

Child Welfare Values, Standards, and Practices

Child Welfare Information Gateway Cultural
Competence Assessment

March, 2011

Appendix D - Cultural Competence Self-Assessment Questionnaire,

NOT AT ALL₁

BARELY₂

FAIRLY WELL₃

VERY WELL₄

Service Provider Version¹

This questionnaire is designed to assess the cultural competence training needs of mental health and human service professionals. The self-assessment process is used to develop agency-specific training interventions that address cross-cultural weaknesses and build upon cross-cultural strengths of the staff, generally, and the organization, specifically. Cultural competence is a development process; therefore, the goal is to promote positive movement along the cultural competence continuum. Thus, the assessment should be viewed as an indication of areas in which the agency and staff can enhance attitudes, practices, policies, and structures concerning service delivery to culturally diverse populations.

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

Knowledge of Communities

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

NOT AT ALL₁

BARELY₂

FAIRLY WELL₃

VERY WELL₄

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

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

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

NOT AT ALL₁

BARELY₂

FAIRLY WELL₃

VERY WELL₄

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

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

NOT AT ALL₁ BARELY₂ FAIRLY WELL₃ VERY WELL₄

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

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

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

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

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

NOT AT ALL₁ BARELY₂ FAIRLY WELL₃ VERY WELL₄

8. Do you know the social service needs within communities of color that go unaddressed by the formal social service system?

NOT AT ALL₁ BARELY₂ FAIRLY WELL₃ VERY WELL₄

9. Do you know of social service needs that can be addressed by natural networks of support within the communities of color?

NOT AT ALL₁ BARELY₂ FAIRLY WELL₃ VERY WELL₄

10. Do you know of any conflicts between or within groups of color in your service area?

NOT AT ALL₁ BARELY₂ FAIRLY WELL₃ VERY WELL₄

11. Do you know the greeting protocol within the communities of color?

NOT AT ALL₁ BARELY₂ FAIRLY WELL₃ VERY WELL₄

12. Do you know the cultural-specific perspectives of mental health/illness as viewed by the groups of color in your area?

NOT AT ALL₁ BARELY₂ FAIRLY WELL₃ VERY WELL₄

13. Do you understand the conceptual distinction between the terms "immigrant" and "refugee"?

NOT AT ALL₁ BARELY₂ FAIRLY WELL₃ VERY WELL₄

14. Do you know what languages are used by the communities of color in your area?

NOT AT ALL₁ BARELY₂ FAIRLY WELL₃ VERY WELL₄

15. Are you able to describe the common needs of people *of all colors* in your community?

NOT AT ALL₁ BARELY₂ FAIRLY WELL₃ VERY WELL₄

Personal Involvement

16. Do you attend cultural or racial group holidays or functions within the communities of color?

NOT AT ALL₁ BARELY₂ FAIRLY WELL₃ VERY WELL₄

17. Do you interact socially with people of color within your service area?

NOT AT ALL₁ BARELY₂ FAIRLY WELL₃ VERY WELL₄

18. Do you attend school-based meetings that impact people of color in your service area?

NOT AT ALL₁ BARELY₂ FAIRLY WELL₃ VERY WELL₄

19. Do you attend community forums or neighborhood meetings within communities of color?

NOT AT ALL₁ BARELY₂ FAIRLY WELL₃ VERY WELL₄

20. Do you patronize businesses owned by people of color in your service area?

NOT AT ALL₁ BARELY₂ FAIRLY WELL₃ VERY WELL₄

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

NOT AT ALL₁ BARELY₂ FAIRLY WELL₃ VERY WELL₄

22. Do you feel safe within communities of color?

NOT AT ALL₁ BARELY₂ FAIRLY WELL₃ VERY WELL₄

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

NOT AT ALL₁ BARELY₂ FAIRLY WELL₃ VERY WELL₄

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

NOT AT ALL₁ BARELY₂ FAIRLY WELL₃ VERY WELL₄

Resources and Linkages

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

	NOT AT ALL ₁	BARELY ₂	FAIRLY WELL ₃	VERY WELL ₄
Employment training?	1	2	3	4
Educational opportunity?	1	2	3	4
Housing?	1	2	3	4

Alcohol/substance treatment?	1	2	3	4
Maternal and child health services?	1	2	3	4
Public health services?	1	2	3	4
Juvenile justice services?	1	2	3	4
Recreation services?	1	2	3	4
Child welfare services?	1	2	3	4
Youth development services?	1	2	3	4

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

NONE₁ A FEW₂ SOME₃ MANY₄

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

NONE₁ A FEW₂ SOME₃ MANY₄

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

NONE₁ A FEW₂ SOME₃ MANY₄

29. Does your agency publish or assist in the publication of information focusing on cultural groups of color?

NONE₁ A FEW₂ SOME₃ MANY₄

30. Has your agency conducted or participated in a needs assessment utilizing consumer or family members of colors as respondents?

