



# Cultural Responsiveness

## Chapter 6 Assessment Tool



### Identifying Culturally Specific Populations

#### Questions to Ask: Identify Populations

- Has your organization prioritized any populations in the grant?
- Which cultural groups are in your geographic service area?
- Which cultural groups are likely to need the services your organization offers under the grant (e.g., young survivors are more likely to need education services than family law services)?
- Have you identified community resources where survivors are likely to access services (e.g., rape crisis centers, homeless shelters, culturally-specific programs, etc.)?
  - Have you asked these resources about the populations that they serve?

#### Questions to Ask: Identify Population Needs


- How do your target populations communicate?
  - Do you speak their language (literally and slang)?
  - Do they communicate in-person, via text, email, etc.?
- What privacy concerns might be unique or particularly important to the populations you serve? For example:
  - Is this cultural community very small or close-knit?
  - Is sexual assault stigmatized in this community?
  - Consider intersectionality: is some other facet of their identity stigmatized or not accepted within their cultural or social group?
  - Are you required by law to share their information with a third-party?
- What safety concerns might be unique or particularly important for the populations you serve? For example:
  - Will the survivor be in danger from the community if their community learns of the assault?
  - Will the survivor experience increased danger or harm by seeking services from certain institutions/providers?
  - Is the perpetrator a member of their community?
  - What forms of transportation are available to the survivor?





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- How will the survivor's identity or membership in a particular community impact their legal remedies?
  - Are there legal remedies that the survivor is not willing to consider due to their identity or community membership?
  - Will the remedy be effective and meaningful within the survivor's community?
  - Will the remedy isolate the survivor from their community or support system?
- See **Assorted Safety Plans, Surviving Sexual Violence on the Streets Resources**, and **Farmworker Guidebooks**. 

### Serving Unique Populations

#### Questions to Ask: Review Organizational Capacity to Meet Population Needs

- Do your organization's recruitment, retention, and promotion policies and patterns reflect a commitment to increasing the accessibility of your services to culturally-diverse populations?
- Does your organization seek out training/resources for all staff on cultural competency and population-specific needs (e.g., immigrants, LGBTQ, minors)?
  - Do you know where to find such training/resources



#### Questions to Ask: Accessibility of Services

- Do your written materials and website speak to your community and target populations?
  - Can survivors see themselves in the images used on your materials?
  - Are the materials written in a language that survivors understand?
    - Slang & colloquial language.
    - Written in plain language rather than legalese.
  - Do your materials indicate (expressly and implicitly) that you are welcoming to individuals of all gender identities, sexual orientations, immigration statuses, etc.?
- Are your materials and services available in languages other than English?
  - See **Sample Release of Information**. 



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- Do you have a Language Access Policy?
  - Have you contracted for interpretation services?
  - Do you have a language line account?
  - See **Interpreter Tip Sheet.** 
- Are your services accessible?
  - Is your physical space accessible for individuals with mobility limitations?
  - Do you inquire about special accommodations needed for survivors to access services? For example:
    - Do they need written materials in a larger font or alternative format?
    - Do they need written summaries of conversations (e.g., due to memory loss or processing disorders)?
- What barriers might prevent survivors from accessing your services? For example:
  - Physical/transportation services that prevent the survivor from accessing services
  - Privacy concerns about their community learning of the assault
  - Communication barriers
- How might you overcome these barriers or reduce their impact? For example:
  - Meeting the client outside of the office or at a community-based service provider
  - Identifying safe and secure methods of communication. See **Social Media & Privacy Tip Sheet.** 
  - Learning the language they use surrounding sexual assault; contract for interpretation services for foreign language speakers
- Is your organization inclusive and welcoming in the promotion and provision of services?
  - How does your organization community this philosophy (i.e., website, non-discrimination policy, presence at community events, materials on your wall, etc.)?

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