



## ***Self-Reporting Assessment for Culturally and Linguistically Appropriate HIV Prevention Programs for Latino/Hispanic Populations***

This self-reporting assessment tool is designed to assist Community Based Organizations (CBO) to identify strengths and potential gaps in providing culturally and linguistically appropriate HIV prevention services to Latino/Hispanic populations in their service areas. This tool will help your agency and JSI to develop and utilize a framework for providing Capacity Building Assistance (CBA) which considers various cultural, linguistic and educational factors that are specific to your agency's target populations. **The tool is divided into two parts: the first part focuses on organization policies in relation to cultural competency and diversity, and the second part focuses your HIV prevention program activities.**

**Note:** The development and design of this tool was based on the HRSA Culturally and Linguistically Appropriate Services Self-Assessment tool



## Part I: Organizational Policies

1. Does your agency have a mission statement?

- Yes - Go to Question 1a
- No - Go to Question 2
- Don't know - Go to Question 2

1.a Does your agency's mission statement express a commitment to provide HIV prevention services that are appropriate for the needs of Latino/Hispanic populations in your agency's service area?

- Yes
- No
- Don't know

2. Does your agency use community advisory boards or other similar entities to address community and client issues specifically related to Latino/Hispanic populations in your agency's service area?

- Yes - Go to Question 2a
- No - Go to Question 4

2.a Which of the following cultural, linguistic and educational sub-groups within the Latino/Hispanic population are reflected in your advisory board membership?

**MARK ALL THAT APPLY**

- Migrant Worker
- Recent Immigrant
- PLWA
- Bi-lingual in English and Spanish
- Mono-linguistic English speakers
- Mono-linguistic Spanish speakers
- Gender diversity
- Sexual orientation diversity
- Religious diversity
- Persons with disabilities
- Geographic diversity
- Nationalities that are represented

- 
- Other, please specify \_\_\_\_\_
  - Don't know

2.b How often does this community advisory board meet?

- Quarterly
- Semi-annually
- Annually
- Within the last two years
- Less regularly
- Other, please specify \_\_\_\_\_
- Don't know

2.c In what ways does your community advisory board assist you in providing HIV prevention services for Latino/Hispanic populations?

**MARK ALL THAT APPLY**

- Planning and designing culturally and linguistically appropriate prevention services
- Assessing community and clients' needs
- Monitoring and evaluating quality of services
- Developing plans, protocols, and policies related to provision of services
- Providing input in other agency-wide policy formulation and development
- Other, please specify \_\_\_\_\_
- Don't know

3. From which of the following additional groups does your agency utilize input on policies related to HIV prevention services for Latino/Hispanic populations in your service area? **MARK ALL THAT APPLY**

- State Department of Health
- Other State agency
- Client services staff
- Local community leaders and liaisons involved with community prevention issues
- Faith-based organizations representing local communities
- Civic organizations representing local communities
- Consumer or advocacy groups
- Other, please specify \_\_\_\_\_
- Don't know

4. Does your agency conduct periodic prevention needs assessments of the Latino/Hispanic populations in your agency's service area?

- Yes - Go to Question 5a
- No - Go to Question 6
- Don't know - Go to Question 6

5.a Do these assessments include a component that specifically measures the need for culturally, linguistically and educationally appropriate HIV prevention services for Latino/Hispanic populations?

- Yes - Go to Question 5b
- No - Go to Question 6
- Don't know

5.b Which of the following sources does your agency use to assess the need for culturally, linguistically and educationally appropriate HIV prevention services for Latino/Hispanic clients? **MARK ALL**

**THAT APPLY**

- U.S. Census data
- Client utilization data
- Data from school systems and community organizations
- Focus groups research
- Other, please specify \_\_\_\_\_
- Don't know

6. Does your agency have a formal plan for improving the quality of HIV prevention services provided to Latino/Hispanic clients?

- Yes - Go to Question 7
- No - Go to Question 8
- Don't know - Go to Question 8

7. Which of the following activities does your agency use to monitor the quality of culturally, linguistically and educationally appropriate HIV prevention services provided to Latino/Hispanic populations?

**MARK ALL THAT APPLY**

- Collection, review, and analysis of quality outcome data
- Client satisfaction surveys
- Internal working group or committee
- Grievance and complaint tracking
- Client focus groups
- Other, please specify \_\_\_\_\_
- Don't know

8. Is there a position in your agency specifically designated to promote and coordinate culturally, linguistically and educationally appropriate HIV prevention services for Latino/Hispanic populations and other minority populations that your agency serves?

