

Culturally Effective Organization Self-Assessment

Leadership	Plan / Policy States	Implemented / Evidence of Action	Notes
The organization offers effective quality care/services which are responsive to the cultural (and health) beliefs and practices of the individuals served.	<input type="checkbox"/> Yes <input type="checkbox"/> Partially <input type="checkbox"/> No <input type="checkbox"/> Not Sure	<input type="checkbox"/> Not Yet <input type="checkbox"/> Just Starting <input type="checkbox"/> In progress <input type="checkbox"/> Well on Way	
The organization's commitment to cultural effectiveness is an explicit part of the mission statement.	<input type="checkbox"/> Yes <input type="checkbox"/> Partially <input type="checkbox"/> No <input type="checkbox"/> Not Sure	<input type="checkbox"/> Not Yet <input type="checkbox"/> Just Starting <input type="checkbox"/> In progress <input type="checkbox"/> Well on Way	
The organization's cultural effectiveness goals are an explicit part of the strategic plan.	<input type="checkbox"/> Yes <input type="checkbox"/> Partially <input type="checkbox"/> No <input type="checkbox"/> Not Sure	<input type="checkbox"/> Not Yet <input type="checkbox"/> Just Starting <input type="checkbox"/> In progress <input type="checkbox"/> Well on Way	
Leadership evaluates the culturally effective organization framework elements on an ongoing basis including how the elements are being implemented within the organization.	<input type="checkbox"/> Yes <input type="checkbox"/> Partially <input type="checkbox"/> No <input type="checkbox"/> Not Sure	<input type="checkbox"/> Not Yet <input type="checkbox"/> Just Starting <input type="checkbox"/> In progress <input type="checkbox"/> Well on Way	
Results of formal organizational performance assessments toward reaching cultural effectiveness goals are gathered and are reported to the board of directors on an ongoing basis.	<input type="checkbox"/> Yes <input type="checkbox"/> Partially <input type="checkbox"/> No <input type="checkbox"/> Not Sure	<input type="checkbox"/> Not Yet <input type="checkbox"/> Just Starting <input type="checkbox"/> In progress <input type="checkbox"/> Well on Way	
The organization annually allocates resources to meeting the cultural and linguistic needs of its clients, and to improving its cultural effectiveness.	<input type="checkbox"/> Yes <input type="checkbox"/> Partially <input type="checkbox"/> No <input type="checkbox"/> Not Sure	<input type="checkbox"/> Not Yet <input type="checkbox"/> Just Starting <input type="checkbox"/> In progress <input type="checkbox"/> Well on Way	

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Policies and Procedures	Plan / Policy States	Implemented / Evidence of Action	Notes
Culturally effective organization framework elements are regularly evaluated and revisited for quality improvement; the frequency is specified.	<input type="checkbox"/> Yes <input type="checkbox"/> Partially <input type="checkbox"/> No <input type="checkbox"/> Not Sure	<input type="checkbox"/> Not Yet <input type="checkbox"/> Just Starting <input type="checkbox"/> In progress <input type="checkbox"/> Well on Way	
All staff are provided with culturally effective organization framework-oriented feedback in their individual performance reviews.	<input type="checkbox"/> Yes <input type="checkbox"/> Partially <input type="checkbox"/> No <input type="checkbox"/> Not Sure	<input type="checkbox"/> Not Yet <input type="checkbox"/> Just Starting <input type="checkbox"/> In progress <input type="checkbox"/> Well on Way	
Organization policy states: 1) a specified frequency of regular and ongoing diversity training for staff and leaders; 2) what is included in the staff diversity training; and 3) how the training is evaluated.	<input type="checkbox"/> Yes <input type="checkbox"/> Partially <input type="checkbox"/> No <input type="checkbox"/> Not Sure	<input type="checkbox"/> Not Yet <input type="checkbox"/> Just Starting <input type="checkbox"/> In progress <input type="checkbox"/> Well on Way	
Formal policies are established to ensure all internal and external interpreters are qualified and proficient for their work by setting and meeting competency and training requirements.	<input type="checkbox"/> Yes <input type="checkbox"/> Partially <input type="checkbox"/> No <input type="checkbox"/> Not Sure	<input type="checkbox"/> Not Yet <input type="checkbox"/> Just Starting <input type="checkbox"/> In progress <input type="checkbox"/> Well on Way	
The grievance resolution process is easily accessible, identifies the individual responsible for handling grievances, and clearly details the maximum length of time for grievances to be addressed.	<input type="checkbox"/> Yes <input type="checkbox"/> Partially <input type="checkbox"/> No <input type="checkbox"/> Not Sure	<input type="checkbox"/> Not Yet <input type="checkbox"/> Just Starting <input type="checkbox"/> In progress <input type="checkbox"/> Well on Way	

