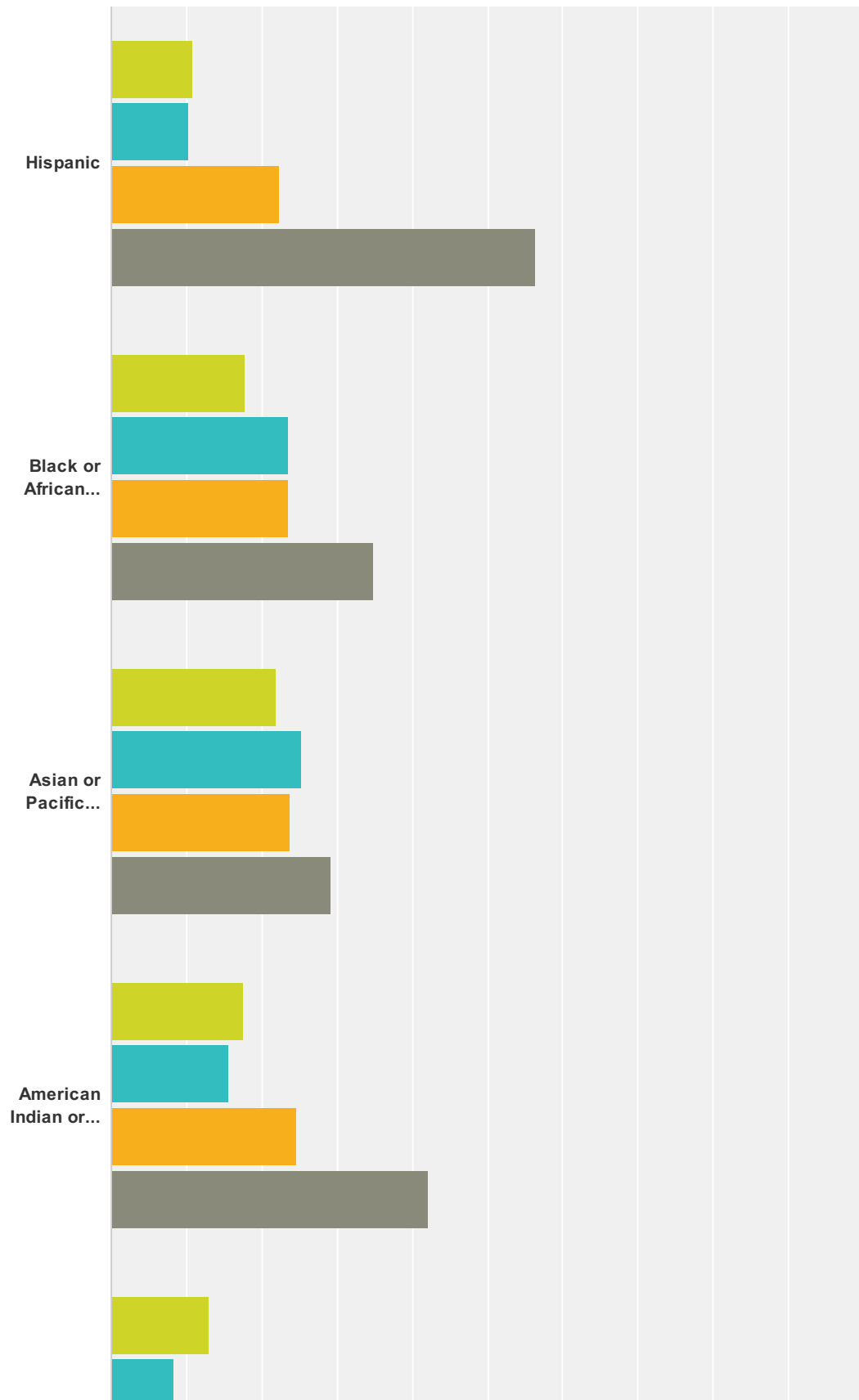
Answered: 165 Skipped: 80



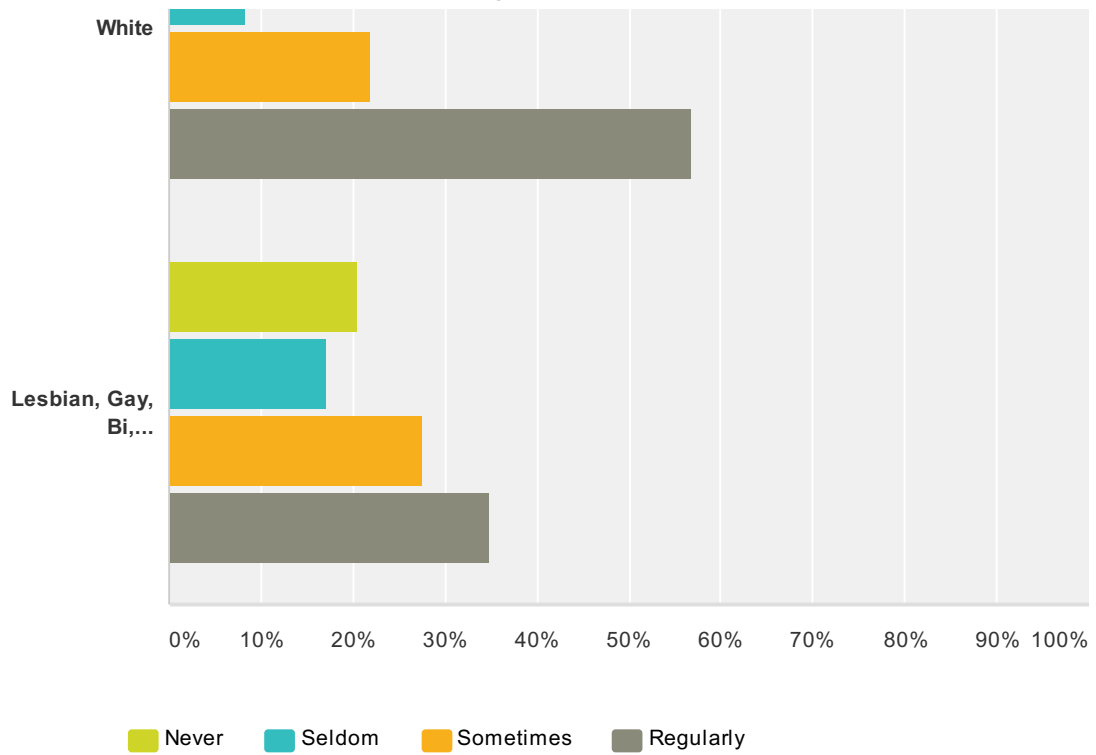
Answer Choices	Responses
No policy	12.73% 21
Informal policy	6.67% 11
Developing policy	1.21% 2
Formal policy	14.55% 24
I don't know	64.85% 107
Total	165

Q63 Do you use health promotion, disease prevention, and treatment protocols that are adapted for culturally diverse groups?

Answered: 157 Skipped: 88



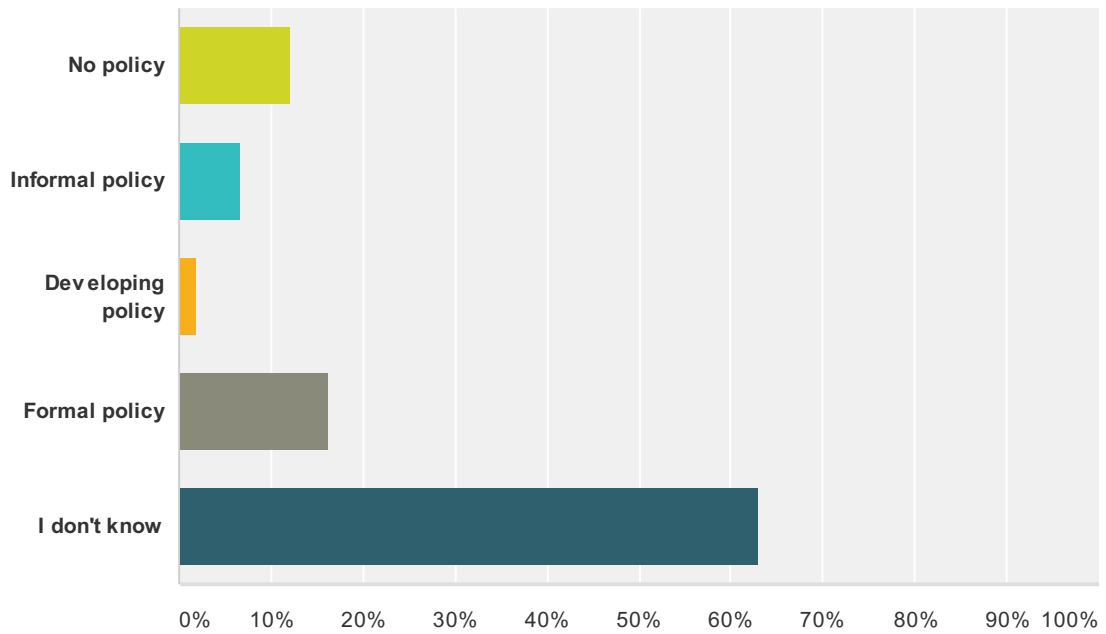
Cultural and Linguistic Assessment



	Never	Seldom	Sometimes	Regularly	Total
Hispanic	10.90% 17	10.26% 16	22.44% 35	56.41% 88	156
Black or African American	17.76% 27	23.68% 36	23.68% 36	34.87% 53	152
Asian or Pacific Islander	21.85% 33	25.17% 38	23.84% 36	29.14% 44	151
American Indian or Alaska Native	17.53% 27	15.58% 24	24.68% 38	42.21% 65	154
White	12.90% 20	8.39% 13	21.94% 34	56.77% 88	155
Lesbian, Gay, Bi, Transgender, and Questioning (LGBTQ)	20.39% 31	17.11% 26	27.63% 42	34.87% 53	152

Q64 Is there supporting policy?

