IS YOUR ORGANIZATION CULTURALLY COMPETENT?
A Brief Checklist

Language Access

☐ If someone speaks a language other than English, do you have a process to serve them with materials, support, etc.?

☐ Do you have print materials in easy to read, large print, picture and Braille formats?

☐ Do you have materials in alternative formats such as audio files, transcripts, and video captions?

Culture

☐ Do people you serve have a process to influence how your programs and services are designed and delivered?

☐ Have you conducted an organizational self-assessment among internal stakeholders? Do you have a culturally diverse leadership team?

☐ Have you identified trusted cultural brokers in the different diverse communities you serve?

Measuring Success

☐ Is there a measurement tool in place to judge the quality of culturally competent services? Is it online, via phone or focus groups? Is it easily accessible for the people you serve?

☐ Is there a complaint process set up for people to raise concerns?