Culturally Competent Program Annual Self-Evaluation

CC-PAS
(Clinical and non-clinical)

Culturally Competent Program Annual Self-Evaluation

The Culturally Competent Program Annual Self-Evaluation (CC-PAS) tool has been developed by San Diego County Behavioral Health to be used by programs to rate themselves as to their current capability for providing culturally competent services. The CC-PAS Protocol is based on expectations and standards recommended by the Cultural Competence Resource Team (CCRT) and endorsed by the Quality Review Council (QRC). Once the CC-PAS has been completed, programs should use the space at the end of the CC-PAS to develop new or revised goals and objectives/targets for their program's Cultural Competence Plan that will lead to ratings indicating a higher level of cultural competence in subsequent years.

Directions for scoring for CC-PAS Protocol:

➢ Review each item and fill out the description as to the status for your program. Add attachments as possible to support your position.

➢ Determine if your program has Met, Partially Met or Not Met the stated standard using the description of the standard noted for each category.

➢ Tally the score in each category using the following scale:
- 5 points for Met Standard
- 3 points for Partially Met Standard
- 1 point for Standard Not Met

➢ Determine the total score.

➢ If your program needs technical assistance on certain topics, you can note that by checking at the end of any question:
___ Technical Assistance needed.

➢ The annual evaluation will serve as a baseline for your program. Keep a record of the results of the CC-PAS to use to evaluate your progress over time.

➢ Repeat the CC-PAS annually.

➢ Some items may not be applicable if program is not a direct service provider.

CLINICAL CC-PAS Protocol

1) The program/facility has developed a Cultural Competence Plan (CCP). Attach a copy of the CCP or describe the plan.

_____

_____

☐ STANDARD MET

Program has a written CCP that addresses the specific needs of the program.

☐ STANDARD PARTIALLY MET

Legal Entity has a written CCP but the specific needs of that program are not identified, or there is no written CCP but there is some other evidence of a plan.

☐ STANDARD NOT MET

There is no plan to achieve cultural competence for the program.

Score = _____   _____ Technical Assistance Needed

Note: A suggested format and checklist that may be used for developing a CCP, if needed, have been provided on pages 11-12.

2) The program/facility has assessed the strengths and needs for services in its community. Describe the strengths and need for services:

_____

_____

☐ STANDARD MET

The strengths and needs of the community are clearly identified in the CCP. Community members, program advisory groups, and other stakeholders have participated in the identification of the strengths and needs of the community.

☐ STANDARD PARTIALLY MET

The strengths and needs of the community are not clearly identified in the CCP, but there is evidence that the program is aware of the strengths and needs of the community.

☐ STANDARD NOT MET

The program is not aware of the strengths and needs of the community.

Score = _____   _____ Technical Assistance Needed

3) The staff in the program/facility reflects the diversity within the community. Attach a report that delineates staff diversity and compares the composition of the staff to the community, or describe:

_____

_____

☐ STANDARD MET

The diversity of staff in the program closely matches the demographics in the community, and there is evidence that this is a goal the program is working to achieve.

☐ STANDARD PARTIALLY MET

The diversity of staff in the program somewhat matches the demographics in the community, and there is evidence that this is a goal the program is working to achieve.

☐ STANDARD NOT MET

The staff in the program does not closely match the demographics in the community, and there is no evidence that this is a goal the program is working to achieve.

Score = _____   _____ Technical Assistance Needed

4) The program/facility has a process in place for ensuring language competence of *DIRECT SERVICES STAFF* who identify themselves as bi- or multi-lingual. Attach or describe the process:

_____

_____

☐ STANDARD MET

The program has a policy or written process for testing the language competence of **direct services staff** who identify themselves as bi- or multi-lingual. There is training available for any staff who are bi-lingual or who provide interpreter services to ensure that language needs are being met. The program also surveys clients and family members to assure language competence.

☐ STANDARD PARTIALLY MET

The program has an informal process for testing the language competence of **direct services staff** who identify themselves as bi- or multi-lingual.

☐ STANDARD NOT MET

The program does not have a process for testing the language competence of **direct services staff** who identify themselves as bi- or multi-lingual.