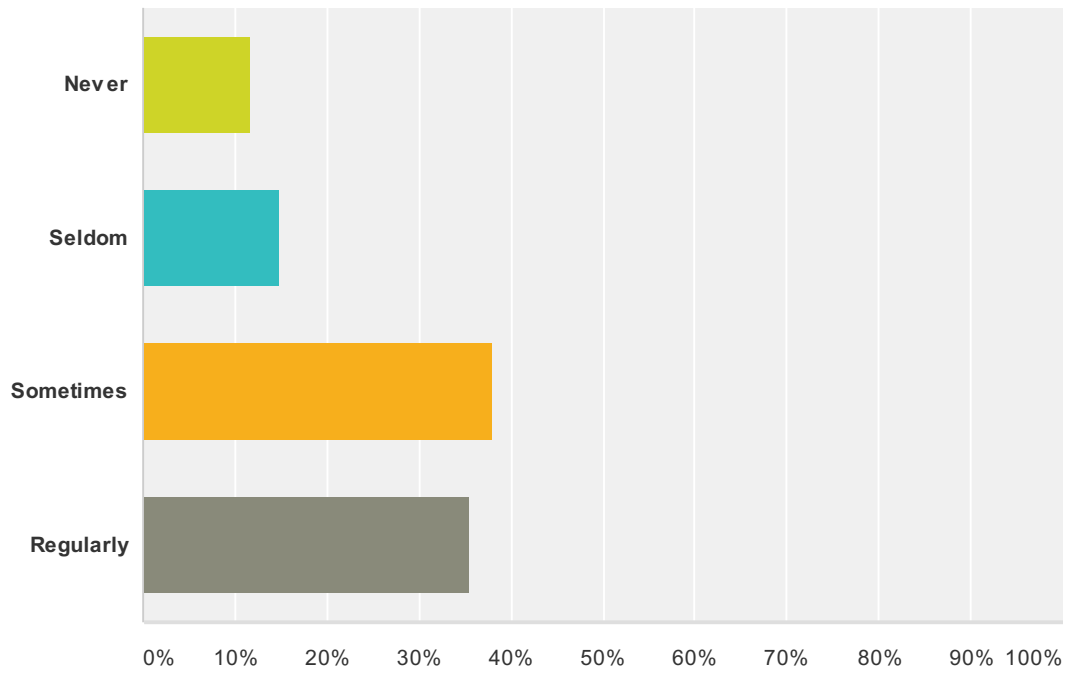
Answered: 165 Skipped: 80



Answer Choices	Responses
No policy	12.12% 20
Informal policy	6.67% 11
Developing policy	1.82% 3
Formal policy	16.36% 27
I don't know	63.03% 104
Total	165

Q65 Do you connect consumers to natural networks of support to assist with health and mental health care?

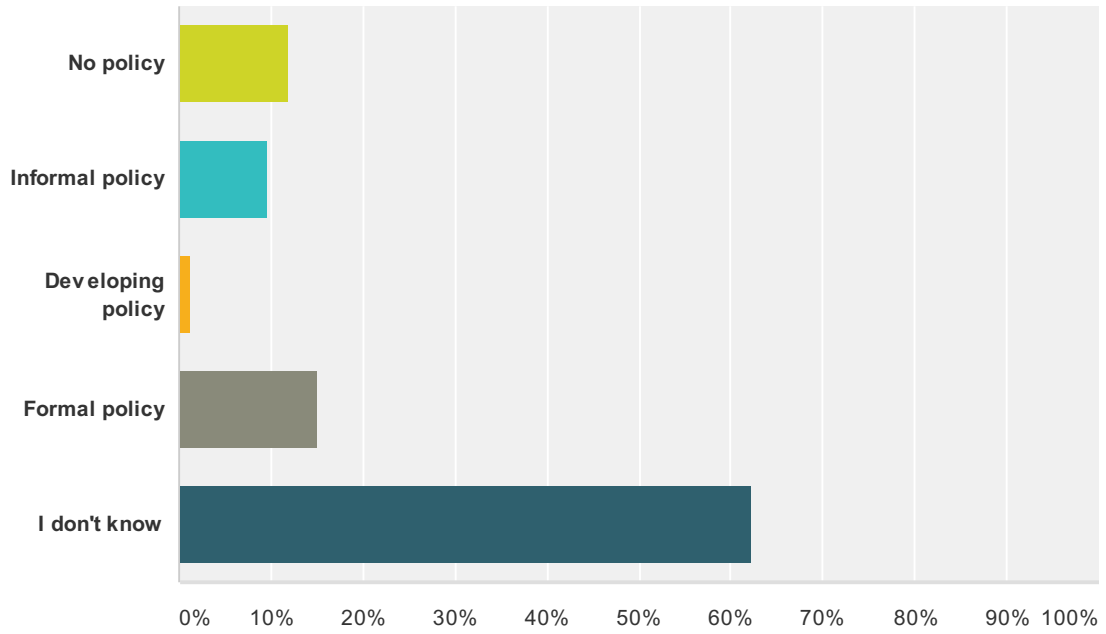
Answered: 163 Skipped: 82



Answer Choices	Responses	
Never	11.66%	19
Seldom	14.72%	24
Sometimes	38.04%	62
Regularly	35.58%	58
Total		163

Q66 Is there supporting policy?

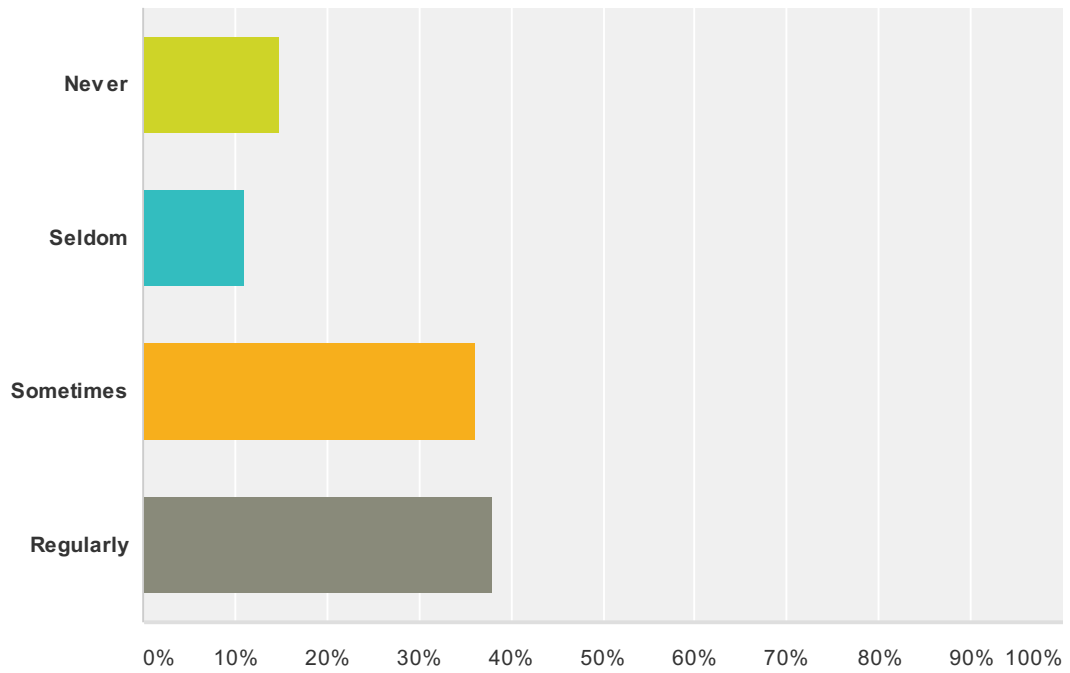
Answered: 167 Skipped: 78



Answer Choices	Responses
No policy	11.98% 20
Informal policy	9.58% 16
Developing policy	1.20% 2
Formal policy	14.97% 25
I don't know	62.28% 104
Total	167

Q67 Do you differentiate between racial and cultural identity when serving diverse communities?