- Yes - Go to Question 8a

- No - Go to Question 9
- Don't know - Go to Question 9

8.a This position is:

- A volunteer
- A full-time staff position
- A part-time staff position
- Currently in the planning phase

9. Does your agency have a written policy governing language translation of written information for your Latino/Hispanic clients?

- Yes - Go to Question 9a
- No, a written policy is in the planning phase - Go to Question 10
- No - Go to Question 10
- Don't know

9.a Which of the following describes your agency's policies governing language translation? **MARK ALL THAT APPLY**

- A state policy
- A local policy
- Exists to promote translation of materials to meet clients' needs
- The policy establishes a method for identifying the need for translated materials (e.g., a minimum threshold of population for translation of materials)
- The policy ensures that commonly used materials (e.g., in-take and consent forms) are translated
- The policy establishes an organizational entity with programmatic responsibility for translation of materials
- The policy provides notification of translated materials to clients
- Other, please specify \_\_\_\_\_
- Don't know

9.b Which of the following describes the reasons your agency provides translation services? **MARK ALL THAT APPLY**

- Federal requirement
- State requirement
- Program design
- Client needs

- Other, please specify \_\_\_\_\_

10. Which of the following describes the reasons why your agency **does not** currently have a policy governing translation? **MARK ALL THAT APPLY**

- Your clients are not very culturally or linguistically diverse
- The population in your service area is not very culturally or linguistically diverse
- These programs are too costly in comparison to their benefits
- It is difficult to make staff time available for planning, assessment, or training
- Other, please specify \_\_\_\_\_
- Don't know

11. Does your agency have a written policy governing interpretation services and assistance for your Latino/Hispanic clients?

- Yes - Go to Question 11a
- No, a written policy is in the planning phase - Go to Question 12
- No - Go to 12
- Don't know

11.a Which of the following best describes your agency's policy governing interpretation services and assistance for your Latino/Hispanic clients? **MARK ALL THAT APPLY**

- A state policy
- A local policy
- Exists to promote interpretation services and assistance to meet clients' needs
- The policy establishes a method for identifying the communication needs of your clients (e.g., a minimum threshold for interpretation services)
- The policy ensures that a range of oral language options are provided
- The policy establishes an organizational entity with programmatic responsibility for interpretation services and assistance
- The policy provides notification of interpretation services to clients
- The policy ensures that staff and volunteers are periodically trained
- Other, please specify \_\_\_\_\_
- Don't know

11.b Which of the following describes the reasons for providing your interpretation services program?

**MARK ALL THAT APPLY**

- Federal requirement
- State requirement

- Program design
- Client needs
- Other, please specify \_\_\_\_\_

12. Which of the following describes the reasons why your agency **does not** currently have a policy governing interpretation services? **MARK ALL THAT APPLY**

- Your clients are not very culturally or linguistically diverse
- The population in your service area is not very culturally or linguistically diverse
- These programs are too costly in comparison to their benefits
- It is difficult to make staff time available for planning, assessment, or training
- Other, please specify \_\_\_\_\_
- Don't know

13. Which of the following activities or programs does your agency use to address concerns about culturally insensitivity or discriminatory treatment, or difficulty in accessing services, or denial of services for Latino/Hispanic populations in your agency's service area?

**MARK ALL THAT APPLY**

- A formal grievance process
- Cultural navigators
- Ombudsmen personnel
- Systematic reminders/notices to staff promoting non-discriminatory practice
- Other, please specify \_\_\_\_\_
- Don't know

#### **A. QUALITY MONITORING AND IMPROVEMENT (QI)**

The following questions are about quality assessments of HIV prevention services provided to Latino/Hispanic clients. *These would include internal routine information systems and quality monitoring and improvement procedures.*

1. Does your agency collect information or have a formal plan to collect information on the quality of HIV prevention services provided to Latino/Hispanic clients?

- Yes - Go to Question 1a
- No - Go to Question 2
- Don't know - Go to Question 2

1.a Does this QI information collection include specific HIV prevention activities related to culturally, linguistically and educationally appropriate services for Latino/Hispanic clients?