Score = _____   _____ Technical Assistance Needed

5) The program/facility has a process in place for ensuring language competence of *SUPPORT SERVICES STAFF* who identify themselves as bi- or multi-lingual. Describe the process:

_____

_____

☐ STANDARD MET

The program has a policy or written process for testing the language competence of **support services staff** who identify themselves as bi- or multi-lingual. There is training available for any staff who are bi-lingual or who provide interpreter services to ensure that language needs are being met.

☐ STANDARD PARTIALLY MET

The program has an informal process for testing the language competence of **support services staff** who identify themselves as bi- or multi-lingual.

☐ STANDARD NOT MET

The program does not have a process for testing the language competence of **support services staff** who identify themselves as bi or multi-lingual.

Score = _____   _____ Technical Assistance Needed

6) The program/facility supports/provides direct and indirect services staff training on the use of interpreters. Describe the process:

_____

_____

☐ STANDARD MET

The program has evidence that demonstrates direct and indirect services staff training on the use of language interpreters.

☐ STANDARD PARTIALLY MET

There is informal training of direct and indirect services staff on the use of language interpreters.

☐ STANDARD NOT MET

There has been no direct or indirect services staff training on the use of interpreters.

Score = _____   _____ Technical Assistance Needed

7) The program/facility uses language interpreters as needed. Describe the use of language interpreters and languages used:

_____

_____

☐ STANDARD MET

The program frequently uses language interpreters, and can consistently demonstrate the offer of interpreters in progress notes.

☐ STANDARD PARTIALLY MET

The program occasionally uses language interpreters.

☐ STANDARD NOT MET

The program does not use language interpreters and cannot demonstrate the offer of interpreters.

Score = _____   _____ Technical Assistance Needed

8) The program/facility has a process in place for assessing cultural competence of direct and support services staff. Describe the process:

_____

_____

☐ STANDARD MET

The program/facility has a written/formal process in place for assessing cultural competence of direct and support services staff and can demonstrate the results of those assessments. Additionally, the process includes input from clients and family members.

☐ STANDARD PARTIALLY MET

The program/facility has a process in place for assessing cultural competence of direct and support services staff.

☐ STANDARD NOT MET

The program/facility does not have a process in place for assessing cultural competence of direct and support services staff.

Score = _____   _____ Technical Assistance Needed

9) The program/facility has a process and a tool in place for direct and support services staff to self-assess cultural competence (e.g. California Brief Multicultural Competence Scale – CBMCS). Describe the process and give the tool name:

_____

_____

☐ STANDARD MET

The program has a requirement at the time staff are hired, and then periodically after hire, for all staff to complete the CBMCS or a similar tool and has evidence of the results of those evaluations. The program uses the evaluation to identify training needs.

☐ STANDARD PARTIALLY MET

The program encourages staff to complete the CBMCS or a similar tool.

☐ STANDARD NOT MET

The program does not support opportunities for staff to complete the CBMCS or a similar tool and does not have evidence of the results of those evaluations.

Score = _____   _____ Technical Assistance Needed

10) The program/facility has conducted a survey amongst its clients to determine if the program is perceived as being culturally competent. Summarize the results of the survey:

_____

_____

☐ STANDARD MET

The program/facility has conducted a survey amongst its clients and their family members to determine if the program is perceived as being culturally competent.

☐ STANDARD PARTIALLY MET

The program/facility is using the annual San Diego County Behavioral Health Services (SDCBHS) client satisfaction survey to determine if the program is perceived as being culturally competent.

☐ STANDARD NOT MET

The program/facility is not using any type of survey to determine if the program is perceived as being culturally competent.

Score = _____   _____ Technical Assistance Needed

11) The program/facility conducted a survey amongst its clients to determine if the program's CLINICAL SERVICES are perceived as being culturally competent. Summarize the results of the survey:

_____

_____

☐ STANDARD MET

The program/facility has conducted a survey amongst its clients to determine if the program's **clinical services** are perceived as being culturally competent.

☐ STANDARD PARTIALLY MET

The program/facility uses the annual SDCBHS state survey to determine if the program's **clinical services** are perceived as being culturally competent.

☐ STANDARD NOT MET

The program/facility does not use a survey amongst its clients to determine if the program's **clinical services** are perceived as being culturally competent.

