Dear Directors, and Staff of Member Programs,

Please help us assess our capacity to serve culturally diverse victims and survivors of domestic violence and sexual assault, their families and communities more sensitively and effectively. We ask you to complete the enclosed survey by thoughtfully responding to the questions. **Please note that all information shared will be kept completely confidential. Do not write your name on the survey.**

The survey was developed by the Women of Diversity Task Force of NJ Coalition for Battered Women (NJCBW) with the assistance of Battered Lesbian Task Force of NJCBW in response to a request from NJCBW to assist the coalition in addressing issues identified in 2003 NJ Advisory Council on Domestic Violence focus groups. Those involved include current and former staff, board members and administrators who are involved in a coordinated effort to enhance the cultural competence of the coalition and its member programs.

The survey will serve as an instrument to assess program capacity to serve culturally diverse victims and survivors, their families and communities. These cultural groups include but are not limited to people of color, marginalized ethnic and religious groups, lower socioeconomic and non-documented immigrant groups, and Lesbian, Gay, Bi-sexual and Transgendered (LGBT) people.

During completion of the survey please reflect on the needs of programs to have well informed and culturally developed staff to meet the needs of victims/survivors of domestic violence and sexual assault as related to the definition of culture stated above. Staff may want to consider their professional needs for growth in these same areas and their overall need for professional growth in working with the groups mentioned.

Thank you very much for your time and assistance. Your input is an essential part of the process of enhancing the cultural competence of our services.

“A culturally competent organization integrates behaviors, attitudes, policies and practices for effective work in cross-cultural situations.”

**FOR TASK FORCE USE ONLY**

Please complete the attached questionnaire by: _____________________________

And return to: ___________________________________________________________

Agency: _______________________________________________________________

Program: _______________________________________________________________
Demographic Background

While we do not ask for your name or other specific identifying information, it is helpful to us in assessing our services to know more about the cultural backgrounds of the people who give us feedback. Please respond to the items below that will give us a clearer picture of your cultural identity and background.

Age: ___________________________

Ethnic/ Racial Background: ___________________________

Religious Affiliation: ___________________________

Gender

- Male
- Female
- Transgender

Sexual Orientation

- Gay
- Lesbian
- Bisexual
- Heterosexual

Staff Position: (Check only one)

- Management
- Support Staff/Clerical
- Direct Staff
- Administrative

Hours/Shift (check all that apply)

- Full Time
- Part Time
- Day
- Evening
- Overnight

Length of Service (DV)

__________________________

List other experience--How Long?

__________________________

Education/Certification:

- High School
- Associate Degree
- Bachelor Degree
- Masters Degree
- Doctorate
- DV Specialist Certification
- Other _______________________

Country of Birth/Time in US:

__________________________

Do you have a disability?

- Yes
- No
I. Organizational Environment

(Please circle your response)

1) The agency’s mission statement and policies reflect a commitment to serving survivors of domestic violence and sexual assault of different cultural backgrounds.

2) The agency’s personnel policies reflect a commitment to valuing staff diversity and helping staff enhance their cultural competence.

3) The agency’s printed materials (brochures, flyers, pamphlets, educational information, etc.) reflect and affirm the various cultural backgrounds of the population served.

4) The agency’s printed materials use language that affirm the various sexual orientation of victims.

5) The location, design, and décor of the facility reflect and affirm the cultural backgrounds of the population served.

6) Board members are interested in, and supportive of cultural diversity within the organization.

7) Administrators are interested in and supportive of cultural diversity within the organization.

8) Staff is interested in and supportive of cultural diversity within the organization.

9) Volunteers are interested in and supportive of, cultural diversity within the organization.

10) Administrators and board members involve victims, staff, volunteers, and the community in decision-making.

11) The cultural diversity among staff, board members, and volunteers of the agency reflects the diversity of the population served by the agency.
## II. Program Management and Operation

(*Please circle your response*)

<table>
<thead>
<tr>
<th></th>
<th></th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Uncertain</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
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<tbody>
<tr>
<td>13)</td>
<td>The agency has policies against discrimination and harassment.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>14)</td>
<td>The agency enforces policies against discrimination and harassment.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>15)</td>
<td>The agency provides opportunities for leadership development and advancement for staff of different cultural backgrounds.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>16)</td>
<td>The agency provides adequate opportunity to interact with the community and population served.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>17)</td>
<td>The agency values and recognizes staff who suggests new cultural projects or programs.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
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<td>18)</td>
<td>The agency recognizes cultural tensions that arise, both within the organization and within the broader community.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>19)</td>
<td>The agency addresses cultural tensions that arise, both within the organization and within the broader community.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
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## III. Outreach and Community Involvement

(*Please circle your response*)

<table>
<thead>
<tr>
<th></th>
<th></th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Uncertain</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
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<tbody>
<tr>
<td>20)</td>
<td>The agency values and incorporates the advice of all staff.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>21)</td>
<td>The agency collaborates with victims and community representatives of different cultural backgrounds in the development of new programs and services affecting their communities.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>22)</td>
<td>The agency conducts effective community outreach when recruiting new staff, volunteers and board members of different cultural backgrounds.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>
23) The agency encourages staff to attend or participate in outside cultural activities such as civic meetings, clinics, block parties, and seasonal festivals.