NONE₁ A FEW₂ SOME₃ MANY₄

31. Has your agency conducted or participated in a needs assessment utilizing consumer or family members of color as respondents?

NONE₁ A FEW₂ SOME₃ MANY₄

32. Does your agency have linkages with advocates for communities of color who can provide reliable information regarding community opinions about diverse and important issues?

NONE₁ A FEW₂ SOME₃ MANY₄

33. Does your agency conduct open house-type events to which you invite providers, consumers, and others concerned with service delivery to communities of color?

NONE₁ A FEW₂ SOME₃ MANY₄

34. Does staff utilize cultural consultants who can help them work more effectively within a cultural context?

NONE₁ A FEW₂ SOME₃ MANY₄

35. Does your agency utilize interpreters to work with non-English speaking persons?

NONE₁ A FEW₂ SOME₃ MANY₄

36. Does your agency subscribe to publications (local or national) in order to stay abreast of the latest information about populations of color?

NONE₁ A FEW₂ SOME₃ MANY₄

37. Does staff have access to culturally related materials (e.g., books and videos)?

NONE₁ A FEW₂ SOME₃ MANY₄

38. Do you maintain a personal library with cultural resources?

NONE₁ A FEW₂ SOME₃ MANY₄

39. Does your agency staff regularly attend cross-cultural studies?

NONE₁ A FEW₂ SOME₃ MANY₄

40. Are agency staff encouraged to take ethnic studies courses?

NONE₁ A FEW₂ SOME₃ MANY₄

41. Do agency workspaces contain cultural artifacts?

NONE₁ A FEW₂ SOME₃ MANY₄

Staffing

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

NONE₁ A FEW₂ SOME₃ MANY₄

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

	NONE ₁	A FEW ₂	SOME ₃	MANY ₄
Administrative positions?	1	2	3	4
Direct service positions?	1	2	3	4
Administrative support positions?	1	2	3	4
Operational support positions?	1	2	3	4
Board positions?	1	2	3	4
Agency consultants?	1	2	3	4
Case consultants?	1	2	3	4
(Sub) contractors?	1	2	3	4

44. Does your agency...

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

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

NOT AT ALL₁ BARELY₂ FAIRLY WELL₃ VERY WELL₄

46. Does your agency provide training that helps staff work with people of color?

NOT AT ALL₁ SELDOM₂ SOMETIMES₃ OFTEN₄

47. Does your agency emphasize active recruitment of people of color?

NONE₁ A LITTLE₂ SOME₃ A LOT₄

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

NOT AT ALL₁ BARELY₂ FAIRLY WELL₃ VERY WELL₄

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

NOT AT ALL₁ SELDOM₂ SOMETIMES₃ OFTEN₄

50. Does your agency staff routinely discuss their feelings about working with consumers/coworkers of color?

NOT AT ALL₁ SELDOM₂ SOMETIMES₃ OFTEN₄

51. Does your agency staff routinely share practiced-based "success stories" involving people of color?

NOT AT ALL₁ SELDOM₂ SOMETIMES₃ OFTEN₄

52. Does your agency direct students of color towards careers in human service or related occupations?

NOT AT ALL₁ SELDOM₂ SOMETIMES₃ OFTEN₄

53. Does your agency convene or reward activities that promote learning new languages relevant to the communities of color that the agency serves?

NOT AT ALL₁ SELDOM₂ SOMETIMES₃ OFTEN₄

Service Delivery and Practice (For Direct Service Only)

54. Are you familiar with limitations of mainstream diagnostic tools as applied to people of color?

NOT AT ALL₁ SELDOM₂ SOMETIMES₃ OFTEN₄

55. Do you discuss racial/cultural issues with consumers in the treatment process?

NOT AT ALL₁ SELDOM₂ SOMETIMES₃ OFTEN₄

56. Do you willingly share information with clients about your personal or professional background?

NOT AT ALL₁ SELDOM₂ SOMETIMES₃ OFTEN₄

57. Do you share some of your personal feelings with clients?

NOT AT ALL₁ SELDOM₂ SOMETIMES₃ OFTEN₄

58. Do you assess client acculturation or assimilation with respect to the mainstream culture?

NOT AT ALL₁ SELDOM₂ SOMETIMES₃ OFTEN₄

59. How well do you see cultural strengths and resources when planning services to clients of color?

NOT AT ALL₁ SELDOM₂ SOMETIMES₃ OFTEN₄

60. Do you use cultural references or historical accomplishments as a source of empowerment for people of color?

NOT AT ALL₁ SELDOM₂ SOMETIMES₃ OFTEN₄

61. Do you use treatment interventions that have been developed for populations of color?

NOT AT ALL₁ SELDOM₂ SOMETIMES₃ OFTEN₄

62. Do your treatment plans contain a cultural perspective (e.g., role of extended family, spiritual/religious beliefs, issues related to the formation of cultural identity) that acknowledges different value systems of people of color?