- Yes
- No
- Don't know

1.b For what purpose(s) does your agency collect this information? **MARK ALL THAT APPLY**

- Federal reporting requirement
- State reporting requirement
- Other funder requirement
- To improve services
- Other, please specify \_\_\_\_\_

1.c Who developed your agency's QI information collection plan? **MARK ALL THAT APPLY**

- Federal agency
- State agency
- National TA organization
- State TA organization
- Consultant
- Other, please specify \_\_\_\_\_

1.d Which of the following QI activities are used to collect information on the quality of culturally, linguistically and educationally appropriate HIV prevention services provided to Latino/Hispanic populations? **MARK ALL THAT APPLY**

- Collection, review, and analysis of quality outcomes data
- Client satisfaction surveys
- Grievance and complaint tracking
- Client focus groups
- Other, please specify \_\_\_\_\_
- Don't know

2. Does your agency conduct periodic assessments of the needs of staff and volunteers to better serve Latino/Hispanic populations?

- Yes - Go to Question 2a
- No - Go to Section B
- Don't know - Go to Section B

2.a How often are these needs assessments conducted?

- Annually



- Every two years
- Less regularly
- Within the last 2 years
- Other, please specify \_\_\_\_\_
- Don't know

2.b How is the needs assessment information communicated to your staff and volunteers? **MARK ALL**

**THAT APPLY**

- Initial orientation (employment, contract, membership)
- Annual report or publication
- Other agency publications
- Periodic workshops
- Regular meetings
- Other, please specify \_\_\_\_\_
- Don't know

**B. MANAGEMENT INFORMATION SYSTEMS (MIS)**

The following questions are about demographic data your agency may collect on your employed staff and volunteers.

1. Please indicate for which of the following you keep data on racial and ethnic composition. **MARK**

**ALL THAT APPLY**

- Employed staff - Go to Question 2
- Volunteers - Go to Question 2
- Don't know - Go to Question 3
- None of the above - Go to Question 1a

1.a To your knowledge, what are the reasons you do not record their race and ethnicity?

**MARK ALL THAT APPLY**

- Privacy rights - Go to Question 3
- Concerns about quality or completeness of data - Go to Question 3
- Concerns about legal liability - Go to Question 3
- Other, please specify \_\_\_\_\_ Go to Question 3
- Don't know - Go to Question 3

2. Please estimate what percentage of your employed staff and volunteers falls into the following ethnic groups.

Hispanic \_\_\_\_\_%

Non-Hispanic \_\_\_\_\_%

3. Please indicate for which of the following you keep data on linguistic capability.

**MARK ALL THAT APPLY**

- Employed staff
- Volunteers
- Don't know
- None of the above

4. How is the linguistic capability of your employed staff and volunteers determined?

**MARK ALL THAT APPLY**

- Self-identification
- Proof of training completion or certification
- Testing
- Other, please specify \_\_\_\_\_

5. Please indicate the percentage of your employed staff and volunteers who are conversationally fluent in Spanish and English languages. (Your best estimate is fine.)

Employed staff \_\_\_\_\_%

Volunteers \_\_\_\_\_%

6. Please indicate the size of your agency's employed staff by marking the appropriate box. (Your best estimate is fine.)

- Fewer than 10
- 11–20
- 21–40
- 41-50
- 51-60
- Greater than 60
- Don't know

7. Please indicate the size of your agency's volunteers by marking the appropriate box. (Your best estimate is fine.)

- Fewer than 10
- 11–20
- 21–40
- 41-50

- 51-60
- Greater than 60
- Don't know

### **C. DIVERSITY, LANGUAGE AND CULTURAL COMPETENCE TRAINING**

This section includes questions about language training and cultural competence or diversity training that may be provided to your staff and volunteers. Cultural competence or diversity training would include any instructional effort that addresses and promotes greater understanding of diversity. Specifically, the unique needs and preferences of Latino/Hispanic groups represented by your clients.

1. Please indicate for which of the following your agency provides opportunities to learn the Spanish language? **MARK ALL THAT APPLY**

- Employed staff - Go to Question 1a
- Volunteers - Go to Question 1a
- Don't know - Go to Question 2
- None of above - Go to Question 2

1.a Which of the following features apply to Spanish language training opportunities for employed staff and volunteers? **MARK ALL THAT APPLY**

- Opportunities on an as-needed basis
- Opportunities at regular intervals on an ongoing basis
- Opportunities to attend or participate during standard work hours
- Training funded by the Federal government
- Training funded by the State
- Other, please specify \_\_\_\_\_
- Don't know

2. Does your agency have a cultural competency and diversity training for employed staff and volunteers that specifically addresses working with Latino/Hispanic populations?

