Capacity for Delivering Culturally Competent Mental Health Services in New Mexico: Results of a Statewide Agency Survey

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The appendix in this article is not in the correct format.
Below please find the corrected version of the appendix.

Appendix: Cultural Competency Questions From Safety-Net Institution Survey

1. In the first year of the reform (July 1, 2005 to June 30, 2006), did behavioral health records include **consumer self-report** data on the following?

Race and Ethnicity	☐ Yes	☐ No
Tribe	☐ Yes	☐ No
Language	☐ Yes	☐ No
Spoken language	☐ Yes	☐ No
Written language	☐ Yes	☐ No

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2. In the first year of the reform (July 1, 2005 to June 30, 2006), did this agency offer the following culturally competent services:

a. <i>Direct-service clinical</i> staff who speak Spanish	☐ Yes	☐ No
b. <i>Administrative support</i> staff who speak Spanish	☐ Yes	☐ No
c. <i>Direct-service clinical</i> staff who speak American Indian language(s)	☐ Yes	☐ No
d. <i>Administrative support</i> staff who speak American Indian language(s)	☐ Yes	☐ No
e. <i>Trained</i> Spanish interpreters	☐ Yes	☐ No
f. <i>Trained</i> American Indian interpreters	☐ Yes	☐ No
g. <i>Promotoras</i> or tribal health representatives	☐ Yes	☐ No
h. Designated services for Hispanics	☐ Yes	☐ No
List: _____		
i. Designated Services for American Indians	☐ Yes	☐ No
List: _____		

3. In the first year of the reform (July 1, 2005 to June 30, 2006), did this agency **require** that direct-service staff receive **training** in culturally competent behavioral health services? **Require** means that direct-service staff cannot work at the agency unless they complete the training.

- ☐ Yes Go to Q. 3.a
☐ No Go to Q. 4

- a. **If yes**, please indicate the frequency and hours of training required. (**Please check all that apply.**)

- ☐ Within the first year of employment _____ hours
☐ Less than annually _____ hours
☐ Annually _____ hours

4. In the first year of the reform (July 1, 2005 to June 30, 2006), did this agency **require** that **administrative support staff** receive **training** in culturally and linguistically appropriate behavioral health services? **Require** means that administrative support staff cannot work at the agency unless they complete the training.

- ☐ Yes Go to Q. 4.a
☐ No Go to Q. 5

- a. **If yes**, please indicate the frequency and hours of training required. (**Please check all that apply.**)

- ☐ Within the first year of employment _____ hours
☐ Less than annually _____ hours
☐ Annually _____ hours

5. In the first year of the reform (July 1, 2005 to June 30, 2006), which of the following types of written materials were available in any non-English languages to your adult consumers?
a. Consumer consent forms	☐ Yes	☐ No
b. Consumer education materials	☐ Yes	☐ No
c. Consumer satisfaction questionnaires/survey	☐ Yes	☐ No
d. Grievance/complaint procedures and forms	☐ Yes	☐ No
e. HIPAA notice	☐ Yes	☐ No
f. In-take forms	☐ Yes	☐ No
g. Materials describing services available to consumers	☐ Yes	☐ No
h. Materials on how to access and use services	☐ Yes	☐ No
i. Notification of language assistance	☐ Yes	☐ No
j. Please specify in which languages written materials were available:		
-
6. In the first year of the reform (July 1, 2005 to June 30, 2006), did this agency conduct a self-assessment of culturally competent-related activities? **A self-assessment is an inventory of an agency's policies, practices, and procedures related to the provision of culturally and linguistically appropriate services in health care. It focuses on the capacities, strengths and weaknesses of the agency in providing such services** (USDHHS, National Standards for Culturally and Linguistically Appropriate Services in Health Care, 2001).
- ☐ Yes
- ☐ No