



State of Delaware Hispanic Commission

Health & Social Services Committee Cultural and Linguistic Services Assessment

FINAL FINDINGS REPORT



October 2016

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EXECUTIVE SUMMARY

Survey Responses At-A-Glance

(DHSS & FQHC)

2,600 Employees started the survey = **51%**

2,291 Employees partially completed the survey = **45%**

1,291 total responses out of total employee population invited to participate of 5,123 = **25%**

The Delaware Hispanic Commission (or “The Commission”) was created by Executive Order 28 for the purpose of expanding and improving the representation of and advocacy for Delaware’s Hispanic Community to identify and address the most important needs of Delaware’s rapidly growing Hispanic families.

In order to better understand the needs of Delaware’s diverse populations to be able to leverage services to promote equity and healthy communities, The Delaware Hispanic Commission sponsored an assessment of the present state of language and cultural services across the state. The Commission believes that a more systemic approach to these issues increases the level of service to Delaware residents who are Limited English Proficient (LEP).

Many of Delaware’s healthcare institutions were invited to join the study but decided not to participate. The study participants included **Delaware’s Department of Health and Social Services (DHSS)** and **three federally qualified health centers (FQHC)**¹ in both North and South Delaware counties. These organizations provided a snapshot of the availability and delivery of language and cultural services across the State. The goal of the survey was to obtain a better understanding of the current level of service provided to diverse patients in a culturally competent fashion, and also to understand the barriers faced by staff in delivering culturally sensitive care.

The assessment process included gathering of both quantitative and qualitative data, and was administered by CulturaLink LLC, experts in diversity, inclusion, and cultural competence. This assessment will inform the Delaware Hispanic Commission of steps needed to optimize resources, create a more accurate process for budgeting, and assure consistent delivery of language services in order to improve patient interactions.

¹ The information provided from the FQHC is from three providers in Delaware and may not be representative of similar organizations across the State.

ASSESSMENT METHODOLOGY

CulturaLink partnered with study participants to gather quantitative and qualitative data to inform a strategy to improve cultural and linguistic services across the State. Several organizations were invited to participate including the major health care systems across Delaware, yet only four in the health services sector agreed to participate. Through this assessment process, participating organizations have a unique opportunity to understand how to effectively apply their knowledge, skills, and attitudes about diversity, inclusion, and cultural competence when providing care to patients.

Survey Statistics - Quantitative Data

Quantitative data was gathered through a web-based survey developed and sent to staff of participating organizations. The survey was comprised of 41 questions, including demographic categories. It was revised and customized prior to launch and adjusted to a 6th grade reading level. Participating organizations included:

1. Delaware's Department of Health and Social Services (DHSS)
2. Three federally qualified health centers (FQHC)

The surveys, allowing employees the opportunity to anonymously share their thoughts, were launched and completed between May-June and September-October 2016. Communication was sent to selected employees on the deployment of the survey explaining the importance of participation in order for all voices to be heard. Survey reminders were sent to all employee's multiple times and to those who viewed but had not completed the survey one additional time. The survey took an average of 21 minutes to complete.

The surveys asked employees to rank their responses to 19 questions on a five-point scale (*5-Strongly Agree to 1-Strongly Disagree*) and one open-ended question. Demographic information was preloaded into the survey tool and included the following categories:

- Division
- Tenure
- Age Range
- Job Function
- Facility
- Gender
- Race
- Management Level

Delaware Survey Participation Aggregated (DHSS & FQHC)		
	Number	Percentage
Total Surveys Sent	5,123	-
Total Surveys Completed	1,291	25%
Surveys Partially Completed	2,291	45%
Surveys Started	2,600	51%

DHSS		
	Number	Percentage
Total Surveys Sent	4,730	-
Total Surveys Completed	1,170	25%
Surveys Partially Completed	2,110	45%
Surveys Started	2,406	51%

FQHC		
	Number	Percentage
Total Surveys Sent	393	-
Total Surveys Completed	121	31%
Surveys Partially Completed	181	46%
Surveys Started	194	49%

The majority of aggregate respondents to the survey were:

- White/Caucasian
- Female
- Have been employed by their organization for five or more years
- Belong to the Baby Boomer generation (born 1945-1964)
- Social Workers/Case Managers

***Note:** The following are aggregated survey respondent statistics based on completed and partially completed surveys (did not answer all questions).

Category	Subcategory	Responses/Total (1,970)	% of Total Category
Gender	Female	1,599	81%
	Male	366	19%

Five respondents responded "other" to gender question.

Category	Subcategory	Responses/ Total (1,976)	% of Total Category
Race / Ethnicity	White or Caucasian	1,036	52%
	Black or African American	567	29%
	Native American (Indian) or Alaska Native	7	0.4%
	Asian or Native Hawaiian	52	2.6%
	Other Pacific Islander	8	0.4%
	Hispanic / Latino	237	12%
	Not Sure	24	1.2%
	Other	45	2.3%

Category	Subcategory	Responses/ Total (1,969)	% of Total Category
Age Group	Traditional (1922-1944)	33	2%
	Baby Boomer (1945-1964)	893	45%
	Generation X (1965-1980)	715	36%
	Millennials (1981-2000)	328	17%

Category	Subcategory	Responses/ Total (2,063)	% of Total Category
Tenure (length at organization)	More than 5 years	1,137	55%
	1 to 2 years	316	15%
	3 to 5 years	313	15%
	Less than 1 year	297	14%

Category	Subcategory	Responses/ Total (2,225)	% of Total Category
Job Category (Top five groups shown) *Respondents could select more than one category if applicable.	Social Worker/Case Manager	472	21%
	Administrative/Non-Clinical Staff	462	21%
	Other	388	17%
	Leadership	309	14%
	Nurse	186	8%

Survey Statistics – Qualitative Data

Qualitative was collected to gain the patient perspective on cultural and linguistic services delivered in Delaware. This was accomplished by facilitating seven focus groups in various areas of Delaware including Wilmington, Georgetown, Milford and Dover. There were a total of 150 participants across the seven groups.

In addition to the focus groups, a social media web tool was provided to participants as a tool to obtain additional feedback.

The majority of focus group participants were:

- Hispanic
- Female
- Belong to the Millennial generation (1981-2000)
- Speak one or more languages

The following demographics are for the focus group and social media tool participants².

Category	Subcategory	Responses/ Total (52)	% of Total Category
Gender	Female	41	79%
	Male	10	19%

Other: 1 response

Category	Subcategory	Responses/ Total (49)	% of Total Category
Race / Ethnicity	Hispanic / Latino	40	82%
	White/Caucasian	7	14%
	African-American/Black	1	2%
	Unsure	1	2%

² **Note:** Not all participants provided demographic information through the Patient/Consumer Focus Group Demographic form or social media tool.

Category	Subcategory	Responses/ Total (52)	% of Total Category
Age Group	Millennial (1981-2000)	24	46%
	Generation X (1965-1980)	15	29%
	Baby Boomer (1945-1964)	12	23%
	Traditional (1922-1944)	1	2%

Social media participants received services from the following providers:

- Bayhealth Medical Center-14%
 - Christiana Care Health System-36%
 - Department of Health & Social Services-5%
 - Henrietta Johnson-5% ● La Red Health Center-9%
 - Nanticoke Memorial Hospital-14%
 - Nemours / Alfred I. Dupont Hospital for Children-5%
 - Other-9% ● St. Francis Hospital-5%
-

The following programs were highlighted as positive:

- Medical records are shared with various doctors and hospitals.
- Brandywine Counseling, St. Francis, Christiana Care, Newark Emergency Center in Main Street.
- Westside Health community education programs, for example Bilingual Mother and Child Nutrition classes.
- General physical in Seaford and dental work in Georgetown.

SUMMARY OF OBSERVATIONS AND FINDINGS



Upon aggregating quantitative and qualitative data gathered from staff through web-based surveys and from focus groups with patients, we are able to better understand the lens through which staff and patients view the services delivered within the healthcare sector to diverse communities. As a result, it was important to view the data within the context of The Delaware Hispanic Commission’s goals for diversity, inclusion, and cultural competence.

The findings capture major themes and reveals opportunities for improvement in North and South Delaware, which can guide participating organizations in developing meaningful actions.

This report, while shared in aggregate, consists of an analysis of qualitative and quantitative data for participating organizations along with recommended next steps. It also provides a summary of findings for each assessment performed.

Based on analysis of the data gathered, the following is a summary of the top strengths supporting diversity, inclusion, and cultural competence and the top opportunities the organizations should address in order to drive improved patient outcomes in both North and South Delaware.

Since North and South Delaware showed similar strengths, we did not stratify strengths by location but rather provide overall top areas of strength. Areas of opportunities did vary by location, and thus we were sharing those independently in the tables below.

OVERALL TOP AREAS OF STRENGTH	
Organizations aspire to become more culturally competent to better serve diverse populations	Overall, participating organizations saw the value in improving their services around delivering culturally competent care/interactions with patients/consumers of all backgrounds.
Data on race, ethnicity, and preferred language is being collected	Data collection of race, ethnicity, and language is occurring and such process is in place.
Majority of staff is aware	Staff recognizes the need to be culturally and linguistically

OVERALL TOP AREAS OF STRENGTH

of the need to provide cultural and linguistic competent care	competent in the care/services they deliver and are requesting the resources needed to meet patient/consumer needs. Staff also recognizes the need for additional training on delivering equitable care to patients and consumers.
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TOP AREAS OF OPPORTUNITY NORTH DELAWARE

Training on diversity, inclusion and cultural competence	Staff expressed the desire for more diversity and cultural competency training. According to the survey results a significant number of staff requested training on managing cultural differences.
Obtain a better understanding of language services and available resources	There is a need to implement a process to manage language and cultural services across the State and deliver training. For example, when asked what the respondent would like to see as a result of this assessment: <i>"Funding for interpreting trainings and certifications of staff, reimbursement for interpreting when provided to patients, Cultural-Linguistic trainings available for healthcare professionals, better tools for non-English Speaking patients to obtain the (educational, social/healthcare) assistance they need in their communities."</i>
Improve availability and accessibility to language services and resources for patients	Overall, North Delaware is more consistent in providing language services yet respondents noted that encounters took longer mostly because of delays in communication and misunderstandings.
Educating patients on access to services and available resources	Patients, especially those of diverse backgrounds and with limited English proficiency, had challenges in understanding the basics of health access and its financial components. <i>"I think we have compassion on the front-end. But once all that's done and you're feeling better, here comes the finance part and we lack that compassion in that aspect."</i>
Cultural sensitivity and bias towards consumers	There is a lack of clear expectations on cultural competence and respectful behaviors from providers. Both patients and staff have observed lack of respect and understanding toward

TOP AREAS OF OPPORTUNITY NORTH DELAWARE

	diverse consumers. They were not completely sure of the resources available to them or the compliance of cultural competent policies in their organizations.
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TOP AREAS OF OPPORTUNITY SOUTH DELAWARE

Equitable access to services	<p>Majority of participants are undocumented and cannot seek insurance coverage. Thus, they have experienced discriminatory practices and racism when seeking health services including being denied health services. There is a lack of consistency of information from different providers on the documents needed to apply for Health Care Connections (previously CHAPP), response time, and follow up.</p> <p>There are also gaps in health services needed in the areas of Family Doctors, Dentists, Optometrists, Diabetes and Asthma Management. Literacy levels are very low among participants in both English and Spanish. Thus, providers should take this into consideration when providing services and care.</p>
Training on diversity, inclusion and cultural competence	<p>Address "Bias" among providers and perceptions from consumers on unequal treatment and/or discrimination.</p> <p>Across the board, staff would like more training and to receive information on how to better serve patients/clients. <i>"Trainings that will help us better serve our patients. That as an organization we could come up with an "across the table" way of listening to what our patients need without letting our ideas of what they need interfere or delay treatment."</i></p>
Improve communication to patient population through the delivery of quality language services and increase the availability of bilingual resources	<p>There is a significant gap in the consistent delivery of language services in South Delaware. There is a need of Language services policy to govern interpretation and translation services. There is also a need to increase the availability of bilingual resources.</p>

TOP AREAS OF OPPORTUNITY SOUTH DELAWARE

	<p>Language services are not provided to patients systemically and consistently and therefore are at risk of being out of compliance with the law or national best practices. Ensuring LEP patients are provided with adequate language services is a requirement by law, by the Centers for Medicare & Medicaid Services (CMS) and also a key component to providing the highest quality patient care. This is key to avoiding costly litigation, poor patient outcomes, and a negative reputation in the community.</p> <p>This is confirmed through the online survey, which indicates that <i>20% of the time an adult family member or friend was utilized as a method of interpretation by the respective organization to communicate with Limited English Proficient (LEP) consumers/patients.</i> A child under 18 was utilized 8% of time.</p>
<p>Improve availability and accessibility resources for patients to navigate the healthcare system</p>	<p>Patients/clients, especially those with limited English proficiency, are having challenges in accessing affordable care. They also lack better understanding in the financial process. <i>"In time of emergencies, generally for Hispanics, the hospital or government does not have a plan to support people who have an accident. When it's time to pay, the hospital provides a high cost payment plan and there are not bilingual resources to answer question related to hospital bill."</i></p> <p><i>"Cost is a big factor as well as understanding the complex health system. Navigating through the health care system is very confusing with the insurance and health care service providers. There needs to be a better way of helping people access health care without all of the confusion. If a patient wants to see a specialist, they have to jump."</i></p>
<p>Community Outreach</p>	<p>Organizations in South Delaware can improve their community outreach to better connect with the population they serve. <i>"Continue to link with organizations that can get information and be the voice of the community so they can actually hear it, not just from internal interviews or something like that because most of the time you're going to hear what you want to hear or not even at all."</i></p>

TOP AREAS OF OPPORTUNITY SOUTH DELAWARE

Clear expectations on cultural competent behaviors from providers

Patients/clients have the perspective that some providers lack sensitivity and basic customer service skills when interacting with them. *"Doctors lack of knowledge of different cultures and seems like some health providers are not warm and understanding. We need to be treated as Humans and with respect."*

Summary of Findings by Assessment

Below is a summary of the findings by type of assessment performed: quantitative and qualitative. Final reports with detailed findings and data per organization are attached as appendixes. The report for Delaware’s Department of Health and Social Services (DHSS) can be found in Appendix A.

Focus groups were only conducted for the FQHC assessment and not for the DHSS assessment.

Delaware’s Department of Health and Social Services (DHSS)	
Themes	
<i>1. Availability and accessibility to language services and resources for clients:</i>	DHSS staff indicate that their organization ranks average in areas of communicating effectively with Limited English Proficient (LEP) individuals, letting them know about the availability of language services, and providing interpreter services to individuals.
<i>2. Bilingual and multi-cultural/diverse staff:</i>	63% of the DHSS workforce does not speak an additional language other than English and may not be representative of the changes occurring in Delaware’s communities served.
<i>3. Training on diversity, inclusion, languages, and internal processes for such:</i>	Staff would like more training and services relating to diversity, culture, and languages. Many also voiced their opinion to the open-ended question “ <i>What would you like to see as a result of this assessment?</i> ” supporting the need for training or more of it. Also, 42% do not know if training is required/mandatory at their agency.
<i>4. Reinforcement and implementation of data collection: Reinforcement and implementation of data collection:</i>	Less than 20% of data on client demographics is collected across the board, with 8% of staff indicating that no data is collected. Furthermore, majority of DHSS respondents selected that data on race, ethnicity, and language are “ <i>never</i> ” collected (61%).
<i>5. Cultural sensitivity and bias:</i>	Based on staff responses to open-ended questions and personal challenges when interacting with clients who are different, there can be improvements with cultural sensitivity and bias with diverse community members.

The report for the Federally Qualified Health Centers can be found in Appendix B.

Federally Qualified Health Centers (FQHC)
Themes
<p><i>1. Data on race, ethnicity, and preferred language is being collected:</i></p> <p>Respondents stated that this information was gathered frequently or occasionally 76% of the time. Health organizations in Delaware can improve their data collection methods.</p>
<p><i>2. Majority of staff is aware to providing cultural and linguistic competent care:</i></p> <p>75% strongly agree that understanding personal bias can influence decisions about members of other cultural groups. 84% strongly agree that diversity also means fair and respectful treatment for everyone, while 76% strongly agree that organization-wide diversity training can increase cultural competence.</p>
<p><i>3. Training on diversity, inclusion, languages, and internal processes needed:</i></p> <p>Staff indicate that their respective organization ranks the least in training staff on interacting with different cultures. There is more work to be done in training staff to interact with patients with different backgrounds.</p>
<p><i>4. More availability and accessibility to language services and resources:</i></p> <p>The most commonly used method for interpretation is utilizing a bilingual staff member, at least 30% of the time. Appropriate language services and resources can be improved.</p>
<p><i>5. Lack of information and resources on processes and resources available:</i></p> <p>When asked if any tools were utilized to assess literacy needs, majority of respondents did not know. It is important to note that literacy plays an important role when providing information to consumers.</p>

Focus Group Findings

Focus groups were conducted to obtain feedback from the community on the provision of cultural and linguistic services. Focus group participants shared personal anecdotes and opinions based on the moderator's questions. Focus groups were conducted in both North and South Delaware.

The limited English proficient community shared anecdotes of being treated unfairly or unprofessionally. Many also noted the lack of advocates or healthcare workers that were representative of their own race/ethnicity or spoke their language. Financial challenges were also common amongst focus group participants, as they shared anecdotes of not having payment plans in place in cases of emergencies or treating patients with compassion when it came to collecting payments.

The following are highlighted excerpts from the focus groups:

Dover

"In time of emergencies, generally for Hispanics, the hospital or government does not have a plan to support people who have an accident. When it's time to pay, the hospital provides a high cost payment plan. They had to use a helicopter for Kent General to Christiana."

"I remember a situation in where...and as a little kid, I almost passed out as I'm translating in Spanish. But I had to interpret for my mother. And that's the problem with using family members and friends as interpreters."

"I think we have compassion on the front-end. But once all that's done and you're feeling better, here comes the finance part and we lack that compassion in that aspect."

"In the interest of the business, if you want to get paid, you should treat your customer regardless of the language that they speak because they are people...they are people first."

Georgetown

"I'm not coming here to be treated like a military. Why are you asking for my driver's license?...What are you going to do with the Latinas that come here don't have a driver's license? A smile doesn't cost you anything."

"Bring an advocate."

"But there are people, it wouldn't be necessarily health. But there have been experiences where I had to intervene. There are scenarios [language barrier] where that does happen."

"There are a lot of Hispanic people here but there are not enough in the job market. Not a lot of people going into the professional field—this would solve some of our problems."

Wilmington

"We're not going to tell you everything about ourselves because we don't trust you."

"Making sure we have sensitivity and understanding not just in the Hispanic culture but diverse wise. I think that's important. Get to know who your audience is, what motivates, how can you get more information and creating loyalty not just in healthcare but in any line of business."

"He [provider] takes all of the different methods and that opens up his client base; where other physicians are focusing on who's paying me faster. He's focusing on the community so that makes him special."

"A lot of my clients complain about Wilmington, is it Care? They say-why do I have to go there? Why can I go to the other Care? What I think it is, I think that populations floods that hospital so much...For example, a client comes in and she says call the ambulance, I can't breathe. First thing she says is don't take me to Wilmington."

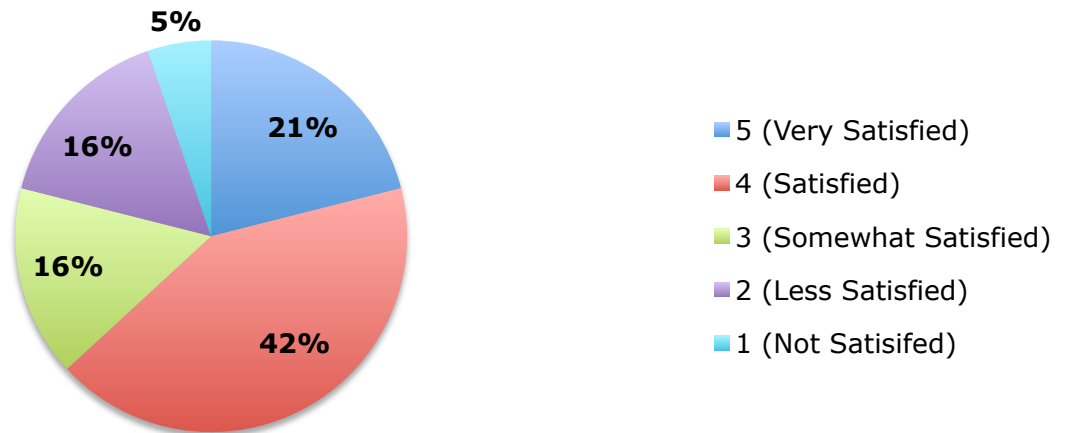
"Continue to link with organizations that can get information and be the voice of the community so they can actually hear it, not just from internal interviews or something like that because most of the time you're going to hear what you want to hear or not even at all."

Social Media Tool Findings

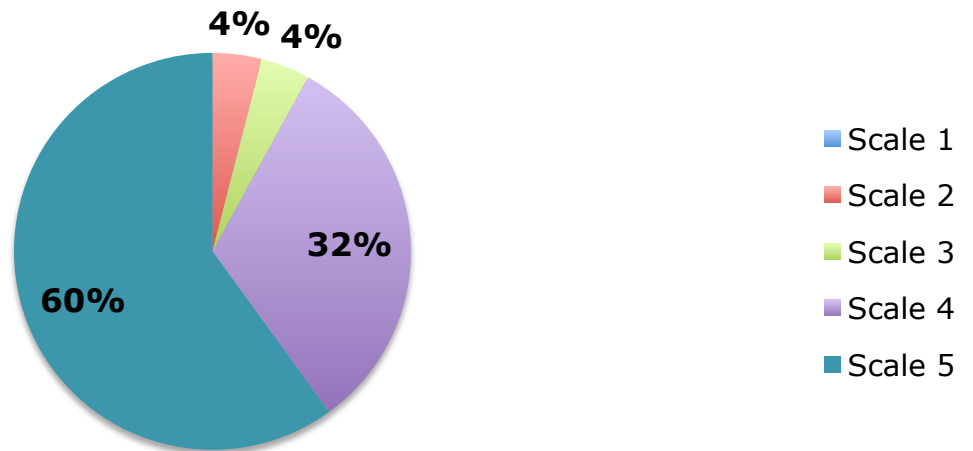
Based on the respondents that provided feedback via a social media tool, it is evident that a majority of them are satisfied with the care they are receiving. It is important to note that 79% of consumers belonged to the Millennial (1981-2000) and Generation X group (1965-1980). They also spoke English and 68% are fluent in one or more languages. This points to a correlation that patients who are younger and dominate the English language may receive better care and are satisfied with the services provided. 60% had the highest level of trust in their healthcare provider based on their most recent experience. Those with limited

knowledge of the healthcare system and the English language are vulnerable to receiving care that is not culturally and linguistically competent.

On a scale of 1-5, how satisfied are you with how health providers communicate & interact with you? n=19



In evaluating your most recent patient experience at your provider of choice, how would you rate your level of trust that the care and services you received were the best possible? (Scale of 1 to 5, with 1 being the lowest level of trust and 5 being the highest)



For your next treatment, what would be your likelihood of returning to _____ for healthcare services? n=25



SUMMARY OF RECOMMENDATIONS

The recommendations shared below have been developed as a result of the findings from the assessment and represent the most critical priorities for the participating organizations in gaining traction and making improvements to the current environment and to the perception by patients/consumers of culturally sensitive patient care. These recommendations provide a roadmap for the journey to consistently deliver equitable care by an organization dedicated to improving the patient/client experience.

In order for health-related organizations in Delaware to become more efficient and provide the best care to patients/clients of diverse backgrounds, it is crucial to be analytical of current internal processes and resources.

DOMAIN	RECOMMENDATIONS (Staff Perspective)
<p>Diversity & Inclusion Training Strategy</p>	<p>It is important to ensure that all staff members receive training (or refresher courses) and are aware of the significance for such training in relation to cultural and linguistically competent care and customer service.</p> <ul style="list-style-type: none"> • Complete an organizational strategy that addresses planning, implementation, accountability, data collection, reporting and communication. Include with the plan a detailed change management process that accommodates the necessary evangelizing for diversity, inclusion and cultural competence. • Develop training infrastructure for all staff members as this can help improve interactions as respondents noted that encounters took longer mostly because of delays in communication and misunderstandings. • Develop specific long-term and short-term goals that can be measured and reported. • Develop a brand strategy for patients that targets diverse populations served in the community delivered with inclusive images and in multiple languages. • Develop a bilingual staff cultural ambassador and

DOMAIN	RECOMMENDATIONS (Staff Perspective)
<p>Diverse, Culturally Competent Workforce</p>	<p>interpreter program.</p> <ul style="list-style-type: none"> Review consumer demographics and identify gaps of reflecting the need of the community and develop a statewide plan. Leverage bilingual community members and develop a workforce development plan to grow healthcare professions among Hispanics in the areas of: Social Workers, Nursing, Health Community Workers, Physicians, etc.
<p>Language Access</p>	<ul style="list-style-type: none"> Develop a Language Access Plan for the State of Delaware outlining the commitment to delivering effective communication to patients regardless of immigration status. The plan will educate staff on the law of language access and how services will be delivered across the State to health facilities.

DOMAIN	RECOMMENDATION (Patient Perspective)
<p>Deliver effective language services to LEP populations</p>	<ul style="list-style-type: none"> Develop a process for collecting data on utilization of language services and analyze the effectiveness and application of best practices providing interpreters, translated documentation and signage commensurate with the populations served in the community. Identify LEP patients following national best practices (preferably in written form during intake), gather data on their needs being met, ensure sufficient interpreters are assessed, trained and hired, and/or LEP patient needs are met via in-person, telephonic or video interpretation. Create and enforce a clear policy for the appropriate use of multilingual staff in assisting patients. Address the specific challenges survey respondents identified in accessing interpreters and

DOMAIN	RECOMMENDATION (Patient Perspective)
	translated documents.
Community Engagement and Partnerships	<ul style="list-style-type: none"> Establish patient/consumer advisory boards to represent the diverse community you serve with the goal of better understand the needs of the community and on-going help to effectively design and implement programs and improve levels of satisfaction.
Health System and Financial Resources	<ul style="list-style-type: none"> Provide health system and financial literacy information/resources to patients, before and after provision of care. Patients/clients, especially those of diverse backgrounds and with limited English proficiency should understand the basics of the health system and its financial components. Provide information and resources when challenges or complaints occur available in various languages as well as simple explanations of payments, and financial aid/resources.
Cultural Competent Marketing and Communications Materials	<ul style="list-style-type: none"> Develop and provide marketing materials consisting of culturally appropriate messaging, images and formats, and available in key community languages and appropriate literacy levels.
Healthy Neighborhoods	<ul style="list-style-type: none"> Leverage the DE Hispanic Commission to provide expertise and communicate needs of Hispanics and appoint key community leaders from both North and South Delaware to join community committees to implement in neighborhoods.

CONCLUSION

We have included in this executive summary the most critical and actionable information for review. We commend the participating health-related organizations and community members in Northern and Southern Delaware on this important step in benchmarking their current levels of effectiveness in the provision of culturally and linguistically appropriate services. The assessment provided a snapshot of the current communication climate through the lens of staff and patients/consumers. In order to meet the objective of incorporating delivery of culturally competent client-centered services into everyday operations, it is clear that more work needs to be done to improve communication and service delivery.

Overall findings depict a difference between the provision of services and availability of resources in Northern and Southern Delaware as well as differences between DHSS and FQHCs. While North Delaware has improved its current communication climate by strengthening community partnerships and outreach and having some language resources available, there is still a lot of work to be done. There needs to be a State-wide initiative led by DHSS and supported by the health care delivery systems in Delaware, to develop a policy around language access and consistently deliver effective communication to diverse populations.

Based on focus group perspectives, Southern Delaware has an environment that requires more attention. Patients voiced the lack of resources and services given their lack of English proficiency or other demographic aspects such as documentation status. It is crucial to focus on the care and services being provided in South Delaware to ensure that equitable care is being delivered. It is also important to focus on training staff and providers on treating patients/clients with respect and in a culturally sensitive manner regardless of differences.

Delivering quality services and resources and improving the patient/consumer experience cannot be achieved without effective communication and culturally competent healthcare delivery. Health-related organizations in Delaware need to be better prepared to manager diverse populations. This will require resources and a focus to improve language services and cultural competence of staff to consistently deliver culturally and linguistically competent care to patients/consumers given the rapidly changing demographics of the United States.

Respectfully submitted,
The CulturalLink Team

SAMPLE ACTION PLAN

The Action Plan links directly to opportunities for improvement found in the survey and includes recommended practices that can be turned into priorities and actions each organization can take to address the identified needs. It also includes columns to capture who will be responsible for the action and when it is due to be completed. The Action Plan can be used as a stand-alone document to aid leadership and staff to track progress.

DOMAIN	SMART GOAL	STEPS & RESOURCES FOR IMPLEMENTATION	ASSIGNED PARTY	TIMEFRAME
WORKFORCE	Hire # qualified interpreters to assist with client engagement	<p>Continue to develop community partnerships that widen the net for qualified candidates.</p> <p>Develop training programs and scholarships through relationships with Universities and Community Colleges.</p> <p>Set clear expectations for recruiters about diverse slates of candidates and provide training on active recruiting.</p>		

ACTION PLAN TEMPLATE

The action plan below can be used by the Leadership Team, the Board or the committee assigned to work on Diversity and Inclusion to capture steps and assignments in working through the recommendations.

DOMAIN	SMART GOAL	STEPS & RESOURCES FOR IMPLEMENTATION	ASSIGNED PARTY	TIMEFRAME
WORKFORCE				

DOMAIN	SMART GOAL	STEPS & RESOURCES FOR IMPLEMENTATION	ASSIGNED PARTY	TIMEFRAME
WORKPLACE				

DOMAIN	SMART GOAL	STEPS & RESOURCES FOR IMPLEMENTATION	ASSIGNED PARTY	TIMEFRAME
MARKETPLACE				

DETAILED SURVEY RESULTS



APPENDIX A

Delaware's Department of Health and Social Services (DHSS) Findings and Detailed Survey Results

Delaware's Department of Health and Social Services (DHSS) Findings and Detailed Survey Results

In assessing the current state of cultural and linguistic services and the accessibility to these services, the five major themes found in the assessment of the data gathered for DHSS are as follows:

1. Availability and accessibility to language services and resources for clients
2. Bilingual and multi-cultural/diverse staff
3. Training on diversity, inclusion, languages, and internal processes for such
4. Reinforcement and implementation of data collection
5. Cultural sensitivity and bias

The following is a summary of the themes that will drive the organization's cultural competence and language services strategy. Based on analysis of the data, we find that DHSS can:

- Improve on the findings by increasing the collection of race, ethnicity, and language (REaL) data on its clients. Respondents selected that less than 15% of information is collected in each corresponding category (race, ethnicity, and language). Furthermore, majority of respondents selected that data on race, ethnicity, and language are "never" collected (61%). Staff also tends to encounter Spanish-speaking consumers the most followed by Haitian Creole. By collecting such information, appropriate measures can be taken to provide better client services to a growing diverse population.

In alignment with providing culturally competent services, staff at DHSS should receive value-added training on how to interact with customers of diverse backgrounds.

- Respondents indicated that they have "never" received training in certain categories including how to ask consumers about their racial/ethnic background in a sensitive way (37%) and how to work with interpreters (43%).
- A major area of improvement is providing staff with training on LGBTQ awareness education as 44% indicated "never" receiving the information.

Staff respondents had the opportunity to include their thoughts in open-ended questions. Some highlights include the desire for more diversity and culturally

competency training. For example, when asked what the respondent would like to see as a result of this assessment, this was a highlight:

- *"More Cultural Diversity Training. You get what you pay for meaning, if you are not willing to invest in your employees thru education, issues arise. Diversity Training and such is a small investment, which can bring about wonderful results."*

Additional highlights include providing forms and information in other languages other than English (and in some cases, other than Spanish) for clients as well as accessibility to requesting interpreter services:

- *"Reports, procedures release of information in the appropriate language - not just English and Spanish."*

The desire for better interpreter services was highlighted by the following responses:

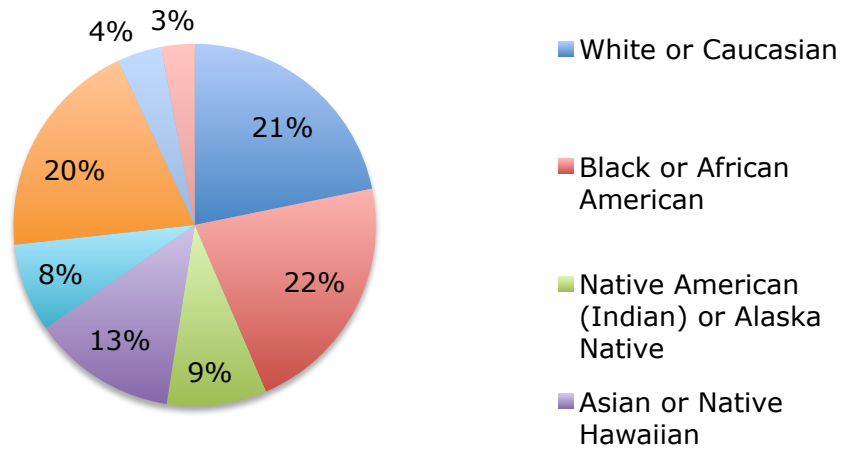
- *"Training on the ability to access interpreters for other languages, including Spanish & ASL," and "a mandate to provide interpreters for ALL languages (including American sign language and other types of communication used by people who have disabilities)."*

Breakdown of DHSS-Specific Themes

1. Availability and accessibility to language services and resources for clients

The graphs under this theme demonstrate the need for improved availability and accessibility to language services and resources for clients that do not speak English. According to staff, the racial and ethnic breakdown of the consumers/patients accessing DHSS services is majority Black/African-American, White/Caucasian, and Hispanic/Latino, respectively.

11. What is the racial and ethnic breakdown of the consumers/patients accessing your services? (Select all that apply)?

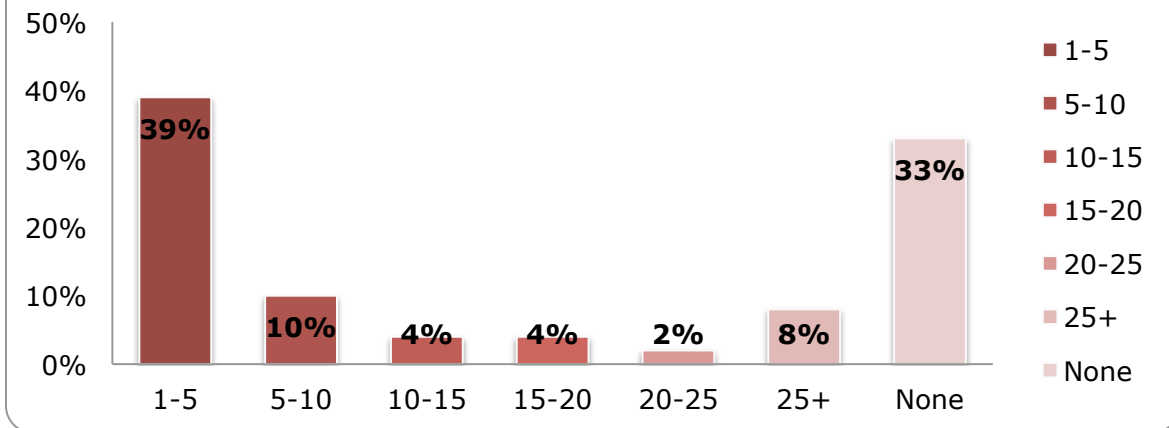


Based on *Language Projections: 2010 to 2020* by the U.S. Census Bureau, Spanish speakers will represent about 13% of the total national population ages 5 and over and account for over 60% of the population that speaks a language other than English at home in 2020.³

There is also the need for improved availability and accessibility to language services and resources for clients given that 39% of staff noted that they encounter one to five non-English speaking (or LEP) individual(s) on a weekly basis. This provides insight to the current volume of LEP customers that the agency is serving based on staff interactions.

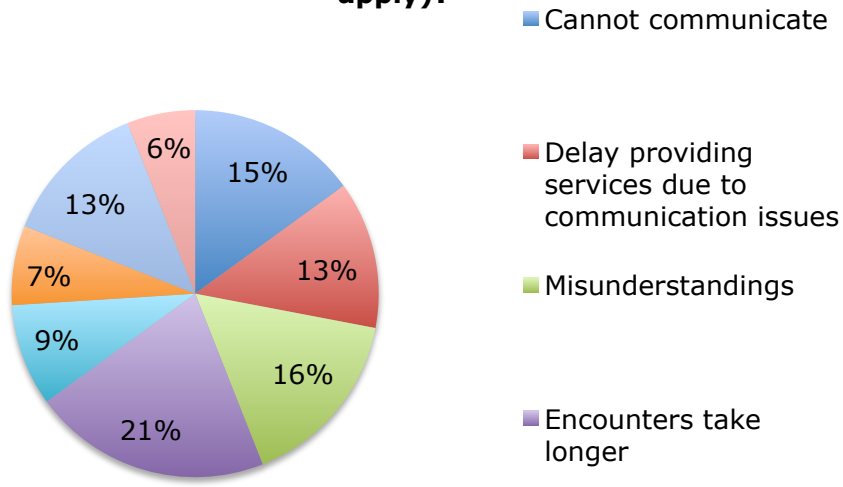
³ Ortman, Jennifer. and Shin, Hyon. "Language Projections: 2010 to 2020" <https://www.census.gov/hhes/socdemo/language/data/acs/Ortman_Shin_ASA2011_paper.pdf>

15. How many non-English speaking individuals do you encounter in your organization on a weekly basis?

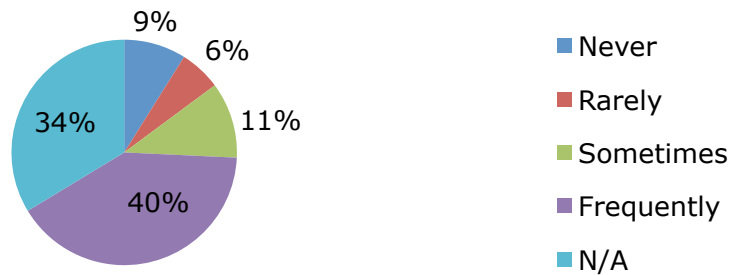


Staff indicates that encounters take longer when facing individuals who speak little or no English, followed by having misunderstandings and not being able to mutually communicate. Thus, if appropriate resources become available, challenges in encounters between staff and clients can be significantly reduced. One staff member in the Division of Public Health (DPH) stated that an area of improvement would be *"translation of documents for clients into languages besides Spanish and English."* Having an equitable amount of resources in languages representative of the clientele utilizing DHSS services can provide a better customer experience. The proper use of languages can also prevent mistakes in paperwork that can consequently impact the community's health and lead to economic inefficiencies within DHSS.

17. What kind of challenges are you facing with individuals who speak little or no English? (Select all that apply)?

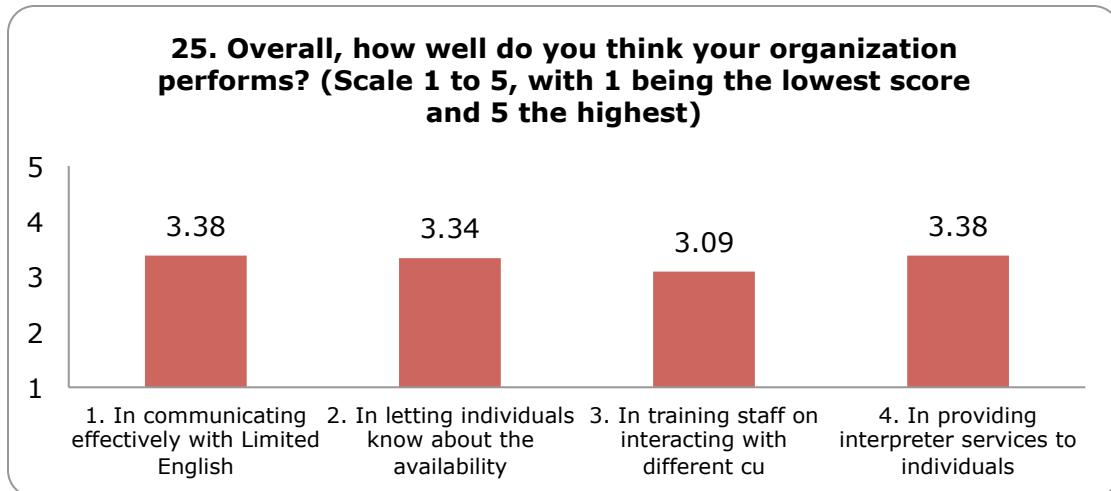


20. During the past six months how often were the following statements true for your organization?
 The department was encouraged to use trained interpreters to communicate with consumers who are Limited English Proficient (LEP)



Additionally, DHSS staff indicate that their organization ranks average in areas of communicating effectively with LEP individuals, letting them know about the availability of language services, and providing interpreter services to individuals. There is more work to be done in training staff on interacting with different cultures.