- Yes - Go to Question 3
- No - Go to Section D
- Don't know - Go to Section D

3. Please indicate to which of the following your agency provides cultural competence or diversity training to strengthen the ability to serve Latino/Hispanic clients?

**MARK ALL THAT APPLY**

- Employed staff

- Volunteers
- Don't know

4. How does your agency offer or assure cultural competence or diversity training for employed staff and volunteers? **MARK ALL THAT APPLY**

- Offer or assure diversity training as one of many topics in a general staff training program, other than new employee orientation
- Offer or assure diversity training as a major emphasis or component of related training programs
- Other, please specify \_\_\_\_\_
- Don't know

5. How does your agency encourage staff and volunteers in attending cultural competence or diversity training? **MARK ALL THAT APPLY**

- Opportunities to participate during work hours
- Opportunities to participate outside of work hours
- Opportunities to participate at no cost to staff
- Awards or certificates of achievement granted to those who successfully complete such training
- Registry maintained of names and dates of all employees who have completed such training
- Other, please specify \_\_\_\_\_
- Don't know

6. Please list for whom diversity training is available and is required.

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7. Which of these population groups are addressed in the diversity training program?

**MARK ALL THAT APPLY**

- Women
- Religious minorities (e.g., Christian Scientists, Muslims, Orthodox Jews)
- Sexual minorities (e.g., gays, lesbians)
- The elderly
- Persons with physical limitations or disabilities
- Persons with mental disabilities
- Low-literate or illiterate persons
- Persons with limited English proficiency
- Persons with terminal illness or other end of life issues

- Low income or poor
- Rural populations
- Homeless persons
- Other, please specify \_\_\_\_\_
- Don't know

8. Which of the following topical areas are typically included in the diversity training program? **MARK ALL THAT APPLY**

- Definitions and discussions of relevant concepts (e.g., diversity, culture, race, ethnicity)
- Cultural beliefs, values, and behaviors
- Laws and regulations against discrimination
- Organizational policies, plans, and protocols regarding culturally and linguistically appropriate services
- Health disparities (e.g., nature, extent, contributing factors)
- Ethical issues such as client confidentiality and informed consent procedures
- Other, please specify \_\_\_\_\_
- Don't know

9. Which of the following resources or activities are included in the diversity training?

**MARK ALL THAT APPLY**

- Handbooks and other educational resources (e.g., website)
- Conferences
- Work with interpreters
- Other, please specify \_\_\_\_\_
- Don't know

10. Which of the following entities are responsible for conducting the diversity training?

**MARK ALL THAT APPLY**

- Client services department within the agency
- Human resources department within the agency
- Other position or department within the agency, please specify \_\_\_\_\_
- Local board of health or other governing body
- Don't know

11. Which of the following entities developed your agency's diversity training program?

**MARK ALL THAT APPLY**

- The State Health Department

- University (e.g., Centers of Excellence)
- Other contracted cultural competence training center
- Don't know

12. Is your agency's diversity training program reviewed by any of the following?

**MARK ALL THAT APPLY**

- The State Health Department
- An internal diversity working group
- Your community advisory body
- Other, please specify \_\_\_\_\_
- Don't know

13. How is your diversity training program evaluated for effectiveness?

**MARK ALL THAT APPLY**

- Supervisor survey
- Participant survey
- Participant pre- and post-tests of knowledge, attitudes, skills
- Client satisfaction survey
- Client exit interview
- Other, please specify \_\_\_\_\_
- Don't know

14. Which of the following kinds of support do you receive to provide or assure diversity training?

**MARK ALL THAT APPLY**

- Budget line that allocates funds for diversity training
- Standardized training curricula and materials
- Other, please specify \_\_\_\_\_
- Don't know

15. Which of the following benefits of providing or assuring cultural competency or diversity training has your agency experienced? **MARK ALL THAT APPLY**

- Increased employee morale
- More effective use by staff and volunteers of available interpretation and translation services
- Decreased client complaints or grievances regarding insensitivity
- Increased client satisfaction
- Other, please specify \_\_\_\_\_
- Don't know

16. Which of the following challenges to providing cultural competency or diversity training for staff and volunteers has your agency experienced?

