

CULTURAL COMPETENCY FAMILY PLANNING AGENCY SELF-ASSESSMENT

Title X Requirements state that services should be provided, “In a manner which respects the dignity of the individual.” 42 CFR 59.5(a)(3) Some of the components of such care are listed below. Click on the location along the spectrum where you think, in your experience, your agency falls along a spectrum from Never (Almost Never) to Always (Almost Always).



My agency:

Provides respectful care that meets the needs of all client populations.	NEVER	SOMETIMES	ALWAYS
Provides services equally, without regard to religion, race, color, national origin, disability, age, sex, number of pregnancies, or marital status. (42 CFR 59.5(a)(4))	NEVER	SOMETIMES	ALWAYS
Provides services that are responsive to clients cultural health beliefs and practices.	NEVER	SOMETIMES	ALWAYS
Provides services that meet the preferred languages, health literacy, and other communication needs of clients.	NEVER	SOMETIMES	ALWAYS
Has written policies and procedures to support Culturally and Linguistically Appropriate Services (CLAS) Standards.	NEVER	SOMETIMES	ALWAYS
Has project staff that are broadly representative of significant elements of the population to be served by the project.	NEVER	SOMETIMES	ALWAYS
Has project staff that are sensitive to, and able to deal effectively with, the cultural and other characteristics of the client population.	NEVER	SOMETIMES	ALWAYS
Regularly trains project staff at all levels in culturally- and linguistically-appropriate service delivery to meet the needs of key populations.	NEVER	SOMETIMES	ALWAYS
Is geographically accessible for the population being served.	NEVER	SOMETIMES	ALWAYS
Considers clients’ access to transportation, clinic locations, hours of operation, and other factors that influence clients’ ability to access services.	NEVER	SOMETIMES	ALWAYS
Ensures that facilities are readily accessible to people with disabilities.	NEVER	SOMETIMES	ALWAYS

CULTURALLY COMPETENT FAMILY PLANNING AGENCY SELF-ASSESSMENT (CONT.)

Staff at my agency:

Make unfair (stereotypical) assumptions about clients from different cultural backgrounds than their own.	OFTEN	SOMETIMES	NEVER
Express frustration with clients with limited English proficiency.	OFTEN	SOMETIMES	NEVER
Provide services without adequate language interpretation support to effectively communicate.	OFTEN	SOMETIMES	NEVER
Are dismissive towards a client's cultural beliefs or use of traditional medicine.	OFTEN	SOMETIMES	NEVER
Talk down to a client with a mental or physical disability.	OFTEN	SOMETIMES	NEVER
Act less friendly towards a client who is different from them (e.g., different culture, ethnic or racial background, disability status, etc.).	OFTEN	SOMETIMES	NEVER
Act more friendly toward clients who are similar to them than to other clients (e.g. cultural, ethnic, racial, or sexual minority).	OFTEN	SOMETIMES	NEVER
Make comments that communicate hostile, derogatory, or negative prejudicial slights and insults toward members of marginalized groups.	OFTEN	SOMETIMES	NEVER
Make comments or otherwise communicate a lack of understanding of other cultures.	OFTEN	SOMETIMES	NEVER
Act uncomfortable or unsure when taking a sexual history of a client who is gay, lesbian, or bisexual.	OFTEN	SOMETIMES	NEVER
Make assumptions based on cultural categories (race, socio-economic status, age, sexual orientation) that impacts care.	OFTEN	SOMETIMES	NEVER

Based on the results, what are your **top 3 strengths**?

- 1.
- 2.
- 3.

Based on the results, what are your **top 3 opportunities for improvement**?

- 1.
- 2.
- 3.

CITATIONS:

Rew L, Becker H, Cookston J, Khosropour S, Martinez S. Measuring cultural awareness in nursing students. *The Journal of Nursing Education*, June 2003, Vol. 42(6), pp.249-57

Department of Health and Human Services. Office of Minority Health. *Think Cultural Health. National culturally and linguistically appropriate services standards.* Retrieved 9-17-19 from <https://thinkculturalhealth.hhs.gov/clas/standards>

U.S. Dept. of Health and Human Services, Public Health Service, Office of Population Affairs (April 2014). *Program requirements for Title X-funded family planning projects version 1.0.* <https://www.hhs.gov/opa/guidelines/program-guidelines/program-requirements/index.html>