



CULTURAL COMPETENCE INVENTORY

Organizations and programs that strive toward cultural competence are welcoming to a broad range of diverse communities and engage in culturally competent activities on every level of the organization's structure.

According to the National Center on Cultural Competence, culturally competent organizations/programs:

- *have a defined set of values and principles, and demonstrate behaviors, attitudes, policies and structures that enable them to work effectively cross-culturally.*
- *have the capacity to (1) value diversity, (2) conduct self-assessment, (3) manage the dynamics of difference, (4) acquire and institutionalize cultural knowledge and (5) adapt to diversity and the cultural contexts of the communities they serve.*
- *incorporate the above in all aspects of policy making, administration, practice, service delivery and involve systematically consumers, key stakeholders and communities.*

Cultural competence is a developmental process that evolves over an extended period. Both individuals and organizations are at various levels of awareness, knowledge, and skills along the cultural competence continuum.

Where on the cultural competence continuum is your organization/program? How welcoming is your organization/program to a broad range of diverse communities? What work do you still have to do? Complete this inventory checklist to help you find out.

INSTRUCTIONS FOR COMPLETING THE CHECKLIST:

This checklist is divided into three areas concerning cultural competence:

1. Organization/Program Management,
2. Hiring, Staffing, and Training, and
3. Service Delivery

There are a total of 25 statements. Please read each of these statements and circle the answer for how much you agree or disagree, on a scale of 1 to 4, where 1=Strongly Disagree and 4=Strongly Agree. If you are not sure, or the statement does not apply to your organization, please circle either Not Sure or Not Applicable. Then do the average score for each section of the inventory, which will help you choose what to work on.

ORGANIZATION/PROGRAM MANAGEMENT

1. The organization/program has a mission statement that proclaims its commitment to culturally competent and anti-bias practices.

1
Strongly
Disagree

2
Disagree

3
Agree

4
Strongly
Agree

0
Not Sure or Not Applicable

2. Cultural competence is embraced at the Director and Board level which allows supervisors to implement and support specific cultural competence initiatives and activities.

1	2	3	4	0
Strongly Disagree	Disagree	Agree	Strongly Agree	<i>Not Sure or Not Applicable</i>

3. The Board of Directors or Advisory Board reflects the diversity of the community the organization/program strives to serve.

1	2	3	4	0
Strongly Disagree	Disagree	Agree	Strongly Agree	<i>Not Sure or Not Applicable</i>

4. Managers reflect the diversity of the community the organization/program strives to serve.

1	2	3	4	0
Strongly Disagree	Disagree	Agree	Strongly Agree	<i>Not Sure or Not Applicable</i>

5. The organization/program regularly conducts multicultural professional development activities so that staff can fully participate in creating a welcoming environment at the organization.

1	2	3	4	0
Strongly Disagree	Disagree	Agree	Strongly Agree	<i>Not Sure or Not Applicable</i>

6. Funds are earmarked in the organization's budget to support the development of a welcoming environment.

1	2	3	4	0
Strongly Disagree	Disagree	Agree	Strongly Agree	<i>Not Sure or Not Applicable</i>

7. If groups, teams, and/or employees are assigned to review and monitor multicultural policies and initiatives they have clearly measurable goals that are tied to the organization's objectives in recruitment, retention, promotion, leadership development, and community involvement.

1	2	3	4	0
Strongly Disagree	Disagree	Agree	Strongly Agree	<i>Not Sure or Not Applicable</i>

HIRING, STAFFING AND TRAINING

8. The organization/program actively recruits employees that reflect the diversity of the community it strives to serve.

1	2	3	4	0
Strongly Disagree	Disagree	Agree	Strongly Agree	<i>Not Sure or Not Applicable</i>

9. The organization/program actively recruits outreach workers from the diverse communities it strives to serve.

1	2	3	4	0
Strongly Disagree	Disagree	Agree	Strongly Agree	<i>Not Sure or Not Applicable</i>

10. Those responsible for hiring and human resources in the organization/program are aware of how culture can influence communication styles.

1	2	3	4	0
Strongly Disagree	Disagree	Agree	Strongly Agree	<i>Not Sure or Not Applicable</i>

11. The organization/program regularly examines whether it is retaining a diverse workforce.

1	2	3	4	0
Strongly Disagree	Disagree	Agree	Strongly Agree	<i>Not Sure or Not Applicable</i>

12. The organization/program retains a diverse workforce.

1	2	3	4	0
Strongly Disagree	Disagree	Agree	Strongly Agree	<i>Not Sure or Not Applicable</i>

13. New employee orientation includes a discussion about the benefits of cultural competence and creating a welcoming environment at the organization/program.

1	2	3	4	0
Strongly Disagree	Disagree	Agree	Strongly Agree	<i>Not Sure or Not Applicable</i>

14. Volunteer orientation includes a discussion about the benefits of cultural competence and creating a welcoming environment at the organization/program.

1	2	3	4	0
Strongly Disagree	Disagree	Agree	Strongly Agree	<i>Not Sure or Not Applicable</i>

15. Coaching and mentoring on both cultural competence and anti-bias practices are available to all employees.

1	2	3	4	0
Strongly Disagree	Disagree	Agree	Strongly Agree	<i>Not Sure or Not Applicable</i>

16. Workers feel comfortable openly discussing with each other differences such as dress, language, and cultural practices.

1	2	3	4	0
Strongly Disagree	Disagree	Agree	Strongly Agree	<i>Not Sure or Not Applicable</i>

17. The organization/program regularly networks with other organizations regarding cultural competence.

1	2	3	4	0
Strongly Disagree	Disagree	Agree	Strongly Agree	<i>Not Sure or Not Applicable</i>

SERVICE DELIVERY

18. The organization/program provides a welcoming first impression so that the communities the agency strives to serve feel comfortable coming to the organization for services.

1	2	3	4	0
Strongly Disagree	Disagree	Agree	Strongly Agree	<i>Not Sure or Not Applicable</i>

19. Receptionists, intake workers, and other staff are trained to treat clients with sensitivity to their culture.

1	2	3	4	0
Strongly Disagree	Disagree	Agree	Strongly Agree	<i>Not Sure or Not Applicable</i>

20. Receptionists, intake workers, and other staff are given the time to treat clients with sensitivity to their culture.

1	2	3	4	0
Strongly Disagree	Disagree	Agree	Strongly Agree	<i>Not Sure or Not Applicable</i>

21. Receptionists, intake workers, and other staff are aware of how culture can influence communication styles.

1	2	3	4	0
Strongly Disagree	Disagree	Agree	Strongly Agree	<i>Not Sure or Not Applicable</i>

22. The organization/program's intake procedures provide for building trusting relationships with clients from the communities the organization/program strives to serve.

1	2	3	4	0
Strongly Disagree	Disagree	Agree	Strongly Agree	<i>Not Sure or Not Applicable</i>

23. Service delivery practices are designed to meet the needs of clients from the communities the organization/program strives to serve.

1	2	3	4	0
Strongly Disagree	Disagree	Agree	Strongly Agree	<i>Not Sure or Not Applicable</i>

24. The organization/program solicits client feed-back from the communities the organization/program strives to serve.

1	2	3	4	0
Strongly Disagree	Disagree	Agree	Strongly Agree	<i>Not Sure or Not Applicable</i>

25. The organization/program uses client feed-back, from the communities the organization/program strives to serve, to inform practices.

1	2	3	4	0
Strongly Disagree	Disagree	Agree	Strongly Agree	<i>Not Sure or Not Applicable</i>

THANK YOU!