Score = _____   _____ Technical Assistance Needed

12) The program utilizes the Culturally and Linguistically Appropriate Services (CLAS) Standards. Describe how the standards are utilized:

_____

_____

☐ STANDARD MET

The program utilizes the CLAS Standards and trains all staff and managers on them at least annually.

☐ STANDARD PARTIALLY MET

The program utilizes the CLAS Standards but has little or no training.

☐ STANDARD NOT MET

The program does not utilize the CLAS Standards.

Score = _____   _____ Technical Assistance Needed

13) The program/facility supports cultural competence training of *DIRECT SERVICES STAFF*. Describe the process:

_____

_____

☐ STANDARD MET

The program/facility supports cultural competence training of **direct services staff**, and 80-100% of staff have attended at least 4 hours of training.

☐ STANDARD PARTIALLY MET

The program/facility supports cultural competence training of **direct services staff**, and 50-79% of staff have attended at least 4 hours of training.

☐ STANDARD NOT MET

The program/facility does not support cultural competence training of **direct services staff**.

Score = _____   _____ Technical Assistance Needed

14) The program/facility supports cultural competence training of *SUPPORT SERVICES STAFF*. Describe the process:

_____

_____

☐ STANDARD MET

The program/facility supports cultural competence training of **support services staff**, and 80-100% of staff have attended at least 4 hours of training.

☐ STANDARD PARTIALLY MET

The program/facility supports cultural competence training of **support services staff**, and 50-79% of staff have attended at least 4 hours of training.

☐ STANDARD NOT MET

The program/facility does not support cultural competence training of **support services staff**.

Score = _____   _____ Technical Assistance Needed

15) Services provided are designed to meet the needs of the community. Describe how the services meet the needs of the community:

_____

_____

☐ STANDARD MET

Services provided include additional after-hours or weekend services, child care, transportation, or other options that are targeted to meet the specific community needs.

☐ STANDARD PARTIALLY MET

Services provided include groups that are targeted to meet the specific community needs.

☐ STANDARD NOT MET

Services provided do not include options that are targeted to meet the specific community needs.

Score = _____   _____ Technical Assistance Needed

16) The program has implemented the use of any evidence-based practices or best practice guidelines *appropriate for the populations served.* Describe the practices:

_____

_____

☐ STANDARD MET

The program has implemented the use of evidence-based practices or best practice guidelines *appropriate for the populations served.*

☐ STANDARD PARTIALLY MET

The program has implemented the use of any evidence-based practices or best practice guidelines.

☐ STANDARD NOT MET

The program has not implemented the use of any evidence-based practices or best practice guidelines.

Score = _____   _____ Technical Assistance Needed

17) The program collects client outcomes *appropriate for the populations served.* Describe the client outcomes that are collected and how the information is used:

_____

_____

☐ STANDARD MET

The program collects client outcomes *appropriate for the populations served.*

☐ STANDARD PARTIALLY MET

The program collects client outcomes.

☐ STANDARD NOT MET

The program does not collect client outcomes.

Score = _____   _____ Technical Assistance Needed

18) The program conducts outreach efforts *appropriate for the populations in the community.* Describe the outreach efforts:

_____

_____

☐ STANDARD MET

The program conducts effective and ongoing outreach efforts *appropriate for the populations in the community.*

☐ STANDARD PARTIALLY MET

The program conducts occasional outreach efforts *appropriate for the populations in the community.*

☐ STANDARD NOT MET
The program does not conduct outreach efforts.

Score = _____   _____ Technical Assistance Needed

19) The program is responsive to the variety of stressors that may impact the communities served. Examples of responsiveness:
_____

_____

☐ STANDARD MET
The program is responsive to the variety of stressors that may impact the communities served and can demonstrate responsiveness.

☐ STANDARD PARTIALLY MET
The program is aware of the variety of stressors that may impact the communities served.

☐ STANDARD NOT MET
The program is not aware of stressors that may have an impact on the communities served.

Score = _____   _____ Technical Assistance Needed

20) The program reflects its commitment to cultural and linguistic competence in all policy and practice documents including its mission statement, strategic plan, and budgeting practices:
_____

_____

☐ STANDARD MET
The program reflects its commitment to cultural and linguistic competence in **all** policy and practice documents including its mission statement, strategic plan, and budgeting practices.