As one respondent stated in the open-ended question on what the barriers to promote health equity and culturally competent care are, *"Language is still the barrier to promote health equity and culturally [competent care]."* Alternatively, another responded that they would like *"that when a non-speaking English patient comes in they would know more English."*



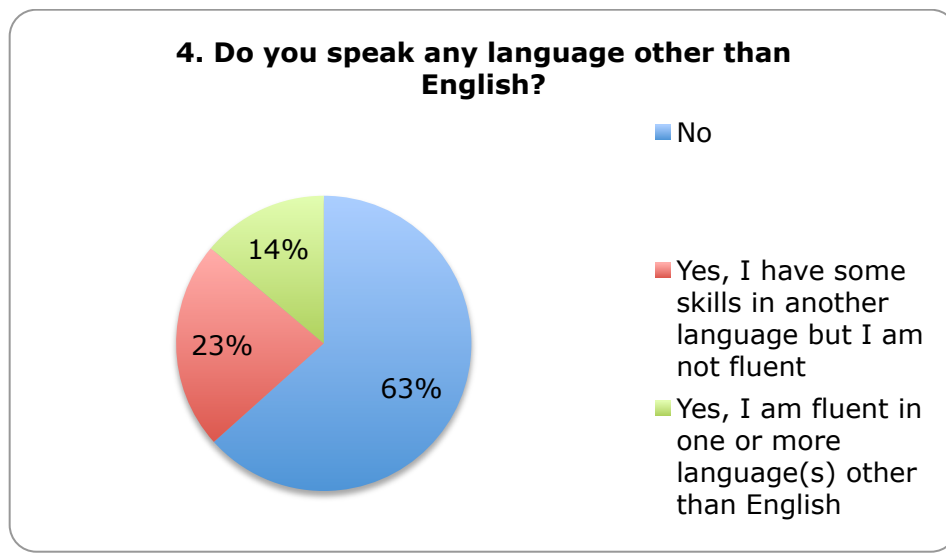
The following responses to the open-ended question, *"To promote a culture of diversity and inclusion and provide cultural competent services, what should be our number one area of improvement?"* provide support for increasing availability and accessibility to language services and resources for clients.

- *"Our number one area of improvement to promote a culture of diversity is to offer low cost or free classes to the employees who would like to learn other languages and other things concerning the various cultures."*
- *"More education on equitable and ethical interaction with clients who have physical limitations, mental health challenges, and diminished capacity."*
- *"Perhaps having agencies come in monthly or quarterly to do team-building sessions to help promote a culture of diversity and inclusion."*
- *"To have all resources, translations and interpretation provided to the population we serve in their native language. Accessing the language sometimes is not effective because the essence of the service we are providing is lost. Also the client express better when someone speaks their language and a better interaction and understanding is met."*

2. Bilingual and Multi-Cultural/Diverse Staff

Increasing the amount of languages spoken in the workplace can be improved given the current profile of DHSS staff across divisions.

- 63% of the workforce does not speak an additional language other than English and may not be representative of the changes occurring in Delaware's communities served.

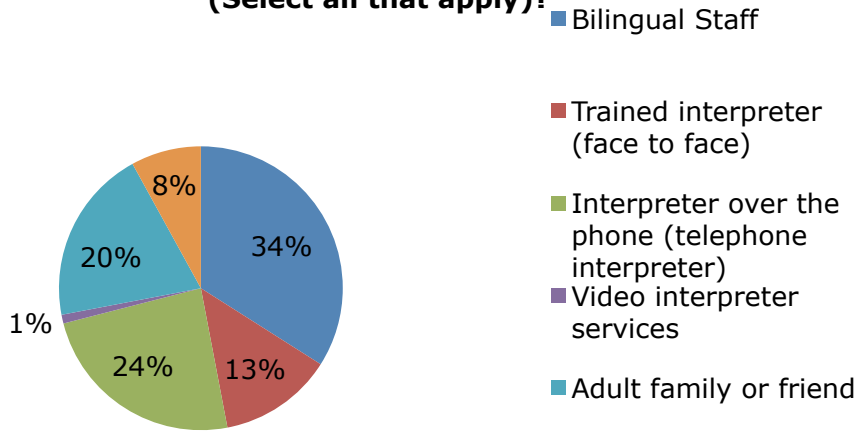


- 34% of the time, bilingual staff is utilized as a method of interpretation to communicate with Limited English Proficient (LEP) consumers/patients. Depending on work responsibilities, staff may not be able to provide quality interpretation and can also impact workplace retention if employee does not have the main responsibility to provide language services but is being utilized as so given lack of resources.

Overall, a more diverse workforce can better provide services and relate to clients.

- *"More bilingual staff members for Spanish-speaking clients, and more sensitivity training for all staff members."*
- *"More diverse training and people who speak a different language available in our offices or the capability of reaching out by phone to someone who may be able to help. I help Spanish speaking people at my office and when they call when confuse as to who to contact."*

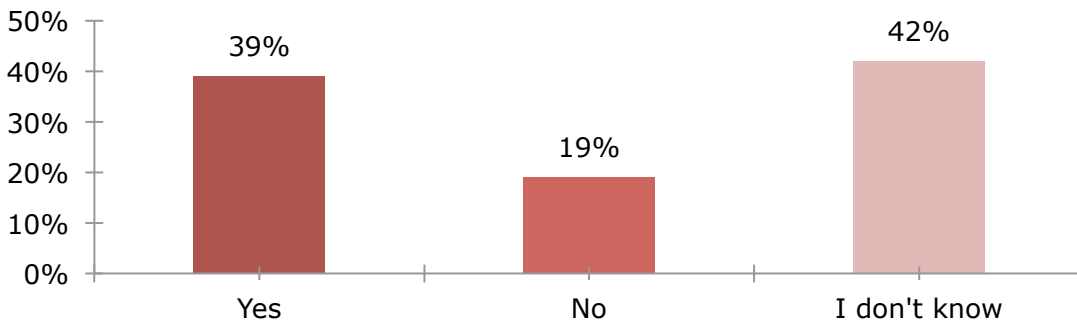
21. Please indicate which method(s) of interpretation are used by your organization to communicate with Limited English Proficient (LEP) consumers/patients (Select all that apply)?



3. Training on diversity, inclusion, languages

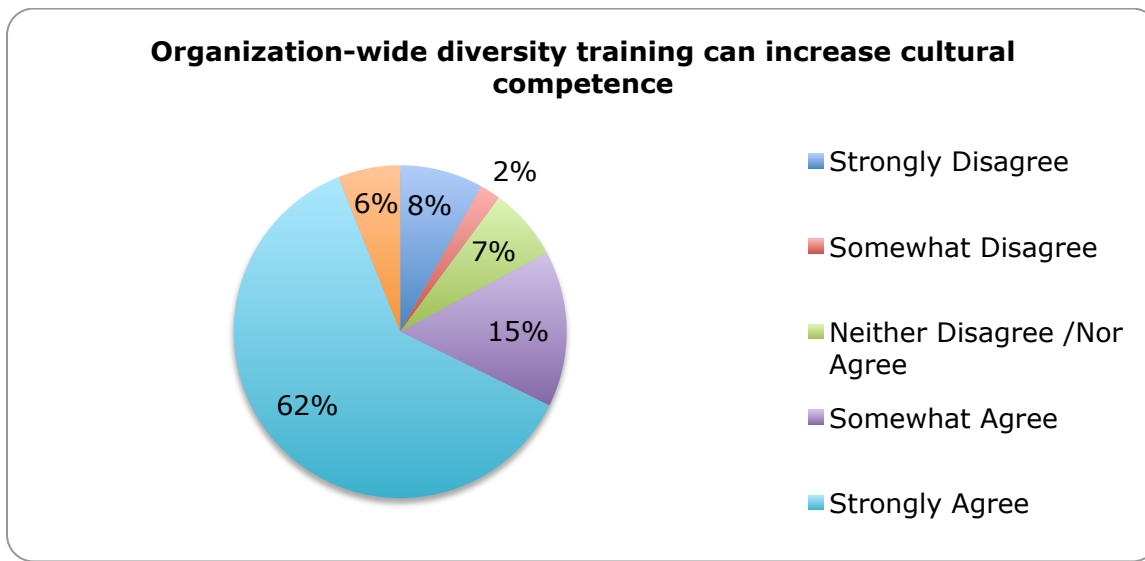
Many DHSS staff do not know the internal process regarding training at their site supported by the following data that demonstrates that 42% do not know if training is required/mandatory at their agency. By providing the proper training, topics such as diversity, inclusion, and languages can be better addressed in the workforce and with clients.

27. Is the training required/mandatory at your agency?



Additionally, to support the theme of training, 62% of respondents “strongly agree” that organization-wide training can increase cultural competence in relation to the meaning of diversity. This was based on responses to the following question:

“Diversity can mean different things to different people. Please indicate how strongly you agree or disagree with each statement presented below on what diversity means.”



Based on the word cloud below, which generates trends in the words most used—staff would like more training and services relating to diversity, culture, and languages. Many also voiced their opinion to the open-ended question “*What would you like to see as a result of this assessment?*” supporting the need for training or more of it, among other sentiments:

- *“Cultural and religious diversity. We have diversity training for everyone but it is the same thing every year. New people need to present and groups should be combined and not separated.”*
- *“DHSS wide trainings, tools and resources, to improve the capacity across all divisions for more cultural competent services to be provided for Delaware residents”*

Word cloud of responses to the question: “What would you like to see as a result of this assessment?”



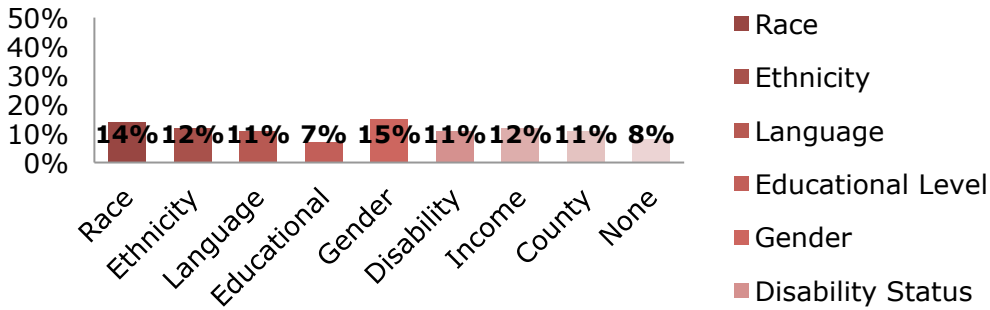
Open-ended responses to the question: “What are the barriers to promote health equity and culturally competent care?”

- *“Leadership buy in and investment of resources”*
- *“People from other countries trying to get services when they are not citizens.”*
- *“Personal biases, learned from infancy; employees and clients have them”*
- *“Staff who no matter how much you train still are very insensitive to people of different backgrounds starting within the dept.”*
- *“Lack of training, lack of caring, lack of sensitivity toward client’s needs”*

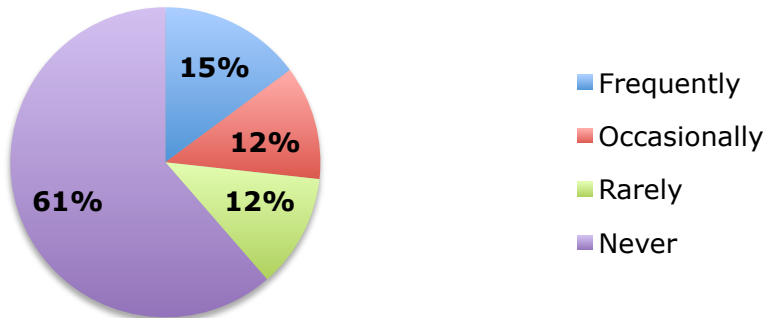
4. Reinforcement and implementation of data collection

The collection and analysis of data on clients including race, ethnicity and language (REaL) related to patient preferences and health outcomes is essential to the improvement of population health and establishing DHSS’s reputation for great care for all. At this time, there is no indication that REaL data is being collected, measured and managed appropriately. Less than 20% of data on client demographics is collected across the board, with 8% of staff indicating that no data is collected. Furthermore, majority of respondents selected that data on race, ethnicity, and language are “never” collected (61%).

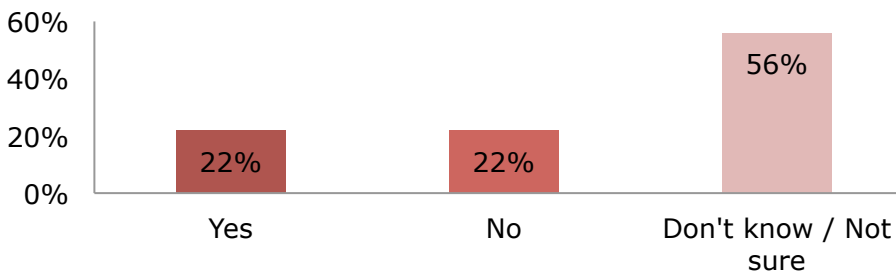
12. What types of data do you collect on these consumers/patients? (Select all that apply)?



13. How often is data on race, ethnicity, and preferred language collected?



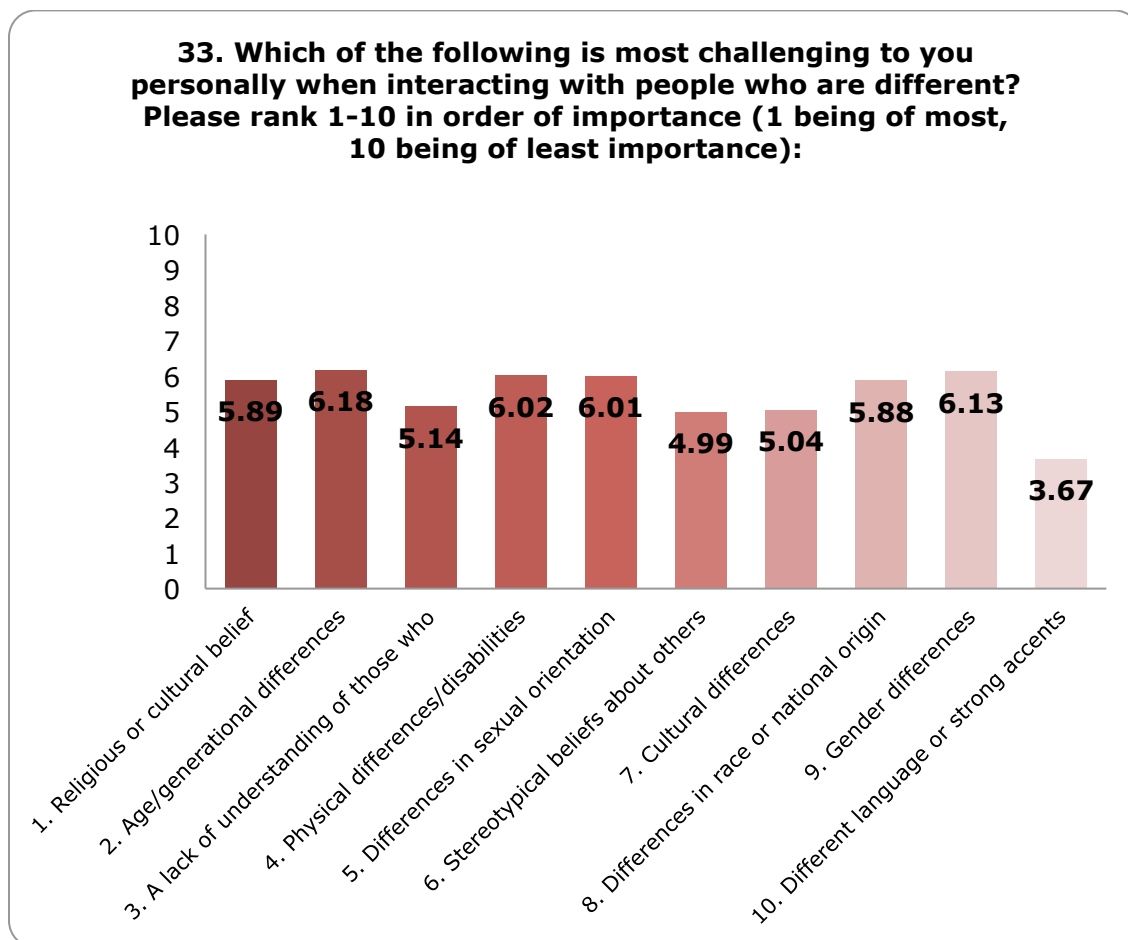
35. Does your agency assess literacy levels of consumer/patient accessing services?



5. Cultural sensitivity and bias

DHSS provides a range of services to clients including child support, Medicaid and Medicare management, and support to aging adults and those with physical disabilities. In alignment with a mission "to improve the quality of life for Delaware's citizens by promoting health and well-being, fostering self-sufficiency, and protecting vulnerable populations," DHSS has taken the right step in assessing its cultural and linguistic services. Yet, based on staff responses to open-ended questions and personal challenges when interacting with clients who are different, there can be improvements with cultural sensitivity and bias with diverse community members.

In addition to training, conversations and messaging regarding sensitivity and bias with clients can improve the provider-client relationship as well as increase staff morale, client satisfaction, and less human resource conflicts. On average, DHSS staff members have challenges with interacting with clients including those who speak different languages and have strong accents, have stereotypical beliefs about others, and have cultural differences.



Open-ended responses to the question: "To promote a culture of diversity and inclusion and provide cultural competent services, what should be our number one area of improvement?"

- "How to overcome when personal beliefs clash with our mission."
- "Teach people American values and culture."
- "Tired of focus in this country on 'Hispanic' population so much. Have many immediate family members that had no problem adjusting to learning the English language for vocal and written communications and understanding while following the American ways and still practicing personally their own beliefs and cultures in the privacy of their own homes and within certain groups/organizations in which they chose to become involved with. While NOT asking an entire country to change to meet EVERYONE's previous country of origin's way."
- "People with disabilities and others with access and functional needs are still not given equal access to facilities/buildings or facilities within buildings, even just to be able to work in a State of Delaware worksite."

Word cloud of responses: "To promote a culture of diversity and inclusion and provide cultural competent services, what should be our number one area of improvement?"



Word cloud of responses to the question: “What are the barriers to promote health equity and culturally competent care?”



APPENDIX B

Federally Qualified Health Centers (FQHC) Findings and Detailed Survey Results

Federally Qualified Health Centers (FQHC)

Findings and Detailed Survey Results

The majority of respondents from the three FQHCs in Delaware are:

- Hispanic, female, have been employed by their organization for five or more years
- Belong to the Millennial generation (born between 1981 - 2000)
- Non-Clinical Staff (including those that responded "other")
- Fluent in one or more language(s) other than English
- Work in the County of Sussex

In assessing the current state of language provision and the accessibility to these services, the five major themes found in the assessment of the quantitative and qualitative data gathered for FQHCS are the following:

1. Data on race, ethnicity, and preferred language is being collected
2. Majority of staff is aware to providing cultural and linguistic competent care
3. Training on diversity, inclusion, languages, and internal processes needed
4. More availability and accessibility to language services and resources
5. Lack of information and resources on processes and resources available

These themes will help guide the DHC and FQHCs in the area in measures to support Delaware's growing diverse population and to ensure consistent delivery of multi-cultural and language services to the community.

Overall Findings

The following is a summary of the themes that will drive the organization's cultural competence and language services strategy. Based on initial analysis of the data, we find that healthcare providers in Delaware can:

- Provide more training to healthcare staff on how to interact with patients of different backgrounds. Training and resources to staff can help improve interactions as respondents noted that encounters took longer mostly because of delays in communication and misunderstandings. Patient

engagement and improved communication are crucial in providing high quality care and services that meet the needs of the community. This will also help each FQHC with patient satisfaction and create loyalty.

In analyzing the demographic differences among respondents, the American Indian/Alaska Native, Pacific Islanders categories did not have enough respondents to provide statistically significant results. This can be a consideration for FQHCs to hire staff of these underrepresented groups.

In alignment with providing culturally competent services, staff at FQHCs should receive value-added training on how to interact with customers of diverse backgrounds.

Staff respondents had the opportunity to include their thoughts in open-ended questions. Some highlights include the desire for more diversity and culturally competency training. For example, when asked what the respondent would like to see as a result of this assessment, this was a highlight:

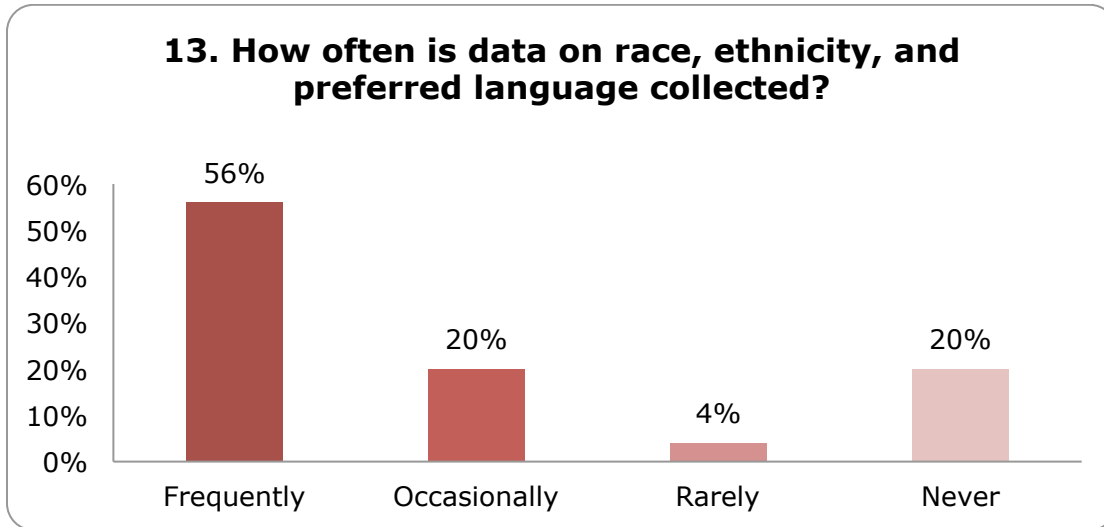
- *"Funding for interpreting trainings and certifications of staff, reimbursement for interpreting when provided to patients, Cultural-Linguistic trainings available for healthcare professionals, better tools for non-English Speaking patients to obtain the (educational, social/healthcare) assistance they need in their communities."*
- *"Cultural sensitivity and inclusion trainings"*

Additional highlights include the desire for specific training:

- *"Cultural diversity training would be helpful to some employees, however I feel most are competent. What we desperately need is that the interpreters go through MEDICAL INTERPRETER TRAINING. This is always being offered in the State, but I have not known of any of our interpreters attending this training."*
- *"Diversity training specific for Providers"*
- *"Trainings that will help us better serve our patients. That as an organization we could come up with an "across the table" way of listening to what our patients need without letting our ideas of what they need interfere or delay treatment"*

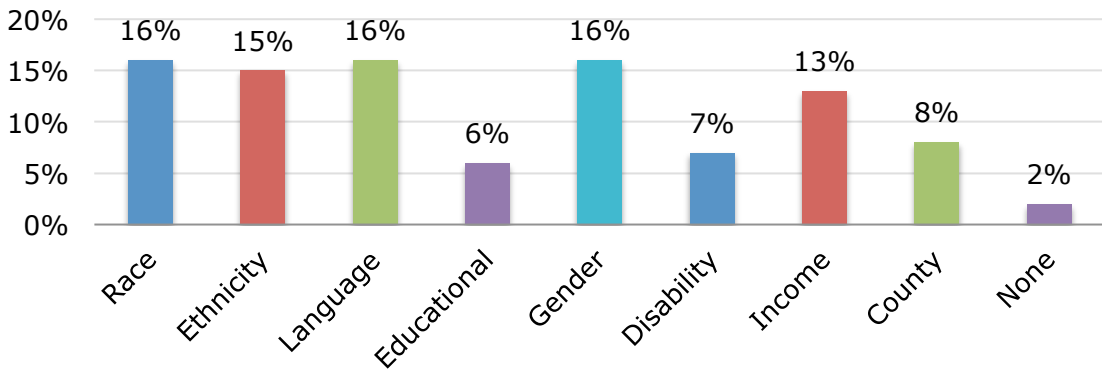
Breakdown of Themes

1. Data on race, ethnicity, and preferred language is being collected



Data on race, ethnicity, and preferred language is being collected as respondents stated that this information was gathered more than half the time—56%. 20% noted that it was occasionally collected. Health organizations in Delaware can improve their data collection methods, as this information will help drive how to better provide care to groups with specific needs. For example, 7% of respondents noted collecting information on a consumer’s/patient disability status. Such individuals may not automatically disclose their disability status, thus it is important to systematically collect this information.

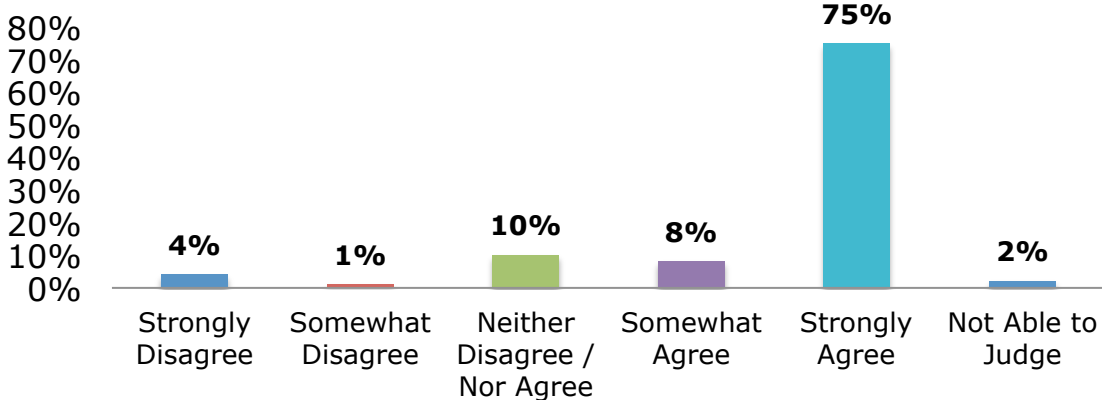
12. What types of data do you collect on these consumers/patients? (Select all that apply)?



2. Majority of staff is aware to providing cultural and linguistic competent care

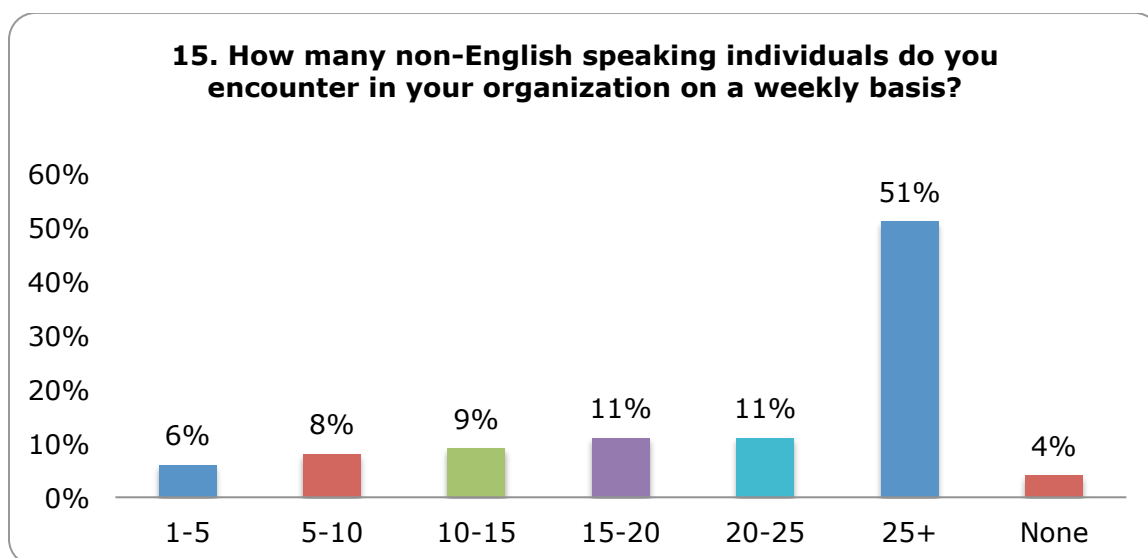
Based on staff responses to the following question: 32. "Diversity" can mean different things to different people. Please indicate how strongly you agree or disagree with each statement presented below on what diversity means, it is apparent that staff understand the meaning of diversity in relation to the health care they are providing. 75% strongly agree that understanding personal bias can influence decisions about members of other cultural groups. 84% strongly agree that diversity also means fair and respectful treatment for everyone, while 76% strongly agree that organization-wide diversity training can increase cultural competence.

Understanding how personal bias can influence decisions about members of other cultural groups



3. Training on diversity, inclusion, languages, and internal processes

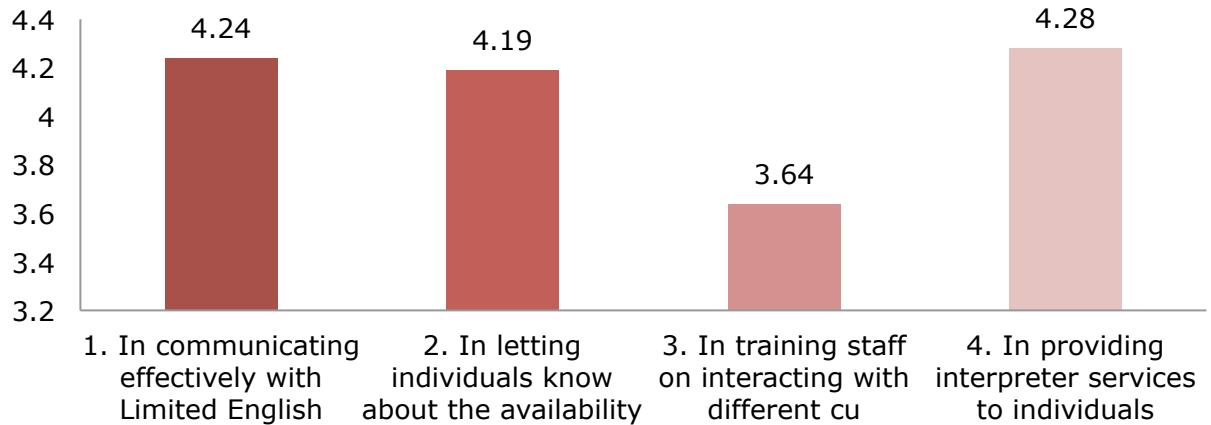
The graphs under this theme demonstrate the need for improved availability and accessibility to language services and resources for clients that do not speak English. According to staff, the racial and ethnic breakdown of the consumers/patients accessing services is majority Hispanic (24%), followed by Black/African American and White/Caucasian, both with 22%.



The current volume of Limited English Proficient (LEP) patients is generally high for the participating FQHCs in this survey. Accordingly, at least 25 patients are encountered on a weekly basis that are non-English speaking. Based on *Language Projections: 2010 to 2020* by the U.S. Census Bureau, Spanish speakers will represent about 13% of the total national population ages 5 and over and account for over 60% of the population that speaks a language other than English at home in 2020.⁴ There is the need for improved availability and accessibility to language services and resources for patients.

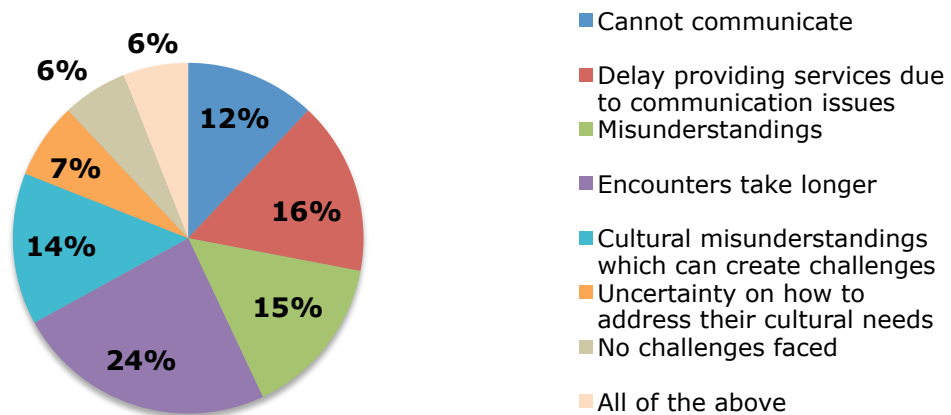
⁴ Ortman, Jennifer. and Shin, Hyon. "Language Projections: 2010 to 2020"
<https://www.census.gov/hhes/socdemo/language/data/acs/Ortman_Shin_ASA2011_paper.pdf>

25. Overall, how well do you think your organization performs? (Scale 1 to 5, with 1 being the lowest score and 5 the highest)



Additionally, staff indicate that their organization ranks the least in training staff on interacting with different cultures. Other domains in this question were ranked close to the highest satisfaction score of 5. There is more work to be done in training staff to interact with patients with different backgrounds and cultures.

17. What kind of challenges are you facing with individuals who speak little or no English? (Select all that apply)?



Staff also indicates that encounters take longer (24%) when facing individuals who speak little or no English, followed by delays in providing services (16%) and having misunderstandings (15%). Thus, if appropriate resources become available, challenges in encounters between staff and patients can be significantly reduced. Having an equitable amount of resources in languages representative of the clientele utilizing FQHC services can provide a better customer experience. The proper use of languages can also prevent mistakes in paperwork that can consequently impact the community’s health and lead to economic inefficiencies.

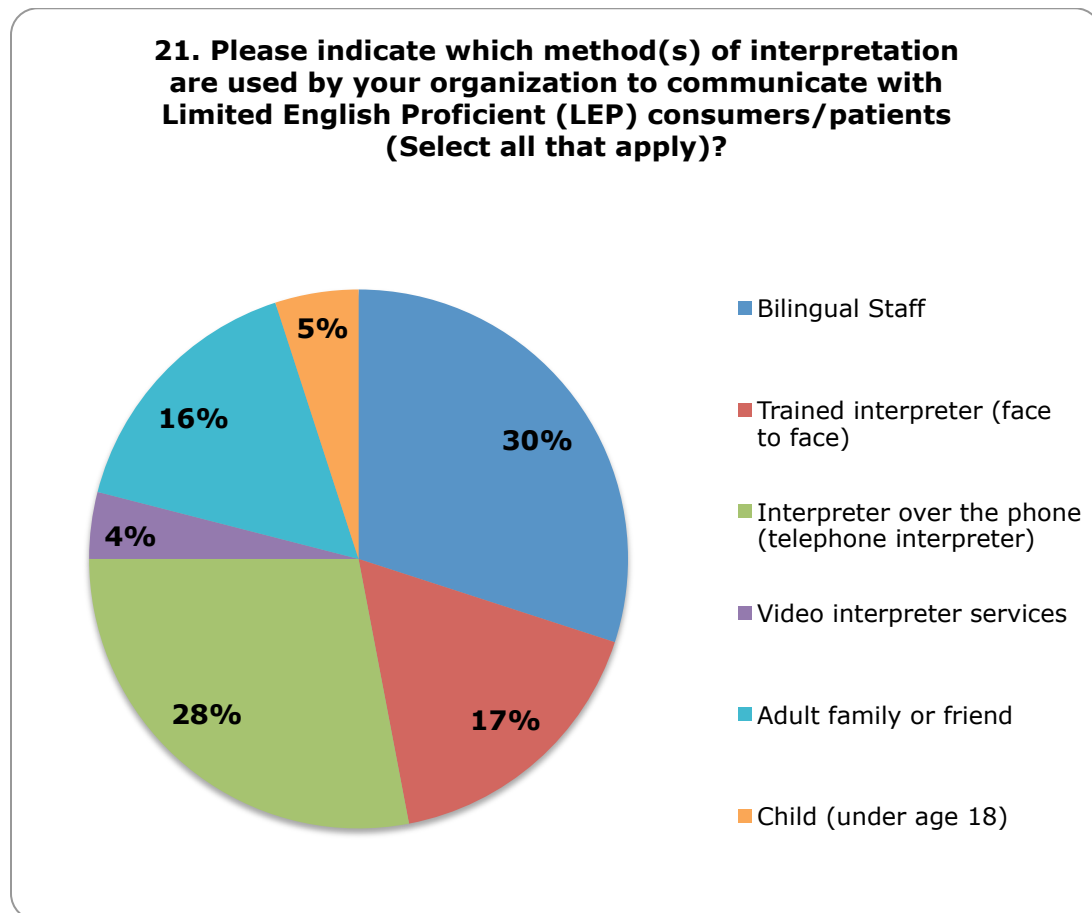
As one respondent stated in the open-ended question on what the barriers to promote health equity and culturally competent care are, *“Create a training dept. and refresher courses. We learn everyday but, how else can the organization be certain that we are learning what we need and not what someone else though it was important to share on their behave.”*

Based on the word cloud below, which generates trends in the words most used—staff would like more training and services relating to diversity, culture, and languages.

Word cloud of responses to the question: “What would you like to see as a result of this assessment?”



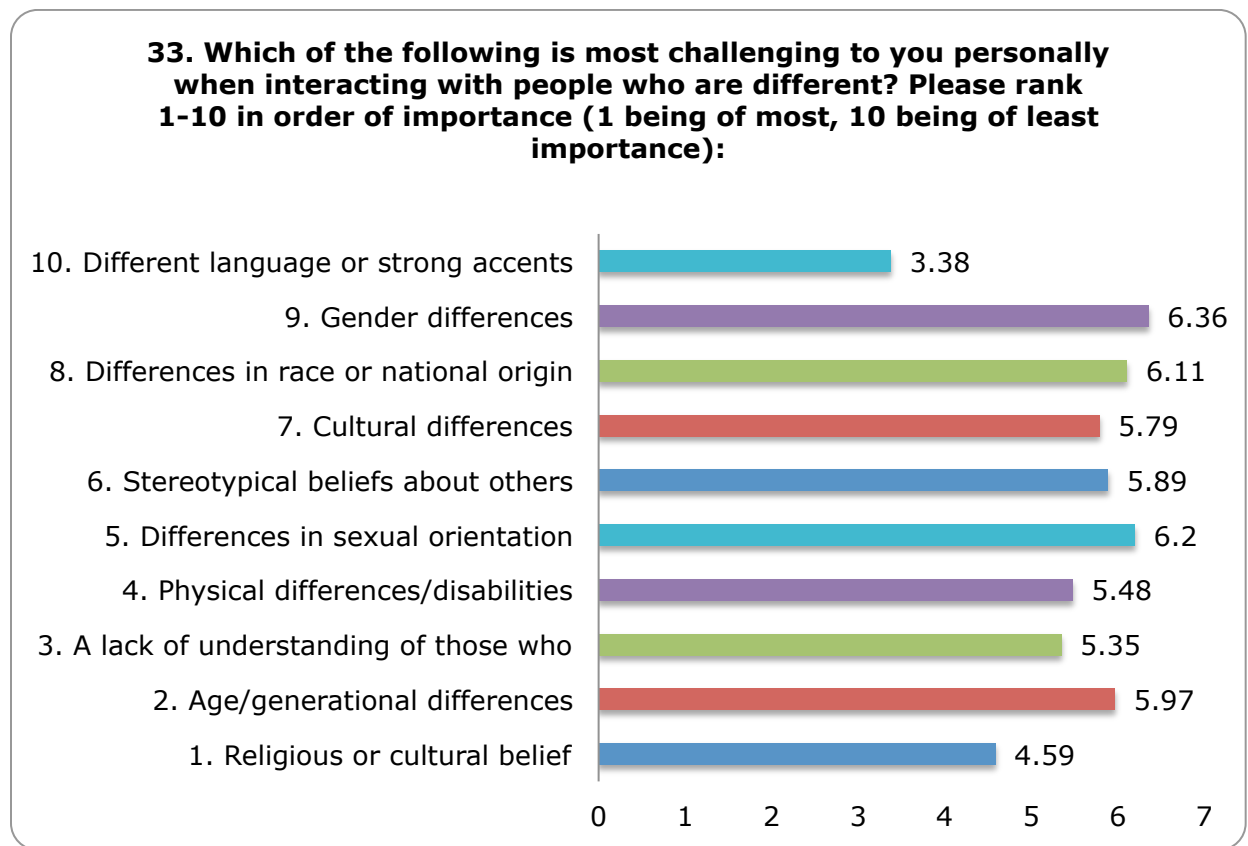
interpretation to communicate with Limited English Proficient (LEP) patients. Depending on work responsibilities, staff may not be able to provide quality interpretation and can also impact workplace retention if employee does not have the main responsibility to provide language services but is being utilized as so given lack of resources. This is also supported by a respondent in an open-ended question, "Getting certified interpreters and translators instead of depending on other staff members."