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Data Collection and Analysis	Plan / Policy States	Implemented / Evidence of Action	Notes
The organization collects race, ethnicity, and language data to measure and support enhanced cultural effectiveness.	<input type="checkbox"/> Yes <input type="checkbox"/> Partially <input type="checkbox"/> No <input type="checkbox"/> Not Sure	<input type="checkbox"/> Not Yet <input type="checkbox"/> Just Starting <input type="checkbox"/> In progress <input type="checkbox"/> Well on Way	
Data is stratified by race, ethnicity, language (and other relevant demographic variables) to identify and address disparities as part of all quality improvement efforts.	<input type="checkbox"/> Yes <input type="checkbox"/> Partially <input type="checkbox"/> No <input type="checkbox"/> Not Sure	<input type="checkbox"/> Not Yet <input type="checkbox"/> Just Starting <input type="checkbox"/> In progress <input type="checkbox"/> Well on Way	
Staff are trained on the proper collection of data to ensure data quality.	<input type="checkbox"/> Yes <input type="checkbox"/> Partially <input type="checkbox"/> No <input type="checkbox"/> Not Sure	<input type="checkbox"/> Not Yet <input type="checkbox"/> Just Starting <input type="checkbox"/> In progress <input type="checkbox"/> Well on Way	
Community demographic data is used in program planning and service delivery; how is specified.	<input type="checkbox"/> Yes <input type="checkbox"/> Partially <input type="checkbox"/> No <input type="checkbox"/> Not Sure	<input type="checkbox"/> Not Yet <input type="checkbox"/> Just Starting <input type="checkbox"/> In progress <input type="checkbox"/> Well on Way	
Staff members provide feedback on interactions with individuals who have Limited English Proficiency (LEP), or other communication access needs, and minority populations to improve interactions and services; the process for how and when that feedback can be provided is clear.	<input type="checkbox"/> Yes <input type="checkbox"/> Partially <input type="checkbox"/> No <input type="checkbox"/> Not Sure	<input type="checkbox"/> Not Yet <input type="checkbox"/> Just Starting <input type="checkbox"/> In progress <input type="checkbox"/> Well on Way	

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Staff Cultural Competence	Plan / Policy States	Implemented / Evidence of Action	
The organization offers <i>understandable</i> quality care/services responsive to diverse cultural beliefs and practices (e.g. health beliefs).	<input type="checkbox"/> Yes <input type="checkbox"/> Partially <input type="checkbox"/> No <input type="checkbox"/> Not Sure	<input type="checkbox"/> Not Yet <input type="checkbox"/> Just Starting <input type="checkbox"/> In progress <input type="checkbox"/> Well on Way	
The organization offers <i>respectful</i> quality care/services responsive to diverse cultural beliefs and practices (e.g. health beliefs).	<input type="checkbox"/> Yes <input type="checkbox"/> Partially <input type="checkbox"/> No <input type="checkbox"/> Not Sure	<input type="checkbox"/> Not Yet <input type="checkbox"/> Just Starting <input type="checkbox"/> In progress <input type="checkbox"/> Well on Way	
The delivery of care and services is individualized to meet patients'/clients' cultural needs.	<input type="checkbox"/> Yes <input type="checkbox"/> Partially <input type="checkbox"/> No <input type="checkbox"/> Not Sure	<input type="checkbox"/> Not Yet <input type="checkbox"/> Just Starting <input type="checkbox"/> In progress <input type="checkbox"/> Well on Way	
The organization values and supports the professional development of its employees by providing regular and ongoing education and training in diversity and leadership.	<input type="checkbox"/> Yes <input type="checkbox"/> Partially <input type="checkbox"/> No <input type="checkbox"/> Not Sure	<input type="checkbox"/> Not Yet <input type="checkbox"/> Just Starting <input type="checkbox"/> In progress <input type="checkbox"/> Well on Way	
Cultural competency training, mentoring, and coaching for all levels of staff are provided on a regular basis.	<input type="checkbox"/> Yes <input type="checkbox"/> Partially <input type="checkbox"/> No <input type="checkbox"/> Not Sure	<input type="checkbox"/> Not Yet <input type="checkbox"/> Just Starting <input type="checkbox"/> In progress <input type="checkbox"/> Well on Way	
Cultural competence (with indicators/metrics) is incorporated into regular staff evaluations and performance reviews.	<input type="checkbox"/> Yes <input type="checkbox"/> Partially <input type="checkbox"/> No <input type="checkbox"/> Not Sure	<input type="checkbox"/> Not Yet <input type="checkbox"/> Just Starting <input type="checkbox"/> In progress <input type="checkbox"/> Well on Way	