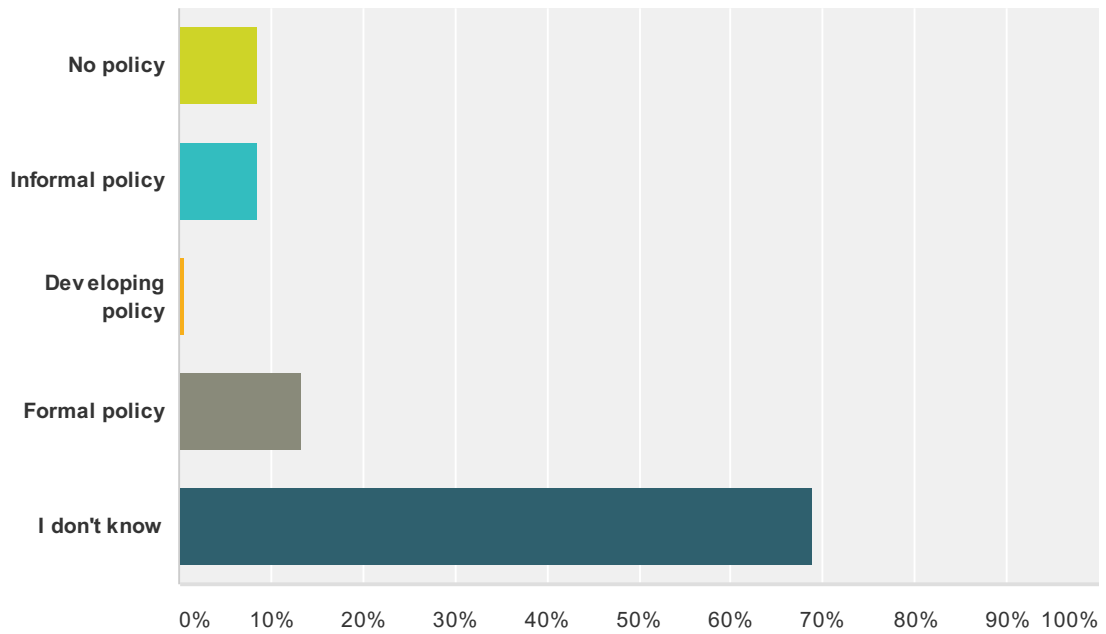
Answered: 163 Skipped: 82



Answer Choices	Responses	Count
Never	14.72%	24
Seldom	11.04%	18
Sometimes	36.20%	59
Regularly	38.04%	62
Total		163

Q68 Is there supporting policy?

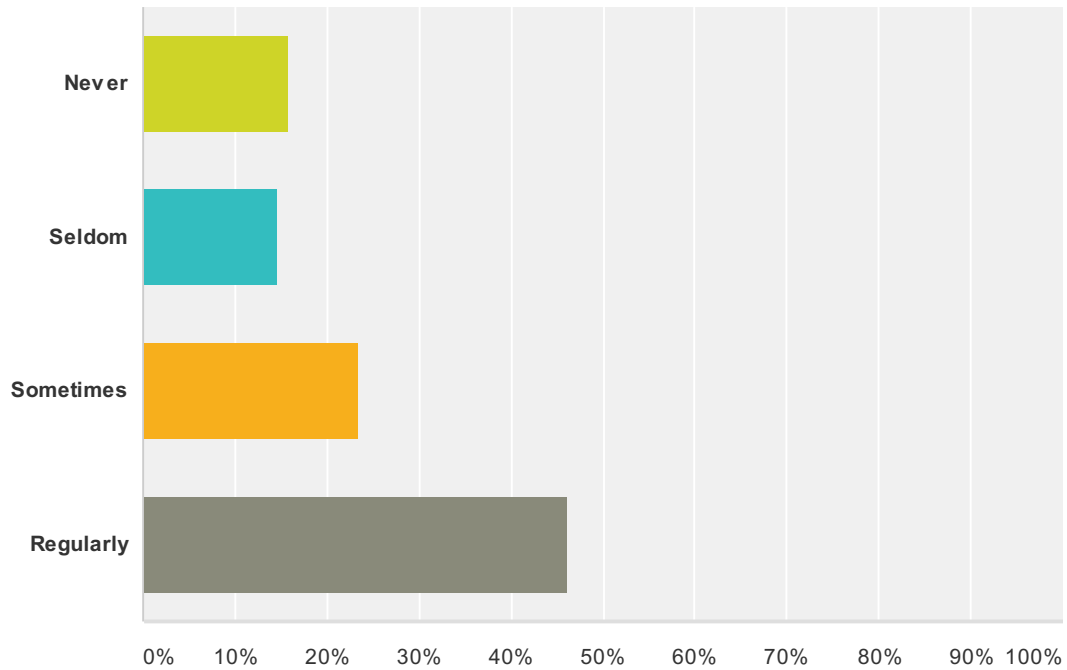
Answered: 164 Skipped: 81



Answer Choices	Responses	
No policy	8.54%	14
Informal policy	8.54%	14
Developing policy	0.61%	1
Formal policy	13.41%	22
I don't know	68.90%	113
Total		164

Q69 Does your agency inform consumers of their rights to language access services under Title VI of the Civil Rights Act of 1964-Prohibition Against National Origin Discrimination and as required by the CLAS Standards 4-7 Federal mandates for language access?

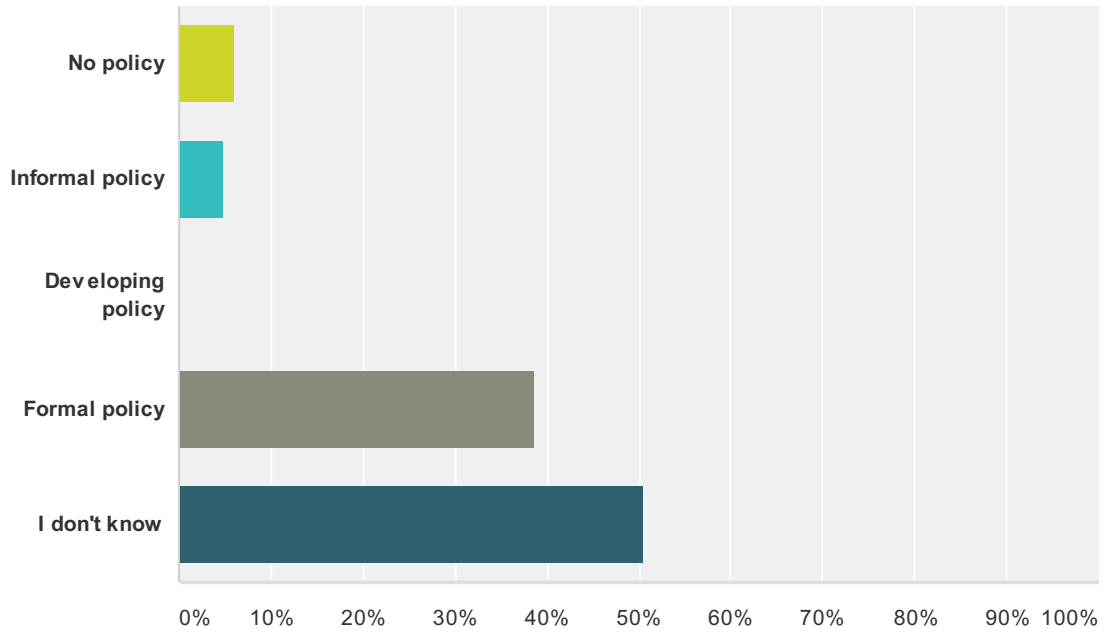
Answered: 158 Skipped: 87



Answer Choices	Responses
Never	15.82% 25
Seldom	14.56% 23
Sometimes	23.42% 37
Regularly	46.20% 73
Total	158

Q70 Is there supporting policy?