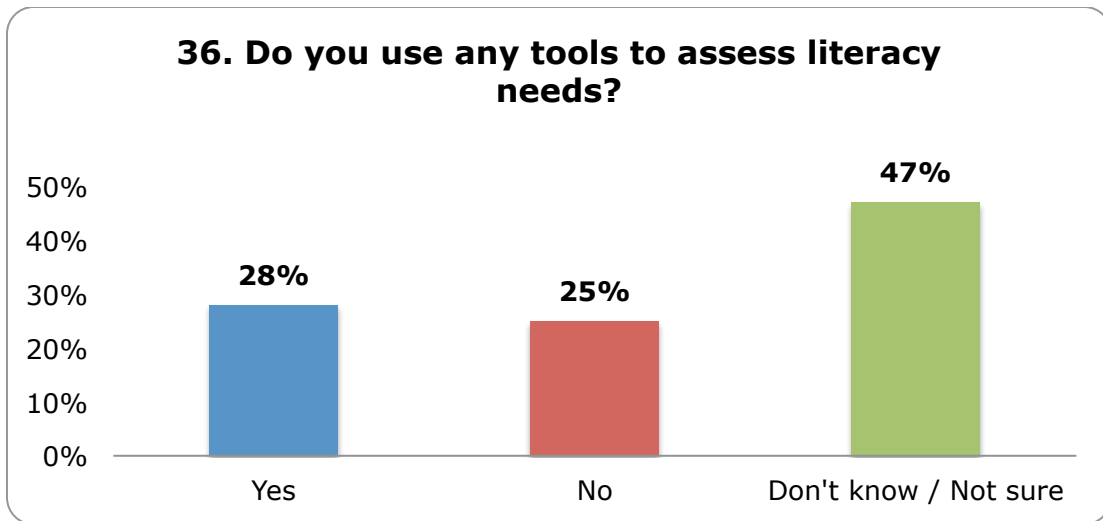
Staff also indicate that they had the most difficulty when interacting with people who speak a different language or have strong accents. By providing the correct tools and resources to interact with patients who speak a different language, staff can mitigate challenges such as delaying care provision or utilizing alternative interpretation sources such as having an adult family or friend interpret for a

patient. This can lead to medical errors and unforeseen situations such as divulging protected health information.

We commend the three FQHCs regarding this theme. Providers ask questions to ensure consumers/patients have understood what they have been told 82% of time.



Based on the qualitative data gathered for FQHCs, many consumers note the lack of information and resources on financial processes and resources available to them. Basic information on how the healthcare system works can also be improved. It is important to note that literacy plays an important role when providing information to consumers because it has to be easy to understand. Otherwise, it can be an inefficient use of financial resources on behalf of a healthcare organization. When asked if any tools were utilized to assess literacy needs, majority of respondents did not know. Additional information is included in the findings for the focus groups.



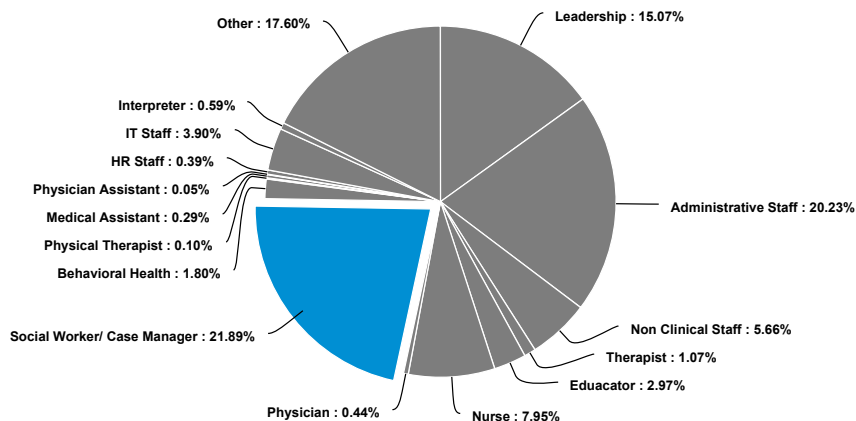
APPENDIX C

DHSS & FQHC Data



Survey Report: Delaware Hispanic Commission- DHSS

1. What is your current job category? (Select more than one if applicable).



Answer	Count	Percent	20%	40%	60%	80%	100%
Leadership	309	15.07%	[Progress bar]				
Administrative Staff	415	20.23%	[Progress bar]				
Non Clinical Staff	116	5.66%	[Progress bar]				
Therapist	22	1.07%	[Progress bar]				
Educator	61	2.97%	[Progress bar]				
Nurse	163	7.95%	[Progress bar]				
Physician	9	0.44%	[Progress bar]				
Social Worker/ Case Manager	449	21.89%	[Progress bar]				
Behavioral Health	37	1.8%	[Progress bar]				
Physical Therapist	2	0.1%	[Progress bar]				
Medical Assistant	6	0.29%	[Progress bar]				
Physician Assistant	1	0.05%	[Progress bar]				
HR Staff	8	0.39%	[Progress bar]				
IT Staff	80	3.9%	[Progress bar]				
Interpreter	12	0.59%	[Progress bar]				
Other	361	17.6%	[Progress bar]				

Total 2051 100 %

1. What is your current job category? (Select more than one if applicable). - Text Data for Other

08/17/2016	26481941	cna
06/14/2016	26395770	cna
06/09/2016	26387608	Supervisor
06/09/2016	26387529	Volunteer Coordinator
06/08/2016	26384722	staff development
06/07/2016	26382824	chemist
06/07/2016	26382824	chemist
06/07/2016	26382824	chemist
06/07/2016	26382824	chemist
06/07/2016	26382824	chemist
06/07/2016	26382824	chemist
06/06/2016	26381913	Food Service Supervisor
06/06/2016	26381241	WIC/SST
06/06/2016	26381200	TPL specialist

06/06/2016	26380901	Certified Dental Assistant
06/06/2016	26380899	Case Manager
06/06/2016	26380893	cook
06/06/2016	26380871	Investigator
06/06/2016	26380821	temp clerical
06/06/2016	26380697	Program Compliance
06/06/2016	26380679	Custodial Supervisor 1
06/06/2016	26380645	CNA
06/06/2016	26366072	Chaplain
06/06/2016	26380589	Investigator
06/06/2016	26380510	Purchasing Coordinator
06/05/2016	26367855	ATF
06/05/2016	26379795	cna
06/03/2016	26379064	Environmental Health Specialist II
06/03/2016	26379047	Crisis Intervention
06/03/2016	26378977	cna
06/03/2016	26378908	Crisis Intervention
06/03/2016	26378683	Environmental Health
06/03/2016	26378619	Employment and Training Contract Specialist
06/03/2016	26378598	planner
06/03/2016	26378590	wic
06/03/2016	26378579	cna escort
06/03/2016	26378574	Clerical staff
06/03/2016	26378569	FGP supervisor
06/03/2016	26378561	Volunteer Services Coordinator
06/03/2016	26378558	Accounting
06/03/2016	26378552	social service tech
06/03/2016	26378541	Social Service Clerk
06/03/2016	26378529	contract veterinarian
06/03/2016	26378505	Epidemiologist
06/03/2016	26378480	dietary
06/03/2016	26378228	Senior Health Rep
06/03/2016	26378053	temp
06/03/2016	26378013	Procurement
06/03/2016	26377951	cosmetogist
06/02/2016	26377668	CNA
06/02/2016	26377129	D
06/02/2016	26377011	Bi-Lingual Social Service Technician
06/02/2016	26376679	Data Entry Tech
06/02/2016	26376638	Social Services Tech
06/02/2016	26376607	support
06/02/2016	26376579	Receptionist
06/02/2016	26376354	cdc
06/02/2016	26376353	Dentist
06/02/2016	26376313	Collections Officer
06/02/2016	26376308	Program manager
06/02/2016	26376285	Administrator
06/02/2016	26376179	Social Service Specialist
06/02/2016	26376137	phys plt maint trade mech III
06/02/2016	26376012	tpl analyst
06/02/2016	26376006	Cosmetologist

06/02/2016	26375992	Investigator
06/02/2016	26375986	Collections
06/02/2016	26375975	sss iii
06/02/2016	26375963	Nutrition
06/02/2016	26375955	program staff
06/02/2016	26375893	Investigator
06/01/2016	26375190	TPL Analyst
06/01/2016	26375049	security/matanence
06/01/2016	26374706	Active Treatment Facilitator
06/01/2016	26374658	Investigator
06/01/2016	26374485	management
06/01/2016	26374263	Fiscal
06/01/2016	26374225	Social Service Specialist II
06/01/2016	26374111	child support specialist
06/01/2016	26366263	Accounting Specialist
06/01/2016	26374043	Public Health Worker
06/01/2016	26373978	child support specialist
06/01/2016	26373962	Support Staff
06/01/2016	26373890	Labor Relations
06/01/2016	26373901	Accountant
06/01/2016	26373805	Accountant
06/01/2016	26373772	security
06/01/2016	26373749	program director
06/01/2016	26373734	Accounting
06/01/2016	26373701	Fiscal
06/01/2016	26373697	child support specialist
06/01/2016	26373661	Child Support Specialist
06/01/2016	26373650	Supervisor
06/01/2016	26373609	Investigator
06/01/2016	26373605	OSS
06/01/2016	26373585	Casual/Seasonal
06/01/2016	26373576	HPC
06/01/2016	26373563	Programmer
06/01/2016	26373573	Finance
06/01/2016	26373536	QI
06/01/2016	26373058	social service tech
06/01/2016	26373005	Program Evaluator
05/31/2016	26372053	CNA
05/31/2016	26371619	Certified Nursing Assistant
05/31/2016	26371396	certified Nursing Assistant
05/31/2016	26370650	CNA
05/31/2016	26370641	CNA
05/31/2016	26370462	compliance nurse
05/31/2016	26370347	Volunteer Coordinator
05/31/2016	26370333	DE WONDER
05/30/2016	26369871	Certified Nursing Assistant
05/30/2016	26369702	CNA
05/28/2016	26368240	ATF/CNA
05/27/2016	26368040	Food service worker
05/27/2016	26367841	ATF

05/27/2016	26367781	store & supply tech
05/27/2016	26367696	Active Treatment Facilitator
05/27/2016	26367654	Accounting
05/27/2016	26367544	Account Specialist
05/27/2016	26367545	Administrator
05/27/2016	26367541	Marketing
05/27/2016	26367533	Chemist
05/27/2016	26367531	maintenance
05/27/2016	26367522	warehouse
05/27/2016	26367425	Supervisor
05/27/2016	26367243	Environmental Health
05/27/2016	26367227	Social Service Specialist
05/26/2016	26366975	cna
05/26/2016	26366747	Social Servide Tech
05/26/2016	26366672	CNA
05/26/2016	26366668	MAIL
05/26/2016	26366639	Epidemiologist
05/26/2016	26366632	Certified Nursing Assistant
05/26/2016	26366579	Health Inspector
05/26/2016	26366555	mid level management
05/26/2016	26366532	cook
05/26/2016	26366526	inspector
05/26/2016	26366391	Environmental
05/26/2016	26366313	statistic and research dept
05/26/2016	26366308	clinical staff
05/26/2016	26366305	Social Service Tech
05/26/2016	26366290	Evaluator
05/26/2016	26366277	Nutritionist
05/26/2016	26366269	outreach specialist
05/26/2016	26366196	child support specialist
05/26/2016	26366191	Social Servide Tech
05/26/2016	26366120	Microbiologist (Lab)
05/26/2016	26366113	Social Service Specialist III
05/26/2016	26366104	supervisor housekeeping
05/26/2016	26366109	Admin Specialist 1
05/26/2016	26366107	CNA
05/26/2016	26366084	Ombudsman
05/26/2016	26366070	admin.
05/26/2016	26366065	Social Service Tech
05/26/2016	26366057	Social Service Tech
05/26/2016	26366031	Social Service Tech
05/26/2016	26366010	Microbiologist
05/26/2016	26366001	Labor
05/26/2016	26365992	Chplain
05/26/2016	26365961	nurse practitioner
05/26/2016	26365953	Accountant
05/26/2016	26365941	Technoilogist
05/26/2016	26365942	inspection
05/26/2016	26365806	Account Specialist
05/26/2016	26365926	Informatics
05/26/2016	26365906	Maintenance

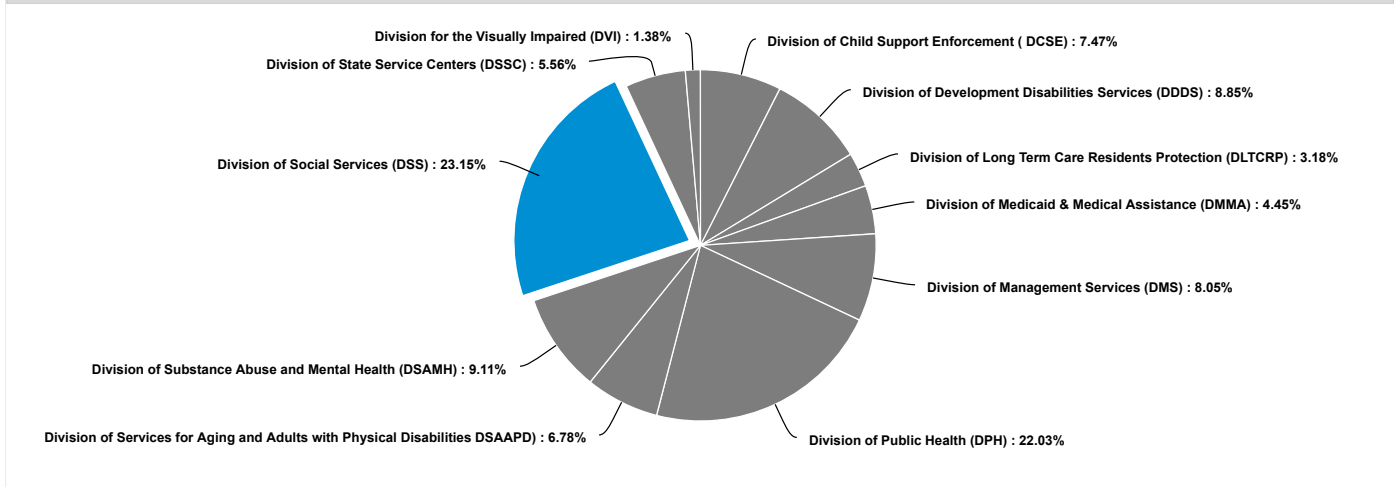
05/26/2016	26365898	maintenance
05/26/2016	26365846	Accounting
05/26/2016	26365895	Finance
05/26/2016	26365893	specialist 1
05/26/2016	26365878	Social Service Administrator
05/26/2016	26365856	Scientist
05/26/2016	26365846	Support Staff
05/26/2016	26365845	SST
05/26/2016	26365715	Child Support Specialiaist
05/26/2016	26365785	Nutritionist
05/26/2016	26365779	Social Service Technician
05/26/2016	26365772	Community Relations
05/26/2016	26365757	Data Processing
05/26/2016	26365743	WIC SST
05/26/2016	26365739	Fiscal
05/26/2016	26365742	certified nursing assistant
05/26/2016	26365734	Child support Specialist II
05/26/2016	26365722	data analyst
05/26/2016	26365725	Engineer
05/26/2016	26365735	Child Support Specialist
05/26/2016	26365731	Nutritionist
05/26/2016	26365727	Operational Support Specialist
05/26/2016	26365719	Microbiologist
05/26/2016	26365707	Supervisor
05/26/2016	26365704	Environmental Health Specialist II
05/26/2016	26365592	CNA
05/26/2016	26365699	Social Service Specialist
05/26/2016	26365690	Logistics
05/26/2016	26365656	Vulnerable Populations Coordinator
05/26/2016	26365654	Public Health Manager
05/26/2016	26365661	Investigator
05/26/2016	26365664	SST
05/26/2016	26365644	receptionist
05/26/2016	26365635	Dental
05/26/2016	26365634	Sr. Social Worker/ Case Manager
05/26/2016	26365628	Finance
05/26/2016	26365623	Investigator
05/26/2016	26365612	Social Service Tech.
05/26/2016	26365602	social swervice tehnician
05/26/2016	26365594	Dental Assistant
05/26/2016	26365609	Investigator
05/26/2016	26365613	QA
05/26/2016	26365595	Social Services Technician
05/26/2016	26365586	Investigator
05/26/2016	26365580	support specialist
05/26/2016	26365581	Planning and Policy Administrator
05/26/2016	26365566	Social Services Administrator
05/26/2016	26365561	CHILD SUPPORT SPECIALIST III
05/26/2016	26365557	QI
05/26/2016	26365556	P/t Behavior Analyst and State Social Service Specialist I
05/26/2016	26365552	CSS II

05/26/2016	26365549	Transition Assistant
05/26/2016	26365474	Social Service tech
05/26/2016	26365424	supervisor
05/26/2016	26365388	Educator
05/26/2016	26365375	Data Entry Tech
05/26/2016	26365339	clerk
05/26/2016	26365318	Tech Support
05/26/2016	26365261	tech
05/25/2016	26363879	tech
05/25/2016	26363877	Social Services Technician
05/25/2016	26363853	Outreach Specialist
05/25/2016	26363844	UR, clinical
05/25/2016	26363841	Seasonal Social Worker Supervisor
05/25/2016	26363840	MA II
05/25/2016	26363836	Policy administrator
05/25/2016	26363776	css
05/25/2016	26363709	breast feeding counselor
05/25/2016	26363649	Environmental Health
05/25/2016	26363620	Fiscal Support Services
05/25/2016	26363602	accounting
05/25/2016	26363567	Vital Statistics clerk 1
05/25/2016	26363541	Public Health
05/25/2016	26363537	Manager
05/25/2016	26363480	Counselor
05/25/2016	26363437	environmental Scientist
05/25/2016	26363418	microbio
05/25/2016	26363405	Receptionist
05/25/2016	26363158	Acct. Specialist
05/25/2016	26363085	accountant
05/25/2016	26363065	Case Worker
05/25/2016	26363002	Vocational Rehabilitation Counselor
05/25/2016	26362985	Support Staff
05/25/2016	26362973	Support Staff
05/25/2016	26362969	Customer Service
05/25/2016	26362963	Accounting Staff
05/25/2016	26362946	CSS
05/25/2016	26362948	Child Support Specialist
05/25/2016	26362855	child support specialist
05/24/2016	26362263	Evaluator
05/24/2016	26361781	Radiation Control
05/24/2016	26361717	casual seasonal employee
05/24/2016	26361573	O&M for Visually Impaired
05/24/2016	26361526	other
05/24/2016	26360728	SOCIAL SERVICES SUPERVISOR
05/24/2016	26360684	Data Analysis
05/24/2016	26360647	Support Services
05/24/2016	26360574	investigator
05/23/2016	26359703	cna
05/23/2016	26359564	Investigator
05/23/2016	26359434	Investigator

05/23/2016	26359250	Social Services Administrator
05/23/2016	26359135	dietary
05/23/2016	26358637	Management Analyst III
05/23/2016	26358425	Fiscal
05/23/2016	26358284	Volunteer Services Coordinator
05/21/2016	26356783	CNA
05/20/2016	26354789	Social Service Tech
05/20/2016	26354571	Pharmacist
05/20/2016	26354332	Fiscal
05/20/2016	26354076	Childcare Monitor
05/20/2016	26354058	Dietitian
05/20/2016	26354007	OSS
05/20/2016	26353982	Clinic Manager
05/20/2016	26353974	Policy Admin
05/20/2016	26353963	management analyst
05/20/2016	26353873	Business Consultant - Employment/Entrepreneurial Services
05/19/2016	26353409	housewkeeping
05/19/2016	26353221	Educator NOT Educator
05/19/2016	26353112	cna
05/19/2016	26353039	Administrative Assistant 1
05/19/2016	26352794	Program Director
05/19/2016	26352770	Security
05/19/2016	26352767	DSS Technician
05/19/2016	26352764	Dental Hygienist
05/19/2016	26352763	Dental Assisatnt
05/19/2016	26352762	Program Manager
05/19/2016	26352702	Nutritionist
05/19/2016	26352682	public affairs specialist
05/19/2016	26352671	analyst
05/19/2016	26352665	Environmental Scientist
05/19/2016	26352660	Social Services Tech. WIC Program
05/19/2016	26352651	Social Service Specialist II
05/19/2016	26352642	Data Analyst/Program Evaluator
05/19/2016	26352434	Data Entry
05/19/2016	26352408	DHSS Technician
05/19/2016	26352381	inspector
05/19/2016	26352365	other
05/19/2016	26352359	Other
05/19/2016	26352257	Analyst
05/19/2016	26352240	Director
05/19/2016	26352208	Peer
05/19/2016	26352142	Supervisor
05/19/2016	26352126	support staff
05/19/2016	26352088	Management Analyst
05/19/2016	26352070	Social service Tech
05/19/2016	26352074	Social Service Technician
05/19/2016	26352042	account specialist
05/19/2016	26352002	Support Office Staff
05/19/2016	26351981	Educator and outside DHSS a therapist
05/19/2016	26351988	Planning
05/19/2016	26351980	supply distribution tech

05/19/2016	26351961	Contracts
05/19/2016	26351951	Dental Hygienist
05/19/2016	26351920	Program Coordinator
05/19/2016	26351921	dental provider
05/19/2016	26351909	healthcare manager
05/19/2016	26351875	Mgt Analyst
05/19/2016	26351873	Quality Management
05/19/2016	26351865	Epidemiologist
05/19/2016	26351861	operation support
05/19/2016	26351858	Dental Assistant
05/19/2016	26351834	dietary
05/19/2016	26351822	Social Services Administrator
05/19/2016	26351807	Preparedness Planner
05/19/2016	26351802	maintenance foreman
05/19/2016	26351758	administrative specialist I
05/19/2016	26351776	Branch Manager
05/19/2016	26351700	Public Health
05/19/2016	26351763	Administrator
05/19/2016	26351754	Program Staff
05/19/2016	26351747	Analyst
05/19/2016	26351736	Investigator
05/19/2016	26351701	MAIII/Grant
05/19/2016	26351662	Child Support Specialist
05/19/2016	26351659	Accounting
05/19/2016	26351656	DIS
05/19/2016	26351650	Operation Support Specialist

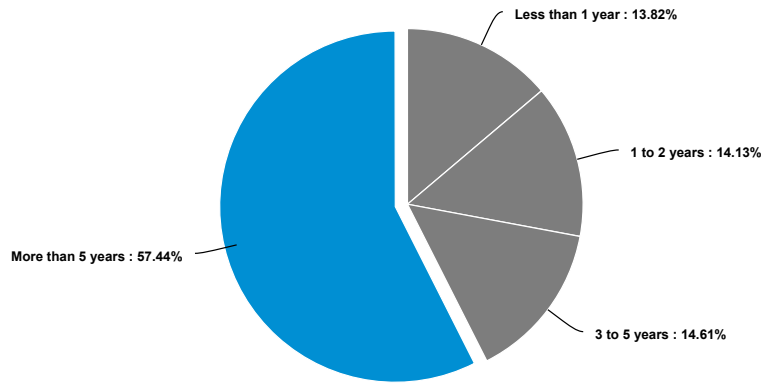
2. Which Division are you associated with?



Answer	Count	Percent	20%	40%	60%	80%	100%
Division of Child Support Enforcement (DCSE)	141	7.47%					
Division of Development Disabilities Services (DDDS)	167	8.85%					
Division of Long Term Care Residents Protection (DLTCRP)	60	3.18%					
Division of Medicaid & Medical Assistance (DMMA)	84	4.45%					
Division of Management Services (DMS)	152	8.05%					
Division of Public Health (DPH)	416	22.03%					
Division of Services for Aging and Adults with Physical Disabilities (DSAAPD)	128	6.78%					
Division of Substance Abuse and Mental Health (DSAMH)	172	9.11%					
Division of Social Services (DSS)	437	23.15%					

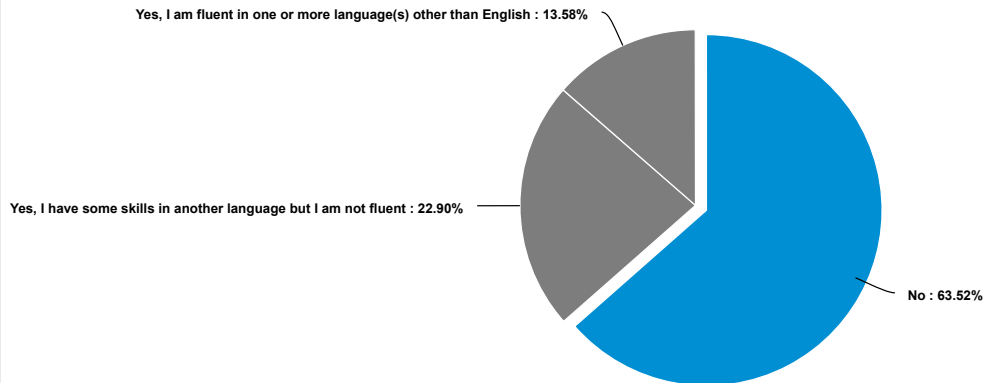
Division of State Service Centers (DSSC)	105	5.56%	
Division for the Visually Impaired (DVI)	26	1.38%	
Total	1888	100 %	

3. How long have you been with the DHSS?



Answer	Count	Percent	20%	40%	60%	80%	100%
Less than 1 year	261	13.82%					
1 to 2 years	267	14.13%					
3 to 5 years	276	14.61%					
More than 5 years	1085	57.44%					
Total	1889	100 %					

4. Do you speak any language other than English?



Answer	Count	Percent	20%	40%	60%	80%	100%
No	1151	63.52%					
Yes, I have some skills in another language but I am not fluent	415	22.9%					
Yes, I am fluent in one or more language(s) other than English	246	13.58%					
Total	1812	100 %					

5. If yes, what language/languages do you speak?

5. If yes, what language/languages do you speak?	
08/17/2016	26481941
08/01/2016	26462597
07/26/2016	26451464
07/09/2016	26425605
06/29/2016	26414854

06/27/2016	26411950	
06/14/2016	26395770	Swahili
06/14/2016	26394151	
06/10/2016	26389539	
06/10/2016	26389306	spanish
06/10/2016	26389026	Spanish
06/10/2016	26388913	
06/10/2016	26388735	
06/10/2016	26388685	
06/10/2016	26388684	
06/10/2016	26388658	
06/10/2016	26388655	
06/09/2016	26388129	
06/09/2016	26387884	
06/09/2016	26387816	
06/09/2016	26387646	Spanish
06/09/2016	26387642	
06/09/2016	26387613	English and Spanish
06/09/2016	26387608	Little Spanish, not fluent.
06/09/2016	26387610	
06/09/2016	26387599	N/A
06/09/2016	26387596	
06/09/2016	26387564	Gujarati
06/09/2016	26387563	
06/09/2016	26387556	
06/09/2016	26387551	
06/09/2016	26387536	
06/09/2016	26387533	
06/09/2016	26387529	
06/09/2016	26387528	English and Spanish
06/09/2016	26387526	
06/09/2016	26386853	
06/08/2016	26386385	GHANIAN LANGUAUE
06/08/2016	26386028	Spanish
06/08/2016	26385528	
06/08/2016	26384722	
06/08/2016	26384313	
06/07/2016	26383513	
06/07/2016	26382851	
06/07/2016	26382579	
06/07/2016	26382562	
06/07/2016	26382540	
06/07/2016	26373726	French
06/07/2016	26382511	
06/06/2016	26381913	
06/06/2016	26381764	Spanish, Creole
06/06/2016	26381753	n/a
06/06/2016	26381524	
06/06/2016	26381519	Spanish & French
06/06/2016	26381379	

06/06/2016	26381360	
06/06/2016	26381342	
06/06/2016	26381261	N/A
06/06/2016	26381259	
06/06/2016	26381255	Spanish
06/06/2016	26381241	Spanish/ Very little
06/06/2016	26381200	Spanish
06/06/2016	26381166	
06/06/2016	26381153	Spanish
06/06/2016	26381053	hindi can communicate with some Spanish
06/06/2016	26365951	Spanish
06/06/2016	26381025	
06/06/2016	26381013	
06/06/2016	26380996	Tamil(South Indian language)
06/06/2016	26365798	
06/06/2016	26380928	Spanish
06/06/2016	26380906	
06/06/2016	26380901	
06/06/2016	26380893	
06/06/2016	26380899	
06/06/2016	26380871	Spanish
06/06/2016	26365633	
06/06/2016	26380821	
06/06/2016	26380794	
06/06/2016	26380742	
06/06/2016	26380716	some spanish
06/06/2016	26380697	
06/06/2016	26380679	
06/06/2016	26380683	German
06/06/2016	26380661	
06/06/2016	26380656	
06/06/2016	26380649	
06/06/2016	26380647	
06/06/2016	26380645	
06/06/2016	26366072	Koine Greek, Hebrew, Spanish
06/06/2016	26380620	Spanish
06/06/2016	26380619	
06/06/2016	26380607	
06/06/2016	26380603	
06/06/2016	26380600	
06/06/2016	26380589	
06/06/2016	26380580	
06/06/2016	26380577	
06/06/2016	26380568	n/a
06/06/2016	26380567	
06/06/2016	26380537	
06/06/2016	26380531	
06/06/2016	26380513	
06/06/2016	26380510	
06/06/2016	26380484	

06/05/2016	26367855	
06/05/2016	26380307	
06/05/2016	26380213	
06/05/2016	26379880	
06/05/2016	26379795	
06/05/2016	26366268	Spanish
06/04/2016	26379554	Nepali
06/04/2016	26379501	spanish
06/04/2016	26379438	
06/04/2016	26379307	
06/04/2016	26379286	
06/04/2016	26379180	
06/04/2016	26379166	
06/04/2016	26379151	Spanish
06/04/2016	26379144	
06/04/2016	26379143	
06/04/2016	26379115	French
06/03/2016	26379086	Tagalog (Filipino)
06/03/2016	26379064	
06/03/2016	26379051	
06/03/2016	26379047	Some Spanish. Some ASL.
06/03/2016	26379014	Spanish
06/03/2016	26378995	French
06/03/2016	26378977	
06/03/2016	26378920	Akan, Ga
06/03/2016	26378908	Some Spanish Some ASL
06/03/2016	26370298	Spanish & English
06/03/2016	26378870	Spanish
06/03/2016	26378868	Spanish
06/03/2016	26378847	yoruba
06/03/2016	26378824	
06/03/2016	26378819	
06/03/2016	26378798	espanol poquito
06/03/2016	26378749	
06/03/2016	26378719	
06/03/2016	26378549	
06/03/2016	26376775	
06/03/2016	26378699	Spanish
06/03/2016	26378695	
06/03/2016	26378694	Spanish
06/03/2016	26378683	French, Spanish, Dutch
06/03/2016	26378692	Bilingual French, functional Spanish, intro Korean
06/03/2016	26378681	
06/03/2016	26378680	
06/03/2016	26378671	
06/03/2016	26378669	
06/03/2016	26378667	
06/03/2016	26378657	Spanish
06/03/2016	26378652	
06/03/2016	26378648	

06/03/2016	26378642	Tagalog and Ilokano
06/03/2016	26378635	
06/03/2016	26378636	
06/03/2016	26378625	
06/03/2016	26378622	
06/03/2016	26378619	
06/03/2016	26378621	
06/03/2016	26378618	N/A
06/03/2016	26378614	
06/03/2016	26378607	
06/03/2016	26378608	
06/03/2016	26378598	Spanish
06/03/2016	26378531	
06/03/2016	26378599	
06/03/2016	26378593	
06/03/2016	26378591	
06/03/2016	26378592	
06/03/2016	26378590	spanish
06/03/2016	26378588	Spanish
06/03/2016	26378583	
06/03/2016	26378585	Italian
06/03/2016	26378586	
06/03/2016	26378584	
06/03/2016	26378579	Cebuano, tagalog, basic spanish
06/03/2016	26378581	spanish
06/03/2016	26378580	Vietnamese
06/03/2016	26378574	Spanish / understand very little spanish
06/03/2016	26378578	Spanish ASL
06/03/2016	26378569	Spanish
06/03/2016	26378576	None.
06/03/2016	26378570	
06/03/2016	26378573	
06/03/2016	26378571	
06/03/2016	26378563	
06/03/2016	26378565	
06/03/2016	26378564	American Sign Language
06/03/2016	26378562	French, Spanish, Sign Language
06/03/2016	26378561	
06/03/2016	26378560	
06/03/2016	26378559	
06/03/2016	26378558	
06/03/2016	26378557	Spanish
06/03/2016	26378553	
06/03/2016	26378554	
06/03/2016	26378545	Filipino
06/03/2016	26378551	
06/03/2016	26378548	
06/03/2016	26378542	
06/03/2016	26378543	
06/03/2016	26378544	

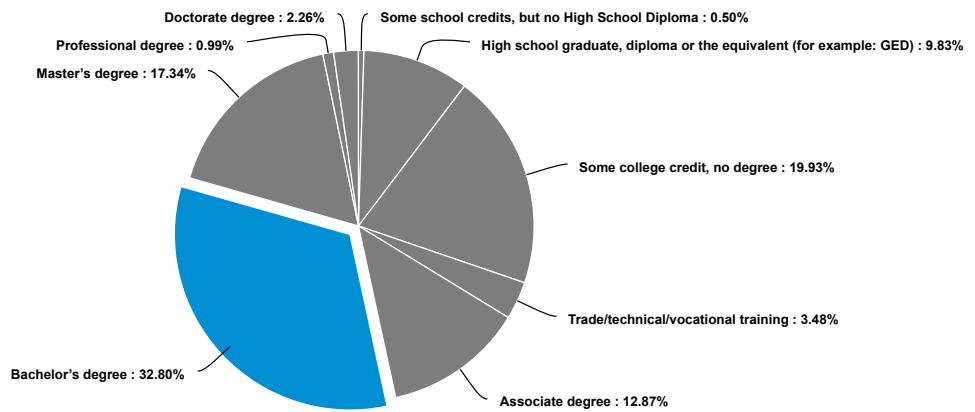
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06/03/2016	26378538	
06/03/2016	26365892	
06/03/2016	26378521	Spanish
06/03/2016	26378537	
06/03/2016	26378536	
06/03/2016	26378533	
06/03/2016	26378530	spanish
06/03/2016	26378534	French
06/03/2016	26378529	french and limited german
06/03/2016	26378526	
06/03/2016	26378527	
06/03/2016	26378523	English
06/03/2016	26378505	
06/03/2016	26378520	
06/03/2016	26378522	spanish
06/03/2016	26378519	
06/03/2016	26378518	multiple
06/03/2016	26378516	
06/03/2016	26378517	
06/03/2016	26378515	
06/03/2016	26378513	
06/03/2016	26378509	
06/03/2016	26378506	
06/03/2016	26378507	Spanish, Italian (only a bit)
06/03/2016	26378503	Spanish
06/03/2016	26378501	
06/03/2016	26378499	French
06/03/2016	26378496	
06/03/2016	26378495	
06/03/2016	26371402	
06/03/2016	26378480	
06/03/2016	26378488	
06/03/2016	26378409	
06/03/2016	26378390	only english
06/03/2016	26378359	None
06/03/2016	26378311	Tagalog
06/03/2016	26378234	None
06/03/2016	26378235	NA
06/03/2016	26378228	NA
06/03/2016	26378224	I speak English only.
06/03/2016	26378063	English
06/03/2016	26378053	none
06/03/2016	26378042	Spanish
06/03/2016	26378027	English
06/03/2016	26378013	I just speak english
06/03/2016	26377978	n/a
06/03/2016	26377951	english
06/03/2016	26377945	n/a
06/03/2016	26365857	I only speak English.
06/03/2016	26377877	English

06/02/2016	26377668	NONE
06/02/2016	26377542	YORUBA.
06/02/2016	26377277	English
06/02/2016	26377268	English
06/02/2016	26377222	none
06/02/2016	26377129	n/a
06/02/2016	26377011	Spanish
06/02/2016	26376852	Spanish
06/02/2016	26376771	Spanish
06/02/2016	26376750	I speak English
06/02/2016	26376723	n/a
06/02/2016	26376679	N/A
06/02/2016	26376654	Spanish, Sign Language
06/02/2016	26376638	Spanish
06/02/2016	26376607	spanish
06/02/2016	26376598	na
06/02/2016	26376579	no
06/02/2016	26376541	n/a
06/02/2016	26376470	n/a
06/02/2016	26376447	English
06/02/2016	26376451	spanish
06/02/2016	26376354	n/a
06/02/2016	26376435	TAGALOG
06/02/2016	26376424	I do not speak any other languages other than English.
06/02/2016	26376267	ENGLISH ONLY
06/02/2016	26376422	N/A
06/02/2016	26376399	N/A
06/02/2016	26376367	Spanish
06/02/2016	26376313	Spanish
06/02/2016	26376353	Latin
06/02/2016	26376358	.
06/02/2016	26376347	.
06/02/2016	26376328	none
06/02/2016	26376315	French and can understand a little spanish
06/02/2016	26376308	none
06/02/2016	26376285	n/a
06/02/2016	26376240	none
06/02/2016	26376208	None
06/02/2016	26376179	I do not speak another language.
06/02/2016	26376137	SPANISH & ENGLISH
06/02/2016	26376130	French
06/02/2016	26376108	Spanish
06/02/2016	26376088	Spanish
06/02/2016	26376087	Spanish
06/02/2016	26376060	Akan Ewe
06/02/2016	26376063	no other languages
06/02/2016	26376050	Spanish
06/02/2016	26376042	Why would I respond here if I said no above?
06/02/2016	26376034	Italian
06/02/2016	26376031	none