**MARK ALL THAT APPLY**

- Lack of interest or resistance to participation
- Poor reaction of participants
- Inability to locate appropriate trainers
- Cost of trainers and materials
- Loss of work time
- Lack of backups or substitutes for trainers
- Lack of opportunity to apply skills acquired
- Other, please specify \_\_\_\_\_
- Don't know

**D. DIVERSITY: RECRUITMENT AND RETENTION**

The following questions are about recruitment and retention of your staff and volunteers.

1. Does your agency have a staffing diversity plan that addresses recruitment and retention of staff and volunteers who reflect the Latino/Hispanic populations in your agency's service area?

- Yes - Go to Question 2
- No - Go to Question 3
- Don't know - Go to Question 3

2. Which of the following applies to your staffing diversity plan? **MARK ALL THAT APPLY**

- Covers executive level administrators
- Covers program managers and staff
- Covers volunteers
- Other, please specify \_\_\_\_\_
- Don't know

3. In which of the following ways does your agency support or encourage the development of a diverse staff? **MARK ALL THAT APPLY**

- Provides financial incentives (e.g., to learn Spanish or diversity training)
- Offers recruitment incentives (e.g., finder's fees)
- Provides enhanced benefits packages
- Other, please specify \_\_\_\_\_
- Don't know

4. Which of the following strategies does your agency utilize to recruit staff and volunteers that reflect Latino/Hispanic populations in your agency's service area?

**MARK ALL THAT APPLY**

- Agency newsletter or publication
- Major regional newspaper
- Community/neighborhood newspapers or publications
- Local bulletin postings (e.g., community centers and other sites)
- Local radio outlets or television broadcasts
- National employment database
- Web sites
- Other, please specify \_\_\_\_\_
- Don't know

5. Which of the following practices apply to your agency's recruitment efforts to address Latino/Hispanic clients' needs for culturally, linguistically and educationally appropriate services? **MARK ALL THAT**

**APPLY**

- Document Spanish language skills
- Identify Spanish language skills as preferred or required in recruitment announcements
- Hire, contract with, or partner with, candidates with Spanish language skills when other qualifications are comparable
- Identify diversity training and experience as preferred or required
- Hire, contract with, or partner with, candidates with diversity training or experience when other qualifications are comparable
- Other, please specify \_\_\_\_\_
- Don't know



## Part II: HIV Prevention Services

### A. QUALITY MONITORING AND IMPROVEMENT (QI)

The following questions are about your basic systems for tracking data about your clients and HIV prevention services you provide, and how these data are used in planning, promoting, and evaluating HIV prevention services that address the specific needs of Latino/Hispanic clients in your agency service area. These would include internal routine information systems and quality monitoring and improvement procedures.

1. Does your agency have a formal plan for collecting information on the quality of culturally and linguistically appropriate HIV prevention services provided to Latino/Hispanic clients?

- Yes  
 No  
 Don't Know

Comments:

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2. Which of the following activities are used to collect information on the quality of culturally and linguistically appropriate HIV prevention services? **MARK ALL THAT APPLY**

- Collection, review, and analysis of quality outcomes data  
 Client satisfaction surveys  
 Grievance and complaint tracking  
 Client focus groups  
 Other, please specify \_\_\_\_\_  
 Don't know

3. In which of the following ways are data from various QI studies used? **MARK ALL THAT APPLY**

- Identify and address services differences in race, ethnicity, gender, and other demographic variables  
 Set benchmarks, targets or goals for HIV prevention program  
 Set priorities for HIV prevention education and interventions  
 Don't know  
 None of the above

4. Does your agency conduct periodic needs assessments of the Latino/Hispanic community in your agency's service area?

- Yes - Go to question 5
- No - Go to Question 7
- Don't know - Go to Question 7

5. How often are community and/or client needs assessments conducted?

- Annually
- Every two years
- Less regularly
- Within the last 2 years
- Other, please specify \_\_\_\_\_
- Don't know

6. Which of the following community and/or client groups are involved in these needs assessments?

**MARK ALL THAT APPLY**

- Community advisory group
- Faith-based organizations representing local Latino/Hispanic communities
- Civic organizations representing local Latino/Hispanic communities
- Consumer or advocacy groups representing local Latino/Hispanic communities
- Local health or government officials
- Other, please specify \_\_\_\_\_
- Don't know

7. Does your agency have an internal working group or committee that coordinates, advises, or serves as a resource for planning and evaluating HIV prevention services provided specifically to Latino/Hispanic populations?