☐ STANDARD PARTIALLY MET
The program reflects its commitment to cultural and linguistic competence in **some** policy and practice documents including its mission statement, strategic plan, and budgeting practices.

☐ STANDARD NOT MET
The program does not reflect its commitment to cultural and linguistic competence in all policy and practice documents including its mission statement, strategic plan, and budgeting practices.

Score = _____   _____ Technical Assistance Needed

After completing all of the items 1 through 20 above, add all the individual scores together to come up with a CC-PAS rating for the program.

TOTAL SCORE = _____

New or revised objectives for the programs Cultural Competence Plan:

_____

_____

_____

_____

_____

_____

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NON-CLINICAL CC-PAS Protocol

1) The program/facility has developed a Cultural Competence Plan (CCP). Attach a copy of the CCP or describe the plan.

_____

_____

☐ STANDARD MET
Program has a written CCP that addresses the specific needs of the program.

☐ STANDARD PARTIALLY MET
Legal Entity has a written CCP but the specific needs of that program are not identified, or there is no written CCP but there is some other evidence of a plan.

☐ STANDARD NOT MET
There is no plan to achieve cultural competence for the program.

Score = _____   _____ Technical Assistance Needed

Note: A suggested format and checklist that may be used for developing a CCP, if needed, have been provided on pages 11-12.

2) The program/facility has assessed the strengths and needs for services in its community. Describe the strengths and need for services:

_____

_____

☐ STANDARD MET
The strengths and needs of the community are clearly identified in the CCP. Community members, program advisory groups, and other stakeholders have participated in the identification of the strengths and needs of the community.

☐ STANDARD PARTIALLY MET
The strengths and needs of the community are not clearly identified in the CCP, but there is evidence that the program is aware of the strengths and needs of the community.

☐ STANDARD NOT MET
The program is not aware of the strengths and needs of the community.

Score = _____   _____ Technical Assistance Needed

3) The staff in the program/facility reflects the diversity within the community. Attach a report that delineates staff diversity and compares the composition of the staff to the community, or describe:

_____

_____

☐ STANDARD MET
The diversity of staff in the program closely matches the demographics in the community, and there is evidence that this is a goal the program is working to achieve.

☐ STANDARD PARTIALLY MET

The diversity of staff in the program somewhat matches the demographics in the community, and there is evidence that this is a goal the program is working to achieve.

☐ STANDARD NOT MET

The staff in the program does not closely match the demographics in the community, and there is no evidence that this is a goal the program is working to achieve.

Score = _____   _____ Technical Assistance Needed

4) The program/facility has a process in place for ensuring language competence of *ADMINISTRATIVE SERVICES STAFF* who identify themselves as bi- or multi-lingual. Attach or describe the process:

_____

_____

☐ STANDARD MET

The program has a policy or written process for testing the language competence of **administrative services staff** who identify themselves as bi- or multi-lingual. There is training available for any staff who are bi-lingual or who provide interpreter services to ensure that language needs are being met. The program also surveys clients and family members to assure language competence.

☐ STANDARD PARTIALLY MET

The program has an informal process for testing the language competence of **administrative services staff** who identify themselves as bi- or multi-lingual.

☐ STANDARD NOT MET

The program does not have a process for testing the language competence of **administrative services staff** who identify themselves as bi- or multi-lingual.

Score = _____   _____ Technical Assistance Needed

5) The program/facility has a process in place for ensuring language competence of *SUPPORT SERVICES STAFF* who identify themselves as bi- or multi-lingual. Describe the process:

_____

_____

☐ STANDARD MET

The program has a policy or written process for testing the language competence of **support services staff** who identify themselves as bi- or multi-lingual. There is training available for any staff who are bi-lingual or who provide interpreter services to ensure that language needs are being met.

☐ STANDARD PARTIALLY MET

The program has an informal process for testing the language competence of **support services staff** who identify themselves as bi- or multi-lingual.

☐ STANDARD NOT MET

The program does not have a process for testing the language competence of **support services staff** who identify themselves as bi or multi-lingual.