06/02/2016	26376030	English Only
06/02/2016	26376023	spanish
06/02/2016	26376021	Spanish and sign language
06/02/2016	26376018	n/a
06/02/2016	26376012	none
06/02/2016	26376010	no
06/02/2016	26375994	N/A
06/02/2016	26375992	N/A
06/02/2016	26375989	I do not speak another language.
06/02/2016	26375986	None
06/02/2016	26375982	only English
06/02/2016	26375975	french
06/02/2016	26375963	French
06/02/2016	26375955	n/a
06/02/2016	26375951	no
06/02/2016	26375947	I don't speak another language.
06/02/2016	26375918	English
06/02/2016	26375909	Spanish
06/02/2016	26375893	Spanish
06/01/2016	26375369	igbo
06/01/2016	26375190	Tagalog little Spanish
06/01/2016	26375049	none accept english
06/01/2016	26375016	.
06/01/2016	26374938	Spanish
06/01/2016	26374848	Francais
06/01/2016	26374847	Spanish
06/01/2016	26374837	NA
06/01/2016	26374839	English
06/01/2016	26370285	N/A
06/01/2016	26374706	no
06/01/2016	26374687	Chinese
06/01/2016	26374658	no
06/01/2016	26374655	English
06/01/2016	26374654	Spanish,French
06/01/2016	26374575	only phrases or select words- Spanish. very little.
06/01/2016	26374514	n/a
06/01/2016	26374485	French
06/01/2016	26374456	no
06/01/2016	26374437	none
06/01/2016	26371615	Spanish
06/01/2016	26374384	I only speak English
06/01/2016	26374353	Swahili Luo
06/01/2016	26374225	Spanish
06/01/2016	26374263	none
06/01/2016	26374165	I do not speak any other language other than English
06/01/2016	26374142	English
06/01/2016	26374126	I speak English mostly, I do know a little Spanish.
06/01/2016	26374111	Tagalog
06/01/2016	26374102	none
06/01/2016	26374105	Spanish

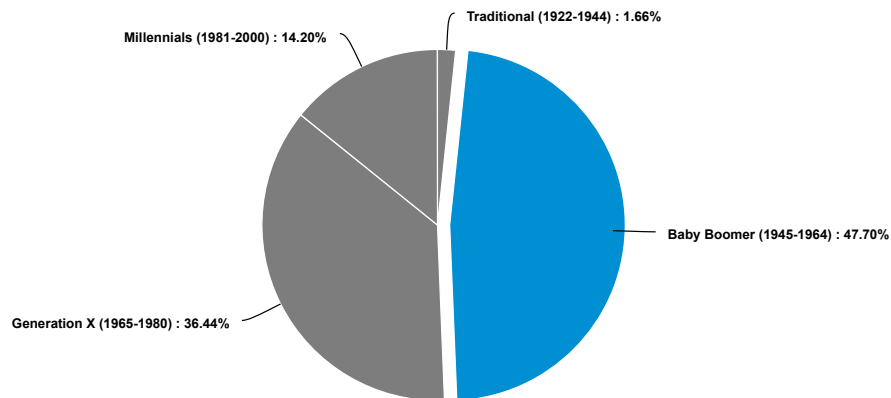
06/01/2016	26374044	Don't speak any other language
06/01/2016	26374104	n/a
06/01/2016	26374097	N/A
06/01/2016	26374099	English
06/01/2016	26374096	N/A
06/01/2016	26374095	spanish
06/01/2016	26374093	n/a
06/01/2016	26374084	N/A
06/01/2016	26374082	German
06/01/2016	26374072	spanish
06/01/2016	26374070	no
06/01/2016	26374064	N/A
06/01/2016	26374055	spanish
06/01/2016	26374053	I do not speak any other languages than English
06/01/2016	26374052	No other language besides English
06/01/2016	26374051	n/a
06/01/2016	26374032	NONE
06/01/2016	26366263	I don't speak another language
06/01/2016	26374035	english
06/01/2016	26374043	N/A
06/01/2016	26374027	I only speak English fluently.
06/01/2016	26374008	Tagalog
06/01/2016	26374006	Spanish
06/01/2016	26373989	spanish
06/01/2016	26373981	ENGLISH
06/01/2016	26373978	Tagalog
06/01/2016	26373974	Spanish
06/01/2016	26373962	English
06/01/2016	26373960	No
06/01/2016	26373954	some Spanish, even less French
06/01/2016	26373942	English
06/01/2016	26373940	No
06/01/2016	26367348	None
06/01/2016	26373939	English
06/01/2016	26373936	N/A
06/01/2016	26373928	N/A
06/01/2016	26373925	No other language
06/01/2016	26373890	n/a
06/01/2016	26373924	N/A
06/01/2016	26373921	I don't speak any other language
06/01/2016	26373919	English
06/01/2016	26373918	Ibo Yoruba
06/01/2016	26373912	Spanish
06/01/2016	26373908	English

6. What is your education level?



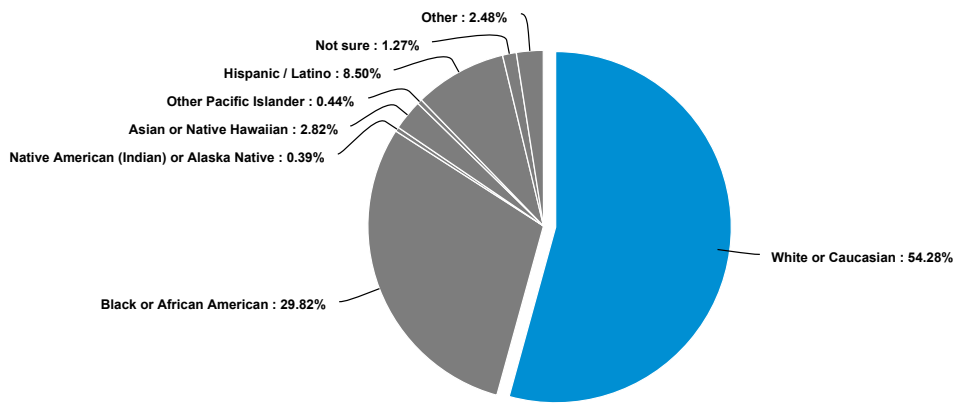
Answer	Count	Percent	20%	40%	60%	80%	100%
Some school credits, but no High School Diploma	9	0.5%					
High school graduate, diploma or the equivalent (for example: GED)	178	9.83%					
Some college credit, no degree	361	19.93%					
Trade/technical/vocational training	63	3.48%					
Associate degree	233	12.87%					
Bachelor's degree	594	32.8%					
Master's degree	314	17.34%					
Professional degree	18	0.99%					
Doctorate degree	41	2.26%					
Total	1811	100 %					

7. What is your age group?



Answer	Count	Percent	20%	40%	60%	80%	100%
Traditional (1922-1944)	30	1.66%					
Baby Boomer (1945-1964)	860	47.7%					
Generation X (1965-1980)	657	36.44%					
Millennials (1981-2000)	256	14.2%					
Total	1803	100 %					

8. What is your race/ethnicity?



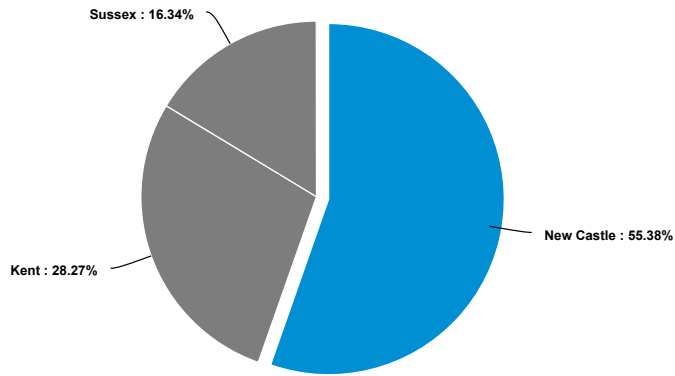
Answer	Count	Percent	20%	40%	60%	80%	100%
White or Caucasian	983	54.28%					
Black or African American	540	29.82%					
Native American (Indian) or Alaska Native	7	0.39%					
Asian or Native Hawaiian	51	2.82%					
Other Pacific Islander	8	0.44%					
Hispanic / Latino	154	8.5%					
Not sure	23	1.27%					
Other	45	2.48%					
Total	1811	100 %					

8. What is your race/ethnicity? - Text Data for Other

06/06/2016	26381261	Caucasian-Asian
06/03/2016	26378311	Chinese, Maly, Spanish
06/03/2016	26378042	Mixed
06/01/2016	26374027	I think this question separates me from others. I decline to answer.
06/01/2016	26373718	English/Irish/Native American
06/01/2016	26373668	HUMAN
06/01/2016	26373615	AA/Egyptian
06/01/2016	26373053	n/a
05/31/2016	26370447	European American
05/31/2016	26370243	other
05/27/2016	26367778	im biracial
05/27/2016	26367297	Mixed Race
05/26/2016	26366536	Two or more races
05/26/2016	26366384	0
05/26/2016	26366018	Mixed
05/26/2016	26365796	Bi-racial
05/26/2016	26365592	OTHER
05/26/2016	26365689	why
05/26/2016	26365611	White and Black
05/26/2016	26365339	this should not matter
05/26/2016	26365318	Jamaican/Cuban
05/25/2016	26363685	Asian-Caucasian
05/24/2016	26361781	need multiple choice! Asian and Caucasian
05/20/2016	26355519	Native American, Black, Asian
05/20/2016	26353963	mixed race
05/20/2016	26353915	American/Korean
05/19/2016	26352907	American

05/19/2016	26352718	Asian/Caucasian
05/19/2016	26351910	human
05/19/2016	26351820	Asian PI/Spanish
05/19/2016	26351827	Asian-Indian
05/19/2016	26351807	Mixed Race
05/19/2016	26351781	Irish American
05/19/2016	26351731	2 races
05/19/2016	26351689	West Indian
05/19/2016	26351685	xxx

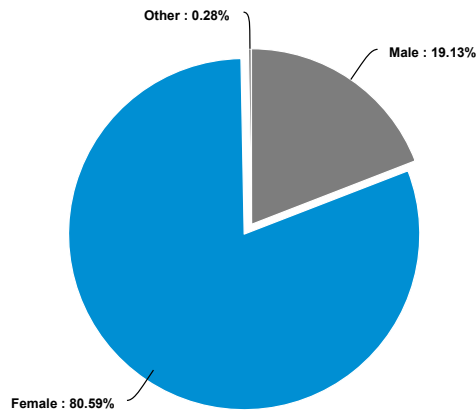
9. Where is your work location?



Answer	Count	Percent	20%	40%	60%	80%	100%
New Castle	1003	55.38%					
Kent	512	28.27%					
Sussex	296	16.34%					
Total	1811	100 %					



10. What is your gender?

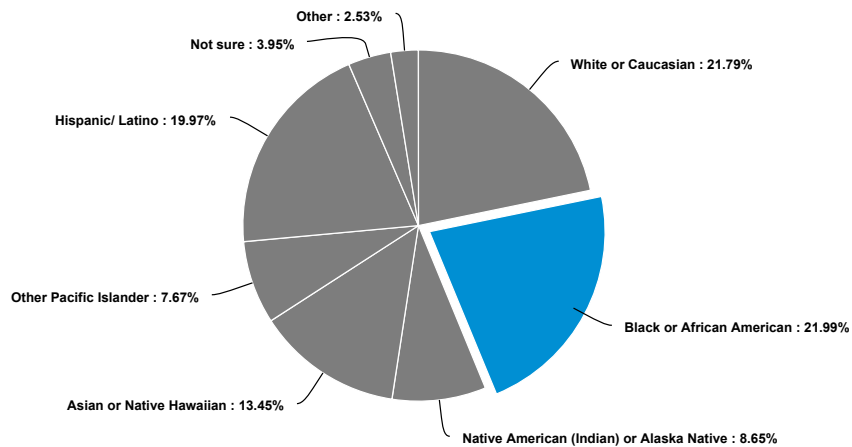


Answer	Count	Percent	20%	40%	60%	80%	100%
Male	345	19.13%	<div style="width: 19.13%;"></div>				
Female	1453	80.59%	<div style="width: 80.59%;"></div>				
Other	5	0.28%	<div style="width: 0.28%;"></div>				
Total	1803	100 %					

10. What is your gender? - Text Data for Other

06/02/2016	26376042	Human
06/01/2016	26373622	none
05/26/2016	26366325	n?a
05/26/2016	26365942	other
05/20/2016	26356384	sig

11. What is the racial and ethnic breakdown of the consumers/patients accessing your services? (Select all that apply)?



Answer	Count	Percent	20%	40%	60%	80%	100%
White or Caucasian	1424	21.79%	<div style="width: 21.79%;"></div>				
Black or African American	1437	21.99%	<div style="width: 21.99%;"></div>				
Native American (Indian) or Alaska Native	565	8.65%	<div style="width: 8.65%;"></div>				
Asian or Native Hawaiian	879	13.45%	<div style="width: 13.45%;"></div>				
Other Pacific Islander	501	7.67%	<div style="width: 7.67%;"></div>				
Hispanic/ Latino	1305	19.97%	<div style="width: 19.97%;"></div>				
Not sure	258	3.95%	<div style="width: 3.95%;"></div>				
Other	165	2.53%	<div style="width: 2.53%;"></div>				
Total	6534	100 %					

11. What is the racial and ethnic breakdown of the consumers/patients accessing your services? (Select all that apply)? - Text Data for Other

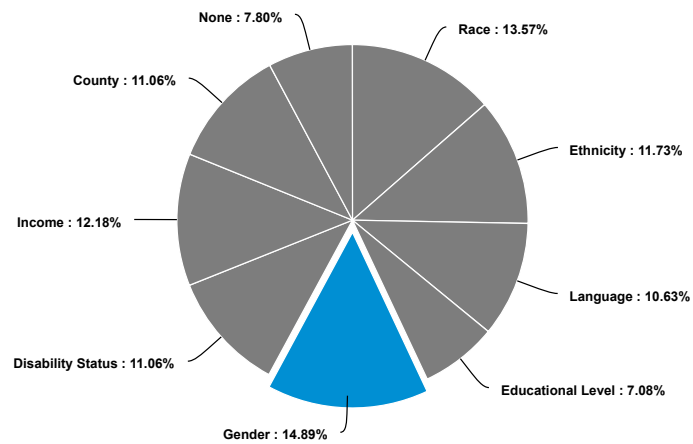
06/10/2016	26388658	African
06/09/2016	26387610	haitian
06/06/2016	26365798	multi-racial
06/06/2016	26380742	all
06/03/2016	26378870	Haitian
06/03/2016	26378824	East Indian
06/03/2016	26378695	Haitian
06/03/2016	26378648	all races
06/03/2016	26378592	East Indian
06/03/2016	26378585	N/A
06/03/2016	26378570	Bi-Racial
06/03/2016	26378541	Humankind
06/03/2016	26378517	Haitian
06/03/2016	26378503	European
06/02/2016	26377277	Amerasians
06/02/2016	26376598	haitian
06/02/2016	26376470	HATIAN
06/02/2016	26376424	Middle Eastern
06/02/2016	26376315	various
06/02/2016	26376308	all Delawareans
06/02/2016	26376137	N/A
06/02/2016	26376042	We service the general population so I'm sure that includes all groups that reside in DE.
06/02/2016	26376034	Eastern European, Middle Eastern
06/02/2016	26376030	African (various countries within Africa)
06/02/2016	26375893	German, Italian, Polish, Greek
06/01/2016	26374938	Africans
06/01/2016	26374848	Africans
06/01/2016	26374485	All
06/01/2016	26374126	Haitian, Chinese
06/01/2016	26374104	Middle Eastern
06/01/2016	26374053	mixture of races
06/01/2016	26366263	in my job race does not matter
06/01/2016	26373940	AFRICAN
06/01/2016	26373886	Haitian
06/01/2016	26373782	Russian
06/01/2016	26373718	all of the above
06/01/2016	26373680	All of the above
06/01/2016	26373677	all races
06/01/2016	26373652	Haitian
06/01/2016	26373587	The HCC does not discriminate
06/01/2016	26373632	NA
06/01/2016	26373597	Haitian, Chinese
06/01/2016	26373598	1-4
06/01/2016	26373585	not applicable
06/01/2016	26373569	none
06/01/2016	26373578	Hatian
06/01/2016	26373302	not sure of race
05/31/2016	26371852	Middle Eastern
05/31/2016	26371597	India

05/31/2016	26371396	croatian
05/31/2016	26371312	Mexican
05/31/2016	26370654	Indian, not Native American
05/31/2016	26370462	German
05/31/2016	26370329	Various
05/31/2016	26370328	all
05/31/2016	26370306	N/A
05/31/2016	26370243	Indian/ Middle Eastern
05/27/2016	26367818	refugees from other countries
05/27/2016	26367654	All the above
05/27/2016	26367548	all races
05/27/2016	26367454	none
05/27/2016	26367262	haiti
05/26/2016	26366526	variety
05/26/2016	26366455	N/A
05/26/2016	26366213	I did
05/26/2016	26366178	Varies
05/26/2016	26366142	NOT SURE OF ALL RACES SERVED
05/26/2016	26366129	Haitian
05/26/2016	26365911	all above
05/26/2016	26366093	Haitian
05/26/2016	26366041	DK
05/26/2016	26366025	Haitian
05/26/2016	26366030	all that is in need os assistance
05/26/2016	26365975	Africans
05/26/2016	26365968	Everyone including dogs
05/26/2016	26365964	all
05/26/2016	26365938	All
05/26/2016	26365895	Do no deal with Clients
05/26/2016	26365880	African
05/26/2016	26365840	Train Staff to Support consumers
05/26/2016	26365783	Haitian
05/26/2016	26365757	All DHSS
05/26/2016	26365662	Caribbean Islands
05/26/2016	26365696	Haitian
05/26/2016	26365685	not applicable
05/26/2016	26365663	all that are in need
05/26/2016	26365690	no consumers/patients in our workplace
05/26/2016	26365623	haitian, Jamaican
05/26/2016	26365620	Haitian
05/26/2016	26365556	Unsure of many
05/26/2016	26365550	African
05/26/2016	26365547	we do not serve consumers directly
05/26/2016	26365345	All of the above
05/26/2016	26365339	this shouild not matter
05/25/2016	26363970	Come one come all
05/25/2016	26363844	from everywhere
05/25/2016	26363567	All of the above
05/25/2016	26363518	Egypt,Russia
05/25/2016	26363437	all Delawareans
05/24/2016	26362263	I do not provide direct services. I evaluate programs, so I will respond to following questions based upon the program clients.

05/24/2016	26361781	mixed race
05/24/2016	26360684	I do not work with the public
05/24/2016	26360599	Any person that applies for our services.
05/24/2016	26360574	All races
05/23/2016	26359649	Creole
05/23/2016	26359516	East Indian
05/23/2016	26358999	all races
05/23/2016	26358942	Hatian
05/23/2016	26358637	all other
05/20/2016	26354078	In HR, we see employees from all races
05/20/2016	26353992	General Population
05/19/2016	26353221	Russian
05/19/2016	26353039	European, Arab, India, Etc
05/19/2016	26353015	I do not directly serve clients
05/19/2016	26352964	Haitian
05/19/2016	26352840	all
05/19/2016	26352813	any ethnic background or race
05/19/2016	26352797	no direct client services
05/19/2016	26352763	Haitian
05/19/2016	26352682	Haitian Creole
05/19/2016	26352615	cONTINENT OF AFRICA
05/19/2016	26352600	Our consumers are DHSS staff. So all ethnicities
05/19/2016	26352382	Can be all of the above
05/19/2016	26352257	Do not serve clients directly
05/19/2016	26352136	Sierian
05/19/2016	26352082	from various countires in the mid East
05/19/2016	26352029	Middle-eastern
05/19/2016	26352010	More than one race
05/19/2016	26351991	Immigrants from other countries
05/19/2016	26351995	Haitian
05/19/2016	26351981	Anyone with a developmental disability
05/19/2016	26351990	Haitian
05/19/2016	26351988	Not Client Service Oriented Section
05/19/2016	26351951	Haiti
05/19/2016	26351931	Haitian
05/19/2016	26351913	general public
05/19/2016	26351893	indian, arabic
05/19/2016	26351910	Human
05/19/2016	26351892	Indian
05/19/2016	26351867	multi-racial
05/19/2016	26351850	Haitian
05/19/2016	26351858	HAITIAN
05/19/2016	26351824	all
05/19/2016	26351797	Russian, Polish, Italian
05/19/2016	26351789	Black, Hispanic/Latino, Other
05/19/2016	26351783	Hatitan/Creole
05/19/2016	26351766	ok
05/19/2016	26351754	All
05/19/2016	26351710	all
05/19/2016	26351727	europa
05/19/2016	26351704	Does not apply

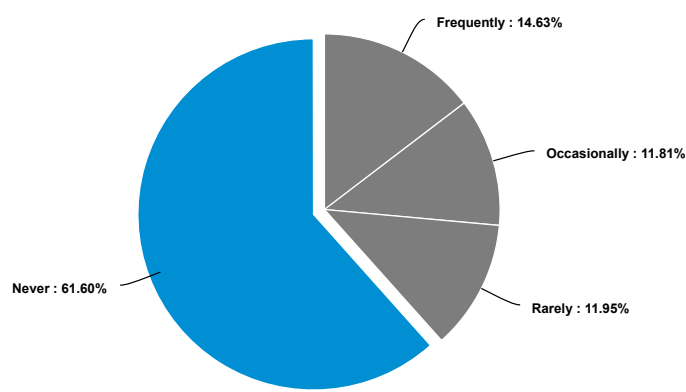
05/19/2016	26351665	All
05/19/2016	26351647	Pakistani area

12. What types of data do you collect on these consumers/patients? (Select all that apply)?



Answer	Count	Percent	20%	40%	60%	80%	100%
Race	945	13.57%	[Progress bar]				
Ethnicity	817	11.73%	[Progress bar]				
Language	740	10.63%	[Progress bar]				
Educational Level	493	7.08%	[Progress bar]				
Gender	1037	14.89%	[Progress bar]				
Disability Status	770	11.06%	[Progress bar]				
Income	848	12.18%	[Progress bar]				
County	770	11.06%	[Progress bar]				
None	543	7.8%	[Progress bar]				
Total	6963	100 %					

13. How often is data on race, ethnicity, and preferred language collected?



Answer	Count	Percent	20%	40%	60%	80%	100%
Frequently	104	14.63%	[Progress bar]				
Occasionally	84	11.81%	[Progress bar]				
Rarely	85	11.95%	[Progress bar]				
Never	438	61.6%	[Progress bar]				
Total	711	100 %					

14. How do you use data collected on consumers/patients to better serve them?

14. How do you use data collected on consumers/patients to better serve them?

06/29/2016	26414854	make sure consumers have credit meal
06/10/2016	26388685	
06/09/2016	26387816	
06/09/2016	26387642	
06/09/2016	26387613	We want to ensure all consumers have a positive experience.
06/09/2016	26387556	
06/09/2016	26387551	
06/09/2016	26387528	To ensure their experience is positive one.
06/09/2016	26387526	
06/08/2016	26384722	
06/07/2016	26383974	communication to better serve and care for the patients
06/07/2016	26383513	
06/07/2016	26383271	
06/07/2016	26383271	
06/07/2016	26383271	
06/06/2016	26381519	
06/06/2016	26380871	
06/06/2016	26380821	because if they do not speak English and speak another language.
06/06/2016	26380645	Look in the ELP to see their wants/likes. How they communicate with sign language or facial expressions.
06/06/2016	26366072	Determines the need for an interpreter
06/06/2016	26380607	
06/05/2016	26380307	
06/05/2016	26380213	
06/04/2016	26379166	I don't know
06/03/2016	26378798	In the residents medical record
06/03/2016	26378681	
06/03/2016	26378692	Requesting interpreter if needed. Knowing if I need to use my own language skills. choice of language for music, written materials.
06/03/2016	26378619	
06/03/2016	26378531	I use data by entering it into a computer information system to identify and connect information to individuals.
06/03/2016	26378586	unknown
06/03/2016	26378569	statistical
06/03/2016	26378562	For training and education purposes, we only produce information and materials in English.
06/03/2016	26378560	
06/03/2016	26378544	n/a
06/03/2016	26378536	
06/03/2016	26378526	I do not
06/03/2016	26378518	Communication
06/03/2016	26378409	
06/03/2016	26378224	At my level we do not use the data collected.
06/03/2016	26378042	I don't
06/03/2016	26377978	Determined if they are financial qualified for our program
06/03/2016	26377951	by talking with them.
06/02/2016	26377668	Apply It
06/02/2016	26377011	Collect and Report
06/02/2016	26376679	The data collected helps us know if they have income and how much they receive
06/02/2016	26376451	to care plan
06/02/2016	26376399	population count of the elderly in DE
06/02/2016	26376367	N/A
06/02/2016	26376240	used to determine when interpreters are needed.
06/02/2016	26376308	Target information to them if pertinent.
06/02/2016	26376208	N/A

06/02/2016	26376042	This does not apply to my position within the agency.
06/02/2016	26376018	n/a
06/02/2016	26375994	I use behavioral data to help assist them with access to mental health services.
06/02/2016	26375947	n/a
06/02/2016	26375909	What I do for the DSS I don't collect or serve any persons.
06/01/2016	26375369	na
06/01/2016	26374225	make sure they do not have a language barrier.
06/01/2016	26374142	unsure
06/01/2016	26374111	awareness of differences
06/01/2016	26374105	In order to place volunteers in the best setting, we ask these questions. We want a good experience for both the volunteer and the person receiving services.
06/01/2016	26374044	Not sure
06/01/2016	26374097	FOR INFORMATION PURPOSES ONLY
06/01/2016	26374072	n/a in my position
06/01/2016	26366263	Their data is in the system we use.
06/01/2016	26374032	I don't I'm not a social worker
06/01/2016	26374043	I don't
06/01/2016	26373886	Print pamphlets according to their native language
06/01/2016	26373978	part of the information/data asked in the VAP form
06/01/2016	26373942	Determine Eligibility
06/01/2016	26373925	I personally do not collect the data: As a social worker my job is not to define by diversity. Everyone that comes to DSS must be serviced Deliver Serve and Support
06/01/2016	26373918	don't use data
06/01/2016	26373871	I do not like to pigeon hole people into categories. I prefer to meet and talk about what the client's needs and wishes are. Language matters since we need to communicate. Ethnicity matters since peoples level of expectations per their culture requires different handling.
06/01/2016	26373838	For information and for court
06/01/2016	26373321	To conduct surveys and monitor the health and welfare status of nursing home residents receiving Medicaid and Medicare from CMS.
06/01/2016	26373808	We don't
06/01/2016	26373794	CRF and ASI
06/01/2016	26373796	To access what services they need.
06/01/2016	26373772	Nil.
06/01/2016	26373731	This information is used for treatment of mental illness and recovery.
06/01/2016	26373714	Assessing/meeting medical, communication & therapy needs.
06/01/2016	26373321	To conduct surveys on the health and welfare of nursing home residents receiving Medicaid and Medicare for CMS.
06/01/2016	26373704	Find them services they may need in a particular area.
06/01/2016	26373697	providing a interpreter
06/01/2016	26373657	I use the data to help me be more culturally sensitive in my interactions with the participants I serve and their families.
06/01/2016	26373663	Through assessment tools
06/01/2016	26373656	the data is collected upon application. I case read and do not use this information in my job
06/01/2016	26373659	i don't
06/01/2016	26373645	1
06/01/2016	26373612	to determine translation needs
06/01/2016	26373604	for their medical records
06/01/2016	26373606	It identifies new diagnostic and management patterns.
06/01/2016	26373579	N/A
06/01/2016	26373575	I am not a part of the data collection group.
06/01/2016	26373573	n/a
06/01/2016	26373574	DPH gets the information
06/01/2016	26373567	N/A
06/01/2016	26373543	I don't
06/01/2016	26373388	I integrate it in the staff trainings that I teach/facilitate and bring in guest speakers as relevant
06/01/2016	26373100	statistical purposes
05/31/2016	26371619	I am not in a position that makes those decisions

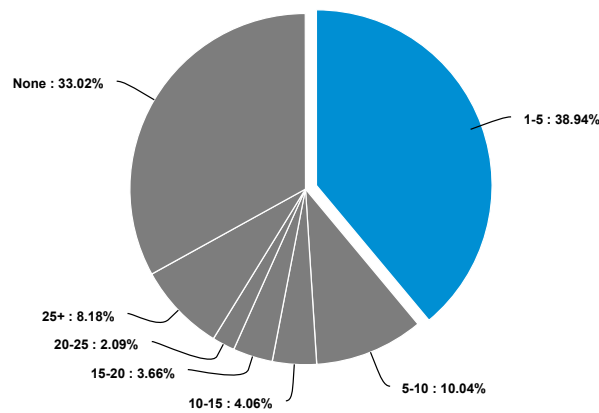
05/31/2016	26371507	To identify what services we need to provide to meet our resident's needs.
05/31/2016	26371396	We have a housekeeper who is fluent in Spanish. He assists with translating from time to time.
05/31/2016	26371312	I do not use this information in my job.
05/31/2016	26371289	I Don't use any at all
05/31/2016	26370630	I don't
05/31/2016	26370485	statistics
05/31/2016	26370305	not sure
05/31/2016	26370251	N/A
05/28/2016	26368383	GET CLIENT THE HELP THEY NEED
05/27/2016	26368174	wright it down in there book
05/27/2016	26367993	To ensure that barriers to treatment are overcome such as language, religious preferences are met.
05/27/2016	26367883	WE use it for program planing
05/27/2016	26367878	do not collect data
05/27/2016	26367856	federal fund requests
05/27/2016	26367542	See what there needs are
05/27/2016	26367443	Compare service utilization & service outcomes with Delaware's population.
05/27/2016	26367439	not used
05/27/2016	26367405	cultural awareness
05/27/2016	26367297	I don't do it, I believe the management are the ones that collect this data.
05/27/2016	26367270	to assist and update info on data to be able to establish paternity
05/27/2016	26367183	data information
05/26/2016	26366639	guide about disease trend
05/26/2016	26366521	Identify gaps in service, trends in care
05/26/2016	26366532	NONE
05/26/2016	26366467	none
05/26/2016	26366377	Location is collected to best serve consumers in their geographical area
05/26/2016	26366336	To be able to compile Federal reports
05/26/2016	26366330	na
05/26/2016	26366323	we use the data collected by our consumers to assist them and get them to the correct outlets that's needed
05/26/2016	26366315	File petitions in Family Court
05/26/2016	26366290	To better identify supports and services that individuals may benefit from.
05/26/2016	26366242	N/A
05/26/2016	26366217	to determine if interpreter is needed
05/26/2016	26366174	I am able to serve clients better by understanding differences in cultures, and provide the appropriate resources for my families.
05/26/2016	26366136	Deliver appropriate paperwork to ensure clients understand completely the policies, procedures, their rights and the details of their case.
05/26/2016	26365911	their race is a question on the application and is not used for any other purpose.
05/26/2016	26366104	I don,t
05/26/2016	26366098	We use the data for interpreter needs
05/26/2016	26366079	I do not collect this data. This is collected by persons who review that applications for Medicaid
05/26/2016	26366024	NA
05/26/2016	26365977	If there are people that speak another language we have a number to call to help them understand what is going on and to bring them better help for their cases.
05/26/2016	26365980	to calculate the income or solution of their emergency
05/26/2016	26365976	I do not collect data
05/26/2016	26365960	n/a
05/26/2016	26365933	I do not use data collected on consumers/patients to better serve them. Everyone is served equally.
05/26/2016	26365842	I used the data to assure that the consumers/patients receive the highest quality service based the states/federal policy.
05/26/2016	26365835	I am not involved in the processing of any information related to race, age, gender, etc...
05/26/2016	26365651	To provide training that meets the needs of employees
05/26/2016	26365808	I don't.
05/26/2016	26365785	In our system it tells us when they speak Spanish/other language so that I can get the pamphlets in their language ready to hand out.
05/26/2016	26365792	Anything pertaining to the collection and enforcement of their cases.

05/26/2016	26365795	N/A
05/26/2016	26365780	I don't with my job title
05/26/2016	26365736	N?A
05/26/2016	26365718	Language barrier concerns
05/26/2016	26365704	Data collected from our office to protect consumer health.
05/26/2016	26365697	tracking utilization services for nursing homes and assisted living facilities
05/26/2016	26365688	I do not collect data in my position as Admin Specialist II
05/26/2016	26365700	Understand the make up of the population we serve.
05/26/2016	26365692	To ensure facilities are meeting their needs.
05/26/2016	26365689	?
05/26/2016	26365669	It is used when clients complete an application for our services. We use this information to assist with verifying the non custodial parent's identity.
05/26/2016	26365606	.
05/26/2016	26365623	We try to ensure all communications with clients are easily understood, comprehended, and provided to them in their preferred language, and occasionally requires an interpreter.
05/26/2016	26365608	So that if needed an interpreter can be used, and also to choose what language handouts are given.
05/26/2016	26365613	I don't collect the data. I think it is as needed
05/26/2016	26365586	We don't us the data to better serve them. We investigate them to find out if they are committing fraud.
05/26/2016	26365578	N/A
05/26/2016	26365569	I don't use this data
05/26/2016	26365564	I don;t
05/26/2016	26365556	As a BA, the information is included in Functional Assessments purely for historical purposes.
05/26/2016	26365551	only to help locate
05/26/2016	26365391	N/A
05/26/2016	26365389	Language Line (translation services)
05/26/2016	26365362	NA
05/26/2016	26365318	My job is to make sure no applications get lost and all cases are processed
05/26/2016	26365313	client survey was in use, is currently being revised to better show customers' satisfaction with agency
05/26/2016	26365270	n/a
05/26/2016	26365261	To better identify them
05/26/2016	26365225	NA
05/25/2016	26363955	getting the help for same language speaking person.
05/25/2016	26363936	It's on the application
05/25/2016	26363879	to get them the services needed. to explain programs
05/25/2016	26363878	Not sure
05/25/2016	26363845	asking questions
05/25/2016	26363828	none
05/25/2016	26363826	statistical purposes
05/25/2016	26363816	Determine the specific care/services they need
05/25/2016	26363538	Lets us know what dental clinics need to be open. What age group we are providing services for.
05/25/2016	26363518	Interpretation for meetings.
05/25/2016	26363483	I AM NOT AWARE
05/25/2016	26363437	don't use data
05/25/2016	26363422	unknown
05/25/2016	26363409	Unknown
05/25/2016	26363407	Newborn Screening Program. Mother's race and Ethnicity is required on all forms at hospital. Certain conditions screened for a more prominent in certain racial/ethnic groups. Knowledge of race/ethnicity in useful in interpretation of results
05/25/2016	26363349	unknown
05/25/2016	26363179	n/a
05/25/2016	26362969	when they call or walk-in
05/25/2016	26362967	Think about how the data collected could be contributing to problem behaviors.
05/25/2016	26362913	=

05/24/2016	26360936	I do not collect data on consumers/patients
05/23/2016	26359566	make sure nursing homes can communicate with their residents.
05/23/2016	26359356	NA
05/23/2016	26358514	Not aware that we use data as it is linked to HIPAA-protected PHI/health record.
05/23/2016	26358475	provide services to remove barriers
05/23/2016	26358329	The data is not detailed enough to help make any significant changes.
05/20/2016	26355519	Assist determining if interpretation is needed
05/20/2016	26354973	N/A
05/20/2016	26354332	making sure we have adequate printed info in other languages
05/20/2016	26354078	We don't in hr
05/20/2016	26354059	Data is used to guide regulation and legislation development.
05/20/2016	26353992	Chart
05/20/2016	26353974	I do not use this data
05/20/2016	26353870	to help provide service to them
05/20/2016	26353854	I collect data on new admissions to the long term care facilities and share with facility staff.
05/19/2016	26353125	Used to document in the medical records. For example 88 yo white female or 72 yo black male.
05/19/2016	26353112	to keep up with their wellbeing, and to report anything that is unusual.
05/19/2016	26353039	daily
05/19/2016	26353015	Due to the nature of my work, I am privy to statistics provided in reports. It is my observation that data drives decisions, self assessment according to JC requirements.
05/19/2016	26352946	Statistics
05/19/2016	26352875	Spanish speaking are provided with interpreters
05/19/2016	26352840	translation of documents
05/19/2016	26352781	The more data the better. You get to encounter different people from different backgrounds so you will be able to assist them.
05/19/2016	26352689	Don't know.
05/19/2016	26352764	If they do not speak English we get a translator to help make services possible.
05/19/2016	26352762	Target advertising for closing racial disparities.
05/19/2016	26352711	n/n
05/19/2016	26352688	I don't
05/19/2016	26352660	modify food packages - refer to other Social Services-misc.
05/19/2016	26352651	make better programs
05/19/2016	26352484	If I am not familiar with theirs I will do research to find out about their beliefs.
05/19/2016	26352434	To process information we get from the courts, businesses, etc.
05/19/2016	26352431	needed to open a case
05/19/2016	26352382	I have no idea about the data collected and if it is used
05/19/2016	26352208	Used to bill medicaid
05/19/2016	26352221	I don't directly serve consumers, but knowing their preferred language in advance of trying to call them allows us to arrange a translator much easier.
05/19/2016	26352088	to report numbers
05/19/2016	26352080	N/A
05/19/2016	26352042	to ensure the correct and fair communication is provided
05/19/2016	26351775	For training
05/19/2016	26351988	What little data that might be collected is used in the planning process and overall processes for others who will carry out plans and duties while servicing shelter medical station residents during an emergency response situation.
05/19/2016	26351995	N/A
05/19/2016	26351986	assist clients who are facing emergencies.
05/19/2016	26351704	Does not apply to me.
05/19/2016	26351913	Don't know.
05/19/2016	26351941	it is used in data base and can be sorted to serve volunteer groups as needed.
05/19/2016	26351930	N/A
05/19/2016	26351773	To identify gaps in service, trends
05/19/2016	26351890	Send out mailings or email blasts of upcoming events, workshops and public meetings.
05/19/2016	26351873	By ensuring services provided are documented and implemented per the plan. If not, addressing in licensing and non-licensing review reports.