- Yes
- No
- Don't know

**B. MANAGEMENT INFORMATION SYSTEMS (MIS)**

The following questions are about demographic data your agency may collect on your clients.

1. Does your agency's client information database record race and ethnicity?

- Yes - Go to Question 2

- No - Go to Question 3
- Don't know

2. Please indicate what percentage of your clients identify as Latino/Hispanic?  
Hispanic/Latino \_\_\_\_\_%

3. To your knowledge, what are the reasons you do not record race and ethnicity for your clients?

**MARK ALL THAT APPLY**

- Clients' privacy rights
- Concerns about quality or completeness of data
- Concerns about legal liability
- Other, please specify \_\_\_\_\_
- Don't know

4. Does your agency's client information database record the primary language spoken by each client?

- Yes - Go to Question 5
- No - Go to Question 6
- Don't know

5. Approximately what percentage of your clients speak Spanish as their primary language?  
\_\_\_\_\_%

6. To your knowledge, what are the reasons you do not record primary language spoken for your clients? **MARK ALL THAT APPLY**

- Clients' privacy rights
- Concerns about quality or completeness of data
- Concerns about legal liability
- Other, please specify \_\_\_\_\_
- Don't know

**C. TRANSLATION AND INTERPRETATION SERVICES**

Written Translation Services

1. Which of the following types of HIV prevention written materials are available to your clients in Spanish? **MARK ALL THAT APPLY**

- Materials regarding HIV prevention services available to clients
- HIV prevention education materials

- Grievance/complaint procedures and forms
- Client satisfaction questionnaires/surveys
- Notification of Spanish language assistance
- Other, please specify \_\_\_\_\_

2. Which of the following activities are used to develop written HIV prevention materials in Spanish?

**MARK ALL THAT APPLY**

- Verbatim translations from English into Spanish
- Translations into Spanish that are sensitive to specialized terms or concepts used in both languages
- Translations into Spanish that are prepared for the reading levels needed by persons with limited English proficiency (LEP)
- Community input to ensure cultural sensitivity and appropriateness (e.g., pretest with focus groups, community-based organizations, or members with LEP)
- Translated materials (from English into Spanish) are back-translated into English
- Materials are originally developed in Spanish
- Don't know
- None of the above

3. Which of the following practices generally apply to the translations of written HIV prevention materials provided by your agency to its Latino/Hispanic clients? **MARK ALL THAT APPLY**

- Specific training and/or demonstrated ability to write professionally in the Spanish
- Specific training and/or demonstrated ability to write to the reading and comprehension level of the audience in Spanish
- Don't know
- None of the above

4. Which of the following entities provide review and/or approval of translated HIV prevention materials and products available to your clients? **MARK ALL THAT APPLY**

- State Health Department
- An agency advisory group
- An external group (e.g. community members, community-based organizations)
- Client focus groups
- Other, please specify \_\_\_\_\_
- Don't know

5. Does your agency set and monitor targets or threshold levels for which HIV prevention written materials are translated to Spanish?
- Yes - Go to Question 6
  - No - Go to Question 7
  - Don't know
6. What percentage of clients who speak Spanish are used as the target or minimum threshold for translating HIV prevention materials?
- \_\_\_\_\_%
  - No minimum threshold
  - Don't know
7. What methods are used by your agency to determine the need for translation of HIV prevention written materials into Spanish? **MARK ALL THAT APPLY**
- Number or percent of persons in the community who speak Spanish
  - Number or percent of clients who speak Spanish
  - Client requests/demand
  - Staff requests/demand
  - Other, please specify \_\_\_\_\_
  - Don't know
8. Which of the following methods are used to inform clients of the availability of translated HIV prevention materials? **MARK ALL THAT APPLY**
- Translated inserts in general documents (e.g. brochures, manuals)
  - Translated recorded messages on telephone lines
  - Interpreters in reception area
  - Translated signage and notices at key points of contact throughout the agency
  - Other, please specify \_\_\_\_\_
  - Don't know
9. Is there a specific budget line in your agency for the allocation of funds to support translation of written HIV Prevention documents and materials into Spanish?
- Yes
  - No
  - Don't know