Score = _____   _____ Technical Assistance Needed

6) The program/facility supports/provides ALL staff training on the use of interpreters. Describe the process:

_____

_____

☐ STANDARD MET

The program has evidence that demonstrates all staff training on the use of language interpreters.

☐ STANDARD PARTIALLY MET

There is informal training of all staff on the use of language interpreters.

☐ STANDARD NOT MET

There has been no staff training on the use of interpreters.

Score = _____   _____ Technical Assistance Needed

7) The program/facility uses language interpreters as needed. Describe the use of language interpreters and languages used:

_____

_____

☐ STANDARD MET

The program frequently uses language interpreters, and can consistently demonstrate the offer of interpreters in progress notes.

☐ STANDARD PARTIALLY MET

The program occasionally uses language interpreters.

☐ STANDARD NOT MET

The program does not use language interpreters and cannot demonstrate the offer of interpreters.

Score = _____   _____ Technical Assistance Needed

8) The program/facility has a process in place for assessing cultural competence of ALL staff. Describe the process:

_____

_____

☐ STANDARD MET

The program/facility has a written/formal process in place for assessing cultural competence of all staff and can demonstrate the results of those assessments. Additionally, the process includes input from clients and family members.

☐ STANDARD PARTIALLY MET

The program/facility has a process in place for assessing cultural competence of all staff.

☐ STANDARD NOT MET

The program/facility does not have a process in place for assessing cultural competence of staff.

Score = _____   _____ Technical Assistance Needed

9) The program/facility has a process and a tool in place for ALL staff to self-assess cultural competence (e.g. California Brief Multicultural Competence Scale – CBMCS). Describe the process and give the tool name:

_____

_____

☐ STANDARD MET

The program has a requirement at the time staff are hired, and then periodically after hire, for all staff to complete the CBMCS or a similar tool and has evidence of the results of those evaluations. The program uses the evaluation to identify training needs.

☐ STANDARD PARTIALLY MET

The program encourages staff to complete the CBMCS or a similar tool.

☐ STANDARD NOT MET

The program does not support opportunities for staff to complete the CBMCS or a similar tool and does not have evidence of the results of those evaluations.

Score = _____   _____ Technical Assistance Needed

10) The program/facility has conducted a survey amongst its clients/target population to determine if the program is perceived as being culturally competent. Summarize the results of the survey:

_____

_____

☐ STANDARD MET

The program/facility has conducted a survey amongst its clients and their family members to determine if the program is perceived as being culturally competent.

☐ STANDARD PARTIALLY MET

The program/facility is using the annual San Diego County Behavioral Health Services (SDCBHS) client satisfaction survey to determine if the program is perceived as being culturally competent.

☐ STANDARD NOT MET

The program/facility is not using any type of survey to determine if the program is perceived as being culturally competent.

Score = _____   _____ Technical Assistance Needed

11) The program/facility conducted a survey amongst its clients/target population to determine if the program's services are perceived as being culturally competent. Summarize the results of the survey:

_____

_____

☐ STANDARD MET

The program/facility has conducted a survey amongst its clients to determine if the program's services are perceived as being culturally competent.

☐ STANDARD PARTIALLY MET

The program/facility uses the annual SDCBHS state survey to determine if the program's services are perceived as being culturally competent.

☐ STANDARD NOT MET

The program/facility does not use a survey amongst its clients to determine if the program's services are perceived as being culturally competent.

Score = _____   _____ Technical Assistance Needed

12) The program utilizes the Culturally and Linguistically Appropriate Services (CLAS) Standards. Describe how the standards are utilized:

_____

_____

☐ STANDARD MET

The program utilizes the CLAS Standards and trains all staff and managers on them at least annually.

☐ STANDARD PARTIALLY MET

The program utilizes the CLAS Standards but has little or no training.

☐ STANDARD NOT MET

The program does not utilize the CLAS Standards.

Score = _____   _____ Technical Assistance Needed

13) The program/facility supports cultural competence training of *ADMINISTRATIVE SERVICES STAFF*. Describe the process:

_____

_____

☐ STANDARD MET

The program/facility supports cultural competence training of **administrative services staff**, and 80-100% of staff have attended at least 4 hours of training.