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Language and Communication Access	Plan / Policy States	Implemented / Evidence of Action	Notes
All staff within the organization know how to accommodate the communication access needs of individuals who call or come into the organization.	<input type="checkbox"/> Yes <input type="checkbox"/> Partially <input type="checkbox"/> No <input type="checkbox"/> Not Sure	<input type="checkbox"/> Not Yet <input type="checkbox"/> Just Starting <input type="checkbox"/> In progress <input type="checkbox"/> Well on Way	
Notice of the availability of communication access accommodations for any public meeting, forum, or conference is included in all announcements, fliers or other marketing materials about the event.	<input type="checkbox"/> Yes <input type="checkbox"/> Partially <input type="checkbox"/> No <input type="checkbox"/> Not Sure	<input type="checkbox"/> Not Yet <input type="checkbox"/> Just Starting <input type="checkbox"/> In progress <input type="checkbox"/> Well on Way	
The care/services are provided in the client's preferred language.	<input type="checkbox"/> Yes <input type="checkbox"/> Partially <input type="checkbox"/> No <input type="checkbox"/> Not Sure	<input type="checkbox"/> Not Yet <input type="checkbox"/> Just Starting <input type="checkbox"/> In progress <input type="checkbox"/> Well on Way	
The organization offers communication access and language assistance at no cost to the client.	<input type="checkbox"/> Yes <input type="checkbox"/> Partially <input type="checkbox"/> No <input type="checkbox"/> Not Sure	<input type="checkbox"/> Not Yet <input type="checkbox"/> Just Starting <input type="checkbox"/> In progress <input type="checkbox"/> Well on Way	
The organization uses community demographic data, including knowledge of the languages used within the service community, to guide which languages must be prioritized for any translated material and signage in the organization.	<input type="checkbox"/> Yes <input type="checkbox"/> Partially <input type="checkbox"/> No <input type="checkbox"/> Not Sure	<input type="checkbox"/> Not Yet <input type="checkbox"/> Just Starting <input type="checkbox"/> In progress <input type="checkbox"/> Well on Way	
Regular and ongoing training is provided for all staff to increase awareness, understanding and appropriate utilization of language assistance services, policies, and procedures (including program directors, point-of-contact staff and agency-appointed "gatekeepers").	<input type="checkbox"/> Yes <input type="checkbox"/> Partially <input type="checkbox"/> No <input type="checkbox"/> Not Sure	<input type="checkbox"/> Not Yet <input type="checkbox"/> Just Starting <input type="checkbox"/> In progress <input type="checkbox"/> Well on Way	
The organization hires bilingual/multilingual staff members; the process for how is clear and includes an assessment of competence including degree of language fluency for speaking, reading and writing.	<input type="checkbox"/> Yes <input type="checkbox"/> Partially <input type="checkbox"/> No <input type="checkbox"/> Not Sure	<input type="checkbox"/> Not Yet <input type="checkbox"/> Just Starting <input type="checkbox"/> In progress <input type="checkbox"/> Well on Way	
Organizational strategies are in place to enable individuals with Limited English Proficiency (LEP), and other communication access needs, to file complaints and/or grievances with the organization.	<input type="checkbox"/> Yes <input type="checkbox"/> Partially <input type="checkbox"/> No <input type="checkbox"/> Not Sure	<input type="checkbox"/> Not Yet <input type="checkbox"/> Just Starting <input type="checkbox"/> In progress <input type="checkbox"/> Well on Way	