05/19/2016	26351863	grants
05/19/2016	26351861	often
05/19/2016	26351822	N/A
05/19/2016	26351820	I do not collect this data
05/19/2016	26351827	N.A.
05/19/2016	26351789	We hire an interpreter, if needed.
05/19/2016	26351779	I work strictly with housing individuals with mental illness. Data is collected around housing needed and housing provided.
05/19/2016	26351759	When possible, written communication is in Spanish, English, and Haitian
05/19/2016	26351695	To have interpreters
05/19/2016	26351738	OFFER MATERIAL RESOURCES AND CLIENT SERVICES L IN NATIVE LANGUAGE
05/19/2016	26351750	To offer promotional materials that relate to them
05/19/2016	26351729	Use data to change supports, to provide additional resources, create better systems..
05/19/2016	26351706	For communication and resource referrals
05/19/2016	26351665	To target specific areas of needs demographically.
05/19/2016	26351661	Processing Info. For Needs
05/19/2016	26351679	N/A
05/19/2016	26351649	I do not collect data
05/19/2016	26351647	Not sure how this affects my duties.
05/19/2016	26351659	N/A


15. How many non-English speaking individuals do you encounter in your organization on a weekly basis?



Answer	Count	Percent	20%	40%	60%	80%	100%
1-5	671	38.94%					
5-10	173	10.04%					
10-15	70	4.06%					
15-20	63	3.66%					
20-25	36	2.09%					
25+	141	8.18%					
None	569	33.02%					
Total	1723	100 %					

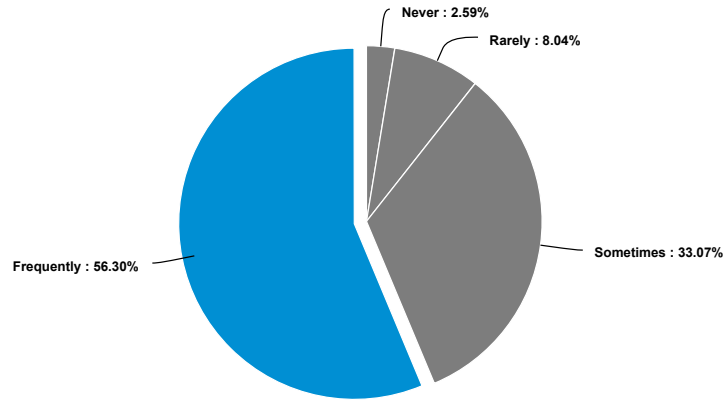
16. Which languages do you encounter in your department and how frequently do you encounter them?
Please check all that apply:





Question	Count	Score	Never	Rarely	Sometimes	Frequently
Spanish	1119	3.43				
American Sign Language	1092	1.72				
Mandarin	1086	1.42				
Cantonese	1084	1.34				
Haitian Creole	1089	2				

French Creole	1085	1.77	
Korean	1085	1.57	
Polish	1083	1.36	
Russian	1083	1.45	
Vietnamese	1087	1.51	
Tagalog	1084	1.31	
Arabic	1088	1.56	
Other	1043	1.6	

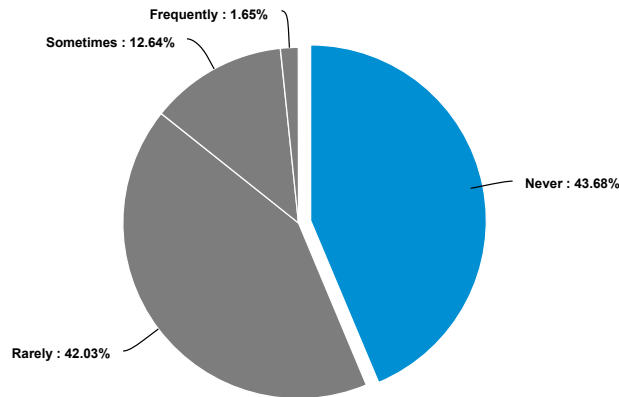
Average 1.7





Spanish



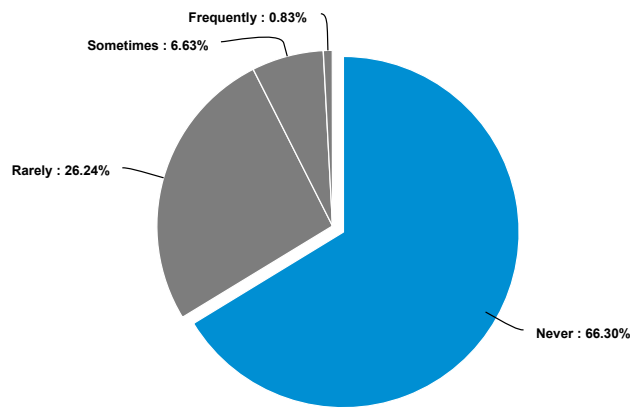
Answer	Count	Percent	20%	40%	60%	80%	100%
Never	29	2.59%					
Rarely	90	8.04%					
Sometimes	370	33.07%					
Frequently	630	56.3%					
Total	1119	100 %					

American Sign Language



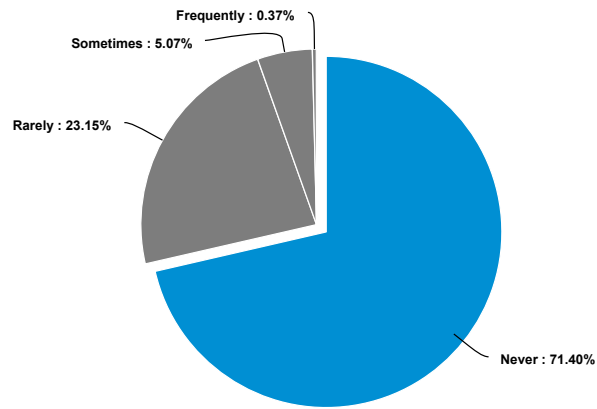
Answer	Count	Percent	20%	40%	60%	80%	100%
Never	477	43.68%					
Rarely	459	42.03%					
Sometimes	138	12.64%					
Frequently	18	1.65%					
Total	1092	100 %					

Mandarin



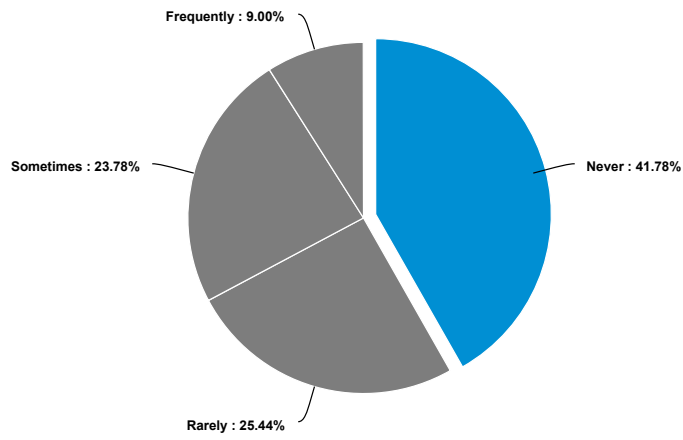
Answer	Count	Percent	20%	40%	60%	80%	100%
Never	720	66.3%					
Rarely	285	26.24%					
Sometimes	72	6.63%					
Frequently	9	0.83%					
Total	1086	100 %					

Cantonese



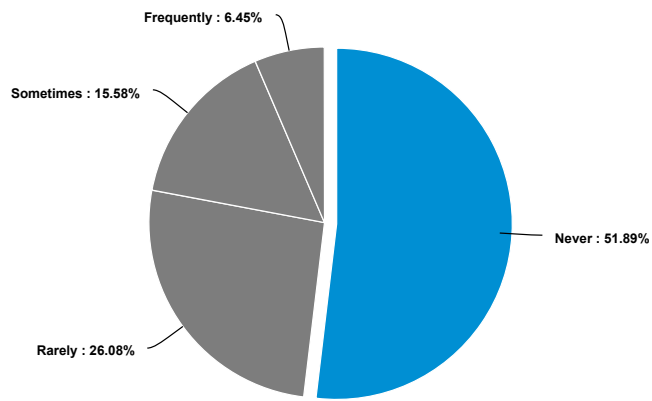
Answer	Count	Percent	20%	40%	60%	80%	100%
Never	774	71.4%					
Rarely	251	23.15%					
Sometimes	55	5.07%					
Frequently	4	0.37%					
Total	1084	100 %					

Haitian Creole



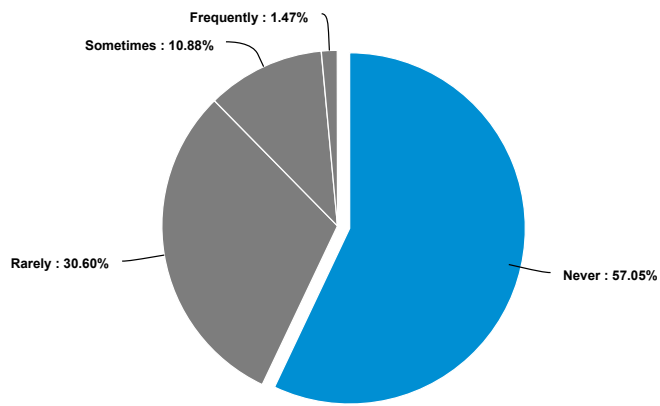
Answer	Count	Percent	20%	40%	60%	80%	100%
Never	455	41.78%					
Rarely	277	25.44%					
Sometimes	259	23.78%					
Frequently	98	9%					
Total	1089	100 %					

French Creole



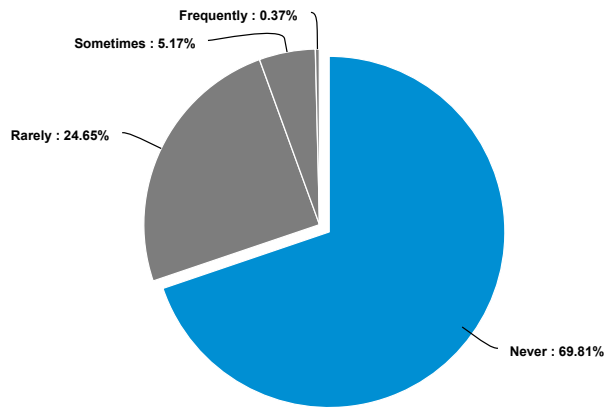
Answer	Count	Percent	20%	40%	60%	80%	100%
Never	563	51.89%					
Rarely	283	26.08%					
Sometimes	169	15.58%					
Frequently	70	6.45%					
Total	1085	100 %					

Korean



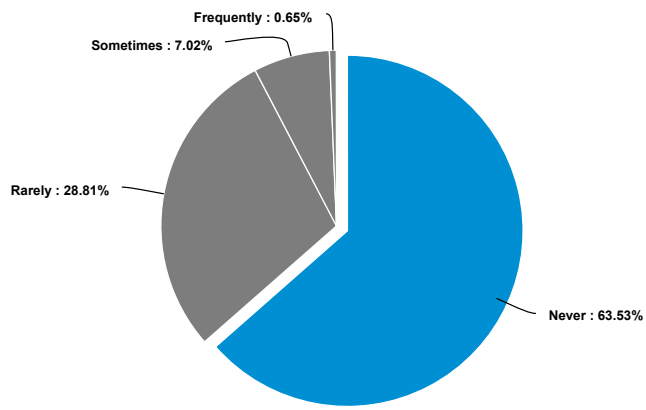
Answer	Count	Percent	20%	40%	60%	80%	100%
Never	619	57.05%					
Rarely	332	30.6%					
Sometimes	118	10.88%					
Frequently	16	1.47%					
Total	1085	100 %					

Polish



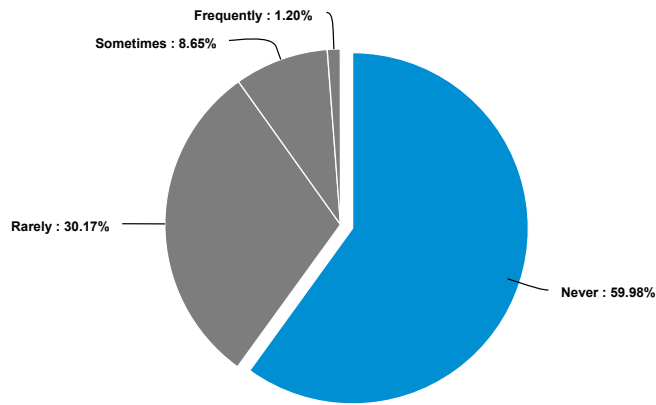
Answer	Count	Percent	20%	40%	60%	80%	100%
Never	756	69.81%					
Rarely	267	24.65%					
Sometimes	56	5.17%					
Frequently	4	0.37%					
Total	1083	100 %					

Russian



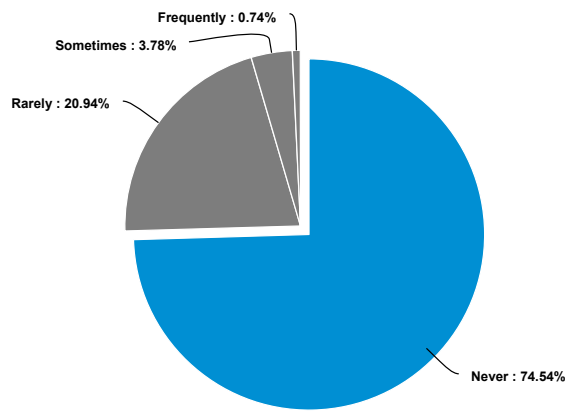
Answer	Count	Percent	20%	40%	60%	80%	100%
Never	688	63.53%					
Rarely	312	28.81%					
Sometimes	76	7.02%					
Frequently	7	0.65%					
Total	1083	100 %					

Vietnamese



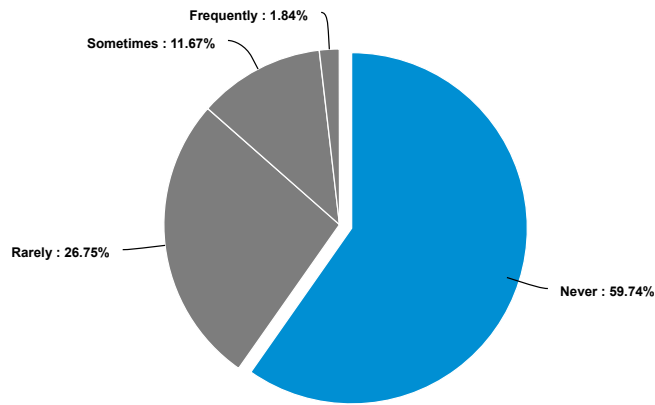
Answer	Count	Percent	20%	40%	60%	80%	100%
Never	652	59.98%					
Rarely	328	30.17%					
Sometimes	94	8.65%					
Frequently	13	1.2%					
Total	1087	100 %					

Tagalog



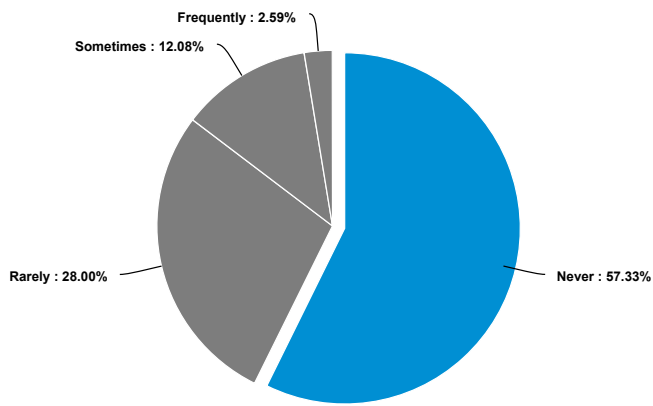
Answer	Count	Percent	20%	40%	60%	80%	100%
Never	808	74.54%					
Rarely	227	20.94%					
Sometimes	41	3.78%					
Frequently	8	0.74%					
Total	1084	100 %					

Arabic



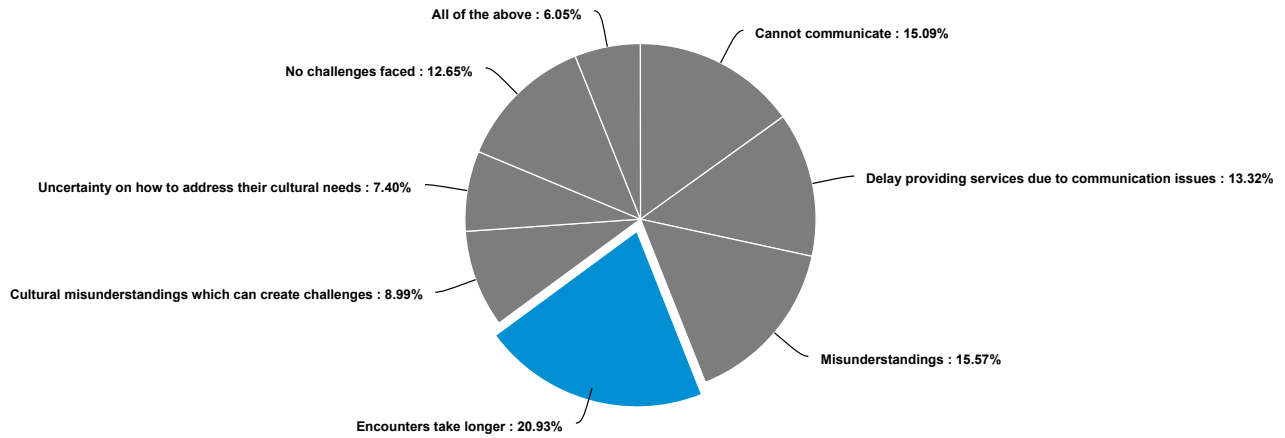
Answer	Count	Percent	20%	40%	60%	80%	100%
Never	650	59.74%					
Rarely	291	26.75%					
Sometimes	127	11.67%					
Frequently	20	1.84%					
Total	1088	100 %					

Other



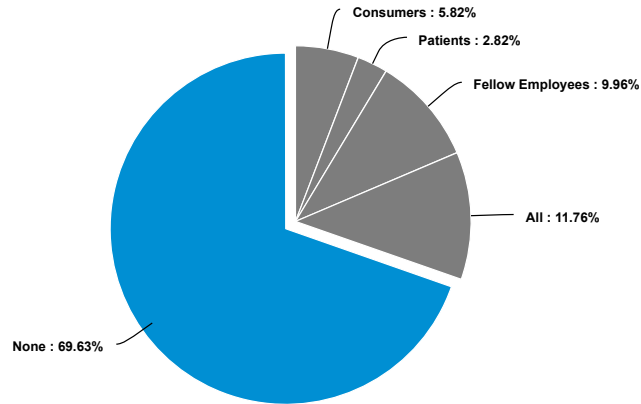
Answer	Count	Percent	20%	40%	60%	80%	100%
Never	598	57.33%					
Rarely	292	28%					
Sometimes	126	12.08%					
Frequently	27	2.59%					
Total	1043	100 %					

17. What kind of challenges are you facing with individuals who speak little or no English? (Select all that apply)?



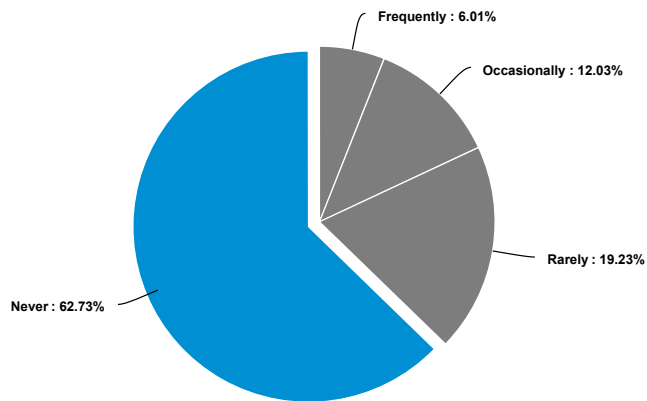
Answer	Count	Percent	20%	40%	60%	80%	100%
Cannot communicate	569	15.09%					
Delay providing services due to communication issues	502	13.32%					
Misunderstandings	587	15.57%					
Encounters take longer	789	20.93%					
Cultural misunderstandings which can create challenges	339	8.99%					
Uncertainty on how to address their cultural needs	279	7.4%					
No challenges faced	477	12.65%					
All of the above	228	6.05%					
Total	3770	100 %					

18. Toward which group have you observed other employees in your department engaging in behaviors that show cultural insensitivity, racial biases, or prejudice, etc. Please select as applicable?



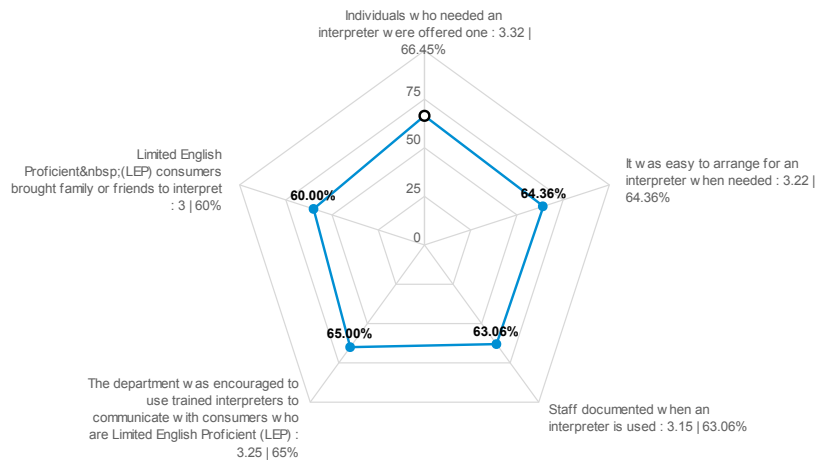
Answer	Count	Percent	20%	40%	60%	80%	100%
Consumers	97	5.82%	<div style="width: 5.82%;"></div>				
Patients	47	2.82%	<div style="width: 2.82%;"></div>				
Fellow Employees	166	9.96%	<div style="width: 9.96%;"></div>				
All	196	11.76%	<div style="width: 11.76%;"></div>				
None	1160	69.63%	<div style="width: 69.63%;"></div>				
Total	1666	100 %					

19. How often do you observe such behaviors?



Answer	Count	Percent	20%	40%	60%	80%	100%
Frequently	81	6.01%	<div style="width: 6.01%;"></div>				
Occasionally	162	12.03%	<div style="width: 12.03%;"></div>				
Rarely	259	19.23%	<div style="width: 19.23%;"></div>				
Never	845	62.73%	<div style="width: 62.73%;"></div>				
Total	1347	100 %					

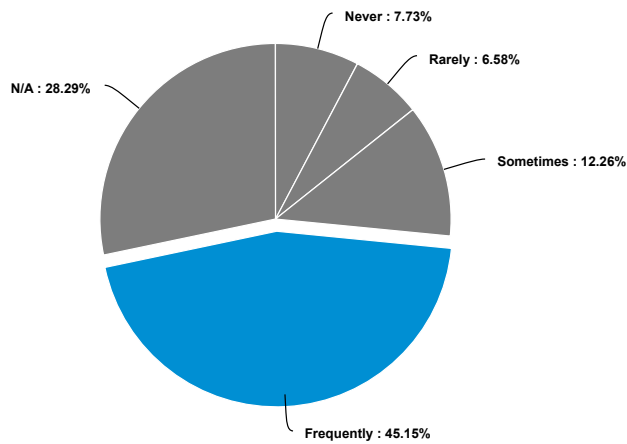
20. During the past six months how often were the following statements true for your organization?



Question	Count	Score	Never	Rarely	Sometimes	Frequently	N/A	
Individuals who needed an interpreter were offered one	1566	3.32	[Bar chart showing distribution]					
It was easy to arrange for an interpreter when needed	1564	3.22	[Bar chart showing distribution]					
Staff documented when an interpreter is used	1563	3.15	[Bar chart showing distribution]					
The department was encouraged to use trained interpreters to communicate with consumers who are Limited English Proficient (LEP)	1562	3.25	[Bar chart showing distribution]					
Limited English Proficient (LEP) consumers brought family or friends to interpret	1562	3	[Bar chart showing distribution]					

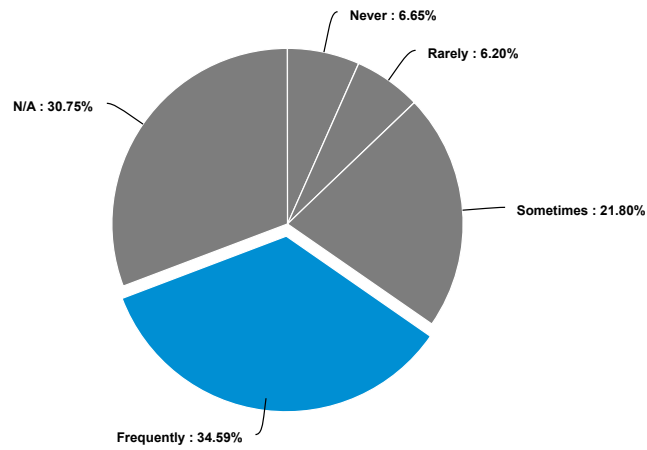
Average 3.19

Individuals who needed an interpreter were offered one



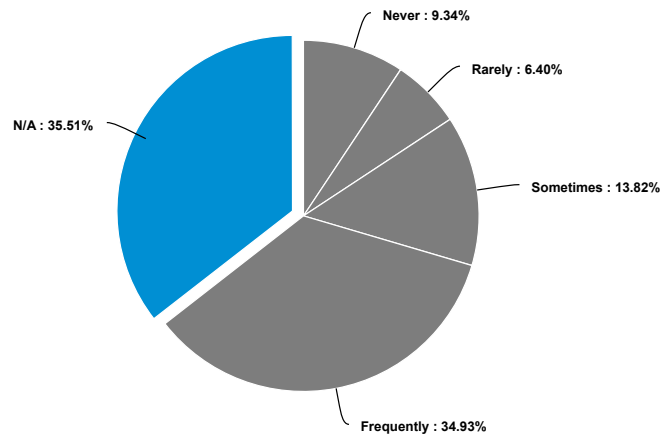
Answer	Count	Percent	20%	40%	60%	80%	100%
Never	121	7.73%	[Bar chart showing 20% scale]				
Rarely	103	6.58%	[Bar chart showing 20% scale]				
Sometimes	192	12.26%	[Bar chart showing 20% scale]				
Frequently	707	45.15%	[Bar chart showing 20% scale]				
N/A	443	28.29%	[Bar chart showing 20% scale]				
Total	1566	100 %					

It was easy to arrange for an interpreter when needed



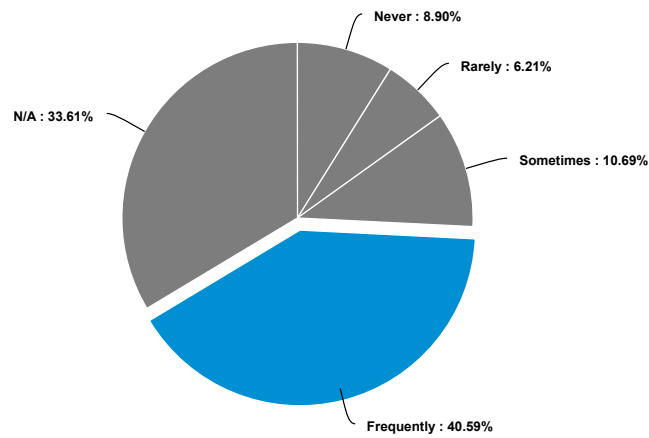
Answer	Count	Percent	20%	40%	60%	80%	100%
Never	104	6.65%					
Rarely	97	6.2%					
Sometimes	341	21.8%					
Frequently	541	34.59%					
N/A	481	30.75%					
Total	1564	100 %					

Staff documented when an interpreter is used



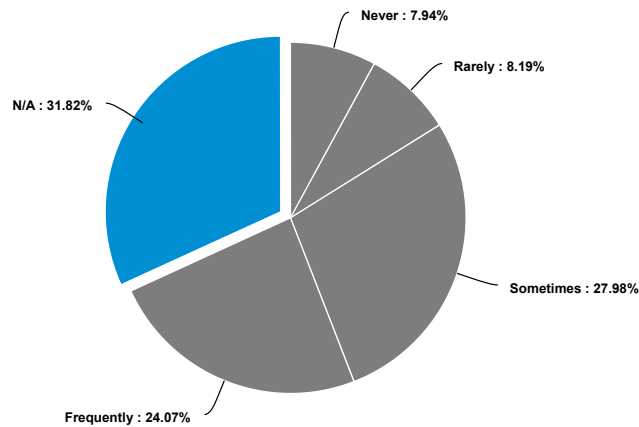
Answer	Count	Percent	20%	40%	60%	80%	100%
Never	146	9.34%					
Rarely	100	6.4%					
Sometimes	216	13.82%					
Frequently	546	34.93%					
N/A	555	35.51%					
Total	1563	100 %					

The department was encouraged to use trained interpreters to communicate with consumers who are Limited English Proficient (LEP)



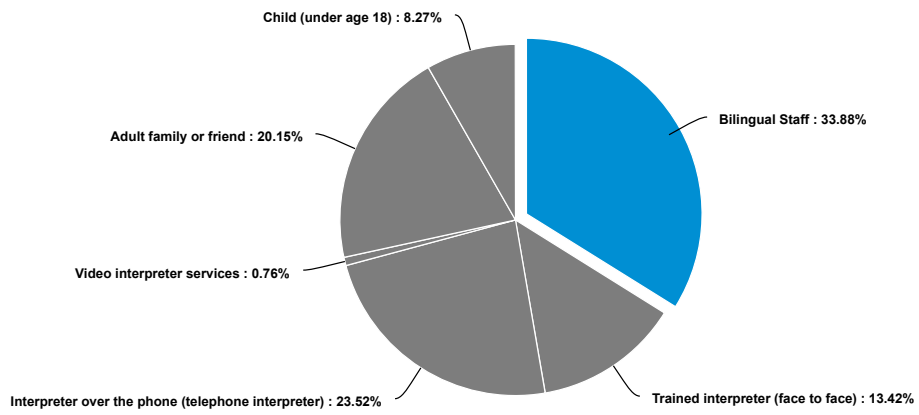
Answer	Count	Percent	20%	40%	60%	80%	100%
Never	139	8.9%	<div style="width: 8.9%;"></div>				
Rarely	97	6.21%	<div style="width: 6.21%;"></div>				
Sometimes	167	10.69%	<div style="width: 10.69%;"></div>				
Frequently	634	40.59%	<div style="width: 40.59%;"></div>				
N/A	525	33.61%	<div style="width: 33.61%;"></div>				
Total	1562	100 %					

Limited English Proficient (LEP) consumers brought family or friends to interpret



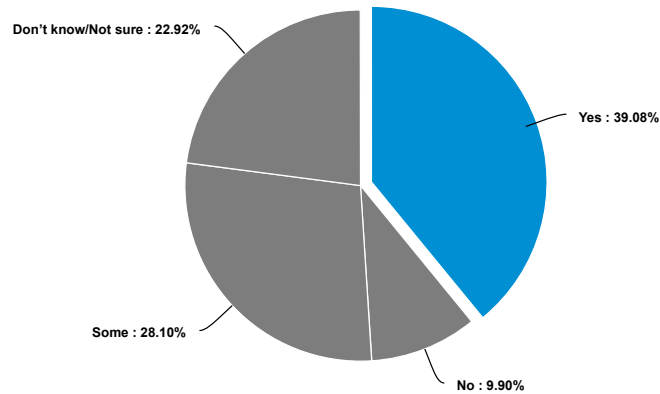
Answer	Count	Percent	20%	40%	60%	80%	100%
Never	124	7.94%	<div style="width: 7.94%;"></div>				
Rarely	128	8.19%	<div style="width: 8.19%;"></div>				
Sometimes	437	27.98%	<div style="width: 27.98%;"></div>				
Frequently	376	24.07%	<div style="width: 24.07%;"></div>				
N/A	497	31.82%	<div style="width: 31.82%;"></div>				
Total	1562	100 %					

21. Please indicate which method(s) of interpretation are used by your organization to communicate with Limited English Proficient (LEP) consumers/patients (Select all that apply)?



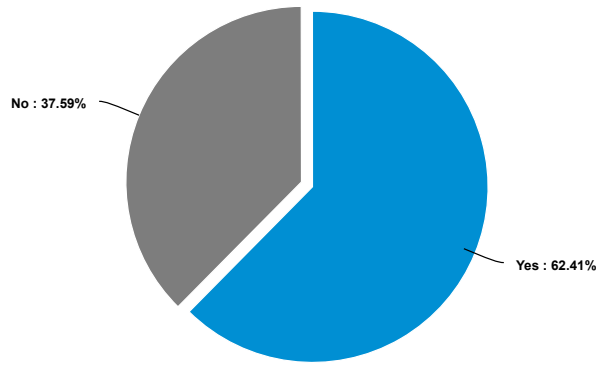
Answer	Count	Percent	20%	40%	60%	80%	100%
Bilingual Staff	1118	33.88%					
Trained interpreter (face to face)	443	13.42%					
Interpreter over the phone (telephone interpreter)	776	23.52%					
Video interpreter services	25	0.76%					
Adult family or friend	665	20.15%					
Child (under age 18)	273	8.27%					
Total	3300	100 %					

22. Are documents available in the consumer's/patient's preferred language?



Answer	Count	Percent	20%	40%	60%	80%	100%
Yes	612	39.08%					
No	155	9.9%					
Some	440	28.1%					
Don't know/Not sure	359	22.92%					
Total	1566	100 %					

23. Are the majority of documents needed by consumers/patients translated?



Answer	Count	Percent	20%	40%	60%	80%	100%
Yes	968	62.41%	<div style="width: 62.41%;"></div>				
No	583	37.59%	<div style="width: 37.59%;"></div>				
Total	1551	100 %					

24. If not, which documents need to be translated?

24. If not, which documents need to be translated?

Date	Response ID	Response
08/01/2016	26462597	
06/27/2016	26411950	Informational, such as the Trauma Booklet.
06/10/2016	26388685	
06/10/2016	26388658	many
06/09/2016	26388129	
06/09/2016	26387884	Applications for licensing/certification.
06/09/2016	26387642	
06/09/2016	26387596	
06/09/2016	26387599	
06/09/2016	26387533	
06/09/2016	26387529	All
06/09/2016	26387526	
06/08/2016	26386385	
06/08/2016	26385528	Informed Consent
06/08/2016	26384313	
06/07/2016	26383513	
06/07/2016	26383271	
06/07/2016	26383271	
06/07/2016	26383271	
06/07/2016	26383271	
06/07/2016	26382562	
06/07/2016	26373726	
06/06/2016	26381913	
06/06/2016	26381519	
06/06/2016	26381379	unknown not in my feild
06/06/2016	26381360	referrals
06/06/2016	26381261	Not sure.
06/06/2016	26381166	
06/06/2016	26365951	
06/06/2016	26381025	
06/06/2016	26381013	

06/06/2016	26380996	N/A
06/06/2016	26365798	service plans, transition conference page, clinic assessment reports
06/06/2016	26380899	All documents, Individual Family Service Plan, Therapist notes.
06/06/2016	26380893	
06/06/2016	26380716	
06/06/2016	26380647	Registration Docs.
06/06/2016	26380656	
06/06/2016	26380645	
06/06/2016	26366072	Treatment Plans
06/06/2016	26380619	Medicaid documentation Millers trust
06/06/2016	26380589	
06/06/2016	26380577	
06/06/2016	26380568	
06/06/2016	26380537	
06/06/2016	26380531	
06/06/2016	26380510	
06/06/2016	26380484	
06/05/2016	26380213	
06/05/2016	26379795	
06/05/2016	26366268	
06/04/2016	26379554	
06/04/2016	26379501	All of them should be translated.
06/04/2016	26373880	
06/04/2016	26379180	
06/04/2016	26379166	Spanish translation for medical
06/03/2016	26379047	Referral lists Patient Consent/Permission to treat form Release of Information form Safety Contract form Patient Satisfaction Survey
06/03/2016	26370298	Most of them.
06/03/2016	26378798	
06/03/2016	26378749	
06/03/2016	26378683	all environmental health applications and supplemental materials. (only 2 documents of 50 plus documents total are translated)
06/03/2016	26378681	
06/03/2016	26378692	More materials for treatment. Unsure about documentation for those being admitted.
06/03/2016	26378652	We have access to some basic documents which are already translated, but my requests to purchase them have been put on the back burner, as have other requests to spend money.
06/03/2016	26378636	
06/03/2016	26378621	IFSP documents; Family Packets (information); Referral forms; ideas/suggestions for families related to their child's disability
06/03/2016	26378618	Verification forms for employment and identification.
06/03/2016	26378599	Hiring of employees that are proficient in the Language other than just a minute amount of Administrative Staff that do not work directly with the individuals.
06/03/2016	26378607	
06/03/2016	26378598	
06/03/2016	26378588	Applications
06/03/2016	26378579	not sure
06/03/2016	26378557	
06/03/2016	26378586	
06/03/2016	26378569	Evaluations and letters send by central office
06/03/2016	26378559	uncertain
06/03/2016	26378570	many, but not all documents have been translated.
06/03/2016	26378578	Written evaluation and medical reports.
06/03/2016	26378573	

06/03/2016	26378571	
06/03/2016	26378562	I do not have this information.
06/03/2016	26378576	
06/03/2016	26378554	
06/03/2016	26378545	I don't think this is applicable to my unit as we don't directly provide services to the public.
06/03/2016	26378558	
06/03/2016	26378542	
06/03/2016	26378543	
06/03/2016	26365892	
06/03/2016	26378516	
06/03/2016	26378519	all
06/03/2016	26378537	
06/03/2016	26378529	
06/03/2016	26378503	None the people can speak and read English. Its the accents being so heavy make them hard to understand
06/03/2016	26378505	
06/03/2016	26378506	
06/03/2016	26378480	
06/03/2016	26378495	
06/03/2016	26378499	
06/03/2016	26371402	
06/03/2016	26378488	court orders
06/03/2016	26378311	release of information assessment documents
06/03/2016	26378235	All documents used by the worker: client acknowledgement form and request for verification form
06/03/2016	26378063	Most of DDS documents need to be translated
06/03/2016	26378013	don't know
06/02/2016	26377668	What ever we use
06/02/2016	26377542	not sure.
06/02/2016	26377277	Applications
06/02/2016	26376852	health information
06/02/2016	26376771	none
06/02/2016	26376723	All DSS documents
06/02/2016	26376607	perhaps a Spanish version of everything
06/02/2016	26376447	I am not sure.
06/02/2016	26376424	Information about TB Information about WIC
06/02/2016	26376308	public service health information
06/02/2016	26376137	N/A
06/02/2016	26376042	Case processing documents.
06/02/2016	26376050	General testimony & affidavit of paternity, application, and letters.
06/02/2016	26376031	food code
06/02/2016	26376023	PROMISE Program documents?
06/02/2016	26376021	not all of our documents are translated such as legal documents Affidavits, Long arms, General testimonies.
06/02/2016	26375992	ALL
06/02/2016	26375989	I am not sure
06/02/2016	26375975	all required documents
06/02/2016	26375963	If a resident is going to sign anything, then basically all of our consent forms would need to be translated. Many of our residents do not make their own decisions, so it would also be beneficial for family members with limited English proficiency to be given translated materials.
06/02/2016	26375947	most
06/01/2016	26375016	.
06/01/2016	26374847	Client forms
06/01/2016	26374658	none

06/01/2016	26374654	n/a
06/01/2016	26374514	admission documents, treatment plans
06/01/2016	26374384	Medical certifications, verification of employment form, subsidized child care client agreement
06/01/2016	26371615	Applications & outgoing mail
06/01/2016	26374096	Applications and required forms in other languages other than Spanish.
06/01/2016	26374097	COURT ORDERS
06/01/2016	26374099	reports
06/01/2016	26374082	I deal with Customer Relations in the call center, I assist client with mail they received in English.
06/01/2016	26374072	n/a in my position
06/01/2016	26374064	unsure of the titles
06/01/2016	26374006	Unsure
06/01/2016	26373901	I don't know
06/01/2016	26365732	Applications, regulations, policy, release of info, benefits, authorization, plans of care
06/01/2016	26373989	all
06/01/2016	26373954	none
06/01/2016	26373936	Most of the DSS Forms except for a few that are already in Spanish
06/01/2016	26373883	Worker Master Forms used daily. Need to be able to type in English and Print off information typed in Spanish
06/01/2016	26373879	N/A
06/01/2016	26373838	All
06/01/2016	26373841	n/a
06/01/2016	26373843	Don't know
06/01/2016	26373836	no
06/01/2016	26373321	Cannot recall at present.
06/01/2016	26373794	Release forms.
06/01/2016	26373798	n/a
06/01/2016	26373804	Overall, the majority of documents that are used including the center handbook is not offered in another language besides English.
06/01/2016	26373731	treatment plans
06/01/2016	26373321	Cannot recall at present.
06/01/2016	26373650	Can't definitely say
06/01/2016	26373734	Not sure.
06/01/2016	26373715	Everything except applications and verification request forms
06/01/2016	26373714	none
06/01/2016	26373720	this survey is poorly done. you seem to want me to speak for the facility and not just my job, and I really do not know all the information. I should be able to leave things blank.
06/01/2016	26373721	none
06/01/2016	26373704	All
06/01/2016	26373707	none
06/01/2016	26373708	do not know
06/01/2016	26373699	Many of our program specific materials need translating. The program overview is translated into Spanish.
06/01/2016	26373668	SEVERAL FORMS DON'T COME IN OTHER LANGUAGES
06/01/2016	26373671	unsure
06/01/2016	26373639	HIPPA,GENERAL RELEASE OF INFO,SAFETY FORM, VOTER REGISTRATION
06/01/2016	26373609	All documents
06/01/2016	26373615	unsure
06/01/2016	26373610	None.
06/01/2016	26373595	Any provider documents
06/01/2016	26373598	None
06/01/2016	26373574	marriage certificates, Death, acknowledgement paternity
06/01/2016	26373576	to many to name
06/01/2016	26373563	N/A
06/01/2016	26373582	n/a

