

Cultural and Linguistic Competence Checklist

Technical Assistance Partnership for Child and Family Mental Health

August 2008

Category	Strategic Questions	Answer	<i>Cultural and Linguistic Competence Implementation Guide Reference Page</i>
Services and Supports	Have cultural communities been engaged in discussion, planning, and implementation?		Domain 1, Focus Area 3, Strategy 5 (page 16); Domain 1, Focus Area 4, Strategy 1 (page 18); Domain 2, Focus Area 2, Strategy 2 (page 40); Domain 2, Focus Area 4, Strategy 4 (page 48); Domain 2, Focus Area 4, Strategy 9 (page 49)
	Is the population of focus driving the creation of the service delivery model?		Domain 2, Focus Area 1, Strategy 4 (page 40); Domain 2, Focus Area 3, Strategy 3 (page 43); Domain 2, Focus Area 4, Strategy 9 (page 49); Domain 2, Focus Area 5, Strategies 7 and 8 (page 55); Domain 2, Focus Area 5, Strategy 19 (page 59)
	Does the service delivery model include the use of natural and informal supports?		Domain 2, Focus Area 6, Strategy 4 (page 62); Domain 2, Focus Area 2, Strategy 3 (page 40); Domain 2, Focus Area 3, Strategy 9 (page 45)
	Are cultural/racial/ethnic factors and language needs being considered?		Domain 2 (pages 34-62)
	Are cultural brokers or “trusted messengers” engaged in relationship building?		Domain 2, Focus Area 4, Strategy 8 (page 49)
<i>Assessments</i>	Are tools linguistically and culturally competent, reliable and validated for your population of focus?		Domain 2, Focus Area 3, Strategy 3 (page 43)
	Has a community needs assessment been conducted for advice on interventions and community strengths?		Domain 2, Focus Area 4, Strategy 10 (page 49); Domain 2, Focus Area 5, Strategy 7 (page 55)

<i>Evidence Based Practices/ Practice Based Evidences</i>	Has decision-making been based upon proof that practices/interventions have been successful with the population of focus?		Domain 2, Focus Area 5, Strategy 6 (page 55)
	Have adaptations been made to practices as needed to ensure individualized care?		Domain 2, Focus Area 5, Strategy 4 (page 54)
	Does practice-based evidence or community defined evidence supplement services and supports for families of color?		Domain 2, Focus Area 5, Strategy 11 (page 58)
	Has Wraparound been tailored to meet individual needs?		Domain 2, Focus Area 5, Strategy 18 (page 59)
Collaboration	Does the community “share power” with others, especially those from diverse communities?		Domain 4, Focus Area 2, Strategy 1 (page 78)
	Have system partners been included in the organizational assessment?		Domain 4, Focus Area 1, Strategy 2 (page 74)
	Have cultural and grassroots organizations been engaged?		Domain 4, Focus Area 2, Strategy 8 (page 81); Domain 4, Focus Area 2, Strategies 11-13 (pages 83-84)
	Do cultural leaders, youth and families guide the outreach and engagement process?		Domain 4, Focus Area 2, Strategy 3 (page 79)
	Is your relationship building based on the keys to successful outreach and engagement?		Domain 4, Focus Area 2, Strategy 6 (page 81)
Communication	Is language assistance offered at no cost in all components of the system?		Domain 5, Focus Area 1, Strategy 1 (page 86)
	Is staff able to communicate with non-English speakers or those that have culturally different communication styles?		Domain 5, Focus Area 1, Strategy 6 (page 89)
	Have all written, oral and symbolic materials been interpreted from the appropriate cultural perspective?		Domain 5, Focus Area 1, Strategy 5 (page 88)
	Have social marketing materials and messages been tailored to meet cultural needs?		Domain 5, Focus Area 2, Strategy 1 (page 93)
Governance Organizational Infrastructure	Is the body inclusive, diverse and proportionally representative of the population of focus?		Domain 1, Focus Area 1, Strategy 3 (page 5)
	Do the policies and procedures reflect the involvement of culturally diverse leaders, youth and families?		Domain 1, Focus Area 2, Strategy 6 (page 11)
	Has it been decided that the governing body will conduct an annual self assessment?		Domain 1, Focus Area 1, Strategy 5 (page 6)
	Have culturally/linguistically competent policies and procedures been developed in the 6 major categories?		Domain 1, Focus Area 2, Strategy 2 (page 8)
	Has the governing body ensured that the CLC Plan is developed, implemented and reviewed/revised?		Domain 1, Focus Area 3, Strategy 1 (page 14)
<i>CLC Committee</i>	Is bi-cultural/bi-lingual staff serving the population of focus?		Domain 6, Focus Area 3, Strategy 3 (page 116)
	Have incentives been provided to support participation in training?		Domain 6, Focus Area 3, Strategy 22 (page 121)
	Has a community needs assessment been conducted to assess training needs?		Domain 6, Focus Area 3, Strategy 12 (page 118)

<i>CLC Coordinators</i>	Does the CLC Coordinator report directly to the Project Director?		Domain 1, Focus Area 4, Strategy 4 (page 20)
	Does the CLC Coordinator have a budget?		Domain 1, Focus Area 4, Strategy 5 (page 21)
	Is the CLC Coordinator empowered in overall decision-making?		Domain 1, Focus Area 4, Strategy 5 (page 21)
<i>Budget</i>	Has a line item been established for CLC development activities?		Domain 1, Focus Area 5, Strategy 1 (page 24)
<i>Management Info System</i>	Does MIS capture cultural data?		Domain 1, Focus Area 6, Strategy 1 (page 28)
Workforce	Have financial resources been dedicated to diversifying workforce, recruitment and retention?		Domain 6, Focus Area 1, Strategy 1 (page 95)
	Have specific policies and procedures been created to recruit and retain diverse workforce?		Domain 6, Focus Area 1, Strategy 2 (page 96)
	Are a core set of qualifications for the CLC Coordinator included in the job description?		Domain 6, Focus Area 1, Strategy 17 (page 101)
	Have hiring incentives/strategies been implemented to hire staff with specialized skills?		Domain 6, Focus Area 1, Strategy 20 (page 102)
	Has hiring 1 full-time employee as the CLC Coordinator been prioritized?		Domain 1, Focus Area 2, Strategy 10 (page 13); Domain 6, Focus Area 1, Strategy 22 (page 103)
	Have policies and procedures that address cultural and linguistic competence been developed and implemented into the human resources department and in staff professional development?		Domain 6 (pages 95-123)
	Are staff performance appraisals inclusive of CLC criteria?		Domain 6, Focus Area 1, Strategy 38 (page 107)
	Have mechanisms been created to hold system partners and providers accountable for CLC measures?		Domain 6, Focus Area 1, Strategy 39 (page 108)
	Have bi-lingual staff formally demonstrated their linguistic competence?		Domain 6, Focus Area 2, Strategy 1 (page 109)
	Has a community needs assessment been conducted to assess training needs?		Domain 6, Focus Area 3, Strategy 12 (page 118)
Planning and Continuous Quality Improvement	Have organizational assessments been conducted with the following: all staff, management, governance, and stakeholders?		Domain 3, Focus Area 1, Strategy 3 (page 66)
	Have assessment results been factored in to the Cultural and Linguistic Competence Plan?		Domain 3, Focus Area 1, Strategy 7 (page 68)
	Have assessment results been used to create specific measures and outcomes?		Domain 3, Focus Area 1, Strategy 8 (page 68)
	Is data related to cultural and linguistic competence collected and updated regularly?		Domain 3, Focus Area 1, Strategy 1 (page 63)