

# Piedmont Behavioral Healthcare Cultural Competence Provider Checklist Category 3

**(14 or less full – time employees AND infrastructure does not separate the roles of administrative and service)**

Provider Name	Date of Assessment
<p>Check (✓) “Met” or “Unmet” under each section if your or your agency can demonstrate progress as described in the example that follows. The examples are not all inclusive and are to be used as a guide to describe practical approaches to achieve cultural competence under each indicator.  <b>NOTE: Include documentation that demonstrates compliance with each item checked “Met” when submitting the Self-Assessment to the PBH Quality Management Department.</b></p>	

Met	Not Met	Infrastructure	Comments
		<p>The agency has a written mission and/or vision statement that promote cultural diversity and cultural competence as an integral and inherent part of the system.  <i>Review agency’s written material such as: informational brochures, annual reports and printed materials to determine evidence of a written mission and/or vision statement that is regularly communicated internally to staff and externally to the target population served.</i></p>	<p>Out-of-Compliance Code:  <b>01: Core Values/Mission Statement</b></p>
		<p>The agency has a current or updated cultural competence plan that incorporates strategies to address organizational policies and practices; direct infrastructure development; guide human resource development; and coordinates consumer/family involvement.  <i>Suggested content/guidelines for the Cultural Competence Plan:</i></p> <ul style="list-style-type: none"> <li>◆ <i>the plan is no older than 5 years;</i></li> <li>◆ <i>target population is identified;</i></li> <li>◆ <i>culturally competent definitions are provided;</i></li> <li>◆ <i>policies and practices related to organizational development, services, program design, and community engagement are provided;</i></li> <li>◆ <i>traditional/non-traditional partners are identified; and</i></li> <li>◆ <i>strategies are identified to address fiscal, human resource, and professional developmental needs.</i></li> </ul>	<p>Out-of-Compliance Code:  <b>06: Cultural Competence Plan</b></p>
Met	Not Met	Policies, Procedures & Practices	Comments
		<p>The agency has ratified policies in the areas of: multiculturalism; anti-racism; anti-stigma; ethnic intimidation; employment equity; service equity and access.  <i>Agency policies, procedures, and employee handbooks, etc. can address these areas in writing and can include:</i></p> <ul style="list-style-type: none"> <li>◆ <i>issues as they relate to staff, the community, contracted services, and advisory committees;</i></li> <li>◆ <i>goals of eliminating barriers and any form of discrimination and harassment; and</i></li> <li>◆ <i>processes that are in place for disciplinary or corrective actions if these are violated.</i></li> </ul>	<p>Out-of-Compliance Code:  <b>07: Policies, Procedures &amp; Practices</b></p>

