Staff Survey
On Cultural Competence

Please help us assess our current capacity to sensitively and effectively serve all individuals impacted by domestic and sexual violence by thoughtfully responding to the questions below.

As you read the statements, please keep in mind the needs of victims of domestic and sexual violence of different racial, ethnic, linguistic, socioeconomic, regional and religious backgrounds, and of different gender, physical capacity, and sexual orientation.

Thank you for your assistance. Your input is an essential part of the process of assessing and enhancing the cultural competence of our services. All responses will be kept confidential.

Age: _______  Sex: ________  Ethnicity: _____________________

Please use the scale rate your responses:

1=Strongly Agree    2=Agree    3=Uncertain    4=Disagree    5=Strongly Disagree

Adapted from A Guide to Enhancing the Cultural Competence of Runaway and Homeless Youth, 1994
I. Organizational Environment

1. The agency’s mission statement and policies and procedures reflect a commitment to serving individuals from different cultural backgrounds.
   1 2 3 4 5 Don’t Know

2. The agency’s personnel policies reflect a commitment to valuing staff diversity and helping staff enhance their cultural competence.
   1 2 3 4 5 Don’t Know

3. The location, design and décor of the facility reflect and affirm the cultural backgrounds of the clients served.
   1 2 3 4 5 Don’t know

4. The agency’s printed materials (brochures, flyers, pamphlets, etc.) reflect and affirm the various cultural backgrounds of the clients served.
   1 2 3 4 5 Don’t Know

5. Board members are interested in, and supportive of, cultural diversity within the organization.
   1 2 3 4 5 Don’t Know

6. Administrators are interested in, and supportive of, cultural diversity within the organization.
   1 2 3 4 5 Don’t Know

7. The cultural diversity among the staff, board and volunteers of the agency is reflective of the diversity among the clients served by the program.
   1 2 3 4 5 Don’t Know

8. The cultural diversity of the clients served by the agency is reflective of the cultural diversity of clients most in need of services in the broader community.
   1 2 3 4 5 Don’t Know

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II. Program Management & Operations

9. The agency has and enforces policies against discrimination and harassment.
   1 2 3 4 5 Don’t Know

10. The agency’s recruitment, interviewing, and hiring process are supportive of building a diverse staff.
    1 2 3 4 5 Don’t Know

11. The agency provides adequate training regarding the cultures of the clients served, staff, community and the interaction among them.
    1 2 3 4 5 Don’t Know

12. The agency values and recognizes staff who suggests new culturally relevant projects or programs.
    1 2 3 4 5 Don’t Know

13. The agency addresses cultural tensions that arise, both within the organization and within the broader community.
    1 2 3 4 5 Don’t Know

III. Outreach & Community Involvement

14. The agency values and uses the advice of people from different backgrounds.
    1 2 3 4 5 Don’t Know

15. The agency consults survivors and community representatives of different backgrounds in the development of new programs and services affecting their communities.
    1 2 3 4 5 Don’t Know

16. The agency encourages staff to attend or participate in outside cultural activities such as civic meetings, clinics, block parties, and seasonal festivals.
    1 2 3 4 5 Don’t Know

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17. The agency conducts effective outreach individuals of different backgrounds.
   1    2    3    4    5    Don’t Know

IV. Service Delivery

18. The agency provides multi-cultural programming to compliment a wide
    variety of cultural events (e.g., Black History Month, Jewish High Holidays,
    Asian New Year’s Celebrations, Gay Pride Festivals).
   1    2    3    4    5    Don’t Know

19. The agency encourages staff to become aware of their own culture, and
    facilitates the educational process.
   1    2    3    4    5    Don’t Know

20. The agency considers the cultural implications of various options in making
    placement decisions for clients leaving services.
   1    2    3    4    5    Don’t Know

V. Overall Agency Competence

21. List five most important diversity-related issues currently facing the agency.

22. List three steps the agency could take to enhance its cultural competence.

23. Overall, a scale of one to ten (ten being the highest or most competent) rate
    the current competence of the agency.
   1    2    3    4    5    6    7    8    9    10

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