06/01/2016	26373573	n/a
06/01/2016	26373561	none
06/01/2016	26373545	None
06/01/2016	26373543	applications for services
06/01/2016	26373546	Unknown
06/01/2016	26373388	A few documents are translated into Spanish and Korean, but no other languages that I am aware of. Most are in English only.
06/01/2016	26373322	None
06/01/2016	26373263	Letters that go out to clients
06/01/2016	26373082	none
06/01/2016	26373053	Several Forms too many to list
06/01/2016	26373005	I don't know
05/31/2016	26372734	N/A
05/31/2016	26372426	standard forms
05/31/2016	26371852	Intake forms and permission slips
05/31/2016	26371507	all brochures
05/31/2016	26371312	don't know
05/31/2016	26371285	All
05/31/2016	26371158	Letter sent by program director
05/31/2016	26371092	No idea
05/31/2016	26370654	I don't actually know what is available in another language.
05/31/2016	26370650	NONE
05/31/2016	26370639	No answer
05/31/2016	26370485	IFSP's & evaluations
05/31/2016	26370437	xxx
05/31/2016	26370410	Notices that go out in the mail
05/31/2016	26370375	not applicable
05/31/2016	26370351	many
05/31/2016	26370354	many
05/31/2016	26370336	Don't know.
05/31/2016	26370344	none
05/31/2016	26370339	Educational materials
05/31/2016	26370333	n/a
05/31/2016	26370329	Requirements Policy & Procedures required of client Penalty Information
05/31/2016	26370299	All literature
05/30/2016	26369590	N/A
05/29/2016	26368786	not sure
05/28/2016	26368383	ALL
05/28/2016	26368293	all documents are translated in Spanish but to my knowledge they are not translated in other languages spoken by our clients. For example Chinese, Vietnamese
05/27/2016	26368055	*
05/27/2016	26367993	Not sure
05/27/2016	26367895	NA
05/27/2016	26367849	All
05/27/2016	26367795	Directions and Usage Directions
05/27/2016	26367809	several
05/27/2016	26367720	N/A
05/27/2016	26367796	unknown
05/27/2016	26367766	not sure
05/27/2016	26367718	Applications, informational brochures, website, newsletters
05/27/2016	26367696	Not sure
05/27/2016	26367654	none

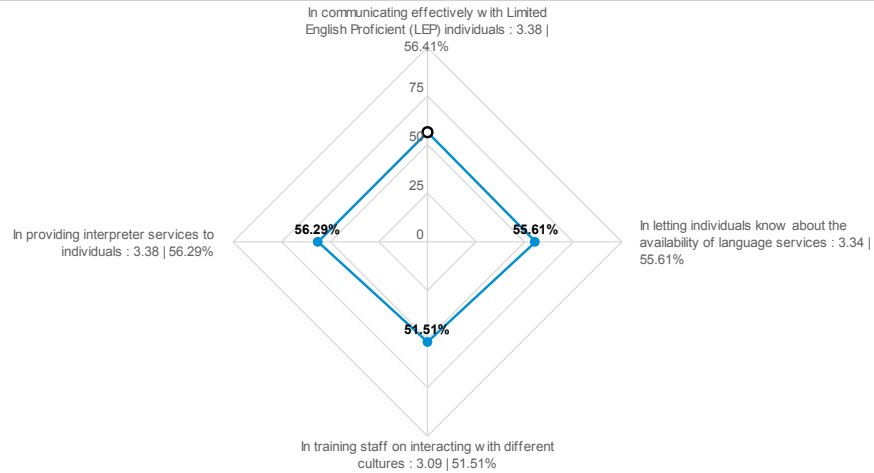
05/27/2016	26367548	Our State Service Center documents for approval and or denials.
05/27/2016	26367544	I don't know
05/27/2016	26367531	not sure
05/27/2016	26367533	none
05/27/2016	26367462	Determination and Fair Hearing Letters
05/27/2016	26367454	n/a
05/27/2016	26367443	Don't know
05/27/2016	26367439	informational documents
05/27/2016	26367314	None of the documents are translated.
05/27/2016	26367307	ELPs, Behavior Plans, Nursing Assessments
05/27/2016	26367297	Forms that need to be filled out for customers to get services from the State Service Centers.
05/27/2016	26367276	some of are handouts we have some in Spanish but not all. also need other translation for other languages.
05/27/2016	26367270	Affidavit, AOP forms
05/27/2016	26367262	intake form
05/27/2016	26367260	All handouts and forms.
05/27/2016	26367249	Informational hand-outs regarding resources available in the community
05/27/2016	26367243	Code Books
05/27/2016	26367227	Clients Acknowledgement form Request For Verification form Financial responsibility form And a couple of other forms.
05/26/2016	26366777	Enrollment paperwork, evaluation reports
05/26/2016	26366639	NA
05/26/2016	26366601	Various
05/26/2016	26366569	Provision of Protective Services, Release of Information and Adult Protective Services Law.
05/26/2016	26366579	Most all documents
05/26/2016	26366536	Spanish
05/26/2016	26366550	most of the client notices and informational brochures.
05/26/2016	26366495	lists
05/26/2016	26366459	Too many to list...DSS uses hundreds of forms, about 20% are translated into Spanish...guessing about 5 % are translated into Vietnamese or other...
05/26/2016	26366455	?
05/26/2016	26366436	x
05/26/2016	26366416	n/a
05/26/2016	26366391	All that in my office
05/26/2016	26366386	unknown
05/26/2016	26366373	The important one is translated.
05/26/2016	26366305	Not sure
05/26/2016	26366338	All of them
05/26/2016	26366323	interview sheets
05/26/2016	26366315	NA
05/26/2016	26366261	Applications and possibly brochures.
05/26/2016	26366304	other than Spanish
05/26/2016	26366242	Not sure
05/26/2016	26366273	All
05/26/2016	26366276	most forms
05/26/2016	26366238	Have not received any requests for translation - documents in our office provided to public & on website are DE regulations
05/26/2016	26366217	resident and family interview in QIS
05/26/2016	26366231	None.
05/26/2016	26366226	Not sure
05/26/2016	26366183	Service Coordination and Communication documents Some outreach documents are translated into Spanish
05/26/2016	26366178	Birth Cert, Marriage lic. various supporting documentation.
05/26/2016	26366154	don't know

05/26/2016	26366136	Renewals, Child Support forms, Client Notices/Letters, Fair Hearings Requests etc.
05/26/2016	26366142	N/A
05/26/2016	26366140	I don't know
05/26/2016	26366102	Sometimes verifications
05/26/2016	26366117	most documents
05/26/2016	26366093	No applications or any in Haitian language
05/26/2016	26366107	none
05/26/2016	26366090	n/a
05/26/2016	26366073	Applications for services, for one. It wouldn't hurt to have our determination letters available in Spanish, too.
05/26/2016	26366074	Clients call concerning letters they receive in English and ask for further explanation.
05/26/2016	26366021	Employment forms, CMR documents, things that are posted in the office
05/26/2016	26366028	intake forms, we need other languages than Spanish for pamphlets
05/26/2016	26365994	Many documents are translated into Spanish, but not many in other languages.
05/26/2016	26366012	Brochures, newsletters, directories.
05/26/2016	26365988	applications and forms
05/26/2016	26365991	forms sometimes avail in Spanish. Never in other languages
05/26/2016	26365985	N/A
05/26/2016	26365982	Translation is not needed in the Information Systems Unit where I work.
05/26/2016	26365993	none. my clients are non-verbal, intellectually disabled.
05/26/2016	26365897	Orientation documents and documentation form the courts
05/26/2016	26365968	I do not have a clue, it really is N/A
05/26/2016	26365944	admission documents
05/26/2016	26365942	all handouts to clients
05/26/2016	26365878	Letters to parents regarding metabolic and hearing screening.
05/26/2016	26365893	all documents
05/26/2016	26365846	I don't know which documents need to be translated.
05/26/2016	26365895	Don't know - Not applicable
05/26/2016	26365912	N/A
05/26/2016	26365905	
05/26/2016	26365875	unknown
05/26/2016	26365870	none
05/26/2016	26365863	DCSE APPLICATION (ALL)
05/26/2016	26365856	Request forms
05/26/2016	26365869	n/a
05/26/2016	26365868	N/A
05/26/2016	26365859	Not sure
05/26/2016	26365840	Medical
05/26/2016	26365803	history sheets medical and other
05/26/2016	26365833	Not sure. Many problems exist in having someone translate all of the docs
05/26/2016	26365651	Unknown
05/26/2016	26365828	Lots of them!
05/26/2016	26365801	not applicable
05/26/2016	26365802	n/a
05/26/2016	26365723	I am not sure
05/26/2016	26365799	new hire paperwork, benefits information, pension information
05/26/2016	26365796	not sure
05/26/2016	26365783	Haitian
05/26/2016	26365757	None
05/26/2016	26365774	childcare
05/26/2016	26365727	1. authorization for treatment 2. treatment notes (when patient request release of information) 3. Release of information authorization forms

05/26/2016	26365760	N/A
05/26/2016	26365744	Unsure, given my function.
05/26/2016	26365725	They usually have friend or family help them with applications.
05/26/2016	26365734	not sure
05/26/2016	26365722	None
05/26/2016	26365767	Spanish, Asian
05/26/2016	26365626	I would not know
05/26/2016	26365753	no
05/26/2016	26365728	each document mostly in the workers master list
05/26/2016	26365742	menus
05/26/2016	26365709	Consents; billing and insurance information; assessment outcomes and recommendations;
05/26/2016	26365738	na
05/26/2016	26365694	NONE OF THEM ARE TRANSLATED. A FEW FLYERS ARE.
05/26/2016	26365717	All n/a
05/26/2016	26365688	do not know
05/26/2016	26365692	admission records and contracts
05/26/2016	26365699	none
05/26/2016	26365653	most documents
05/26/2016	26365646	Most are in Spanish, but I don't know if they are in the other languages listed.
05/26/2016	26365683	Individual Service Family plans, individualized letters, or other individualized/personalized correspondence
05/26/2016	26365696	Not sure.
05/26/2016	26365668	All of the Documents required for licensure are in English only.
05/26/2016	26365690	n/a
05/26/2016	26365635	Referral letters to other provider
05/26/2016	26365677	Regulations
05/26/2016	26365644	None
05/26/2016	26365591	training materials
05/26/2016	26365628	none
05/26/2016	26365586	Do not know.
05/26/2016	26365629	na
05/26/2016	26365589	na
05/26/2016	26365583	n/a
05/26/2016	26365571	na
05/26/2016	26365556	Many do not read due to Intellectual Disability, but others can. Probably anything they need to sign.
05/26/2016	26365554	Rights and Responsibilities form, Person's Annual Plan, Consents, etc.
05/26/2016	26365557	Voluntary Acknowledgement of Paternity & Denial of Paternity
05/26/2016	26365553	Info brochure
05/26/2016	26365506	All DSS forms
05/26/2016	26365376	There are a number of them
05/26/2016	26365377	forms
05/26/2016	26365368	NOMI's
05/26/2016	26365360	CRC cover sheet, All renewals, all applications
05/26/2016	26365362	na
05/26/2016	26365296	Childcare forms and CMR
05/26/2016	26365283	All of them.
05/26/2016	26365271	TANF/Food Benefits/ CC reviews
05/26/2016	26365272	all
05/26/2016	26365225	Self sufficiency Plan, Appointment and Request for Verification form
05/25/2016	26364292	None that I know
05/25/2016	26363955	letter by Spanish in Spanish.

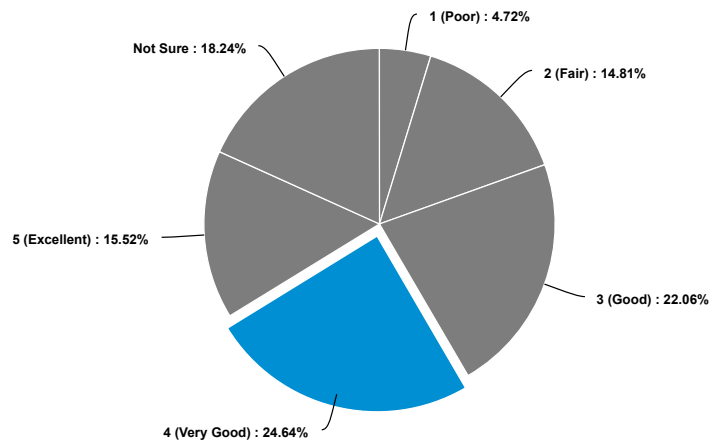
05/25/2016	26363950	The documents are translated, but not all the languages are represented, which would be difficult.
05/25/2016	26363936	people
05/25/2016	26363883	Any documents that a person would have to sign.
05/25/2016	26363838	All of them
05/25/2016	26363844	I can only think of 1 form that has a Spanish translation. There are many intake form and treatment handouts that are not translated (to the best of my knowledge).
05/25/2016	26363852	n/a
05/25/2016	26363826	alot
05/25/2016	26363823	All in Cerloe
05/25/2016	26363762	Petitions/motions, etc.
05/25/2016	26363725	none -- have not encountered any problems
05/25/2016	26363721	All. Our documents are English Language.
05/25/2016	26363683	Forms
05/25/2016	26363634	Not all forms that need to be signed by the client are translated
05/25/2016	26363544	Application Instructions
05/25/2016	26363524	Most documents are in English, except some are in Spanish
05/25/2016	26363518	Many
05/25/2016	26363489	all
05/25/2016	26363483	N/A
05/25/2016	26363481	N/A
05/25/2016	26363421	ALL OF THEM.
05/25/2016	26363409	not sure
05/25/2016	26363426	all Frequently asked questions
05/25/2016	26363407	New Newborn screening information

25. Overall, how well do you think your organization performs? (Scale 1 to 5, with 1 being the lowest score and 5 the highest)



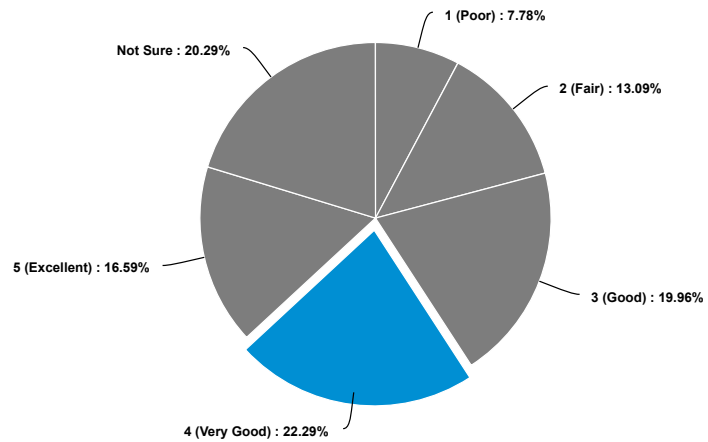
Question	Count	Score	1 (Poor)	2 (Fair)	3 (Good)	4 (Very Good)	5 (Excellent)	Not Sure	
In communicating effectively with Limited English Proficient (LEP) individuals	1546	3.38	[Progress bar]						
In letting individuals know about the availability of language services	1543	3.34	[Progress bar]						
In training staff on interacting with different cultures	1542	3.09	[Progress bar]						
In providing interpreter services to individuals	1545	3.38	[Progress bar]						
Average		3.3							

In communicating effectively with Limited English Proficient (LEP) individuals



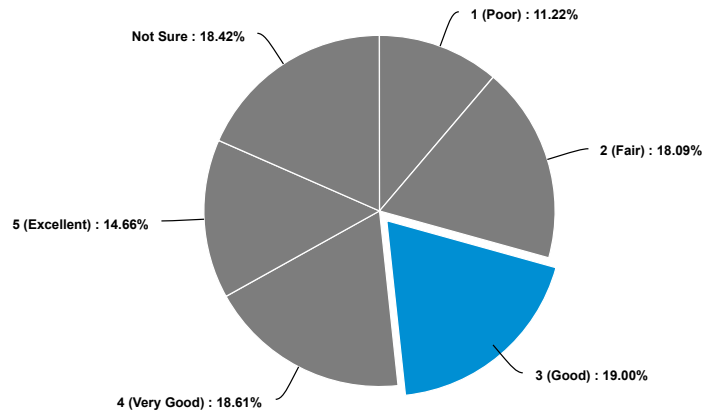
Answer	Count	Percent	20%	40%	60%	80%	100%
1 (Poor)	73	4.72%	<div style="width: 4.72%;"></div>				
2 (Fair)	229	14.81%	<div style="width: 14.81%;"></div>				
3 (Good)	341	22.06%	<div style="width: 22.06%;"></div>				
4 (Very Good)	381	24.64%	<div style="width: 24.64%;"></div>				
5 (Excellent)	240	15.52%	<div style="width: 15.52%;"></div>				
Not Sure	282	18.24%	<div style="width: 18.24%;"></div>				
Total	1546	100 %					

In letting individuals know about the availability of language services



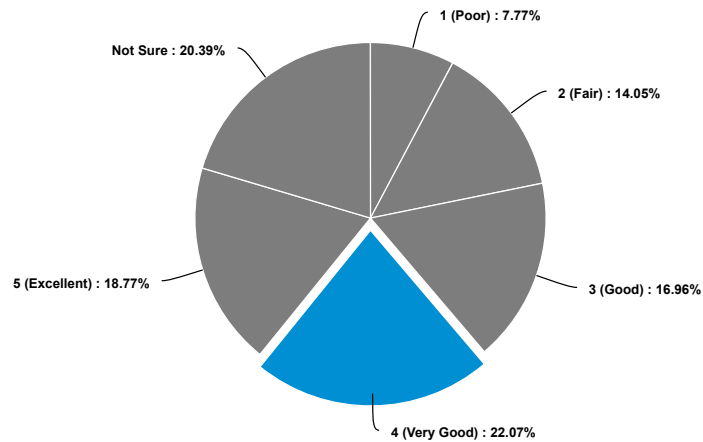
Answer	Count	Percent	20%	40%	60%	80%	100%
1 (Poor)	120	7.78%	<div style="width: 7.78%;"></div>				
2 (Fair)	202	13.09%	<div style="width: 13.09%;"></div>				
3 (Good)	308	19.96%	<div style="width: 19.96%;"></div>				
4 (Very Good)	344	22.29%	<div style="width: 22.29%;"></div>				
5 (Excellent)	256	16.59%	<div style="width: 16.59%;"></div>				
Not Sure	313	20.29%	<div style="width: 20.29%;"></div>				
Total	1543	100 %					

In training staff on interacting with different cultures



Answer	Count	Percent	20%	40%	60%	80%	100%
1 (Poor)	173	11.22%					
2 (Fair)	279	18.09%					
3 (Good)	293	19%					
4 (Very Good)	287	18.61%					
5 (Excellent)	226	14.66%					
Not Sure	284	18.42%					
Total	1542	100 %					

In providing interpreter services to individuals



Answer	Count	Percent	20%	40%	60%	80%	100%
1 (Poor)	120	7.77%					
2 (Fair)	217	14.05%					
3 (Good)	262	16.96%					
4 (Very Good)	341	22.07%					
5 (Excellent)	290	18.77%					
Not Sure	315	20.39%					
Total	1545	100 %					

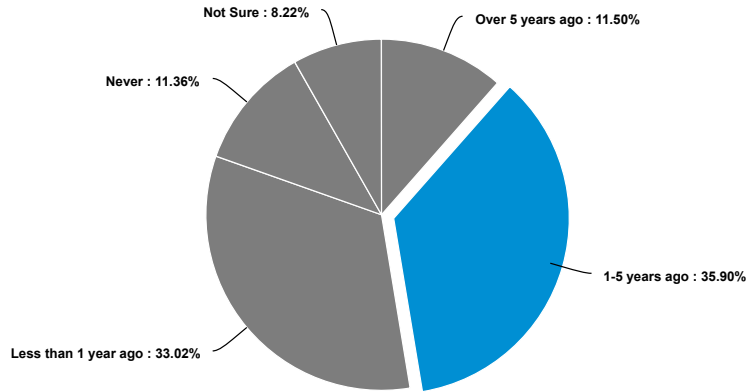
26. Please indicate if you have received any of the following types of training (please choose time frame for the most recent training):

Question	Count	Score	Over 5 years ago	1-5 years ago	Less than 1 year ago	Never	Not Sure
Diversity and Inclusion	1496	2.48					
Cultural Competency	1494	2.69					
The impact of miscommunication on program effectiveness	1492	2.95					
Interacting with consumers from diverse cultural and spiritual backgrounds	1494	2.75					

Organizational policies and procedures related to culturally and linguistically appropriate service delivery	1493	2.9	
How to ask consumers about their health care values and beliefs	1492	3.15	
How to ask consumers about their racial/ethnic background in a sensitive way	1493	3.01	
Language Services / How to work with interpreters	1492	3.16	
How to work with individuals with disability	1492	2.76	
How to accommodate individuals with disability	1493	2.77	
LGBTQ awareness education	1488	3.27	
Health Equity	1492	3.12	
Health Literacy	1491	3.16	

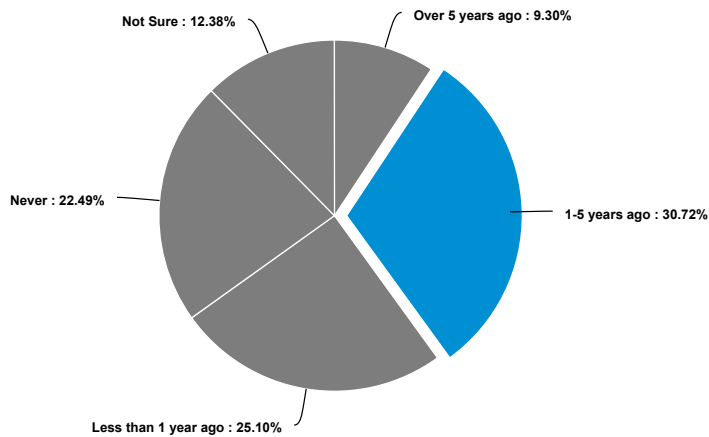
Average 2.94

Diversity and Inclusion



Answer	Count	Percent	20%	40%	60%	80%	100%
Over 5 years ago	172	11.5%					
1-5 years ago	537	35.9%					
Less than 1 year ago	494	33.02%					
Never	170	11.36%					
Not Sure	123	8.22%					
Total	1496	100 %					

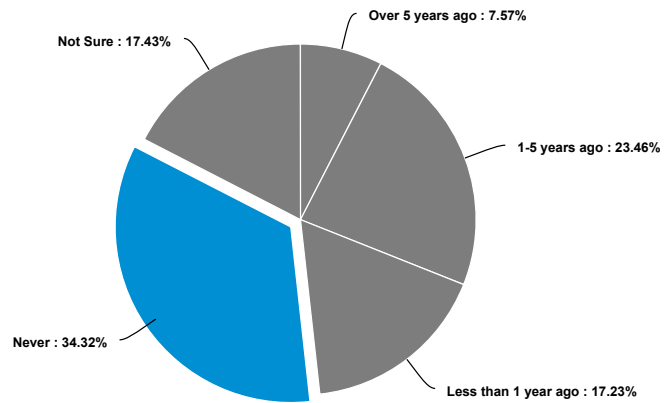
Cultural Competency





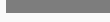


Answer	Count	Percent	20%	40%	60%	80%	100%
Over 5 years ago	139	9.3%					
1-5 years ago	459	30.72%					
Less than 1 year ago	375	25.1%					
Never	336	22.49%					

Not Sure	185	12.38%	
Total	1494	100 %	

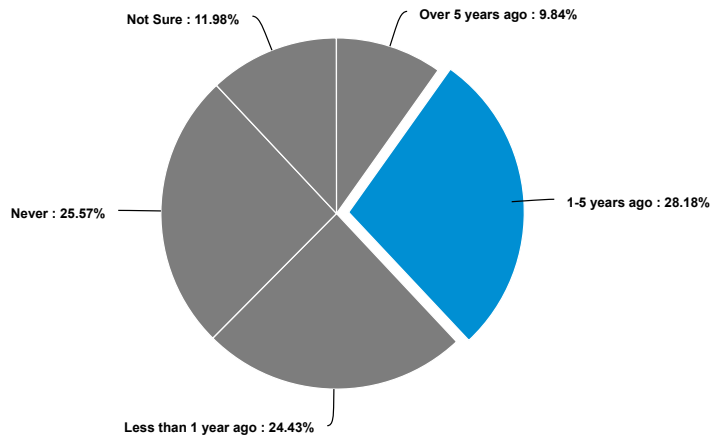
The impact of miscommunication on program effectiveness








Answer	Count	Percent	20%	40%	60%	80%	100%
Over 5 years ago	113	7.57%					
1-5 years ago	350	23.46%					
Less than 1 year ago	257	17.23%					
Never	512	34.32%					
Not Sure	260	17.43%					

Total	1492	100 %
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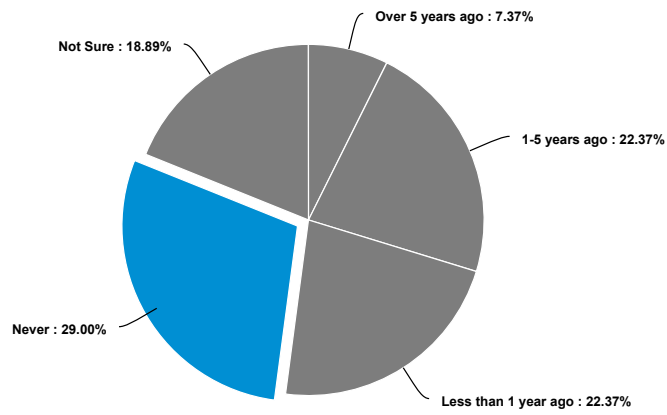
Interacting with consumers from diverse cultural and spiritual backgrounds



Answer	Count	Percent	20%	40%	60%	80%	100%
Over 5 years ago	147	9.84%					
1-5 years ago	421	28.18%					
Less than 1 year ago	365	24.43%					
Never	382	25.57%					
Not Sure	179	11.98%					

Total	1494	100 %
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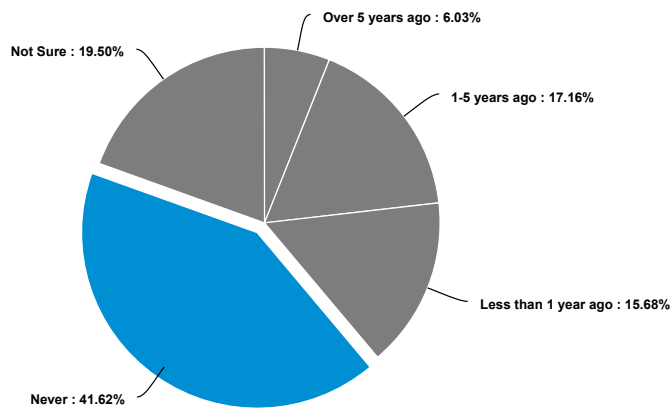
Organizational policies and procedures related to culturally and linguistically appropriate service delivery



Answer	Count	Percent	20%	40%	60%	80%	100%
Over 5 years ago	110	7.37%					
1-5 years ago	334	22.37%					
Less than 1 year ago	334	22.37%					
Never	433	29%					
Not Sure	282	18.89%					

Total 1493 100 %

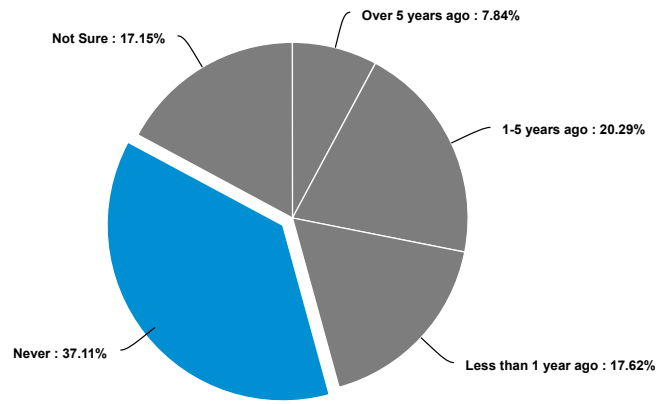
How to ask consumers about their health care values and beliefs



Answer	Count	Percent	20%	40%	60%	80%	100%
Over 5 years ago	90	6.03%					
1-5 years ago	256	17.16%					
Less than 1 year ago	234	15.68%					
Never	621	41.62%					
Not Sure	291	19.5%					

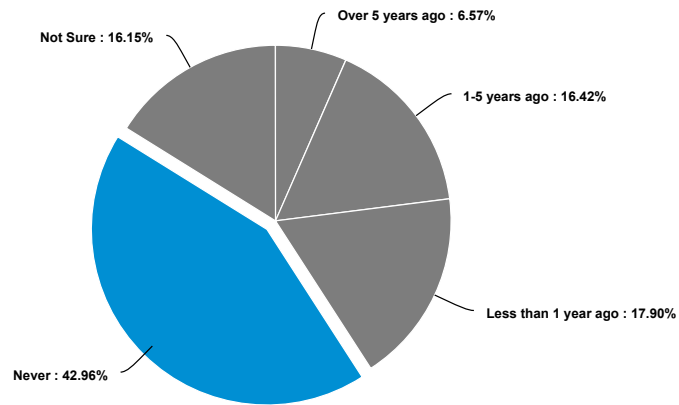
Total 1492 100 %

How to ask consumers about their racial/ethnic background in a sensitive way



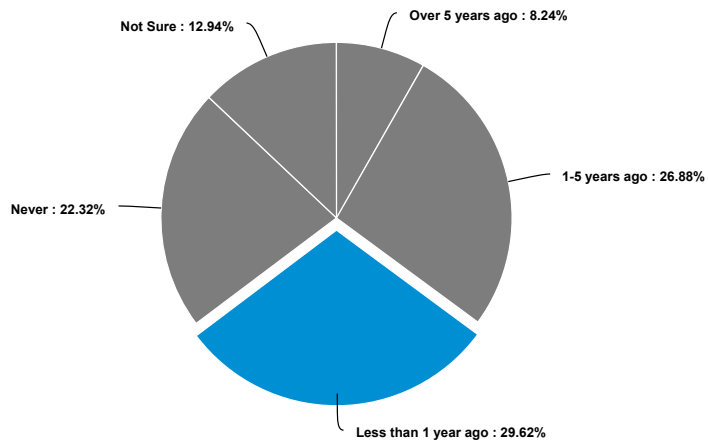
Answer	Count	Percent	20%	40%	60%	80%	100%
Over 5 years ago	117	7.84%					
1-5 years ago	303	20.29%					
Less than 1 year ago	263	17.62%					
Never	554	37.11%					
Not Sure	256	17.15%					
Total	1493	100 %					

Language Services / How to work with interpreters



Answer	Count	Percent	20%	40%	60%	80%	100%
Over 5 years ago	98	6.57%					
1-5 years ago	245	16.42%					
Less than 1 year ago	267	17.90%					
Never	641	42.96%					
Not Sure	241	16.15%					
Total	1492	100 %					

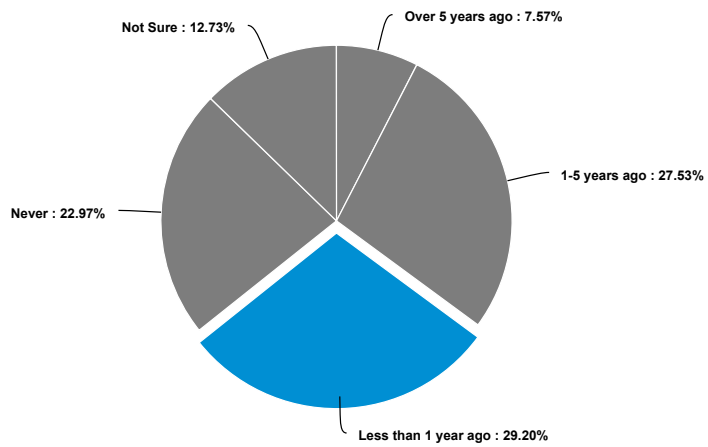
How to work with individuals with disability



Answer	Count	Percent	20%	40%	60%	80%	100%
Over 5 years ago	123	8.24%	<div style="width: 8.24%;"></div>				
1-5 years ago	401	26.88%	<div style="width: 26.88%;"></div>				
Less than 1 year ago	442	29.62%	<div style="width: 29.62%;"></div>				
Never	333	22.32%	<div style="width: 22.32%;"></div>				
Not Sure	193	12.94%	<div style="width: 12.94%;"></div>				

Total 1492 100 %

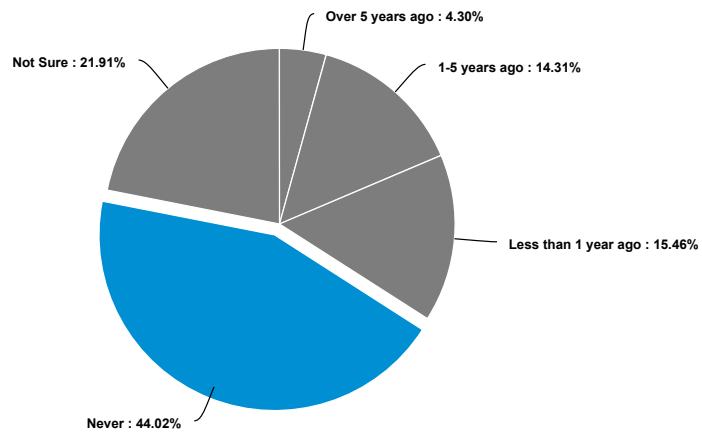
How to accommodate individuals with disability



Answer	Count	Percent	20%	40%	60%	80%	100%
Over 5 years ago	113	7.57%	<div style="width: 7.57%;"></div>				
1-5 years ago	411	27.53%	<div style="width: 27.53%;"></div>				
Less than 1 year ago	436	29.2%	<div style="width: 29.2%;"></div>				
Never	343	22.97%	<div style="width: 22.97%;"></div>				
Not Sure	190	12.73%	<div style="width: 12.73%;"></div>				

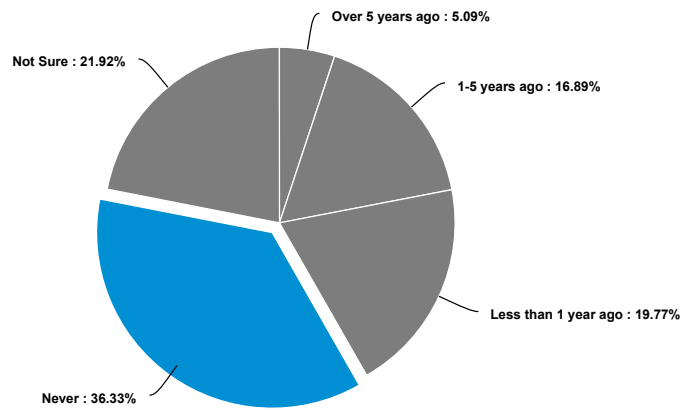
Total 1493 100 %

LGBTQ awareness education



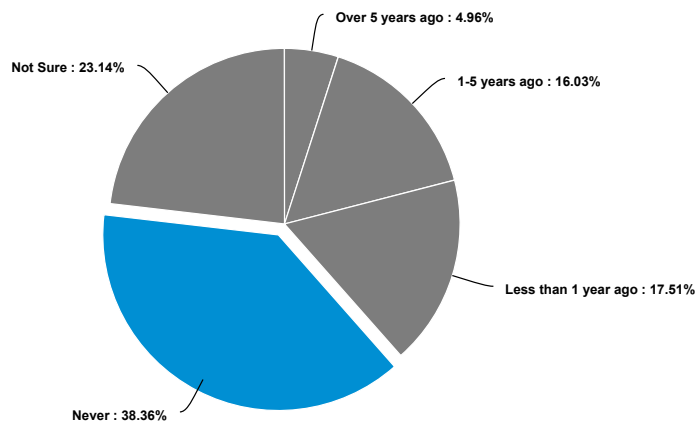
Answer	Count	Percent	20%	40%	60%	80%	100%
Over 5 years ago	64	4.3%					
1-5 years ago	213	14.31%					
Less than 1 year ago	230	15.46%					
Never	655	44.02%					
Not Sure	326	21.91%					
Total	1488	100 %					

Health Equity



Answer	Count	Percent	20%	40%	60%	80%	100%
Over 5 years ago	76	5.09%					
1-5 years ago	252	16.89%					
Less than 1 year ago	295	19.77%					
Never	542	36.33%					
Not Sure	327	21.92%					
Total	1492	100 %					

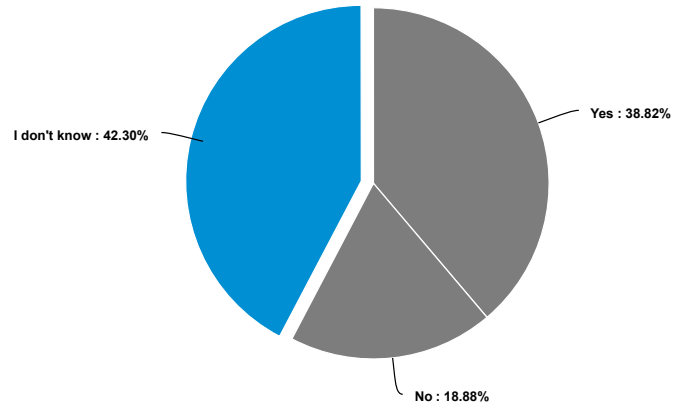
Health Literacy



Answer	Count	Percent	20%	40%	60%	80%	100%
Over 5 years ago	74	4.96%					
1-5 years ago	239	16.03%					
Less than 1 year ago	261	17.51%					
Never	572	38.36%					
Not Sure	345	23.14%					
Total	1491	100 %					

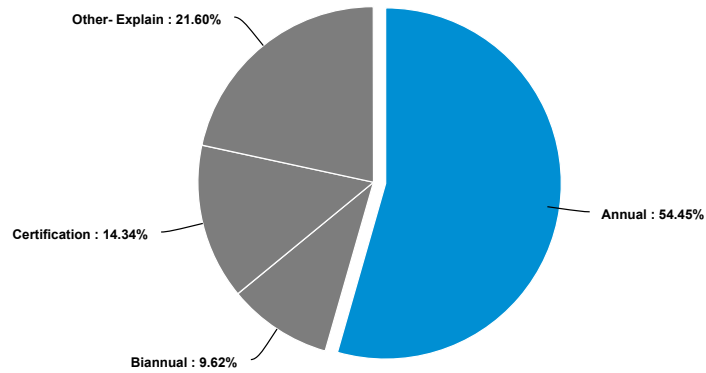


27. Is the training required/mandatory at your agency?



Answer	Count	Percent	20%	40%	60%	80%	100%
Yes	580	38.82%	<div style="width: 38.82%;"></div>				
No	282	18.88%	<div style="width: 18.88%;"></div>				
I don't know	632	42.3%	<div style="width: 42.3%;"></div>				
Total	1494	100 %					

28. If yes, the training is;



Answer	Count	Percent	20%	40%	60%	80%	100%
Annual	300	54.45%	<div style="width: 54.45%;"></div>				
Biannual	53	9.62%	<div style="width: 9.62%;"></div>				
Certification	79	14.34%	<div style="width: 14.34%;"></div>				
Other- Explain	119	21.6%	<div style="width: 21.6%;"></div>				
Total	551	100 %					

28. If yes, the training is; - Text Data for Other- Explain

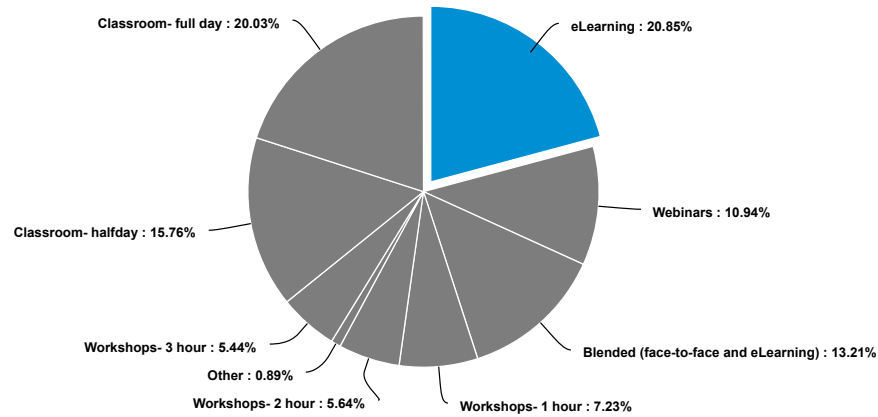
06/09/2016	26387613	New Employee Orientation
06/09/2016	26387528	New Employee Orientation
06/06/2016	26365798	? annual ?
06/03/2016	26378621	Not all are required annually, only some.
06/03/2016	26378518	at hire
06/03/2016	26378503	During New Hire Training
06/03/2016	26378042	as stated by email
06/02/2016	26376638	Diversity
06/02/2016	26376424	I'm not sure if there is a set policy on how often.