Met	Not Met	Personnel Practices	Comments
		<p>The agency has practices for job recruitment and/or job posting to assure outreach to culturally diverse groups.</p> <p><i>Any of the following demonstrates compliance:</i></p> <ul style="list-style-type: none"> <li>◆ <i>job postings are listed with ethnic media;</i></li> <li>◆ <i>cultural competence is included as a qualification for the position;</i></li> <li>◆ <i>ethnic organizations are notified of postings;</i></li> <li>◆ <i>current diverse staff is used to assist in recruitment activities;</i></li> <li>◆ <i>key organizations, institutions (churches) and/or leaders in communities are identified to assist in recruitment;</i></li> <li>◆ <i>“word of mouth” is utilized.</i></li> </ul>	<p>Out-of-Compliance Code: <b>08: Personnel Practices</b></p>
Met	Not Met	Skills and Training	Comments
		<p>The agency provides or makes arrangements for staff to attend regular training and professional development opportunities on cultural competence to enhance their knowledge and skills.</p> <ul style="list-style-type: none"> <li>◆ <i>Opportunities are provided for staff to attend training(s) that recognize the diversity of its community; and/or</i></li> <li>◆ <i>There is an ongoing education and training schedule that facilitates, encourages, and values diversity.</i></li> </ul>	<p>Out-of-Compliance Code: <b>02: Training</b></p>
		<p>The agency conducts staff orientation to include instruction on the agency’s vision, mission, policies, procedures and practices.</p> <p><i>Orientation manual or procedures can include:</i></p> <ul style="list-style-type: none"> <li>◆ <i>Orientation presentations, handouts and/or printed materials that includes a review of the agency’s vision, mission, policies, and practices related to cultural competence; and/or</i></li> <li>◆ <i>Orientation evaluations reflect staff learning about cultural competency from the agency’s perspective.</i></li> </ul>	<p>Out-of-Compliance Code: <b>02: Training</b></p>
Met	Not Met	Organizational Composition and Climate	Comments
		<p>The management, workforce, committees, and contracted service providers are reflective of both the customers and the community at large or the geographic community receiving services.</p> <p><i>Example: Committee composition, i.e. Client Rights, QI/QA, etc. to demonstrates diversity ( i.e. ethnic, socioeconomic, racial, geographic, gender, and community diversity, etc.</i></p>	<p>Out-of-Compliance Code: <b>09: Organization Reflective of Community</b></p>
		<p>The agency has a welcoming environment for people with disabilities, gays and lesbians, people from different ethnic, racial, &amp; economic backgrounds, or different religious beliefs.</p> <p><i>Example can include, but are not limited to:</i></p> <ul style="list-style-type: none"> <li>◆ <i>diverse magazines, brochures, and other printed materials in the reception areas;</i></li> <li>◆ <i>images/decorating welcoming to diverse groups are displayed throughout the facility; and/or</i></li> <li>◆ <i>toys and other play accessories are representative of the community’s cultural, racial, and ethnic groups.</i></li> </ul>	<p>Out-of-Compliance Code: <b>10: Welcoming Environment for Diverse Groups</b></p>

		<p>The agency has established professional yet informal relationships with the workforce, customers, community at large or the geographic community receiving services to create a rapport that builds trust and acceptance in the service delivery system.</p> <p><i>Agency calendar of events, events flyers, agency newsletters or other forms of communication, etc. include:</i></p> <ul style="list-style-type: none"> <li>◆ <i>informal social context of the work environment include different cultural practices and celebrations; and/or</i></li> <li>◆ <i>cultural celebrations/holidays are observed by the agency; and/or</i></li> <li>◆ <i>demonstrate a celebration of diversity.</i></li> </ul>	<p>Out-of-Compliance Code: <b>03: Community Relationships</b></p>
<b>Met</b>	<b>Not Met</b>	<b>Programs and Services</b>	<b>Comments</b>
		<p>The agency has partnerships and collaboration with nontraditional and other organizations with ties in the community.</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> <li>◆ <i>Established relationships, agreements (verbal or written), and/or memorandums of understanding are established with other organizations;</i></li> <li>◆ <i>Practices are in place to outreach effectively in the community to establish partnerships;</i></li> <li>◆ <i>There is evidence that community leadership has been consulted; i.e. Person Centered Plan, community resources lists, community directories, natural supports, etc.</i></li> </ul>	<p>Out-of-Compliance Code: <b>04: Community Resource Referrals</b></p>
<b>Met</b>	<b>Not Met</b>	<b>Community Communications</b>	<b>Comments</b>
		<p>The agency has policies and procedures in place to ensure adequate financial resources for interpretation/translation services.</p> <ul style="list-style-type: none"> <li>◆ <i>Established relationships in the community for interpretation and translation services; and/or</i></li> <li>◆ <i>Agency:</i> <ul style="list-style-type: none"> <li>▪ <i>Maintains a community resource list, community directories, natural support,</i></li> <li>▪ <i>Uses resources via telephone voicemail, and other processes to access interpretation services for staff and consumers; and/or</i></li> <li>▪ <i>Practices are in place to outreach effectively in the community to establish partnerships</i></li> </ul> </li> </ul>	<p>Out-of-Compliance Code: <b>05: Access to interpretation/translation services</b></p>

**Additional Comments:**

Provider Staff Member Who Completed Form: \_\_\_\_\_

Contact Information: Phone: \_\_\_\_\_ E-mail Address: \_\_\_\_\_