NOT AT ALL₁ SELDOM₂ SOMETIMES₃ OFTEN₄

63. Do you advocate for quality-of-life issues (e.g., employment, housing, educational opportunities) identified as important by communities of color in your service area?

NOT AT ALL₁ SELDOM₂ SOMETIMES₃ OFTEN₄

64. Are you familiar with the use of moderator variables?

NOT AT ALL₁ SELDOM₂ SOMETIMES₃ OFTEN₄

65. Do you use ethnographic interviewing as a technique to gather information that is more accurate?

NOT AT ALL₁ SELDOM₂ SOMETIMES₃ OFTEN₄

66. Do you use self-disclosure in the treatment process?

NOT AT ALL₁ SELDOM₂ SOMETIMES₃ OFTEN₄

67. Do you encourage the involvement of extended family members or significant others in diagnosis, treatment planning, or evaluation of treatment?

NOT AT ALL₁ SELDOM₂ SOMETIMES₃ OFTEN₄

68. Do you see clients outside of your usual office setting?

NOT AT ALL₁ SELDOM₂ SOMETIMES₃ OFTEN₄

69. Do you use clergy from the spiritual community to enhance services to people of color?

NOT AT ALL₁ SELDOM₂ SOMETIMES₃ OFTEN₄

70. Do you dismiss clients that come late for their appointments?

NOT AT ALL₁ SELDOM₂ SOMETIMES₃ OFTEN₄

71. Do you use consumer satisfaction measures to evaluate service delivery?

NOT AT ALL₁ SELDOM₂ SOMETIMES₃ OFTEN₄

72. Do you ensure that clients of color have transportation, child care, and other arrangements that facilitate access to your services?

NOT AT ALL₁ SELDOM₂ SOMETIMES₃ OFTEN₄

Organization Policy and Procedures

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

	NO POLICY ₁	CONSIDERING POLICY ₂	CURRENTLY WRITING FORMAL POLICY ₃	POLICY IN PLACE ₄
Use culture-specific instruments for diagnosis?	1	2	3	4
Use culture-specific treatment approaches?	1	2	3	4
Envision community empowerment as a treatment goal?	1	2	3	4
Review case practice on a regular basis to determine relevancy to clients of color?	1	2	3	4

Provide or facilitate child care?	1	2	3	4
Provide or facilitate transportation (e.g., bus tickets, ride-sharing)?	1	2	3	4
Allow access after regular business hours (e.g., through message-beeper, agreements with crisis providers)?	1	2	3	4
Specifically consider in-service plans?	1	2	3	4
Conduct outreach to community-based organizations, social service agencies, natural helpers, or extended families?	1	2	3	4
Take referrals from nontraditional sources?	1	2	3	4
Translate agency materials into languages that reflect the linguistic diversity in your service area?	1	2	3	4
Solicit input from groups of color with respect to physical plant location and interior design?	1	2	3	4
Advocate for a better quality of life for persons of color in addition to providing services?	1	2	3	4

74. In general, how well are policies communicated to agency staff?

NOT AT ALL₁ BARELY₂ FAIRLY WELL₃ VERY WELL₄

75. Is information on ethnicity or culture of clients specifically recorded in your organization's management information system?

NOT AT ALL₁ BARELY₂ FAIRLY WELL₃ VERY WELL₄

Reaching Out to Communities

76. How well do you ensure that communities of color are aware of your program and the services and resources you offer?

NOT AT ALL₁ BARELY₂ FAIRLY WELL₃ VERY WELL₄

77. Does your organization or agency reach out to...

	NEVER ₁	SELDOM ₂	SOMETIMES ₃	REGULARLY ₄
Churches and other places of worship, clergy persons, ministerial alliances, or indigenous religious leaders in communities of color?	1	2	3	4
Medicine people, health clinics, chiropractors, naturopaths, herbalists, or midwives that provide services in communities of color?	1	2	3	4
Publishers, broadcast or other media sources within communities of color?	1	2	3	4
Formal entities that provide services?	1	2	3	4
Cultural, racial, or tribal organizations where people of color are likely to voice complaints or issues?	1	2	3	4
Business alliances or organizations in communities of color?	1	2	3	4

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

NOT AT ALL₁ SELDOM₂ SOMETIMES₃ OFTEN₄

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

NOT AT ALL₁ SELDOM₂ SOMETIMES₃ OFTEN₄

¹ The National Fathers' Network. (1996). Cultural competence self-assessment questionnaire: Service provider version. *Equal partners: African American fathers and systems of health care: Discussion and resource guide* (pp. 19-28). Bellevue, WA: Author. [back](#)

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