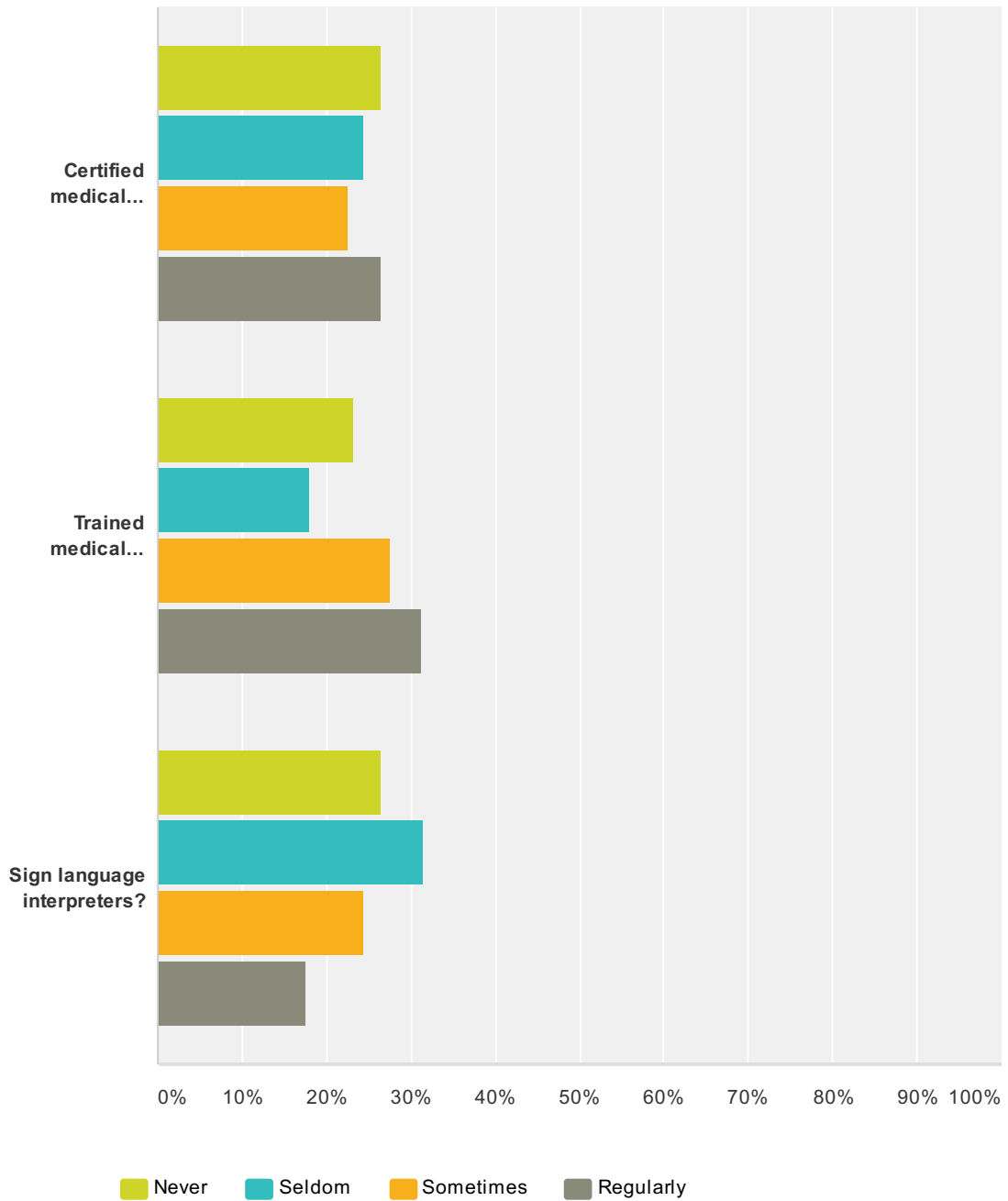
Answered: 166 Skipped: 79



Answer Choices	Responses	
No policy	6.02%	10
Informal policy	4.82%	8
Developing policy	0.00%	0
Formal policy	38.55%	64
I don't know	50.60%	84
Total		166

Q71 Does your agency use any of the following personnel to provide interpretation services:

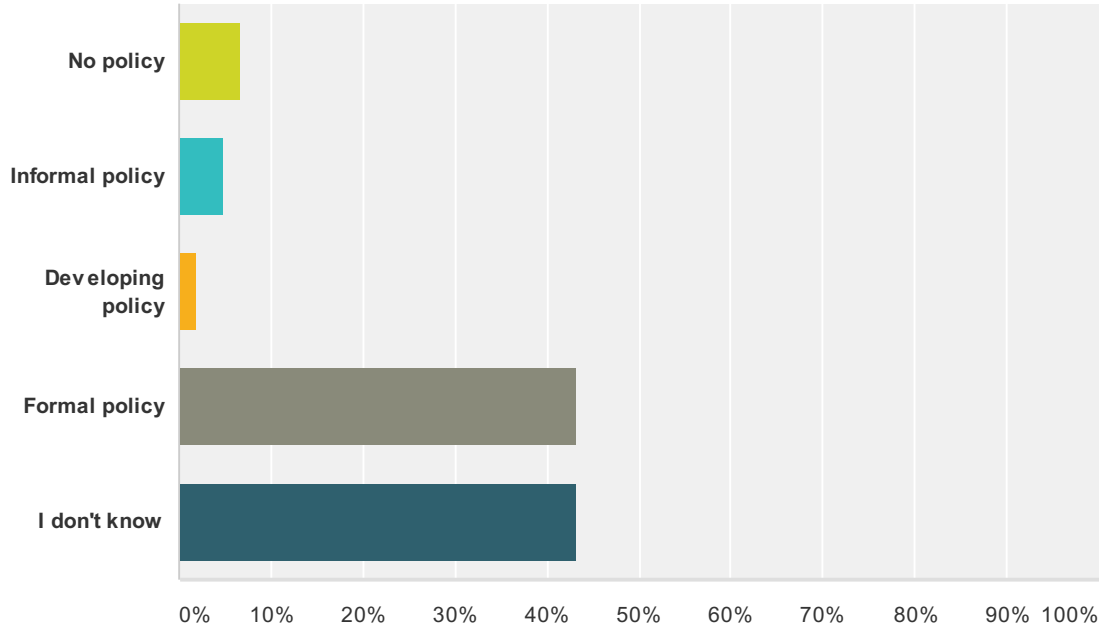
Answered: 161 Skipped: 84



	Never	Seldom	Sometimes	Regularly	Total
Certified medical interpreters?	26.45% 41	24.52% 38	22.58% 35	26.45% 41	155
Trained medical interpreters?	23.08% 36	17.95% 28	27.56% 43	31.41% 49	156
Sign language interpreters?	26.42% 42	31.45% 50	24.53% 39	17.61% 28	159

Q72 Is there policy for the provision of interpretation services for consumers with Limited English Proficiency and those who are deaf or have hearing impairments?

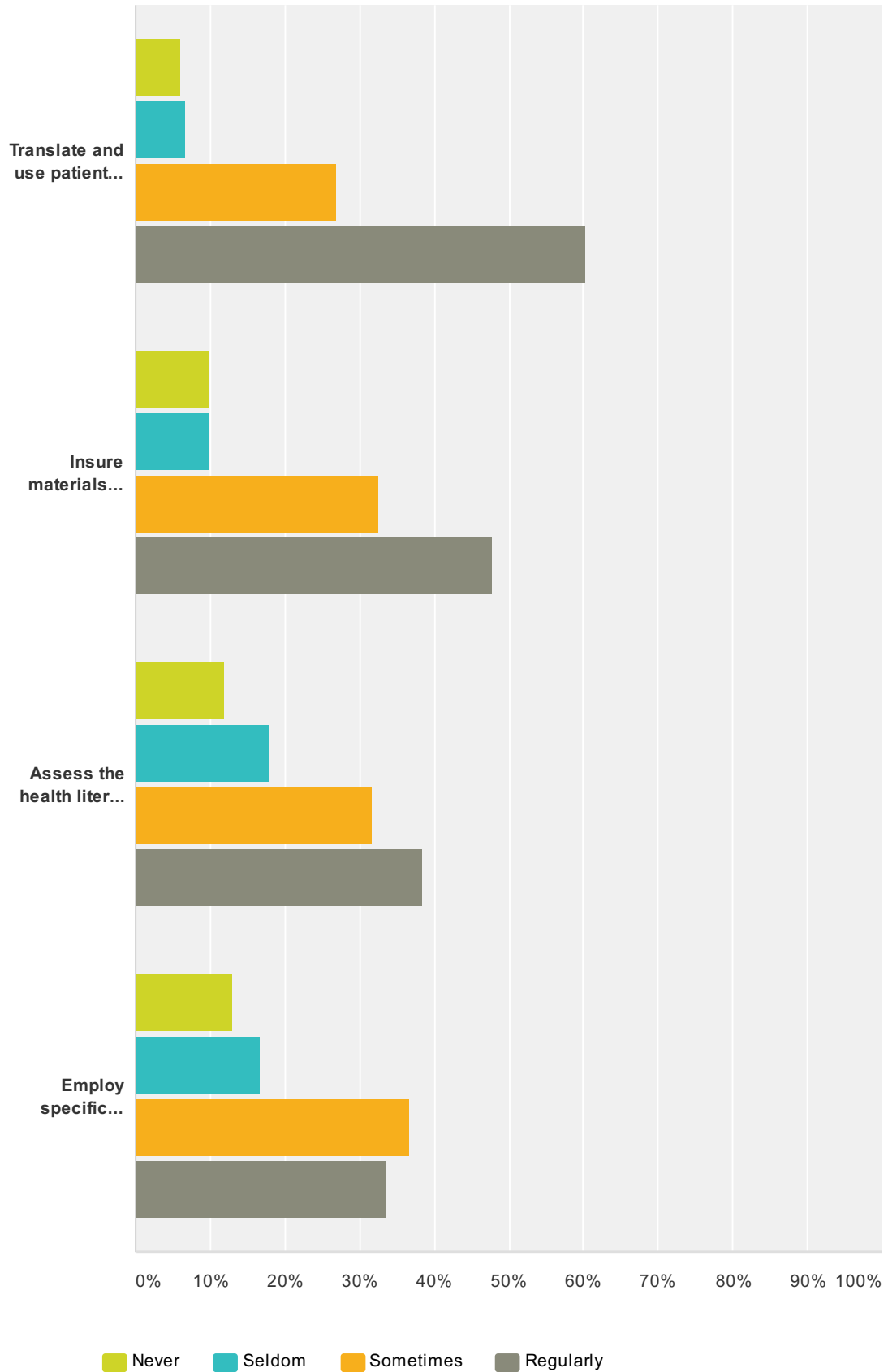
Answered: 164 Skipped: 81



Answer Choices	Responses	
No policy	6.71%	11
Informal policy	4.88%	8
Developing policy	1.83%	3
Fomal policy	43.29%	71
I don't know	43.29%	71
Total		164