### Oral Interpretation Services

10. Which of the following interpretation services are available in Spanish to your clients? **MARK ALL**

**THAT APPLY**

- Telephone interpreter language line
- Bilingual and/or bicultural staff
- Full-time staff interpreters
- Contracted interpreters
- Volunteer interpreters
- Simultaneous interpretation
- Other, please specify \_\_\_\_\_
- No formal services available; utilize assistance from members' families and friends
- Don't know

11. Which of the following characteristics apply to the language interpreters used by your agency?

**MARK ALL THAT APPLY**

- Demonstrated proficiency in English and Spanish
- Trained in sequential or consecutive interpreting
- Trained in simultaneous interpreting
- Knowledge (English and Spanish) of HIV prevention terms or concepts
- Trained in interpreting for individuals with limited English proficiency
- Don't know
- None of the above

12. Which of the following entities review and/or approve staffing and operation of interpretation services available to your clients? **MARK ALL THAT APPLY**

- State Department of Health
- Your agency advisory group
- An external group (e.g., community members, community-based organizations)
- Client focus groups
- Other, please specify \_\_\_\_\_
- Don't know

13. Does your agency set and monitor targets or threshold levels for which interpretation services are systematically made available to meet the language needs of your clients?

- Yes - Go to Question 14
- No - Go to Question 15
- Don't know

14. What percentage or number of clients who speak Spanish is used as the target or minimum threshold for the provision of interpretation services in that language?

- \_\_\_\_\_%
- No minimum threshold
- Don't know

15. What methods are used by your agency to determine the need for interpretation services?

**MARK ALL THAT APPLY**

- Percent of persons in the community who speak Spanish
- Percent of clients who Spanish
- Identification of clients with low literacy
- Client requests/demand
- Staff requests/demand
- Other, please specify \_\_\_\_\_
- Don't know

16. At which of the following key entry or contact points does your agency provide interpretation services in Spanish? **MARK ALL THAT APPLY**

- Telephone general information service
- Information desk/main lobby
- Other, please specify \_\_\_\_\_
- Don't know

17. Which of the following methods are used to inform clients of the availability of bilingual speakers and interpretation services in your agency? **MARK ALL THAT APPLY**

- Translated informational documents
- Translated recorded messages on telephone lines
- Translated signage and notices at key points of contact throughout the agency
- Other, please specify \_\_\_\_\_
- Don't know

18. Is there a specific budget line for the allocation of funds to support bilingual speakers and interpretation services in your agency?

- Yes
- No
- Don't know

19. For which of the following groups are translated materials and interpretation services generally made available by your agency? **MARK ALL THAT APPLY**

- All individuals in the community
- All individuals entering our facilities and requiring prevention services
- All individuals participating in our prevention activities
- Other, please specify \_\_\_\_\_
- Don't know

#### **D. OTHER RELATED CLIENT SERVICES**

1. Which of the following kinds of information are available to your clients to promote the ability of your staff and volunteers to better serve Latino/Hispanic populations in your agency 's service areas?

**MARK ALL THAT APPLY**

- Proficiency in Spanish
- Racial/ethnic background
- State and/or national origin
- Special training and/or certification in cultural competency
- Special training and/or certification in complementary or alternative healing practices
- Other, please specify \_\_\_\_\_
- Don't know

2. Which of the following characteristics pertain to HIV prevention written materials available to your Latino/Hispanic clients? **MARK ALL THAT APPLY**

- Graphics and depictions Latino/Hispanic populations in your agency's service area
- Graphics and depictions reflect other forms of diversity reflected in the Latino/Hispanic population (e.g.,religious, gender, functional ability, age)
- Graphics and depictions are free of generalizations and stereotypes based on Latino/Hispanic cultures
- Content is geared to persons of varying reading levels
- Readability testing is performed on written materials to ensure that content is geared to average reading level of the audience
- Don't know

3. Which of the following benefits have been achieved by your agency as a result of providing or assuring HIV prevention services that are responsive to your Latino/Hispanic clients?

**MARK ALL THAT APPLY**

- Fewer complaints, grievances, and legal actions from clients and staff
- Increased client satisfaction



