

STANDARDS OF LATINO ACCESSIBILITY

Santa Cruz County

Program Design and Evaluation

An agency will implement the following strategies in order to achieve cultural competence.

<u>Indicators</u>	<u>Implementation Strategies</u>	<u>Measure of Success</u>
<p>1. A. Does the agency collect needs assessment data on an annual basis in order to understand the changing needs of the community?</p> <p>2. Does the organization conduct client satisfaction surveys to evaluate effectiveness of agency services and/or programs?</p>	<p>Develop a target population needs assessment tool.</p> <p>Develop a target population survey.</p>	<p>Agency has completed an annual needs assessment of the target population.</p> <p>Agency has completed an annual survey of the target population.</p>
<p>2. Are client comments and criticisms incorporated into program and organizational improvements?</p>	<p>Develop analysis of completed target population needs assessment and survey.</p>	<p>What program changes have been implemented that respond to client feedback?</p>
<p>3. Has the agency conducted or participated in a needs assessment utilizing providers in the Latino community as respondents?</p>	<p>Develop a mechanism whereby the agency conducts outreach and networks with Latino service providers.</p>	<p>3.A. The agency conducted a needs assessment that utilized Latino respondents.</p> <p>3.B. The agency on an on-going basis networks with Latino providers.</p>

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<p>4. Does the agency structure facilitate reaching all of the target population or only a segment of it?</p>	<p>4.A. Commit to disseminating information in a timely manner regarding cultural and community events, training, activities, organizational development, ability to share resources, and follow-up with personal contact.</p> <p>4.B. Resource guides will be made available to all work stations within the agency.</p>	<p>4.A. Documentation of outreach strategies will be tracked including agencies’ participants, telephone follow-up, sign-in sheets, minutes, etc.</p> <p>4.B. Resource guides are readily available and updated annually.</p>
<p>5. To what extent is identifying and describing population sub-cultures included in program planning? (Sub-culture is defined as a population within the target group.)</p>	<p>Agency has identified existing sub-culture populations. Based on this identification, the agency has implemented strategies that reach the needs of the sub-culture.</p>	<p>Program planning and design address the needs of the sub-culture.</p>
<p>6. Does the program have a historical commitment to meeting the needs of Latino communities in Santa Cruz County?</p>	<p>Identify how the agency has historically (last two years) met the needs of the target population.</p>	<p>The agency demographics demonstrate and increase in the utilization of services by the target population.</p>

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Program Implementation

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<u>Indicators</u>	<u>Implementation Strategies</u>	<u>Measure of Success</u>
1. The agency use interventions and strategies that have been developed for Latinos?	Research and identify effective program models being utilized.	The agency has incorporated available models within the services structure.
2. Are program materials provided in the language, literacy level, and cultural context of the target population?	2.A. All client program materials are written in the language spoken by the target population. 2.B. These materials are also available at the literacy level and cultural context of the target population. 2.C. In the annual survey of clients, they are asked if the written materials are clearly understood by the target population.	2.A. The agency materials are completely translated into the target population language, literacy level, and cultural context. 2.B. The agency has incorporated client feedback into agency translated materials.
3. Is the program “client centered,” as defined by client satisfaction surveys and needed assessments?	The agency utilizes client surveys and needs assessments to implement program services.	The agency is able to adapt and change program services based on client needs.

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4. How comfortable and how satisfied are clients with the services provided?	The agency conducts an annual client satisfaction survey and conducts an analysis of the level of client satisfaction.	The agency responds to the client's changing needs, comments and recommendations.
5. What program alternatives do you provide to clients so that they can choose the intervention that best addresses their needs?	5.A. Program services and interventions are designed to meet the needs of the client. A system is established to track referrals. 5.B. Are clients given appropriate referrals if the agency is unable to provide a needed service?	5.A. The agency demonstrates through its services and interventions that it is able to provide and make appropriate referrals and can document referrals made. 5.B. Program service providers are trained and knowledgeable of county-wide community services.
6. Does the program use a cultural assessment tool to determine the many facets of a client's culture and socio-economic status?	Utilization of culturally competent tools are incorporated into the agency's needs assessment.	The agency has a written cultural assessment tool that demonstrates effectiveness in determining the many facets of a client's cultural and socio-economic status.