06/02/2016	26376060	At Hiring
06/02/2016	26376050	for promotion
06/02/2016	26376030	It is required annually but also given throughout the year through varies trainings, meetings, and conferences
06/02/2016	26375955	unsure
06/01/2016	26370285	Learning is achieved through a variety of methods and schedules
06/01/2016	26374687	As assigned
06/01/2016	26374575	depends on what it is
06/01/2016	26374096	Every 2- 3 years
06/01/2016	26374105	Orientation
06/01/2016	26373981	required at least once
06/01/2016	26373936	every 3 yers
06/01/2016	26373804	So are yearly, some are one time, some are not required
06/01/2016	26373750	New employee training
06/01/2016	26373666	every 3 years
06/01/2016	26373595	upon hire
06/01/2016	26373263	Every three years
06/01/2016	26373005	24 hour per year of any type of training
05/31/2016	26370243	varies
05/27/2016	26367883	one time
05/27/2016	26367165	every 2 years
05/26/2016	26366777	Not sure
05/26/2016	26366601	Ongoing
05/26/2016	26366569	I am not sure. But I received the training when I started to work with Adult Protective Services a year ago.
05/26/2016	26366544	Require through my employer
05/26/2016	26366526	depends on classification
05/26/2016	26366481	Every three years
05/26/2016	26366415	Not sure
05/26/2016	26366391	Part of Orientation
05/26/2016	26366392	every three years
05/26/2016	26366251	New Hire
05/26/2016	26366238	not sure- taken this year
05/26/2016	26366174	Unsure
05/26/2016	26366120	1 or as needed or required.
05/26/2016	26366115	Every 3 years
05/26/2016	26365989	depends
05/26/2016	26365994	First time last year
05/26/2016	26365998	every 3 years
05/26/2016	26365968	Whenever we are told to do it
05/26/2016	26365878	You sign up for it through state training. The frequency of doing the training has not been told to me. I would think you should do it every 2 years.
05/26/2016	26365910	New Hire
05/26/2016	26365849	Whenever possible
05/26/2016	26365895	Every 3 years
05/26/2016	26365785	One time mandatory training
05/26/2016	26365850	Human resources
05/26/2016	26365818	NOT SURE HOW OFTEN TRAINING IS PROVIDED
05/26/2016	26365869	offered once hired
05/26/2016	26365666	idk
05/26/2016	26365651	All new employees
05/26/2016	26365794	Every 3 years
05/26/2016	26365557	needed for promotion
05/26/2016	26365506	As requested

05/26/2016	26365429	Every three years
05/25/2016	26363883	Diversity is every 3 years
05/25/2016	26363857	once every so many years
05/25/2016	26363836	classess offered. Sometimes federal partners offer training in Areas
05/25/2016	26363842	every 3 years
05/25/2016	26363844	orientation
05/25/2016	26363725	Health Equity and Cultural Competency are one time trainings
05/25/2016	26363685	As trainings become available and can be program specific.
05/25/2016	26363622	required every 3 years
05/25/2016	26363541	As assigned
05/25/2016	26363509	New hire
05/25/2016	26363437	as needed
05/25/2016	26363409	Within the first year of hire date
05/24/2016	26360739	Offerred yearly but taken at least every other year.
05/24/2016	26360811	Every 3 years
05/24/2016	26360625	My supervisor will let me know or OA/Office Mgr.
05/23/2016	26359738	As needed.
05/23/2016	26359516	as needed
05/23/2016	26359240	on hire
05/23/2016	26359137	I think q 2 years
05/23/2016	26359086	once; certificate of attendance issued
05/23/2016	26358637	not certain
05/23/2016	26358443	sporadic
05/23/2016	26358329	sporadic
05/22/2016	26357366	Both- depending on training
05/20/2016	26355519	As specified by Administration
05/20/2016	26354332	taken once
05/20/2016	26354004	pm
05/20/2016	26353962	received upon hire
05/20/2016	26353895	training provided as needed.
05/19/2016	26352692	Every 3 years
05/19/2016	26352660	every few months
05/19/2016	26352642	when required
05/19/2016	26352552	Every 5 years
05/19/2016	26352365	Once
05/19/2016	26352476	depends
05/19/2016	26352369	every 3 yrs
05/19/2016	26352246	Every 3 years
05/19/2016	26352070	Some trainings are every year and others are not.jbird/38
05/19/2016	26352050	Courses can select
05/19/2016	26352022	unknown
05/19/2016	26351987	new hire training
05/19/2016	26351900	every 3 years
05/19/2016	26351903	Mnandatory
05/19/2016	26351763	offered
05/19/2016	26351865	One time training
05/19/2016	26351869	New hire
05/19/2016	26351838	When deemed necessary
05/19/2016	26351798	every three years or less. It's included in more than one training
05/19/2016	26351747	Required to take the training one time. No requirement for annual/biannual training.
05/19/2016	26351776	orientation

05/19/2016	26351738	STAFFING SESSIONS
05/19/2016	26351731	Every 3 years
05/19/2016	26351699	I'm contracted, so I don't know how often training is required. I just do it when told to do so.
05/19/2016	26351691	not sure how often

29. How is the training delivered at your agency? (Select all that apply)?



Answer	Count	Percent	20%	40%	60%	80%	100%
eLearning	303	20.85%	<div style="width: 20.85%;"></div>				
Webinars	159	10.94%	<div style="width: 10.94%;"></div>				
Blended (face-to-face and eLearning)	192	13.21%	<div style="width: 13.21%;"></div>				
Workshops- 1 hour	105	7.23%	<div style="width: 7.23%;"></div>				
Workshops- 2 hour	82	5.64%	<div style="width: 5.64%;"></div>				
Other	13	0.89%	<div style="width: 0.89%;"></div>				
Workshops- 3 hour	79	5.44%	<div style="width: 5.44%;"></div>				
Classroom- halfday	229	15.76%	<div style="width: 15.76%;"></div>				
Classroom- full day	291	20.03%	<div style="width: 20.03%;"></div>				

Total 1453 100 %

29. How is the training delivered at your agency? (Select all that apply)? - Text Data for Other

06/03/2016	26378593	All Day Training
06/03/2016	26378599	Hands on when staff is short
06/03/2016	26378621	Meetings
06/02/2016	26376541	I think
06/01/2016	26374848	Mandatory Staff Mtg.s
05/26/2016	26366391	Orientation is 3 days
05/26/2016	26365989	Orientation to state
05/26/2016	26365878	In the past it was face to face. I haven't done it since I've been in DPH
05/26/2016	26365271	LMS/ESTAR
05/25/2016	26363437	all above
05/25/2016	26363408	it varies
05/23/2016	26359037	inclusion conference

30. How do you learn more about the various cultures of the people that you serve?

30. How do you learn more about the various cultures of the people that you serve?

08/17/2016	26481941	from information contained in cor.
08/01/2016	26462597	Read and interact with others outside of my culture
07/09/2016	26425605	
06/29/2016	26414854	
06/27/2016	26411950	Lots of reading

06/14/2016	26395770	trainings needed
06/10/2016	26389306	
06/10/2016	26389026	
06/10/2016	26388913	Through websites
06/10/2016	26388735	Working in surrounding communities; attending trainings, workshops and seminars; effective listening;
06/10/2016	26388685	
06/10/2016	26388684	
06/10/2016	26388658	from the people directly
06/10/2016	26388655	I do not deal directly with clients on a regular basis.
06/09/2016	26388129	in their elp.
06/09/2016	26387816	
06/09/2016	26387646	
06/09/2016	26387642	
06/09/2016	26387608	Interacting in conversation
06/09/2016	26387613	We learn from data collected and personal contact.
06/09/2016	26387599	Through education
06/09/2016	26387610	Through others that are employed within DSS and the clients themselves
06/09/2016	26387596	
06/09/2016	26387563	I do a lot of reading or self training courses
06/09/2016	26387564	n/a
06/09/2016	26387551	
06/09/2016	26387533	
06/09/2016	26387536	
06/09/2016	26387528	Personal contact and data
06/09/2016	26387529	Observation and communication.
06/09/2016	26387526	
06/08/2016	26386385	
06/08/2016	26386028	Training
06/08/2016	26385528	google nursing books
06/08/2016	26384722	
06/08/2016	26384313	
06/07/2016	26383513	
06/07/2016	26371615	
06/07/2016	26371615	
06/07/2016	26382851	By interacting with them.
06/07/2016	26382579	
06/07/2016	26382562	
06/07/2016	26382540	During the intake interview process. Asking questions to get a better understanding.
06/07/2016	26373726	I have friends and family of many diverse races that I learn from at home. I haven't learned any type of training for different cultures in DPH. DPH is not very diverse in employees.
06/07/2016	26382511	training
06/06/2016	26381913	I was a hairdresser for over 30 years. I learned about various cultures through my clients.
06/06/2016	26381764	By interacting on a daily basis with multiple cultures and ethnicities
06/06/2016	26381753	Attend College and I receive training from my job
06/06/2016	26381519	
06/06/2016	26381379	I don t
06/06/2016	26381360	
06/06/2016	26381342	observation and interaction
06/06/2016	26381261	Talk to clients themselves and research on web.
06/06/2016	26381241	Mostly with interaction with the clients and training.
06/06/2016	26381255	

06/06/2016	26381200	
06/06/2016	26381166	
06/06/2016	26381153	by studying and research.
06/06/2016	26381053	
06/06/2016	26365951	research
06/06/2016	26381013	
06/06/2016	26380996	N/A
06/06/2016	26365798	open communication and dialogue
06/06/2016	26380899	Seek out other organizations on my own ie: Latin American Community Center Korean Community Center Take class for culture ethics, diversity
06/06/2016	26380901	In house or on line training courses.
06/06/2016	26365633	I try to take 1-3 courses/yr to increase my knowledge on culture/diversity issues. Since working as a contractor for the state of DE for over 6 yrs, it surprises me over the lack of diversity training that is both mandated and available for employees. There are numerous cultures who embody the personnel here and it is desperately needed.
06/06/2016	26380906	ask questions
06/06/2016	26380821	
06/06/2016	26380893	
06/06/2016	26380871	
06/06/2016	26380742	
06/06/2016	26380716	
06/06/2016	26380697	By talking to them
06/06/2016	26380683	Private learning
06/06/2016	26380661	
06/06/2016	26380647	Some dept. training, in service developmental training
06/06/2016	26380580	online
06/06/2016	26380649	By reading or asking questions
06/06/2016	26380656	
06/06/2016	26380645	By reading their ELP
06/06/2016	26366072	Independent study
06/06/2016	26373886	From getting to know them and the trainings provided
06/06/2016	26380619	I have ask family when possible.
06/06/2016	26380620	Research
06/06/2016	26380607	
06/06/2016	26380600	personal research or conversations
06/06/2016	26380603	
06/06/2016	26380589	
06/06/2016	26380577	
06/06/2016	26380568	we don't
06/06/2016	26380537	Education
06/06/2016	26380531	
06/06/2016	26380513	Common Knowledge
06/06/2016	26380510	
06/06/2016	26380484	
06/05/2016	26380213	
06/05/2016	26379880	through interaction
06/05/2016	26379795	
06/05/2016	26366268	
06/04/2016	26379554	
06/04/2016	26379501	spend time with the family. Ask questions
06/04/2016	26379307	
06/04/2016	26379286	Volunteer at Community Meetings.
06/04/2016	26373880	this does not apply to me

06/04/2016	26379166	word of mouth internet
06/04/2016	26379151	
06/04/2016	26379144	Diversity Training
06/04/2016	26379143	
06/03/2016	26379086	google
06/03/2016	26379064	
06/03/2016	26379051	By asking questions about there background there language etc.
06/03/2016	26379047	Personal initiative.
06/03/2016	26379014	Many of our patients are non verbal. I ask staff and family members.
06/03/2016	26378995	Seek out entities that will provide training/info sharing
06/03/2016	26370298	By asking & interacting with them.
06/03/2016	26378870	Internet
06/03/2016	26378824	Internet, Training, Observation of others
06/03/2016	26378819	statistics
06/03/2016	26378719	read up on the different cultures whenever I have an encounter
06/03/2016	26378798	Don't know
06/03/2016	26378749	
06/03/2016	26378667	google
06/03/2016	26378681	Ask questions and request information and literature of cultural interest.
06/03/2016	26378683	Try to ask about something when it comes up if there is a good rappore with individual and when good communication has been established.
06/03/2016	26378692	Personal research and learning, friends from other cultures, travel, attending outside workshops on diversity and inclusion which I seek out myself, workshop on medical interpreting, workshop on inclusion at state which I selected to attend, interpreters are helpful sources of info at times on culture
06/03/2016	26376775	
06/03/2016	26378549	
06/03/2016	26378694	I ask the people about their culture.
06/03/2016	26378695	Asking my clients. Research from the Internet.
06/03/2016	26378669	
06/03/2016	26378657	Because I have vast working experience in this area and population.
06/03/2016	26378642	interacting
06/03/2016	26378652	From culturally diverse staff and from others who work with different cultures.
06/03/2016	26378635	Training
06/03/2016	26378593	We observe and share the differences
06/03/2016	26378636	internet
06/03/2016	26378625	I process invoices so I do not have to use the services.
06/03/2016	26378599	I learn hands on by talking with people face to face since I am the first one they encounter when entering the office. Everyone else is locked off. I use what ever is necessary to communicate with anyone who enters that does not speak English or is hearing handicapped. In most cases it is through visual aids such as the letters that they have or a piece of paper that I provide in an attempt to communicate effectively.
06/03/2016	26378622	
06/03/2016	26378621	From previous employment.
06/03/2016	26378618	Through trainings
06/03/2016	26378619	
06/03/2016	26378614	Ask questions
06/03/2016	26378531	I ask co-workers and study it myself
06/03/2016	26378608	Reading and interacting the clients
06/03/2016	26378557	State policy and procedures as well as civil rights requirements. I also choose to educate myself to be culturally aware.
06/03/2016	26378588	I read. Research. Study and practice Spanish.
06/03/2016	26378583	
06/03/2016	26378591	
06/03/2016	26378584	I read
06/03/2016	26378579	by interacting with them
06/03/2016	26378590	
06/03/2016	26378581	do own research

06/03/2016	26378559	
06/03/2016	26378580	through provided sources, internet, and other learning materials.
06/03/2016	26378570	Webinars and seminars Personal research
06/03/2016	26378551	Ask my clients about their culture and listen to them when they talk about things related to this topic. Ask them questions to gain a better understanding of how to best serve them.
06/03/2016	26378578	By asking them or doing my own research.
06/03/2016	26378562	Using the DLC and on my own time while furthering my education.
06/03/2016	26378563	
06/03/2016	26378533	Training
06/03/2016	26378564	Through trainings, and just meeting new people every day and getting to understand where every one comes from.
06/03/2016	26378561	From Interaction of other cultures in dealing with issues related to Long-Term Care Facilities.
06/03/2016	26378545	By interacting with them and by researching
06/03/2016	26378573	
06/03/2016	26378554	
06/03/2016	26378571	
06/03/2016	26378558	
06/03/2016	26378541	I generally love learning about other cultures through speaking with people directly to watching documentaries about other cultures.
06/03/2016	26378576	
06/03/2016	26378538	training
06/03/2016	26378520	Elective training or classes.
06/03/2016	26378521	
06/03/2016	26378542	
06/03/2016	26378548	
06/03/2016	26378518	Personal
06/03/2016	26378543	Interaction
06/03/2016	26378544	n/a
06/03/2016	26365892	
06/03/2016	26378519	I do not.
06/03/2016	26378516	
06/03/2016	26378503	I ask question and then look it up and learn about.
06/03/2016	26371402	I am a member of a Christian Church and long ago accepted Jesus. I know that God made us all in his image and with differing characteristics. Ergo, I know that we in the USA are and have always been a diverse people. But for all of us to progress we must be united. Check Theodore Roosevelt on population assimilation into our uniqueness.
06/03/2016	26378359	Internet and continuing education through various accredited nursing sites.
06/03/2016	26378534	I research it and ask the clients
06/03/2016	26378537	
06/03/2016	26378526	N/A
06/03/2016	26378527	Classes
06/03/2016	26378523	Interacting with them
06/03/2016	26378529	as a contracted employee I am not sure how to respond to this survey and questions
06/03/2016	26378522	interaction
06/03/2016	26378517	by voluntarily searching for training and classes and attending on my own
06/03/2016	26378509	
06/03/2016	26378505	
06/03/2016	26378513	
06/03/2016	26378480	
06/03/2016	26378495	
06/03/2016	26378496	
06/03/2016	26378499	
06/03/2016	26378488	My community that I grew up in has a lot of African Americans and Latinos.
06/03/2016	26378409	I don't interact with the public in my job position.
06/03/2016	26378311	trainings, magazines, webinars, outside trainings

06/03/2016	26378235	Just personal knowledge
06/03/2016	26378234	Diversity Training
06/03/2016	26378224	From other staff and clients.
06/03/2016	26378228	NA
06/03/2016	26378063	reading/internet
06/03/2016	26378053	through on going trainins
06/03/2016	26378042	Reading, dining, interaction through employer
06/03/2016	26378013	By inquiring
06/03/2016	26377978	By Previous experience
06/03/2016	26377951	by the nurse staff.
06/03/2016	26377945	Just by asking certain questions during the interview pertaining to their lifestyle and why they are applying for benefits.
06/03/2016	26365857	I learn by reading and studying about different cultures.
06/03/2016	26377877	By interacting with them and through trainings.
06/02/2016	26377668	Books TV People
06/02/2016	26377277	I research the information.
06/02/2016	26377268	talking
06/02/2016	26377222	Ask questions
06/02/2016	26377129	speaking with them at work and through Church
06/02/2016	26377011	I live in the community where I work
06/02/2016	26376852	I research or if the individual is receptive, I engage in conversation about their culture.
06/02/2016	26376771	personal experience
06/02/2016	26376750	I talk to the client
06/02/2016	26376723	not often do we get anything about the cultures served. Diversity training is mandatory every 3 years.
06/02/2016	26376679	I learn about various cultures from my co workers
06/02/2016	26376638	Through trainings and online classes and through college courses
06/02/2016	26376607	interactions, communication
06/02/2016	26376267	I don't.
06/02/2016	26376598	By talking with staff who are already servicing that population.
06/02/2016	26376579	n/a
06/02/2016	26376541	by appropriately communicating with them and through training
06/02/2016	26376435	By having a conversation
06/02/2016	26376470	COMMUNICATING
06/02/2016	26376447	By talking to others
06/02/2016	26376451	read
06/02/2016	26376424	By talking with the client, by staff who are familiar with that particular culture, by reading online information.
06/02/2016	26376399	N/A
06/02/2016	26376353	speaking with them. I attempt to speak in Spanish and ask their help with my Spanish. They generally respond positively to my attempts and are helpful in helping me learn new vocabulary.
06/02/2016	26376315	Listen to what they say when I interview them and pay attention to their answers. If I have questions, then I ask in order to learn.
06/02/2016	26376367	N/A
06/02/2016	26376313	Interaction with the individuals.
06/02/2016	26376358	.
06/02/2016	26376328	goggle it
06/02/2016	26376308	ask, survey, census
06/02/2016	26376285	Reading and listening to the clients
06/02/2016	26376208	meeting clients in the field
06/02/2016	26376179	observation and asking questions
06/02/2016	26376130	Past work experience in cultural diverse communities and working with fellow employees
06/02/2016	26376137	NOT SURE
06/02/2016	26376108	Online training and speaking directly with the people I serve
06/02/2016	26376087	Through organizational information that is sent to our department.

06/02/2016	26376088	Email and media
06/02/2016	26376042	I brought my learning and experience to the agency with my prior twenty years of experience in the social services.
06/02/2016	26376060	Workshops
06/02/2016	26376063	interact with the population
06/02/2016	26376050	In interviewing the client, clients may sometimes divulge personal information which opens up a dialogue
06/02/2016	26376030	Aside from the training provided I tend to review various educational trainings and journals.
06/02/2016	26375992	Through education and work experience.
06/02/2016	26376034	Classroom and workshops
06/02/2016	26376031	trainings
06/02/2016	26376018	research
06/02/2016	26376023	mostly by personal research or communication with friends or colleagues
06/02/2016	26376021	through speaking with them and learning
06/02/2016	26375994	Self education, and talking to others within that culture if possible.
06/02/2016	26375989	Just talk to them as anyone else. Ask questions, make jokes talk about top news stories.
06/02/2016	26375986	N/A
06/02/2016	26375982	eLearning in which I can control slideshow of powerpoint instruction
06/02/2016	26375975	trainings
06/02/2016	26375963	Ask them. Do research. I also have a Bachelor's Degree in Anthropology, so I am already familiar with many different cultures, backgrounds and being culturally aware.
06/02/2016	26375951	Fellow agencies
06/02/2016	26375955	training, work environment
06/02/2016	26375918	From what is told from supervisors and doctors
06/02/2016	26375909	On a personal level I try to learn about them and understand them the best I can.
06/02/2016	26375893	Read, listen, and ask questions.
06/02/2016	26366104	I work with them
06/01/2016	26375369	na
06/01/2016	26375049	thru interaction with them daily
06/01/2016	26375016	Interactions outside of work and from television documentaries
06/01/2016	26374938	I develop at therapeutic relationship with them, conduct initial and annual assessments, facilitate treatment groups and provide direct care, address problems and/or concerns they may have.
06/01/2016	26374847	I go to different events and talk to people about their culture. I take courses.
06/01/2016	26374848	Continue to be observant of others' non-verbal cues and maintain my body language to project an open and honest interest in providing the highest level of service, possible. Ask openly and listen closely.
06/01/2016	26374839	.
06/01/2016	26370285	Please see above list.
06/01/2016	26374706	Trough training
06/01/2016	26374655	do not know
06/01/2016	26374687	Information provided
06/01/2016	26374165	By talking with them. Getting a better understanding of them and their culture.
06/01/2016	26374658	N/A
06/01/2016	26374654	n/a
06/01/2016	26374575	through our Hispanic interpreter.
06/01/2016	26374514	supervision groups
06/01/2016	26374437	Talk to multi-cultural co-workers
06/01/2016	26374384	Personal research
06/01/2016	26374353	Cultural training
06/01/2016	26374142	I would speak to them or their families
06/01/2016	26374225	I speak to them on the phone and ask them questions.
06/01/2016	26374263	face to face interaction.
06/01/2016	26374044	Through education and experiences
06/01/2016	26373962	Daily
06/01/2016	26374111	inter act with them, attend some cultural gathering
06/01/2016	26374126	By asking questions

06/01/2016	26374096	Reading
06/01/2016	26374008	Good communication
06/01/2016	26374102	I learn on my own
06/01/2016	26374084	Observation, Training
06/01/2016	26374105	Through personal contact.
06/01/2016	26374097	READING
06/01/2016	26374104	internet
06/01/2016	26374095	Read up and ask questions , interact in the community.
06/01/2016	26374099	Read.
06/01/2016	26374082	Personal research or education.
06/01/2016	26366263	Ask to have training for it?
06/01/2016	26374072	n/a
06/01/2016	26374064	personal research, ask the person about their culture
06/01/2016	26374055	by interacting with the client themselves, mostly, being aware of the cultures itself. I would like to see more classes for managers.
06/01/2016	26374053	I don't work one on one by reading
06/01/2016	26374052	Computer training and I seek out additional opportunities
06/01/2016	26374051	Diversity training
06/01/2016	26374027	By talking to the people themselves and by having conversations from other therapists.
06/01/2016	26365732	Internet, community agencies,
06/01/2016	26373940	Training, reading
06/01/2016	26374006	From training I have sought out.
06/01/2016	26373901	I don't
06/01/2016	26373978	thru inter action
06/01/2016	26373989	from speaking with them and my background
06/01/2016	26373981	interacting and experience in the office
06/01/2016	26373974	Read references. Utilize computer,
06/01/2016	26373954	Ask for assistance with language usually another co worker
06/01/2016	26373813	N/A. Not often.
06/01/2016	26373960	not sure
06/01/2016	26373942	Training and/or one on one
06/01/2016	26373936	Through trainings, word of mouth of the consumer, TV, and through interviews conducted with consumers
06/01/2016	26367348	Not Often
06/01/2016	26373925	By servicing and questioning
06/01/2016	26373939	Communication with coworkers
06/01/2016	26373921	Through experience and what I learned in my education
06/01/2016	26373924	Mandatory Trainings.
06/01/2016	26373912	Diversity newsletter
06/01/2016	26373928	N/A
06/01/2016	26373919	research the internet other staff/family/trainings
06/01/2016	26373891	information
06/01/2016	26373904	Ask and or Google
06/01/2016	26373918	Interacting with them
06/01/2016	26373871	life experiences, reading, listening, ask questions
06/01/2016	26373908	Research
06/01/2016	26373896	Media/email
06/01/2016	26373878	Online training
06/01/2016	26373832	Training in classroom settings and by working directly with the population we serve.
06/01/2016	26373892	DON'T KNOW
06/01/2016	26373879	Taking classes on my own
06/01/2016	26373867	Asking the clients various questions

06/01/2016	26373825	I ask them questions, and do research on different cultures.
06/01/2016	26373838	I don't
06/01/2016	26373841	I work with child care providers and most of our interaction is over the phone, which does not necessitate the need for cultural discussions.
06/01/2016	26373824	I don't know
06/01/2016	26373831	yearly
06/01/2016	26373834	in services dept trainings
06/01/2016	26373843	Experience
06/01/2016	26373830	Training and discussion.
06/01/2016	26373321	Reading, PBS television and coworkers.
06/01/2016	26373808	Reading , asking others
06/01/2016	26373794	Self Education
06/01/2016	26373804	Through communicating with them to determine their preferences, norms, expectations, etc.
06/01/2016	26373796	I don't.
06/01/2016	26373798	talking to people
06/01/2016	26373782	When going to establishments and learning from them.
06/01/2016	26373772	I do not.
06/01/2016	26373779	I have formal education. I am degreed
06/01/2016	26373793	don't know
06/01/2016	26373773	ask the interpreter
06/01/2016	26373750	read/internet
06/01/2016	26373749	the committees that I'm on outside of my employee
06/01/2016	26373760	by working with them
06/01/2016	26373628	I don't,
06/01/2016	26373650	I am a member of culturally diverse church
06/01/2016	26373735	I do not interact with clients
06/01/2016	26373743	I don't deal with the general population. Only with internal staff who are all English speaking.
06/01/2016	26373731	reading books, articles, training, talking with members of various cultures
06/01/2016	26373751	I do my own research
06/01/2016	26373730	By talking to them directly
06/01/2016	26373734	Interaction
06/01/2016	26373729	I don't
06/01/2016	26373718	From the people that we serve
06/01/2016	26373714	Speaking with families and staff. Reading background information
06/01/2016	26373715	I have worked in various other positions and with other organizations that have provided trainings
06/01/2016	26373697	ask questions
06/01/2016	26373720	ask them
06/01/2016	26373707	By engaging in conversation with the clients and education myself
06/01/2016	26373721	doesn't apply to my position
06/01/2016	26373704	Trainings
06/01/2016	26373708	n.a
06/01/2016	26373699	Through direct interaction with the customers and their families.
06/01/2016	26373682	by talking to them
06/01/2016	26373677	Interacting with the various cultures.
06/01/2016	26373668	DIVERSITY TRAINING
06/01/2016	26373675	Email communication or paper
06/01/2016	26373639	ASK CLIENTS, READ BOOKS MATERIALS ON CULTURAL SENSITIVITY., TRAININGS.
06/01/2016	26373671	other staff/directly from that person
06/01/2016	26373663	Through assessment or independent research

31. How do you use this information to interact with diverse communities?

31. How do you use this information to interact with diverse communities?

08/17/2016	26481941	to communicate well.
08/01/2016	26462597	Not sure how to answer
07/09/2016	26425605	
06/29/2016	26414854	
06/27/2016	26411950	Ask questions, show respect, give choices and options, consider how culture may be affecting the interaction.
06/14/2016	26395770	by communicating effectively
06/10/2016	26389306	
06/10/2016	26389026	
06/10/2016	26388913	the information is used to identify needs in the community and to plan to provide the necessary services
06/10/2016	26388735	Through training, workshops and seminars, makes it easier to communicate and work with the diverse populations.
06/10/2016	26388685	
06/10/2016	26388684	
06/10/2016	26388658	by trial and error, apply things that are learned
06/10/2016	26388655	I do not deal directly with clients on a regular basis.
06/09/2016	26388129	by having respect.
06/09/2016	26387816	
06/09/2016	26387646	
06/09/2016	26387642	
06/09/2016	26387608	Listen & learn
06/09/2016	26387613	We use it to ensure all of our materials are in the most common languages.
06/09/2016	26387599	The information is used to assist with providing services
06/09/2016	26387610	
06/09/2016	26387596	
06/09/2016	26387563	By talking with people and asking questions
06/09/2016	26387564	n/a
06/09/2016	26387551	
06/09/2016	26387533	
06/09/2016	26387536	
06/09/2016	26387528	We have ensured that our materials are printed in languages frequently used.
06/09/2016	26387529	
06/09/2016	26387526	
06/08/2016	26386385	
06/08/2016	26386028	Use it daily while working with clients.
06/08/2016	26385528	in - service front line staff as needed for interactions
06/08/2016	26384722	
06/08/2016	26384313	
06/07/2016	26383513	
06/07/2016	26371615	
06/07/2016	26371615	
06/07/2016	26382851	I just continue to interact with them in a respectful manner.
06/07/2016	26382579	
06/07/2016	26382562	
06/07/2016	26382540	It's good knowledge to know so that you don't become insensitive to someone else or their culture.
06/07/2016	26373726	
06/07/2016	26382511	n/a
06/06/2016	26381913	I can sense what I say to certain people so I will not make them feel bad or uncomfortable.
06/06/2016	26381764	to prevent misunderstandings
06/06/2016	26381753	Educate those that are less aware and offer informed information that I received through my learning experiences.
06/06/2016	26381519	
06/06/2016	26381379	I don't

06/06/2016	26381360	
06/06/2016	26381342	
06/06/2016	26381261	Will know how to interact with persons from different cultures/backgrounds to address if you have knowledge about customs/beliefs.
06/06/2016	26381241	I am now retired. working with the WIC Department via a contract agency. I do their call center . So if I cannot communicate at all with a non English speaking client , I can transfer them to one of the Bilingual employees.
06/06/2016	26381255	
06/06/2016	26381200	
06/06/2016	26381166	
06/06/2016	26381153	open communication and asking questions
06/06/2016	26381053	
06/06/2016	26365951	depends on scenario stupid question
06/06/2016	26381013	
06/06/2016	26380996	N/A
06/06/2016	26365798	individualized based on the needs of those served
06/06/2016	26380899	Educate my coworkers, ask clients questions, offer clients other organizations information about their community, programs, organizations.
06/06/2016	26380901	In my daily work duties.
06/06/2016	26365633	I try to utilize what I learn daily whether it is in the way I come into contact with clients in the hospital or employees who I work along side with.
06/06/2016	26380906	keep it in mind
06/06/2016	26380821	
06/06/2016	26380893	
06/06/2016	26380871	
06/06/2016	26380742	
06/06/2016	26380716	
06/06/2016	26380697	By being sensitive to their needs
06/06/2016	26380683	I don't
06/06/2016	26380661	
06/06/2016	26380647	To provide clinical health care
06/06/2016	26380580	
06/06/2016	26380649	being aware of their culture ensures effective communication by being sensitive to how they believe
06/06/2016	26380656	
06/06/2016	26380645	We don't have diverse communities much. We have one resident that family is Jewish.
06/06/2016	26366072	Cultural sensitivity
06/06/2016	26373886	Learn to respect their culture
06/06/2016	26380619	I use what I have.
06/06/2016	26380620	Apply as needed.
06/06/2016	26380607	
06/06/2016	26380600	I apply what I know when needed
06/06/2016	26380603	
06/06/2016	26380589	
06/06/2016	26380577	
06/06/2016	26380568	n/a
06/06/2016	26380537	Sometimes
06/06/2016	26380531	
06/06/2016	26380513	Common sense
06/06/2016	26380510	
06/06/2016	26380484	
06/05/2016	26380213	
06/05/2016	26379880	makes it easier to relate
06/05/2016	26379795	
06/05/2016	26366268	
06/04/2016	26379554	

06/04/2016	26379501	Find things we have in common and begin discussion there. Give family the option of sharing information or not, or to choose to share at a later
06/04/2016	26379307	
06/04/2016	26379286	Have a better understanding of how differing viewpoints are formed.
06/04/2016	26373880	
06/04/2016	26379166	
06/04/2016	26379151	
06/04/2016	26379144	Proficiently through the interviewing and processing of benefits during intake and assessment
06/04/2016	26379143	
06/03/2016	26379086	guide in providing care
06/03/2016	26379064	
06/03/2016	26379051	respect there cultures
06/03/2016	26379047	I apply what I observe and learn to my interactions with people.
06/03/2016	26379014	The more I know about a person the more it helps me to interact with them.
06/03/2016	26378995	
06/03/2016	26370298	To learn more...
06/03/2016	26378870	Continuously
06/03/2016	26378824	modify interactions accordingly
06/03/2016	26378819	
06/03/2016	26378719	I used the information to the best of my knowledge by observing their body language, posture, tone because it is part their communication
06/03/2016	26378798	I don't
06/03/2016	26378749	
06/03/2016	26378667	by communicating effectivley
06/03/2016	26378681	Observe my areas of weakness and seek educational and interactive training.
06/03/2016	26378683	try to apply it when its applicable.
06/03/2016	26378692	I use the information as a bridge to help with connection which allows the person to receive and assess the services they need to improve their state of wellness and receive MH/SA services.
06/03/2016	26376775	
06/03/2016	26378549	
06/03/2016	26378694	It helps me to understand the culture better.
06/03/2016	26378695	I try to blend the information into my professional training.
06/03/2016	26378669	
06/03/2016	26378657	Yes. I do.
06/03/2016	26378642	to better understand their culture and treat resident and fellow co-workers respect,and tolerance
06/03/2016	26378652	I try to apply my limited skills with non-English speakers in the field, but I generally take a back seat if I can get a bilingual partner or volunteer to do the direct communicating.
06/03/2016	26378635	on the job
06/03/2016	26378593	We share the information gathered.
06/03/2016	26378636	
06/03/2016	26378625	I process invoices so I do not have to use the services.
06/03/2016	26378599	I live and I learn and simply do the best that I can to accommodate the individuals and consumers.
06/03/2016	26378622	
06/03/2016	26378621	By asking more questions and respecting the families as individual groups.
06/03/2016	26378618	Its a part of our service and delivery plans.
06/03/2016	26378619	
06/03/2016	26378614	Not much interaction in my position with the communities
06/03/2016	26378531	It's helpful when communicating with consumers to help understand them better.
06/03/2016	26378608	To work with clients and consumers
06/03/2016	26378557	It assists in the communication process and understanding the experiences of the clients I service.
06/03/2016	26378588	Apply it.
06/03/2016	26378583	
06/03/2016	26378591	
06/03/2016	26378584	don't have a problem

06/03/2016	26378579	learn their language
06/03/2016	26378590	
06/03/2016	26378581	
06/03/2016	26378559	
06/03/2016	26378580	I use this information to better serve my clients.
06/03/2016	26378570	Remaining flexible as I receive new information, I attempt to use it to benefit clients and service interactions
06/03/2016	26378551	Helps me to engage in more effective interactions with others. It aids me in sharing information with others in the community and whom I work with. It helps me to remember to use interpreters and to be aware of my own belief and how it impacts service.
06/03/2016	26378578	I adapt what I do.
06/03/2016	26378562	N/A I only provide classes for State Employees. I do not work with the public.
06/03/2016	26378563	
06/03/2016	26378533	Communication
06/03/2016	26378564	We are just people, I treat everyone with the utmost respect.
06/03/2016	26378561	Usually from the interaction and asking a lot of questions.
06/03/2016	26378545	
06/03/2016	26378573	
06/03/2016	26378554	
06/03/2016	26378571	
06/03/2016	26378558	
06/03/2016	26378541	Just be kind to people. I feel the kindness is the universal language everyone can communicate with.
06/03/2016	26378576	
06/03/2016	26378538	stay update with trainings
06/03/2016	26378520	Conferences or work
06/03/2016	26378521	
06/03/2016	26378542	
06/03/2016	26378548	
06/03/2016	26378518	improve awareness of cultural norms.
06/03/2016	26378543	Just do
06/03/2016	26378544	n/a
06/03/2016	26365892	
06/03/2016	26378519	I do not.
06/03/2016	26378516	
06/03/2016	26378503	To try to understand how they think and why they do certain things
06/03/2016	26371402	See above.
06/03/2016	26378359	Sometimes it depends on the age of the individuals that we serve and the circumstances with which they were raised. Rather the individual be Hispanic, White, Black, or another nationality if they were raised in a home with family, shared living, agency group home, or institutionalized all of their cultural values will probably be different. Knowing that each individual has different cultural or religious values can help me be more empathetic to each individual that I serve.
06/03/2016	26378534	I am sure to ask the client about their belief system.
06/03/2016	26378537	
06/03/2016	26378526	N/A
06/03/2016	26378527	N/A
06/03/2016	26378523	I have good listening skills
06/03/2016	26378529	as a contracted employee I am not sure how to respond to this survey and questions
06/03/2016	26378522	
06/03/2016	26378517	to be more aware
06/03/2016	26378509	
06/03/2016	26378505	
06/03/2016	26378513	
06/03/2016	26378480	
06/03/2016	26378495	
06/03/2016	26378496	
06/03/2016	26378499	

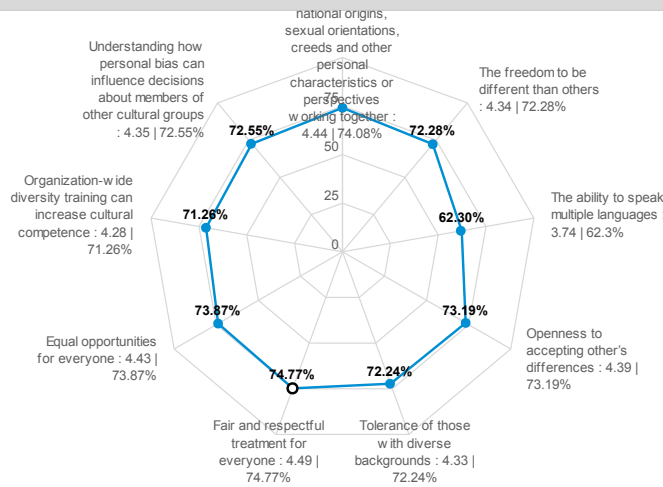
06/03/2016	26378488	By showing respect to cultures and ask questions if they don't understand the information presented.
06/03/2016	26378409	
06/03/2016	26378311	clinical work, respectful, learn about specific cultural norms and traditions, ask the client how to address them, speak their language of preference if able, use interpreter service as needed
06/03/2016	26378235	NA
06/03/2016	26378234	
06/03/2016	26378224	Use the information to make a better experience for all.
06/03/2016	26378228	NA
06/03/2016	26378063	I share with my staff
06/03/2016	26378053	
06/03/2016	26378042	Respectfully, cautiously, never wanting to be offensive or use in wrong context
06/03/2016	26378013	enforce it
06/03/2016	26377978	
06/03/2016	26377951	by talking
06/03/2016	26377945	It allows me to understand certain ethnic groups and how they live.
06/03/2016	26365857	I use my knowledge about the cultures I know to guide and aide me in assisting them. If I encounter a culture I don't know or understand, I research it.
06/03/2016	26377877	I use this information in daily interactions.
06/02/2016	26377668	Apply IT
06/02/2016	26377277	I utilize the strategies to work effectively with people.
06/02/2016	26377268	writing
06/02/2016	26377222	Listen to them
06/02/2016	26377129	languge skills help address patient's fears.
06/02/2016	26377011	Treat all client with the same respect that I would expect to receive when I'm a client
06/02/2016	26376852	I feel that if you learn from the source ,there is a better understanding
06/02/2016	26376771	show patience
06/02/2016	26376750	I take the client suggestion when I talk to another client
06/02/2016	26376723	try to remember training and act accordingly
06/02/2016	26376679	N/A
06/02/2016	26376638	I use the skills that I learn and level of understanding
06/02/2016	26376607	tactfully
06/02/2016	26376267	
06/02/2016	26376598	By taking the info learned and applying it to my work situation.
06/02/2016	26376579	n/a
06/02/2016	26376541	That is an unclear question. It varies depending on the situation. I try to retain any knowledge I gather and keep it in mind while interacting with people.
06/02/2016	26376435	not sure
06/02/2016	26376470	STAYING POSITIVE
06/02/2016	26376447	To be sensitive to others needs
06/02/2016	26376451	help
06/02/2016	26376424	Discuss with staff on approaches.
06/02/2016	26376399	N/A
06/02/2016	26376353	Sometimes in my own parish community I'll interact with Hispanic members in my limited Spanish.
06/02/2016	26376315	Going forward, I keep in mind what I have learned.
06/02/2016	26376367	N/A
06/02/2016	26376313	Adjust on an individual to individual basis.
06/02/2016	26376358	.
06/02/2016	26376328	
06/02/2016	26376308	include in programs, events, and distribution of information.
06/02/2016	26376285	As needed
06/02/2016	26376208	learn from clients
06/02/2016	26376179	use different approaches to ask questions in order to get clear answers.
06/02/2016	26376130	To minimize confusion, provide correct information to clients/families, respect for differences, showing respect and value of others, ensure needs are addressed timely