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Workforce Diversity and Inclusion	Plan / Policy States	Implemented / Evidence of Action	Notes
The board reflects the community's demographic composition to ensure that community needs, cultural views, and expectations will be represented at the leadership level during strategic planning and throughout the plan's implementation.	<input type="checkbox"/> Yes <input type="checkbox"/> Partially <input type="checkbox"/> No <input type="checkbox"/> Not Sure	<input type="checkbox"/> Not Yet <input type="checkbox"/> Just Starting <input type="checkbox"/> In progress <input type="checkbox"/> Well on Way	
Diverse staff, including members of diverse population groups, are recruited for positions at all levels within the organization. For management and advanced skill positions, search firms and recruiters are required to present a field of candidates that reflects the diversity of the community.	<input type="checkbox"/> Yes <input type="checkbox"/> Partially <input type="checkbox"/> No <input type="checkbox"/> Not Sure	<input type="checkbox"/> Not Yet <input type="checkbox"/> Just Starting <input type="checkbox"/> In progress <input type="checkbox"/> Well on Way	
The organization recruits staff that represent the service population by intentionally advertising job opportunities in non-traditional outlets (e.g., social media networks, publications, professional organizations' email listservs, job boards, local schools, faith organizations, training programs, minority health fairs), in other languages (spoken/foreign or signed) that correspond to community needs, and via various media (print, broadcast, video/vlog).	<input type="checkbox"/> Yes <input type="checkbox"/> Partially <input type="checkbox"/> No <input type="checkbox"/> Not Sure	<input type="checkbox"/> Not Yet <input type="checkbox"/> Just Starting <input type="checkbox"/> In progress <input type="checkbox"/> Well on Way	
The organization engages in targeted retention and employee career promotion efforts to build and maintain workforce diversity at all levels, including offering diverse individuals internal promotions and other opportunities for upward mobility before seeking external candidates.	<input type="checkbox"/> Yes <input type="checkbox"/> Partially <input type="checkbox"/> No <input type="checkbox"/> Not Sure	<input type="checkbox"/> Not Yet <input type="checkbox"/> Just Starting <input type="checkbox"/> In progress <input type="checkbox"/> Well on Way	
The organization places priority on hiring members of staff with added bilingual or multilingual qualifications when the service population includes people with diverse language needs.	<input type="checkbox"/> Yes <input type="checkbox"/> Partially <input type="checkbox"/> No <input type="checkbox"/> Not Sure	<input type="checkbox"/> Not Yet <input type="checkbox"/> Just Starting <input type="checkbox"/> In progress <input type="checkbox"/> Well on Way	

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Community Engagement	Plan / Policy States	Implemented / Evidence of Action	Notes
Community needs are assessed; how and when are specified (e.g., the federal government requires a community health needs assessment of 501(c)(3) hospital organizations every three years.)	<input type="checkbox"/> Yes <input type="checkbox"/> Partially <input type="checkbox"/> No <input type="checkbox"/> Not Sure	<input type="checkbox"/> Not Yet <input type="checkbox"/> Just Starting <input type="checkbox"/> In progress <input type="checkbox"/> Well on Way	
Organization collaborates with other community based partners and stakeholders in discussing community assets and challenges and sharing best practices related to: 1) capturing community demographics; 2) strategies on the dissemination of findings; and 3) meeting needs.	<input type="checkbox"/> Yes <input type="checkbox"/> Partially <input type="checkbox"/> No <input type="checkbox"/> Not Sure	<input type="checkbox"/> Not Yet <input type="checkbox"/> Just Starting <input type="checkbox"/> In progress <input type="checkbox"/> Well on Way	
Needs assessment findings are communicated to community leaders/members and others to help interpret and validate findings and receive input on implications for service delivery.	<input type="checkbox"/> Yes <input type="checkbox"/> Partially <input type="checkbox"/> No <input type="checkbox"/> Not Sure	<input type="checkbox"/> Not Yet <input type="checkbox"/> Just Starting <input type="checkbox"/> In progress <input type="checkbox"/> Well on Way	
Community leaders/members are valued for their contributions and compensated for their input/feedback/skills/time.	<input type="checkbox"/> Yes <input type="checkbox"/> Partially <input type="checkbox"/> No <input type="checkbox"/> Not Sure	<input type="checkbox"/> Not Yet <input type="checkbox"/> Just Starting <input type="checkbox"/> In progress <input type="checkbox"/> Well on Way	