Q73 Does your agency:

Answered: 164 Skipped: 81

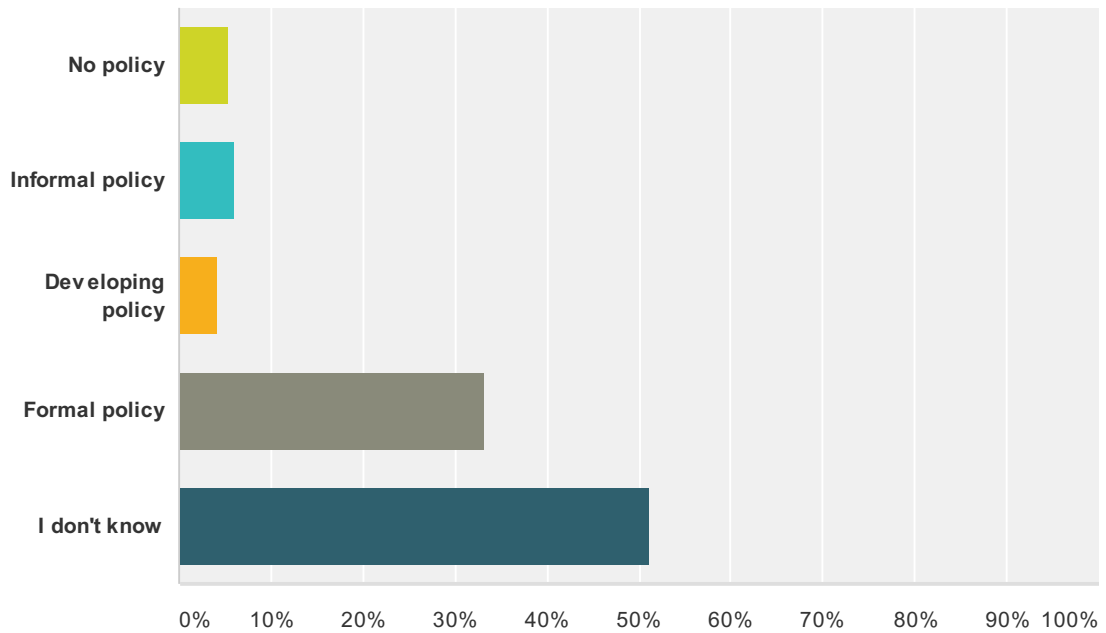


Cultural and Linguistic Assessment

	Never	Seldom	Sometimes	Regularly	Total
Translate and use patient consent forms, educational materials and other information in other languages?	6.10% 10	6.71% 11	26.83% 44	60.37% 99	164
Insure materials address the literacy needs of the consumer population?	9.82% 16	9.82% 16	32.52% 53	47.85% 78	163
Assess the health literacy of consumers?	11.80% 19	18.01% 29	31.68% 51	38.51% 62	161
Employ specific interventions based on the health literacy levels of consumers?	13.04% 21	16.77% 27	36.65% 59	33.54% 54	161

Q74 Is there policy that addresses translation services, literacy and health literacy?

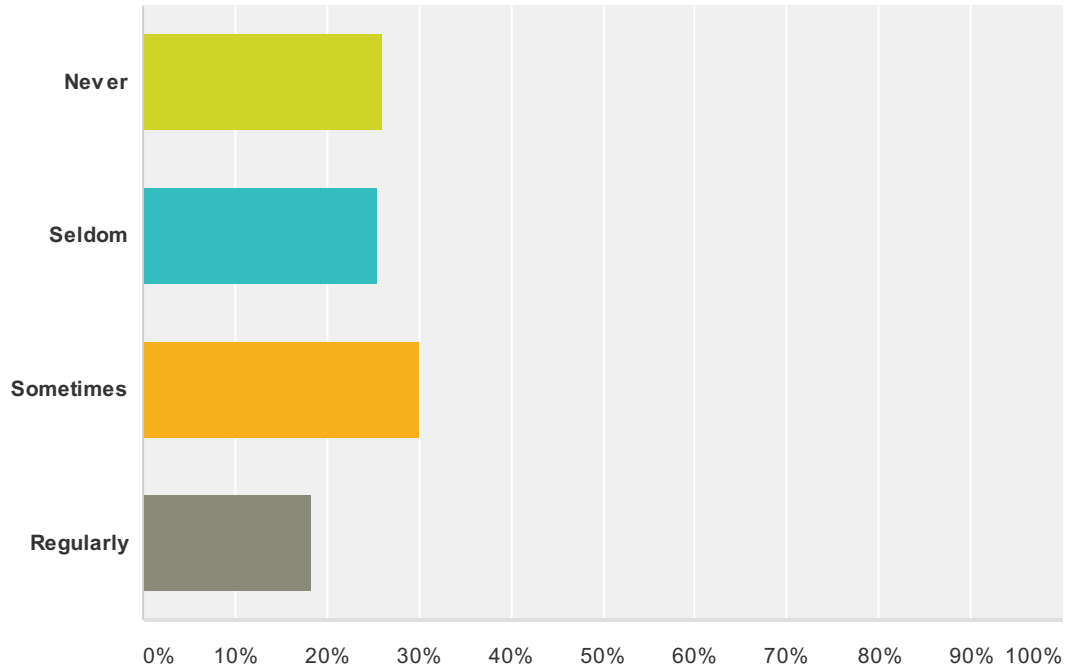
Answered: 166 Skipped: 79



Answer Choices	Responses
No policy	5.42% 9
Informal policy	6.02% 10
Developing policy	4.22% 7
Formal policy	33.13% 55
I don't know	51.20% 85
Total	166

Q75 Does your agency evaluate the quality and effectiveness of interpretation and translation services it either contracts for or provides?

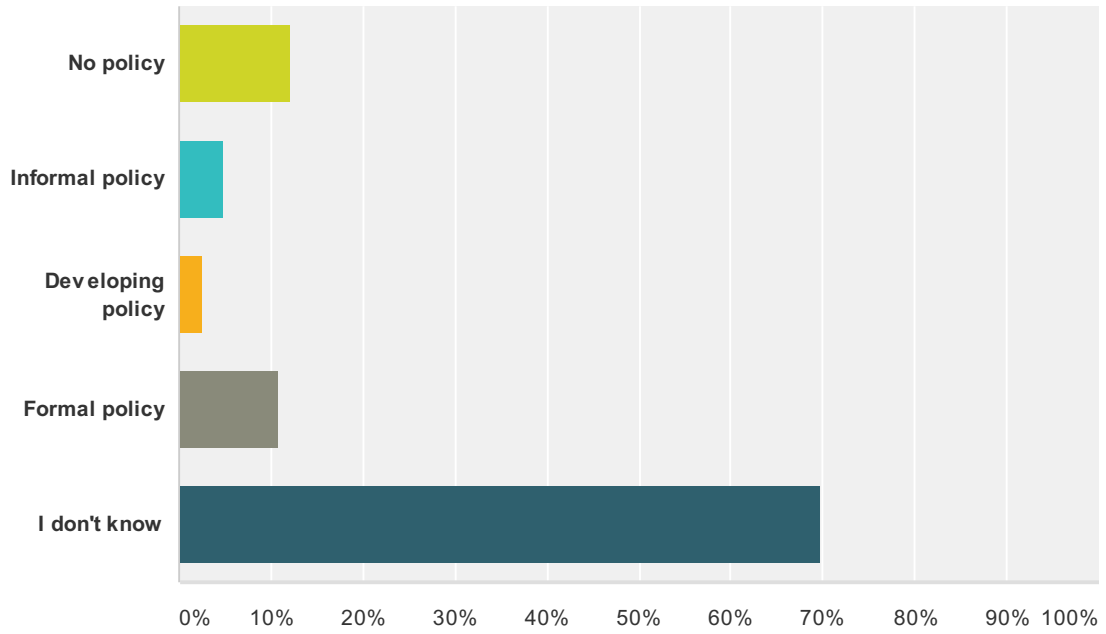
Answered: 153 Skipped: 92



Answer Choices	Responses	
Never	26.14%	40
Seldom	25.49%	39
Sometimes	30.07%	46
Regularly	18.30%	28
Total		153

Q76 Is there supporting policy?