☐ STANDARD PARTIALLY MET

The program/facility supports cultural competence training of **administrative services staff**, and 50-79% of staff have attended at least 4 hours of training.

☐ STANDARD NOT MET

The program/facility does not support cultural competence training of **administrative services staff**.

Score = _____   _____ Technical Assistance Needed

14) The program/facility supports cultural competence training of *SUPPORT SERVICES STAFF*. Describe the process:

_____

_____

☐ STANDARD MET

The program/facility supports cultural competence training of **support services staff**, and 80-100% of staff have attended at least 4 hours of training.

☐ STANDARD PARTIALLY MET

The program/facility supports cultural competence training of **support services staff**, and 50-79% of staff have attended at least 4 hours of training.

☐ STANDARD NOT MET

The program/facility does not support cultural competence training of **support services staff**.

Score = _____   _____ Technical Assistance Needed

15) Services provided are designed to meet the needs of the community. Describe how the services meet the needs of the community:

_____

_____

☐ STANDARD MET

Services provided include additional after-hours or weekend services, child care, transportation, or other options that are targeted to meet the specific community needs.

☐ STANDARD PARTIALLY MET

Services provided include groups that are targeted to meet the specific community needs.

☐ STANDARD NOT MET

Services provided do not include options that are targeted to meet the specific community needs.

Score = _____   _____ Technical Assistance Needed

16) The program has implemented the use of any evidence-based practices or best practice guidelines *appropriate for the target populations served*. Describe the practices:

_____

_____

☐ STANDARD MET

The program has implemented the use of evidence-based practices or best practice guidelines *appropriate for the target populations served.*

☐ STANDARD PARTIALLY MET

The program has implemented the use of any evidence-based practices or best practice guidelines.

☐ STANDARD NOT MET

The program has not implemented the use of any evidence-based practices or best practice guidelines.

Score = _____   _____ Technical Assistance Needed

17) The program collects client outcomes *appropriate for the populations served.* Describe the client outcomes that are collected and how the information is used:
_____

_____

☐ STANDARD MET

The program collects client outcomes *appropriate for the populations served.*

☐ STANDARD PARTIALLY MET

The program collects client outcomes.

☐ STANDARD NOT MET

The program does not collect client outcomes.

☐ Not applicable (the program is not a direct service provider)

Score = _____   _____ Technical Assistance Needed

18) The program conducts outreach efforts *appropriate for the populations in the community.* Describe the outreach efforts:
_____

_____

☐ STANDARD MET

The program conducts effective and ongoing outreach efforts *appropriate for the populations in the community.*

☐ STANDARD PARTIALLY MET

The program conducts occasional outreach efforts *appropriate for the populations in the community.*

☐ STANDARD NOT MET

The program does not conduct outreach efforts.

Score = _____   _____ Technical Assistance Needed

19) The program is responsive to the variety of stressors that may impact the communities served. Examples of responsiveness:

_____

_____

☐ STANDARD MET

The program is responsive to the variety of stressors that may impact the communities served and can demonstrate responsiveness.

☐ STANDARD PARTIALLY MET

The program is aware of the variety of stressors that may impact the communities served.

☐ STANDARD NOT MET

The program is not aware of stressors that may have an impact on the communities served.

Score = _____   _____ Technical Assistance Needed

20) The program reflects its commitment to cultural and linguistic competence in all policy and practice documents including its mission statement, strategic plan, and budgeting practices:

_____

_____

☐ STANDARD MET

The program reflects its commitment to cultural and linguistic competence in **all** policy and practice documents including its mission statement, strategic plan, and budgeting practices.

☐ STANDARD PARTIALLY MET

The program reflects its commitment to cultural and linguistic competence in **some** policy and practice documents including its mission statement, strategic plan, and budgeting practices.

☐ STANDARD NOT MET

The program does not reflect its commitment to cultural and linguistic competence in all policy and practice documents including its mission statement, strategic plan, and budgeting practices.

Score = _____   _____ Technical Assistance Needed

After completing all of the items 1 through 20 above, add all the individual scores together to come up with a CC-PAS rating for the program.

TOTAL SCORE = _____

New or revised objectives for the programs Cultural Competence Plan:

_____

_____

_____

_____

_____

_____