24) The agency conducts effective outreach to victims of domestic violence and sexual assault of different cultural backgrounds.

IV. Service Delivery

(Please circle your response)

25) The agency provides multi-cultural programming to complement a wide variety of cultural events (e.g. Black History Month, Jewish High Holidays, Asian New Year’s Celebrations, Gay Pride Festivals, Hispanic celebrations, etc.)

26) The agency encourages holistic approaches that provide additional support to survivors of domestic violence and/or sexual assault served by the program.

27) The agency encourages staff to draw upon the expertise of people of different cultural backgrounds in providing services to victims of those backgrounds, and provides a mechanism for maintaining communication.

28) Staff respects and understands the communication and behavioral differences of victims’/survivors’ various cultures

29) Staff is trained not to make assumptions regarding sexual orientation status when answering the hotline.
30) Staff is encouraged to openly discuss cultural differences and influences with victims as it relates to their case.  
1 2 3 4 5

31) The agency provides leadership opportunities for survivors related to policy and practice.  
1 2 3 4 5

32) The agency encourages victims’/survivors’ participation when discussing placement arrangements for women leaving services.  
1 2 3 4 5

33) The agency values victim feedback on its services and its cultural competence.  
1 2 3 4 5

34) The agency discusses taking culture into account as part of the intake and assessment process of victims/survivors.  
1 2 3 4 5

35) Staff receives supervision and encouragement to address cultural concerns in case management.  
1 2 3 4 5
V. Organizational Environment and Staff Development

(Please circle the answer that you believe best represents your program policy or practice)

36) What would happen in your organization if an individual or group was insulted based on their sexual orientation?
   1) Definitely nothing would happen.
   2) I’m fairly sure nothing would happen.
   3) Probably nothing would happen, unless someone complained
   4) Something might happen.
   5) Probably something would happen.
   6) Definitely something would happen. One or more staff would criticize or correct the insult. Other likely responses would include private counseling or discipline; an incident report added to someone’s personnel file; and/or a public statement concerning the insult.

37) What would happen in your organization if an individual or group was insulted based on their race?
   1) Definitely nothing would happen.
   2) I’m fairly sure nothing would happen.
   3) Probably nothing would happen, unless someone complained
   4) Something might happen.
   5) Probably something would happen.
   6) Definitely something would happen. One or more staff would criticize or correct the insult. Other likely responses would include private counseling or discipline; an incident report added to someone’s personnel file; and/or a public statement concerning the insult.

38) How does the program build the cultural diversity of executive and managerial level positions through in-house promotions? (Please circle all that apply)
   1) Staff from diverse backgrounds receives various training to enhance capacity for leadership roles and may leave from work as needed to take advantage of these opportunities to prepare them for higher level positions
   2) Promotional opportunities are announced in general staff meetings or are posted to/in circular or bulletin board seen by all staff.
   3) Orientation includes an affirmative action policy that tells new staff where to get more information and how to lodge a complaint if necessary.
   4) Job requirements do not bar paraprofessionals or other non-degreed staff from positions where they could perform well.
   5) Complaints about promotions are handled promptly, fairly, and without penalty to anyone complaining (even if the appeal goes outside the program)
VI. Overall Agency Competence

(Please circle all that apply)

39) What changes should your program make to enhance cultural competence?

a. Help staff learn about local communities’ service needs and barriers to service.

b. Make it easier for victims to use the services of this program.

c. Have the programs’ decor better reflect the heritage of victims and families using the facility.

d. Give persons from diverse backgrounds a greater voice in how services are delivered.

e. Offer staff added ways to learn about beliefs, customs, norms or values of victims and families served – and the diversity within these groups.

f. Help to build diversity of managerial staff through “in house” promotions.

g. Build contacts with those to whom local religious, ethnic or racial groups turn for leadership, guidance, and aid.

h. Teach staff more about local community helping resources.

i. Attend to concerns of people who differ from the majority in culture or color, i.e., social justice and quality of life issues such as employment, housing and education.

j. Begin to use, or use more widely, instruments for victim assessment that address cultural concerns.

k. Send a stronger message that the program will not accept insults toward any race, religion, or ethnic group.

l. Begin to use, or use more widely, interventions that address cultural concerns.

List other steps not mentioned that agency could take to enhance its cultural competence.

________________________________________________________________________

________________________________________________________________________
40) List the three most important diversity-related issues currently facing the agency.

41) Overall, on a scale of 1 to 10 (1 being lowest or “least competent”, 10 being highest or “most competent”), rate the current cultural competence of the agency.

(Please circle your response)

1 2 3 4 5 6 7 8 9 10

If you prefer to mail this document back please send to:
Rose A. Williams
Community Outreach Coordinator
NJCBW
1670 Whitehorse-Hamilton Square Road
Trenton, NJ 08690

This survey was adapted and compiled from a survey designed by the NJ Division of Mental Health Services in collaboration with members of the Multicultural Services Advisory Committee and a questionnaire developed for the Family and Youth Services Bureau by Johnson, Bassin & Shaw, Inc.

Revised 12/21/04