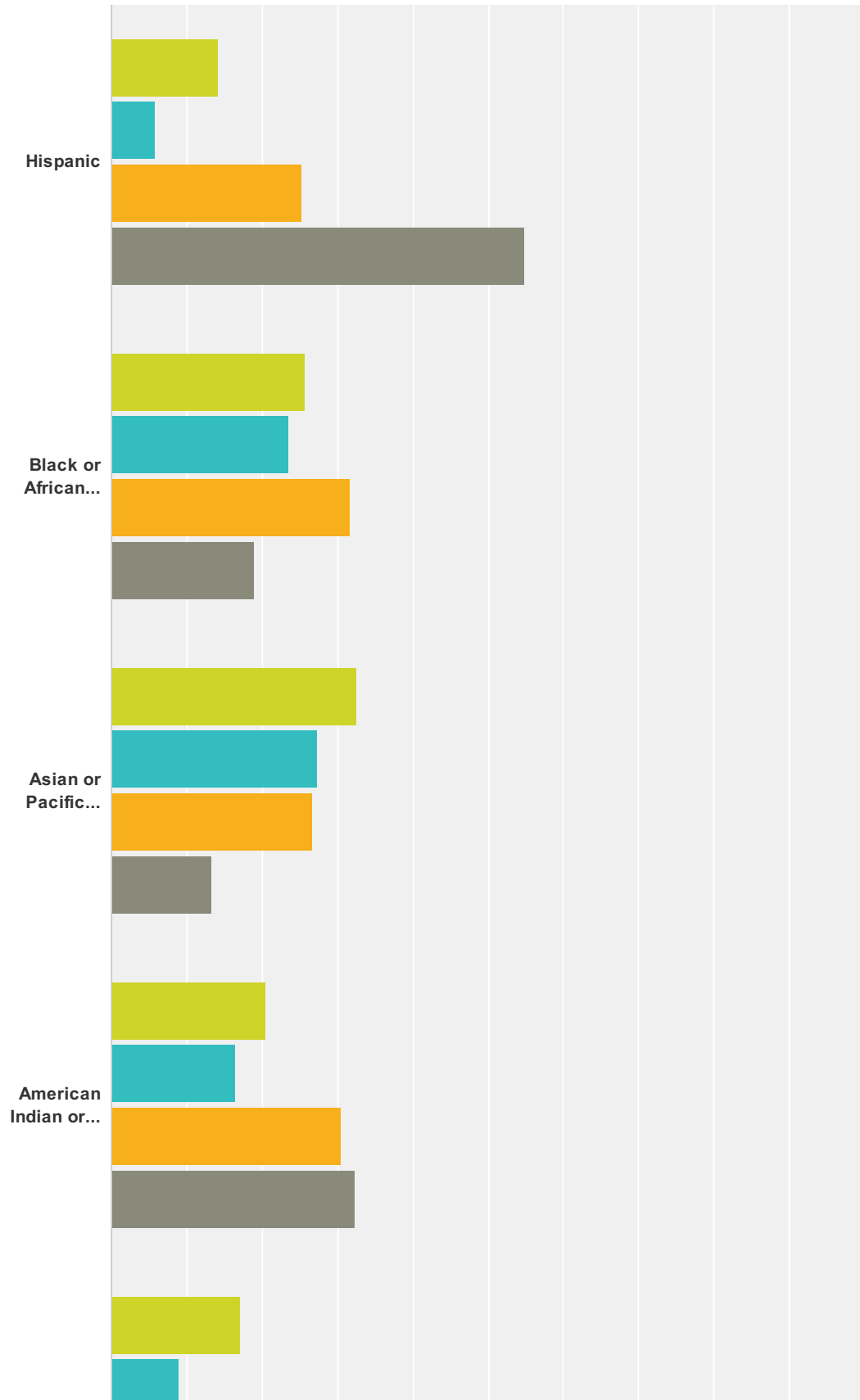
Answered: 165 Skipped: 80



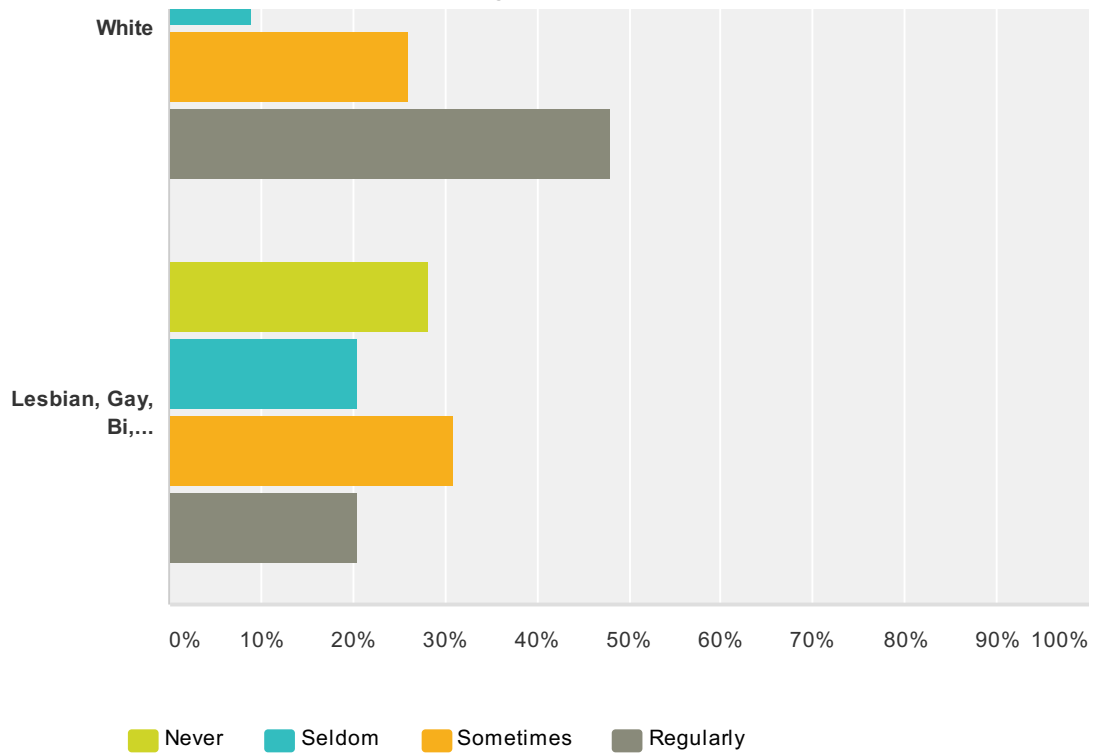
Answer Choices	Responses
No policy	12.12% 20
Informal policy	4.85% 8
Developing policy	2.42% 4
Formal policy	10.91% 18
I don't know	69.70% 115
Total	165

Q77 Does your agency conduct activities tailored to engage the following culturally diverse communities?

Answered: 155 Skipped: 90



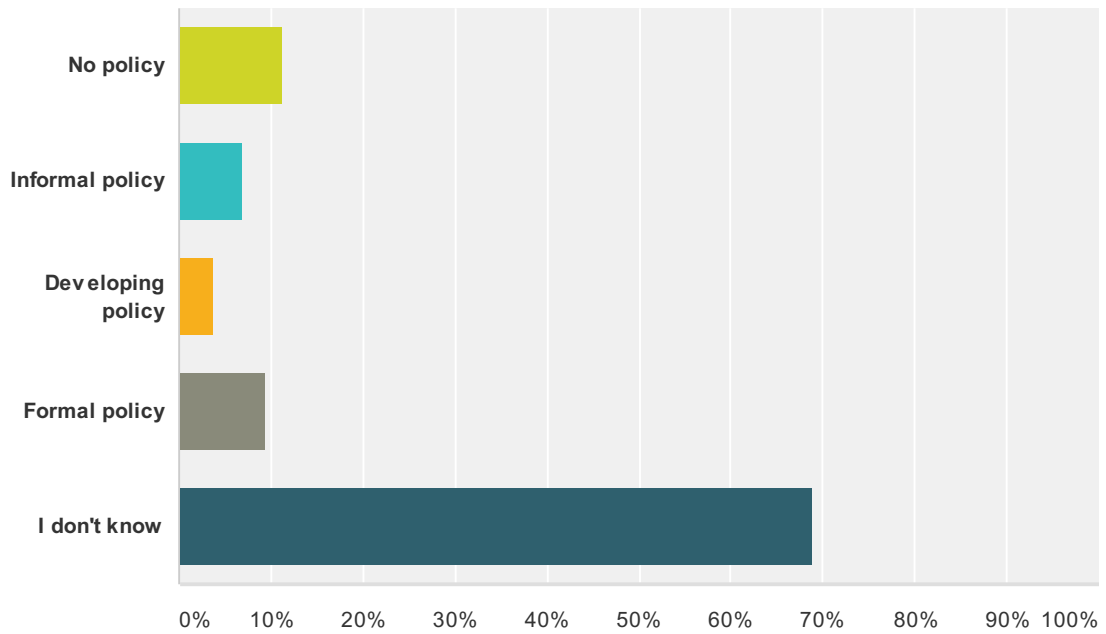
Cultural and Linguistic Assessment



	Never	Seldom	Sometimes	Regularly	Total
Hispanic	14.19% 22	5.81% 9	25.16% 39	54.84% 85	155
Black or African American	25.68% 38	23.65% 35	31.76% 47	18.92% 28	148
Asian or Pacific Islander	32.67% 49	27.33% 41	26.67% 40	13.33% 20	150
American Indian or Alaska Native	20.53% 31	16.56% 25	30.46% 46	32.45% 49	151
White	17.12% 25	8.90% 13	26.03% 38	47.95% 70	146
Lesbian, Gay, Bi, Transgender, and Questioning (LGBTQ)	28.08% 41	20.55% 30	30.82% 45	20.55% 30	146

Q78 Is there supporting policy?