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<p>7. Can the agency describe the social problems of Latinos in their service area?</p>	<p>7.A. The agency has developed tools, and program systems that assist them in identifying the socio-economic problems of the Latino population.</p> <p>7.B. The agency works closely with community gatekeepers that interact with the population.</p>	<p>7.A. The agency has identified gatekeepers, locations and activities where Latinos congregate.</p> <p>7.B. The agency knows and can demonstrate knowledge of the socio-economic problems of Latinos in their service area.</p>

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<p>8. Do programs incorporate a cultural perspective that acknowledges different value systems of people of color (e.g. role of extended family, spiritual, religious beliefs, and community norms)?</p>	<p>8.A. Train staff at all levels, paid and volunteer, about the cultures of the program’s target population, and how to approach meeting the needs of that population.</p> <p>8.B. Promote on-going training opportunities to all staff at all levels.</p> <p>8.C. Ensure accountability for addressing the complexity of culture and sub-culture, including race, ethnicity, gender, sexual orientation, age, language, dialects, socio-economic, and other defining characteristics.</p> <p>8.D. Provide opportunities for educational development of staff.</p> <p>8.E. Training opportunities are maximized by sharing among other CBO’s and interested organizations.</p>	<p>8.A. Annual performance evaluation schedule is tracked for all employees, and volunteers.</p> <p>8.B. Develop and track annual staff training plan which includes tracking system for each employee.</p> <p>8.C. Develop and implement a Board of Director policy that allows staff the opportunity to attend educational courses.</p> <p>8.D. Track participation, develop an agreement/MOU with other agencies, and document outreach.</p> <p>8.E. Outreach recruitment strategies are targeted to the population being served.</p>

Organizational & Management Issues

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<p>1. Does the program build links to the community, such as through collaborations with other organizations?</p>	<p>Participate in collaboratives with agencies that serve Latino populations.</p>	<p>1.A. Documentation of outreach strategies will be tracked including agencies participate sign-in sheets, telephone follow-up, and minutes.</p> <p>1.B. Agency staff and volunteers participate in community forums or neighborhood meetings within the Latino community.</p> <p>1.C. Agency staff and volunteers promote and participate in cultural and racial group holidays or functions within the Latino community.</p>
<p>2. Is cultural competency training provided for all levels of the organization: Board of Directors, senior management, middle management, line staff (both paid and volunteer)?</p>	<p>Annual cultural competency training is provided for all staff, board and volunteers. Development and adoption of cultural competency plan, policies, and procedures.</p>	<p>Cultural competency plan and policies have been adopted.</p>
<p>3. Are members of the Board of Directors culturally representative of the Latino client population?</p>	<p>Active recruitment of Latino Board of Director members to reach equity with Latino client population.</p>	<p>Latino Board representation will reflect Latino client population.</p>

Staffing Issues

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1. Does the program recruit and hire staff at all levels from the community being served?	Post employment opportunities in Spanish language media. Contact Latino organizations and associations in the area, Community Colleges, and universities to recruit Latino staff.	Documentation will be kept on all employment opportunities.
2. How well has the agency been able to retain Latino staff?	Career ladder opportunities are designed and implemented, and the percent of staff turnover are documented.	Retention of Latino staff is maintained.
3. Does the agency provide training that helps staff work with culturally diverse employees?	Provide training and ensure accountability for addressing the complexity of culture and sub-culture, including race, ethnicity, sex, gender, sexual orientation, age, language, dialects, socio-economic, and other defining characteristics.	Develop and track annual staff training plan which includes a tracking system for each employee.

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4. Does your agency provide opportunities for staff and volunteers to learn Spanish?	Provide opportunity for educational development of staff and volunteers.	Board of Directors develop and implement policy that allows staff and volunteers the opportunity to attend educational courses.
5. Are staff who reflect the community being served actively promoted into management and leadership positions?	Identify in the agency organizational chart positions held by Latino staff, and provide career ladder opportunities.	Latino staff represented at all levels of agency structure in equity with Latino client population.