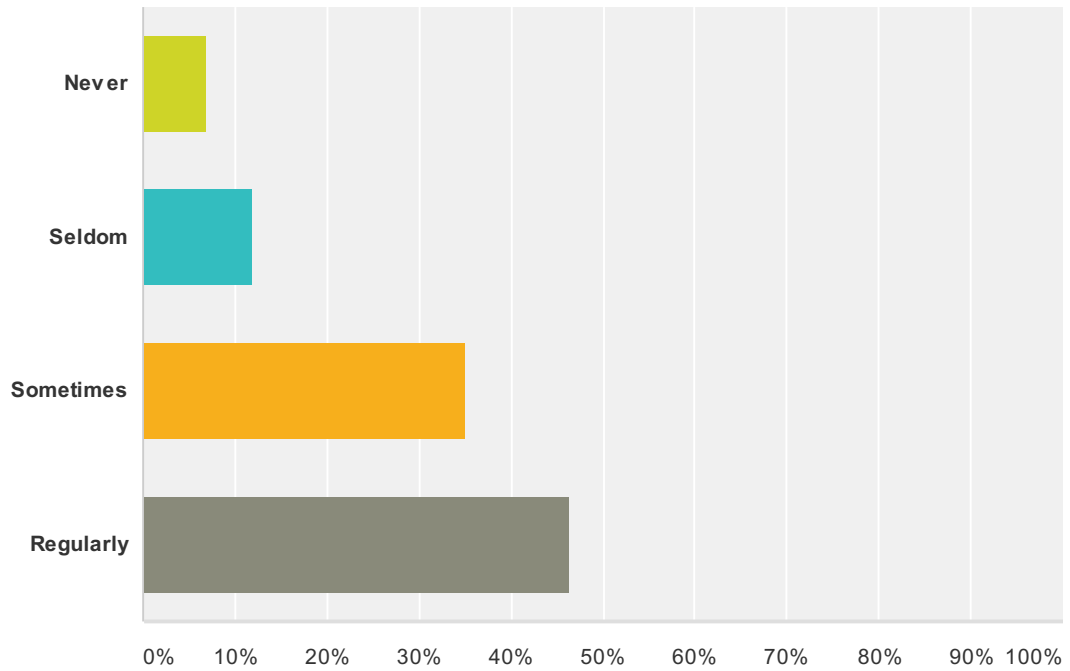
Answered: 161 Skipped: 84



Answer Choices	Responses	
No policy	11.18%	18
Informal policy	6.83%	11
Developing policy	3.73%	6
Fomal policy	9.32%	15
I don't know	68.94%	111
Total		161

Q79 Do agency brochures and other media reflect cultural groups in the service area?

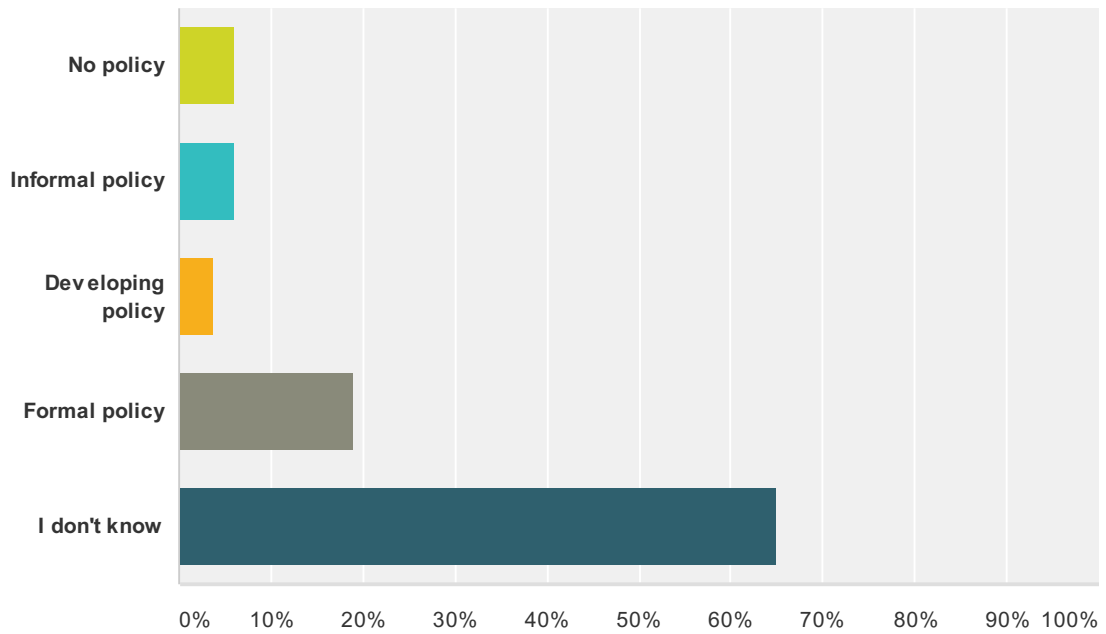
Answered: 160 Skipped: 85



Answer Choices	Responses
Never	6.88% 11
Seldom	11.88% 19
Sometimes	35.00% 56
Regularly	46.25% 74
Total	160

Q80 Is there supporting policy?

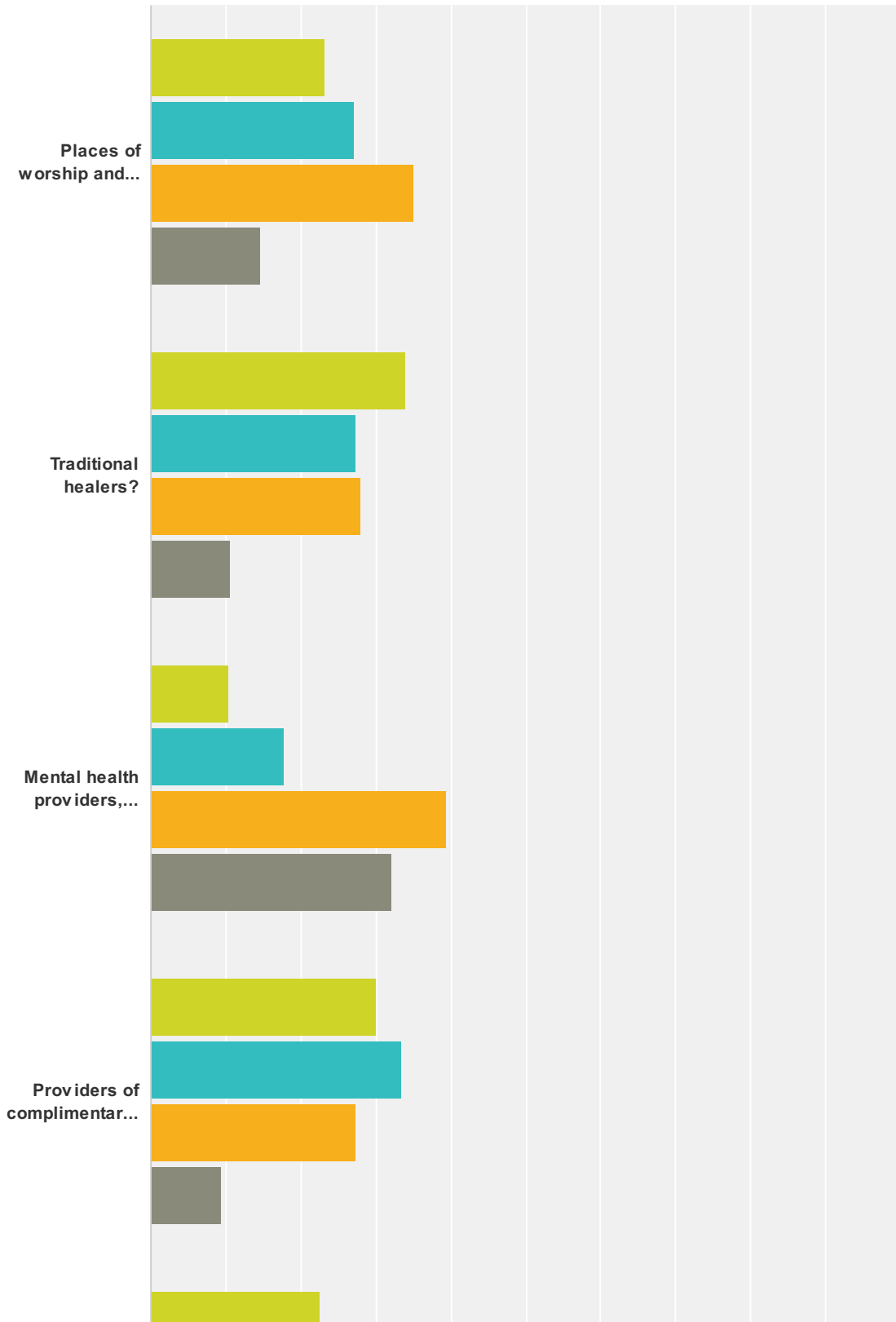
Answered: 163 Skipped: 82



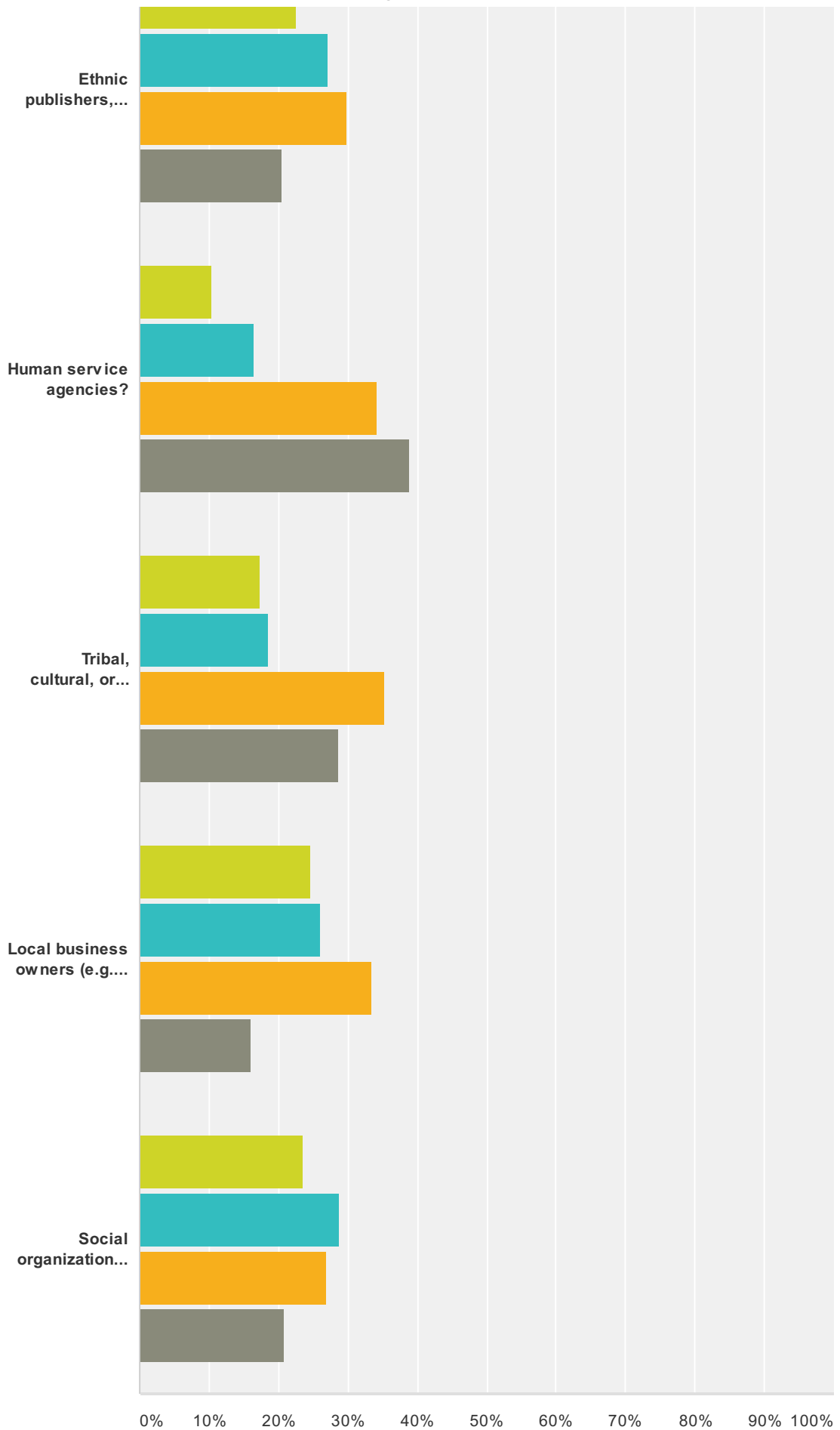
Answer Choices	Responses
No policy	6.13% 10
Informal policy	6.13% 10
Developing policy	3.68% 6
Formal policy	19.02% 31
I don't know	65.03% 106
Total	163

Q81 Does your agency reach out to and engage the following individuals, groups, or entities in health and mental health promotion and disease prevention initiatives:

Answered: 153 Skipped: 92



Cultural and Linguistic Assessment



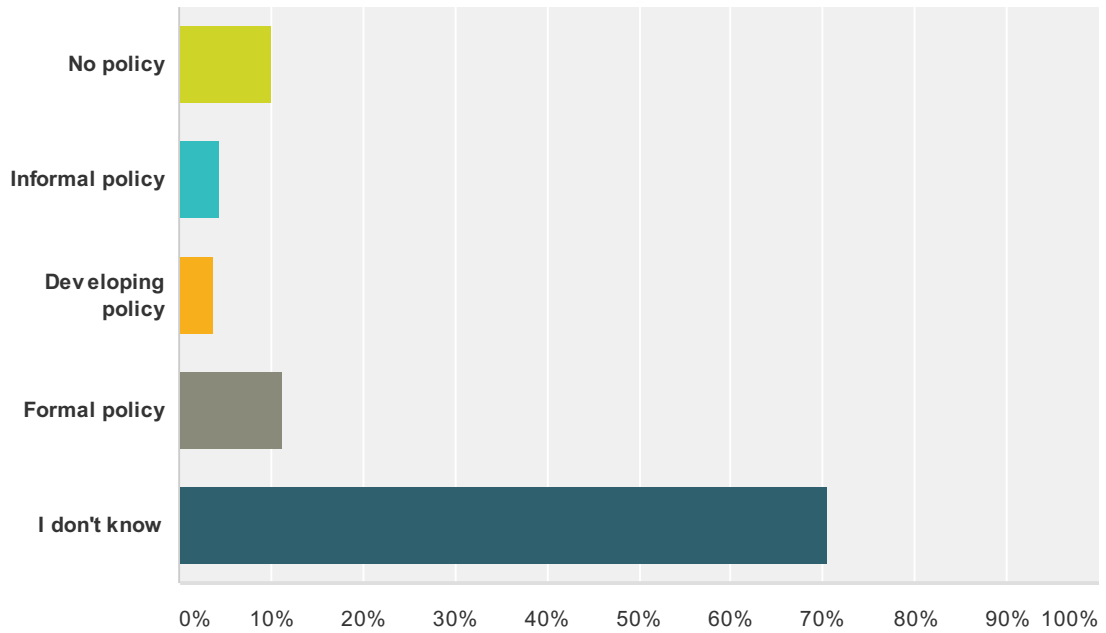
Cultural and Linguistic Assessment

■ Never
 ■ Seldom
 ■ Sometimes
 ■ Regularly

	Never	Seldom	Sometimes	Regularly	Total
Places of worship and spiritual leaders?	23.18% 35	27.15% 41	35.10% 53	14.57% 22	151
Traditional healers?	34.00% 51	27.33% 41	28.00% 42	10.67% 16	150
Mental health providers, dentists, chiropractors, or licensed midwives?	10.53% 16	17.76% 27	39.47% 60	32.24% 49	152
Providers of complimentary and alternative medicine?	30.00% 45	33.33% 50	27.33% 41	9.33% 14	150
Ethnic publishers, radio, cable or television stations or personalities, or other ethnic media sources?	22.52% 34	27.15% 41	29.80% 45	20.53% 31	151
Human service agencies?	10.53% 16	16.45% 25	34.21% 52	38.82% 59	152
Tribal, cultural, or advocacy organizations?	17.33% 26	18.67% 28	35.33% 53	28.67% 43	150
Local business owners (e.g., barbers, sports clubs, restaurateurs, casinos, and other ethnic businesses)?	24.67% 37	26.00% 39	33.33% 50	16.00% 24	150
Social organizations (e.g., civic/neighborhood associations, sororities, fraternities, ethnic associations)?	23.49% 35	28.86% 43	26.85% 40	20.81% 31	149

Q82 Is there policy that supports engaging diverse sectors of the community?

Answered: 160 Skipped: 85



Answer Choices	Responses	
No policy	10.00%	16
Informal policy	4.38%	7
Developing policy	3.75%	6
Formal policy	11.25%	18
I don't know	70.63%	113
Total		160

Q83 Please list any additional policies supporting cultural and linguistic competence not identified by this instrument.

Answered: 17 Skipped: 228