06/02/2016	26376137	NOT SURE
06/02/2016	26376108	Provide information that is inclusive of many cultures
06/02/2016	26376087	
06/02/2016	26376088	Media and community events
06/02/2016	26376042	For the most part the work that we do is not relegated to any particular cultural standard. The standard of non-custodial parents providing either medical or monetary assistance to their children is a universal concept.
06/02/2016	26376060	
06/02/2016	26376063	Daily
06/02/2016	26376050	It helps to understand the culture and what it accepted or not. Makes you mindful on your choice of words when speaking to individuals from a different culture.
06/02/2016	26376030	It is used by applying what has been learned.
06/02/2016	26375992	By treating everyone fairly.
06/02/2016	26376034	Put learning to practice
06/02/2016	26376031	
06/02/2016	26376018	
06/02/2016	26376023	knowledge and awareness about the various cultures allows us to be more sensitive and non-offensive when interacting with diverse communities
06/02/2016	26376021	I used it all the time, I am an very open minded person and I try to learn from others to be able to help.
06/02/2016	26375994	
06/02/2016	26375989	I am not sure.
06/02/2016	26375986	N/A
06/02/2016	26375982	I utilize my new skills on the job
06/02/2016	26375975	
06/02/2016	26375963	Attempt to not use my culture based filters to judge or predict. Be open, understanding and listen. Attempt to honor requests and or preferences if possible.
06/02/2016	26375951	Apply when needed
06/02/2016	26375955	use skills learned
06/02/2016	26375918	Best of my ability
06/02/2016	26375909	Listen and learn
06/02/2016	26375893	I use family and friends of the person to help interpret the nature of the issue.
06/02/2016	26366104	I don,t
06/01/2016	26375369	na
06/01/2016	26375049	daily
06/01/2016	26375016	You cannot interpret voice inflections the same as someone who speaks only English.
06/01/2016	26374938	With the information the consumer and/or their families provide and establishing a therapeutic relationship with them enables me to interact on a more efficient level with diverse communities.
06/01/2016	26374847	
06/01/2016	26374848	Always by remembering people's differences and by celebrating our diversity.
06/01/2016	26374839	.
06/01/2016	26370285	To provide or obtain statistical data and emergency preparedness information.
06/01/2016	26374706	on a individual basis.
06/01/2016	26374655	do not know
06/01/2016	26374687	N/A
06/01/2016	26374165	Tell others about them in my community when I engage in my ministry.
06/01/2016	26374658	N/A
06/01/2016	26374654	n/a
06/01/2016	26374575	We have an interpreter with us one day a week in our clinic.
06/01/2016	26374514	more sensitively
06/01/2016	26374437	I have a better understanding of their differences
06/01/2016	26374384	I remember to exercise understanding, patience and tolerance.
06/01/2016	26374353	
06/01/2016	26374142	I don't pre-judge anybody
06/01/2016	26374225	I feel that it puts me in tuned with the clients and what they need.
06/01/2016	26374263	I do not interact with diverse communities
06/01/2016	26374044	In various ways

06/01/2016	26373962	Admission
06/01/2016	26374111	awareness of differences makes me more sensitive and prudent in my dealings.
06/01/2016	26374126	By being mindful of how I speak with client.
06/01/2016	26374096	Share with staff
06/01/2016	26374008	
06/01/2016	26374102	I'm able to communicate
06/01/2016	26374084	We use a Translation line
06/01/2016	26374105	I prepare my staff in advance to deal fairly and effectively with consumers.
06/01/2016	26374097	DON'T
06/01/2016	26374104	depends on the individual
06/01/2016	26374095	It strengthens my awareness
06/01/2016	26374099	Receptive to their needs.
06/01/2016	26374082	To know how to best interact with clients.
06/01/2016	26366263	I don't usually interact with people at my job.
06/01/2016	26374072	n/a
06/01/2016	26374064	helps me be more open minded to differences
06/01/2016	26374055	as above.
06/01/2016	26374053	be open to change
06/01/2016	26374052	By practicing and being mindful of different cultures and their abilities
06/01/2016	26374051	I work with a diverse community and is able to utilize what I've learned from diversity training. I utilize the training either having face to face contact or over the phone.
06/01/2016	26374027	You treat people with respect and people respond, generally in kind. Clients that are willing to work WITH you are always easier to work with then those clients that choose not to want services.
06/01/2016	26365732	Adjust plans, communicating, education, cross cultural communication with units, groups, other agencies
06/01/2016	26373940	
06/01/2016	26374006	Apply best practices from the information
06/01/2016	26373901	I don't
06/01/2016	26373978	aware of differences makes me more sensitive and prudent with all the clients I encountered everyday.
06/01/2016	26373989	I used consideration and empathy
06/01/2016	26373981	
06/01/2016	26373974	
06/01/2016	26373954	learn it and use it
06/01/2016	26373813	N/A
06/01/2016	26373960	
06/01/2016	26373942	Ensure sensitivity and respect
06/01/2016	26373936	I apply it when needed to conduct interviews gathering information for eligibility of social service programs.
06/01/2016	26367348	Use my best ability
06/01/2016	26373925	All diverse communities are not the same, so you must always listen carefully
06/01/2016	26373939	Seek out interpreters within the facility
06/01/2016	26373921	Through experience and what I my education
06/01/2016	26373924	Study and use it regularly
06/01/2016	26373912	N/A
06/01/2016	26373928	N/A
06/01/2016	26373919	help engage and develop effective treatment planning
06/01/2016	26373891	
06/01/2016	26373904	Easier to communicate. Put what I have learned to practice and respect others diversity. CJ
06/01/2016	26373918	By interacting with them
06/01/2016	26373871	use my words appropriately, think before I speak, ask questions, ask permission, be kind.
06/01/2016	26373908	One on one
06/01/2016	26373896	
06/01/2016	26373878	Use my translation skills when needed for clients who don't speak English.
06/01/2016	26373832	

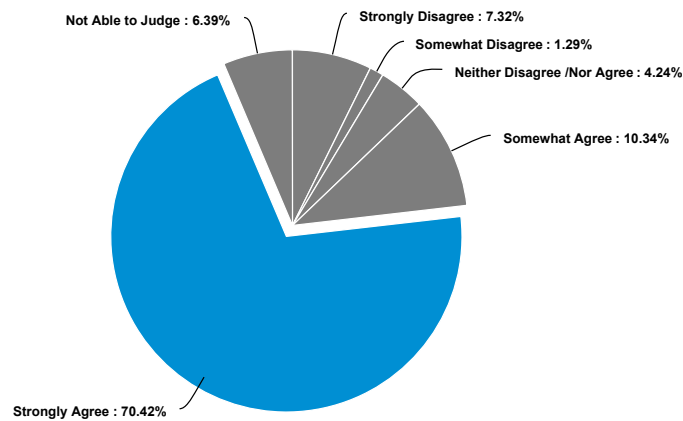
06/01/2016	26373892	
06/01/2016	26373879	
06/01/2016	26373867	I try to utilize t on a day to day if possible
06/01/2016	26373825	I apply this by addressing clients questions as sensitively as possible.
06/01/2016	26373838	I don't
06/01/2016	26373841	N/A
06/01/2016	26373824	I don't know
06/01/2016	26373831	
06/01/2016	26373834	in service delivery
06/01/2016	26373843	
06/01/2016	26373830	Would be used when and if needed, but typically not an issue.
06/01/2016	26373321	To interact with residents in order to accommodate them during the interview process of my job.
06/01/2016	26373808	Increase sensitivity
06/01/2016	26373794	Really don't have the opportunity
06/01/2016	26373804	By interacting with people on a personal level, the way they prefer.
06/01/2016	26373796	
06/01/2016	26373798	share it
06/01/2016	26373782	When I learn something new, I will share it with staff.
06/01/2016	26373772	Nil.
06/01/2016	26373779	I have participated in various trainings as well as being formally educated different cultures.
06/01/2016	26373793	don't know
06/01/2016	26373773	asking before assuming!
06/01/2016	26373750	
06/01/2016	26373749	the communities provides services to a diverse communities
06/01/2016	26373760	no information received
06/01/2016	26373628	I don't
06/01/2016	26373650	I attend culturally diverse functions at my church
06/01/2016	26373735	I do not interact with clients
06/01/2016	26373743	NA
06/01/2016	26373731	I use it when interacting and providing basic needs and services as consumers recovery from acute mental breaks.
06/01/2016	26373751	n/a
06/01/2016	26373730	It helps me out when talking to clients
06/01/2016	26373734	Rarely
06/01/2016	26373729	I don't
06/01/2016	26373718	Well aware when I interact with them
06/01/2016	26373714	To interact more effectively with families & residents.
06/01/2016	26373715	combined I use all the resources that I have attained.
06/01/2016	26373697	read up on the subject
06/01/2016	26373720	provide client centered therapy
06/01/2016	26373707	
06/01/2016	26373721	doesn't apply to my position
06/01/2016	26373704	Provide them with resources
06/01/2016	26373708	n/a
06/01/2016	26373699	
06/01/2016	26373682	
06/01/2016	26373677	By treating all people regardless of their diversity with respect.
06/01/2016	26373668	VALUE THE STRENGTH OF DIVERSITY RICH ENVIRONMENT THROUGH EMBRACING DIFFRENCES AND CONSIDERING AA PERSPECTIVES IN DECISION MAKING
06/01/2016	26373675	Educational purposes
06/01/2016	26373639	VERY WELL DURING ASSESSMENT PROCESS
06/01/2016	26373671	

32. "Diversity" can mean different things to different people. Please indicate how strongly you agree or disagree with each statement presented below on what diversity means:



Question	Count	Score	Strongly Disagree	Somewhat Disagree	Neither Disagree /Nor Agree	Somewhat Agree	Strongly Agree	Not Able to Judge
People of diverse races, ages, religions, genders, physical abilities, national origins, sexual orientations, creeds and other personal characteristics or perspectives working together	1393	4.44						
The freedom to be different than others	1389	4.34						
The ability to speak multiple languages	1392	3.74						
Openness to accepting other's differences	1391	4.39						
Tolerance of those with diverse backgrounds	1393	4.33						
Fair and respectful treatment for everyone	1392	4.49						
Equal opportunities for everyone	1392	4.43						
Organization-wide diversity training can increase cultural competence	1393	4.28						
Understanding how personal bias can influence decisions about members of other cultural groups	1393	4.35						
Average		4.31						

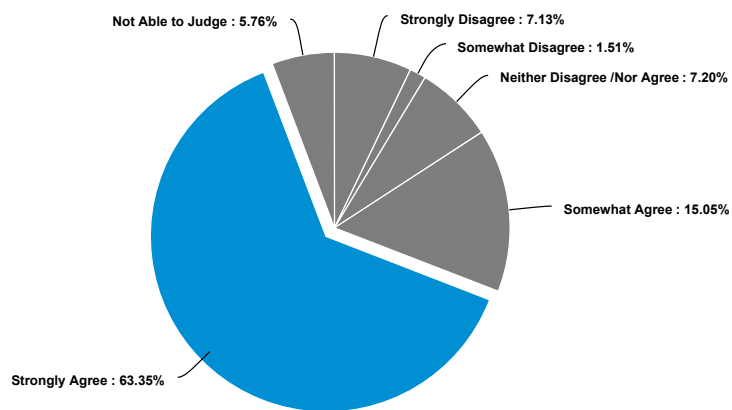
People of diverse races, ages, religions, genders, physical abilities, national origins, sexual orientations, creeds and other personal characteristics or perspectives working together



Answer	Count	Percent	20%	40%	60%	80%	100%
Strongly Disagree	102	7.32%					
Somewhat Disagree	18	1.29%					
Neither Disagree /Nor Agree	59	4.24%					
Somewhat Agree	144	10.34%					
Strongly Agree	981	70.42%					
Not Able to Judge	89	6.39%					

Total 1393 100 %

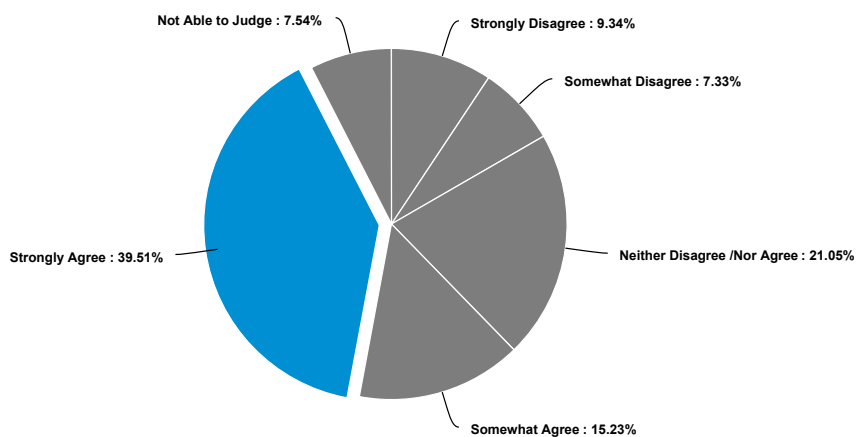
The freedom to be different than others



Answer	Count	Percent	20%	40%	60%	80%	100%
Strongly Disagree	99	7.13%					
Somewhat Disagree	21	1.51%					
Neither Disagree /Nor Agree	100	7.2%					
Somewhat Agree	209	15.05%					
Strongly Agree	880	63.35%					
Not Able to Judge	80	5.76%					

Total 1389 100 %

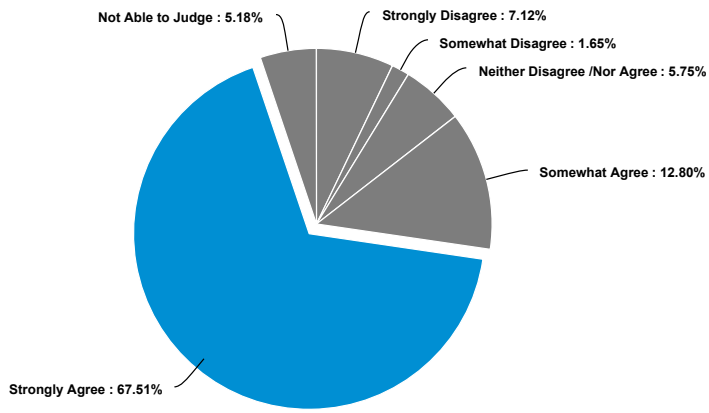
The ability to speak multiple languages



Answer	Count	Percent	20%	40%	60%	80%	100%
Strongly Disagree	130	9.34%					
Somewhat Disagree	102	7.33%					
Neither Disagree /Nor Agree	293	21.05%					
Somewhat Agree	212	15.23%					
Strongly Agree	550	39.51%					
Not Able to Judge	105	7.54%					

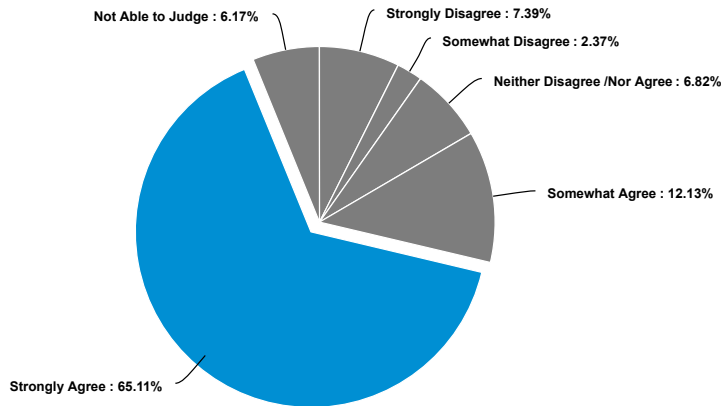
Total 1392 100 %

Openness to accepting other's differences



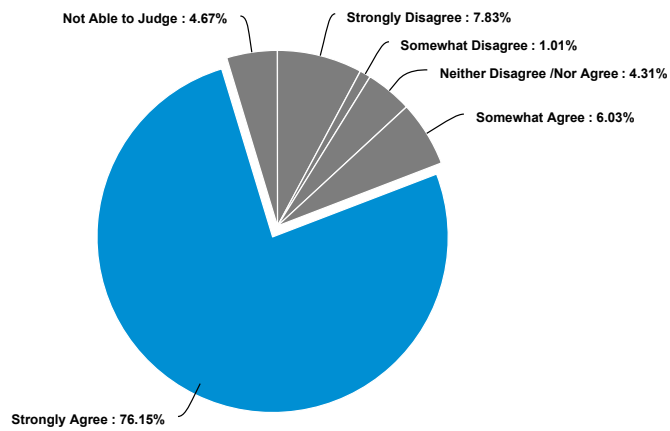
Answer	Count	Percent	20%	40%	60%	80%	100%
Strongly Disagree	99	7.12%					
Somewhat Disagree	23	1.65%					
Neither Disagree /Nor Agree	80	5.75%					
Somewhat Agree	178	12.8%					
Strongly Agree	939	67.51%					
Not Able to Judge	72	5.18%					
Total	1391	100 %					

Tolerance of those with diverse backgrounds



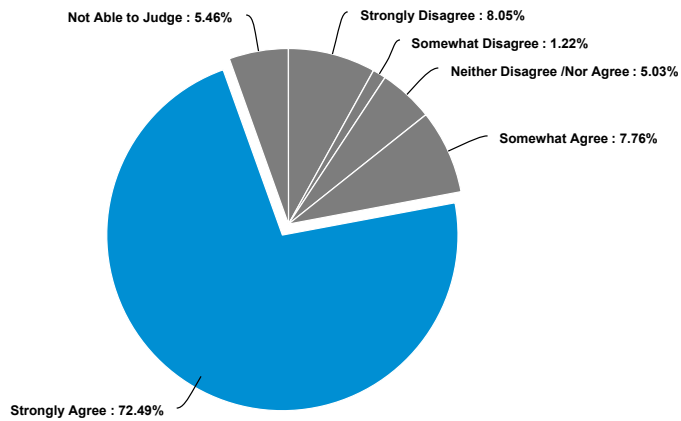
Answer	Count	Percent	20%	40%	60%	80%	100%
Strongly Disagree	103	7.39%					
Somewhat Disagree	33	2.37%					
Neither Disagree /Nor Agree	95	6.82%					
Somewhat Agree	169	12.13%					
Strongly Agree	907	65.11%					
Not Able to Judge	86	6.17%					
Total	1393	100 %					

Fair and respectful treatment for everyone



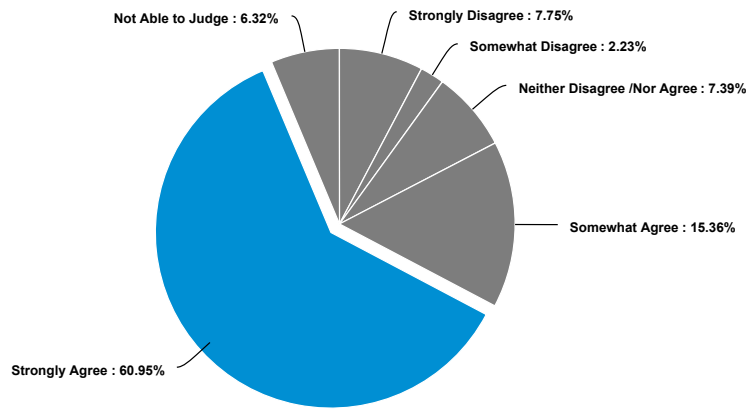
Answer	Count	Percent	20%	40%	60%	80%	100%
Strongly Disagree	109	7.83%					
Somewhat Disagree	14	1.01%					
Neither Disagree /Nor Agree	60	4.31%					
Somewhat Agree	84	6.03%					
Strongly Agree	1060	76.15%					
Not Able to Judge	65	4.67%					
Total	1392	100 %					

Equal opportunities for everyone



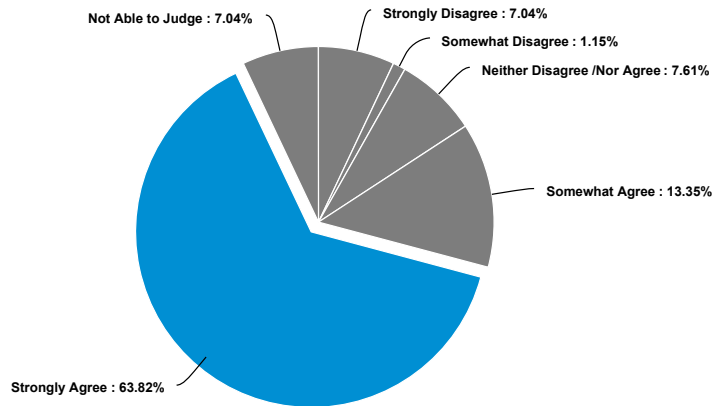
Answer	Count	Percent	20%	40%	60%	80%	100%
Strongly Disagree	112	8.05%					
Somewhat Disagree	17	1.22%					
Neither Disagree /Nor Agree	70	5.03%					
Somewhat Agree	108	7.76%					
Strongly Agree	1009	72.49%					
Not Able to Judge	76	5.46%					
Total	1392	100 %					

Organization-wide diversity training can increase cultural competence



Answer	Count	Percent	20%	40%	60%	80%	100%
Strongly Disagree	108	7.75%					
Somewhat Disagree	31	2.23%					
Neither Disagree /Nor Agree	103	7.39%					
Somewhat Agree	214	15.36%					
Strongly Agree	849	60.95%					
Not Able to Judge	88	6.32%					
Total	1393	100 %					

Understanding how personal bias can influence decisions about members of other cultural groups



Answer	Count	Percent	20%	40%	60%	80%	100%
Strongly Disagree	98	7.04%					
Somewhat Disagree	16	1.15%					
Neither Disagree /Nor Agree	106	7.61%					
Somewhat Agree	186	13.35%					
Strongly Agree	889	63.82%					
Not Able to Judge	98	7.04%					
Total	1393	100 %					

33. Which of the following is most challenging to you personally when interacting with people who are different? Please rank 1-10 in order of importance (1 being of most, 10 being of least importance):

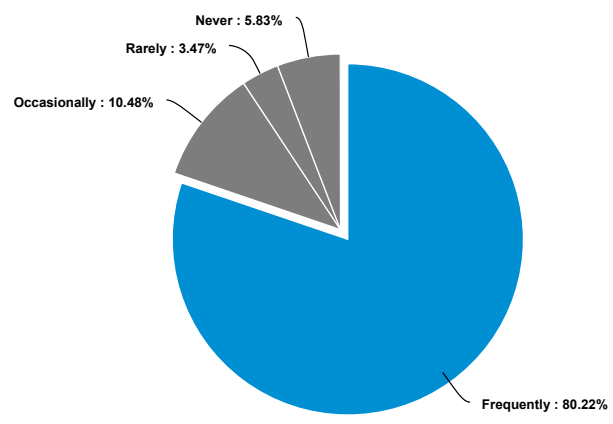
	Average Rank	1	2	3	4	5	6	7	8	9	10	
Religious or cultural belief	5.89											
Age/generational differences	6.18											
A lack of understanding of those who are different	5.14											
Physical differences/disabilities	6.02											
Differences in sexual orientation	6.01											

Stereotypical beliefs about others	4.99	
Cultural differences	5.04	
Differences in race or national origin	5.88	
Gender differences	6.13	
Different language or strong accents	3.67	

Data Table

Religious or cultural belief	159	13.53%	298	25.49%	96	8.21%	106	9.05%	101	8.63%	109	9.33%	64	5.48%	76	6.51%	76	6.51%	86	7.38%
Age/generational differences	48	4.09%	123	10.52%	146	12.48%	90	7.69%	91	7.78%	106	9.08%	100	8.56%	93	7.97%	111	9.5%	261	22.38%
A lack of understanding of those who are different	106	9.02%	67	5.73%	138	11.79%	171	14.6%	136	11.62%	102	8.73%	93	7.96%	89	7.63%	195	16.7%	73	6.26%
Physical differences/disabilities	45	3.83%	95	8.13%	85	7.26%	78	6.66%	140	11.97%	120	10.27%	132	11.3%	225	19.28%	130	11.13%	119	10.21%
Differences in sexual orientation	68	5.79%	99	8.47%	62	5.3%	72	6.15%	84	7.18%	167	14.3%	217	18.58%	154	13.2%	132	11.3%	113	9.69%
Stereotypical beliefs about others	92	7.83%	78	6.67%	153	13.08%	119	10.16%	126	10.77%	202	17.29%	178	15.24%	102	8.74%	68	5.82%	51	4.37%
Cultural differences	41	3.49%	28	2.4%	116	9.91%	167	14.26%	228	19.49%	134	11.47%	132	11.3%	159	13.62%	114	9.76%	48	4.12%
Differences in race or national origin	35	2.98%	87	7.44%	80	6.84%	170	14.52%	117	10%	111	9.5%	138	11.82%	135	11.57%	160	13.7%	135	11.58%
Gender differences	62	5.28%	174	14.88%	160	13.68%	116	9.91%	82	7.01%	67	5.74%	73	6.25%	90	7.71%	132	11.3%	212	18.18%
Different language or strong accents	519	44.17%	120	10.27%	134	11.45%	82	7%	65	5.56%	50	4.28%	41	3.51%	44	3.77%	50	4.28%	68	5.83%

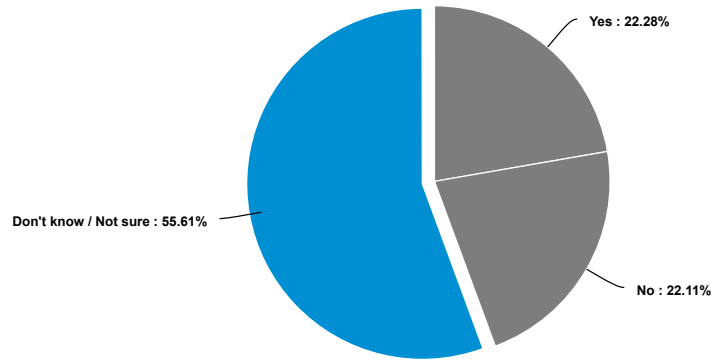
34. Even when your professional or moral viewpoints may differ, how often do you accept individuals and families as the ultimate decision makers for services and supports impacting their lives?



Answer	Count	Percent	20%	40%	60%	80%	100%
Frequently	949	80.22%					
Occasionally	124	10.48%					
Rarely	41	3.47%					
Never	69	5.83%					
Total	1183	100 %					

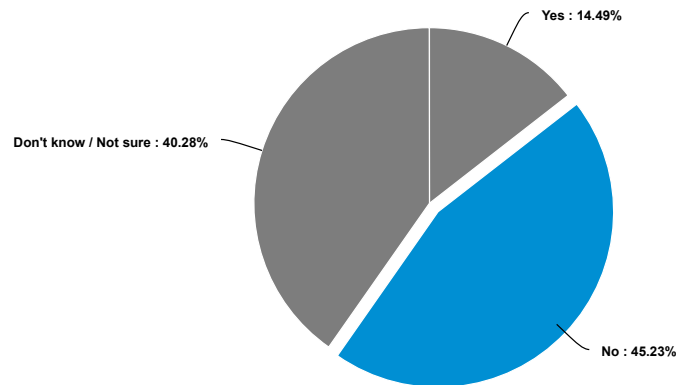


35. Does your agency assess literacy levels of consumer/patient accessing services?



Answer	Count	Percent	20%	40%	60%	80%	100%
Yes	266	22.28%	<div style="width: 22.28%;"></div>				
No	264	22.11%	<div style="width: 22.11%;"></div>				
Don't know / Not sure	664	55.61%	<div style="width: 55.61%;"></div>				
Total	1194	100 %					

36. Do you use any tools to assess literacy needs?



Answer	Count	Percent	20%	40%	60%	80%	100%
Yes	173	14.49%	<div style="width: 14.49%;"></div>				
No	540	45.23%	<div style="width: 45.23%;"></div>				
Don't know / Not sure	481	40.28%	<div style="width: 40.28%;"></div>				
Total	1194	100 %					

37. If yes, what are they?

37. If yes, what are they?

08/01/2016	26462597	Recovery Academy Assessment Form
06/29/2016	26414854	
06/27/2016	26411950	
06/10/2016	26388735	literature; classes; etc.
06/10/2016	26388913	n/a
06/10/2016	26388685	
06/10/2016	26388655	
06/09/2016	26387816	

06/09/2016	26387564	
06/09/2016	26387551	
06/09/2016	26387529	
06/09/2016	26387526	
06/08/2016	26386385	
06/08/2016	26385528	
06/07/2016	26383513	
06/07/2016	26382579	
06/07/2016	26382562	
06/06/2016	26381753	Telephone, Interpreters, educational in-services, family members, staff
06/06/2016	26381519	
06/06/2016	26381379	
06/06/2016	26381241	not sure
06/06/2016	26381255	
06/06/2016	26381153	open communication.
06/06/2016	26381053	
06/06/2016	26381013	
06/06/2016	26380899	state of delaware
06/06/2016	26380901	
06/06/2016	26380906	
06/06/2016	26380893	
06/06/2016	26380871	
06/06/2016	26365767	
06/06/2016	26366072	Speech and reading patterns
06/06/2016	26380649	division library
06/06/2016	26380661	
06/06/2016	26380647	
06/06/2016	26380645	
06/06/2016	26373886	
06/06/2016	26380619	
06/06/2016	26380607	pamphlets
06/06/2016	26380484	
06/05/2016	26379880	
06/05/2016	26379795	
06/04/2016	26379307	
06/04/2016	26379151	
06/04/2016	26379143	
06/04/2016	26379086	
06/03/2016	26379064	
06/03/2016	26379014	
06/03/2016	26370298	Not Sure...
06/03/2016	26378824	
06/03/2016	26378819	
06/03/2016	26378719	textbooks, computers.
06/03/2016	26378798	
06/03/2016	26376775	
06/03/2016	26378695	Federal Questionnaires
06/03/2016	26378669	
06/03/2016	26378593	understanding communicagtion
06/03/2016	26378642	not sure

06/03/2016	26378583	
06/03/2016	26378625	
06/03/2016	26378557	
06/03/2016	26378621	Internet information; articles; etc.
06/03/2016	26378619	
06/03/2016	26378618	Not sure at this timke
06/03/2016	26378622	
06/03/2016	26378614	
06/03/2016	26378608	
06/03/2016	26365591	Do not know
06/03/2016	26378591	
06/03/2016	26378579	computer, class
06/03/2016	26376315	
06/03/2016	26378518	
06/03/2016	26378590	
06/03/2016	26378520	
06/03/2016	26378573	
06/03/2016	26378563	
06/03/2016	26378564	
06/03/2016	26378542	
06/03/2016	26378571	
06/03/2016	26378538	
06/03/2016	26378576	
06/03/2016	26378521	
06/03/2016	26378548	
06/03/2016	26378503	I don't know
06/03/2016	26365892	
06/03/2016	26373832	
06/03/2016	26378534	
06/03/2016	26374165	
06/03/2016	26378523	N/A
06/03/2016	26378529	
06/03/2016	26378513	
06/03/2016	26378495	
06/03/2016	26367726	
06/03/2016	26378480	
06/03/2016	26378311	interview. repeat what they said to make sure I understand what was said
06/03/2016	26378234	None
06/03/2016	26378224	My answer was no.
06/03/2016	26378053	na
06/03/2016	26378013	I'm not sure because I'm a temp
06/03/2016	26377978	na
06/03/2016	26377951	none
06/03/2016	26365857	I don't know of any.
06/03/2016	26377877	Not sure.
06/02/2016	26377277	I am uncertain if an assessment is obtained from clients.
06/02/2016	26377268	no
06/02/2016	26377222	n/a
06/02/2016	26377011	Bi-Lingual Employees that are able to speak Spanish to the clients, assist them filling out the applications and explain documents that required to be filled out and turned in
06/02/2016	26376679	N/A
06/02/2016	26376638	I am aware that we use the translation line when necessary

06/02/2016	26376579	n/a
06/02/2016	26376424	We have immunization information sheets in 36 different languages and a chart with medical questions in 36 different languages. Clients can point to which language they use.
06/02/2016	26376451	na
06/02/2016	26376399	N/A
06/02/2016	26376367	N/A
06/02/2016	26376285	English, reading math proficiency
06/02/2016	26376179	I don't know
06/02/2016	26376108	not sure
06/02/2016	26376088	It depends on the situation
06/02/2016	26376060	Don't know
06/02/2016	26376050	not sure
06/02/2016	26375994	?
06/02/2016	26375989	Not sure
06/02/2016	26375982	I don't think we have any
06/02/2016	26375975	unknown
06/02/2016	26375909	n/a
06/01/2016	26375369	na
06/01/2016	26374847	CASAS
06/01/2016	26374848	Review of COR / case review to obtain historical data, which can assist me in developing a plan (with team) to successfully address the needs of those people to whom DDS serves.
06/01/2016	26374839	full scale psychological assessment
06/01/2016	26374655	do not know
06/01/2016	26374384	answered unsure
06/01/2016	26374353	NA
06/01/2016	26374225	no
06/01/2016	26373962	Computer
06/01/2016	26374008	none
06/01/2016	26374096	TANF clients receive these supports through Contractor.
06/01/2016	26374111	N/A
06/01/2016	26374126	Renewal and application can be given to clients in another language.
06/01/2016	26374102	none
06/01/2016	26374084	Translation Line
06/01/2016	26374095	N/A
06/01/2016	26366263	I DON'T KNOW
06/01/2016	26374082	Do not know.
06/01/2016	26374064	N/A
06/01/2016	26374053	pamphlets
06/01/2016	26374055	level of grade completion, completion of forms, awareness of health care needs per person.
06/01/2016	26373901	n/a
06/01/2016	26374006	N/A
06/01/2016	26373981	Not sure
06/01/2016	26373989	career team
06/01/2016	26373925	policy on diversity
06/01/2016	26373924	various
06/01/2016	26373904	Ask if customer understands the instruction by repeating back in their own way.
06/01/2016	26367348	none
06/01/2016	26373939	Picture cards, tapes
06/01/2016	26373891	n/a
06/01/2016	26373928	N/A
06/01/2016	26373918	online
06/01/2016	26373896	Not Sure
06/01/2016	26373879	N/A

06/01/2016	26373867	Training modules
06/01/2016	26366023	none
06/01/2016	26373824	n/a
06/01/2016	26373731	I don't use any tools.
06/01/2016	26373834	na
06/01/2016	26373843	Not sure
06/01/2016	26373794	Not sure
06/01/2016	26367533	NA
06/01/2016	26373804	Not sure
06/01/2016	26373772	Nil.
06/01/2016	26373798	y
06/01/2016	26373773	n/a
06/01/2016	26373650	observation
06/01/2016	26373563	N/A
06/01/2016	26373760	not sure
06/01/2016	26373663	Educational information, strengths and learning styles through assessments
06/01/2016	26373718	n/a
06/01/2016	26373729	None
06/01/2016	26373751	n/a
06/01/2016	26373697	n/a
06/01/2016	26373611	EBT Card, applications
06/01/2016	26373704	Provide them with resources
06/01/2016	26373675	Pamphlets, applications, verification forms and flyers
06/01/2016	26373639	QUESTIONS ABOUT SOCIAL EDUCATIONAL BACKGROUND & HISTORY
06/01/2016	26373699	Tutoring programs and post secondary ed.
06/01/2016	26373708	n/a
06/01/2016	26373629	N/A
06/01/2016	26373671	unknown
06/01/2016	26373666	Google
06/01/2016	26373602	Pamphlets
06/01/2016	26373604	reading material
06/01/2016	26373581	answer was not sure
06/01/2016	26373584	N/A
06/01/2016	26373577	No
06/01/2016	26373591	there are none
06/01/2016	26373600	N A
06/01/2016	26373616	conversation, asking the client if they have any needs or require assistance to complete or understand information we provide
06/01/2016	26373576	?
06/01/2016	26373615	unsure
06/01/2016	26373585	not applicable
06/01/2016	26373536	n/a
06/01/2016	26373612	NA
06/01/2016	26373594	VR assessments.
06/01/2016	26373573	n/a
06/01/2016	26373613	resources
06/01/2016	26365678	N/A
06/01/2016	26373579	na
06/01/2016	26373606	printed info
06/01/2016	26373570	IDK
06/01/2016	26368784	We read all forms to the client

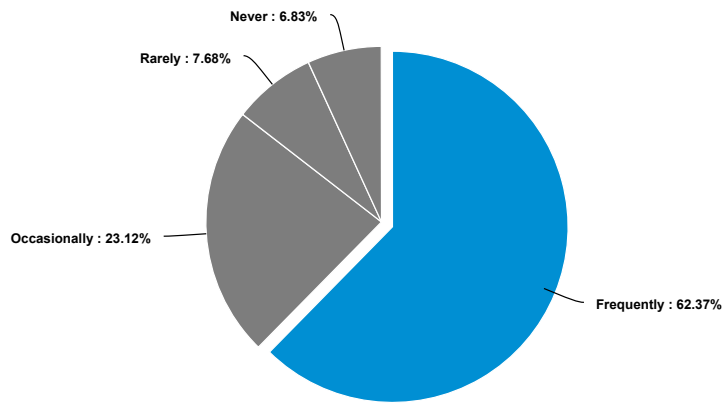
06/01/2016	26373543	I do not know
06/01/2016	26373388	If I suspect a student is understanding the material but doing poorly on the test, I take them aside privately to ask if they would prefer to take the test orally or in another language.
06/01/2016	26373302	Assess individual understanding of information provided.
06/01/2016	26373187	N/A
06/01/2016	26373142	n/a
06/01/2016	26373100	n/a
06/01/2016	26373005	no
05/31/2016	26372053	Not sure
05/31/2016	26371633	N/A
05/31/2016	26371852	Educators in DVI use assessments for youth (don't know names since I don't give them)
05/31/2016	26371619	not sure what is meant by tools.
05/31/2016	26371312	Don't know
05/31/2016	26371158	training material
05/31/2016	26370650	n/a
05/31/2016	26370588	all I know when I did the rating, it would not let me put in the number I wanted to put in.
05/31/2016	26370485	na
05/31/2016	26370439	assessments
05/31/2016	26370354	Psychological testing
05/31/2016	26370320	YRSB Surveys
05/31/2016	26370305	N/a
05/31/2016	26370281	Forms are designed to be a 6th grade reading level
05/31/2016	26370311	unsure of what is available for literacy needs
05/30/2016	26369590	I do not know
05/27/2016	26368174	none
05/27/2016	26368055	*
05/27/2016	26367856	n/a
05/27/2016	26367818	Not sure....During a conversation or discussion or reading an email from a client may help me gauge their literacy level
05/27/2016	26367758	N/A
05/27/2016	26367766	have experience with using interpreter telephones, Skype interaction and having an interpreter physically present.
05/27/2016	26367781	did not answer yes
05/27/2016	26367796	n/a
05/27/2016	26367791	n/a
05/27/2016	26367718	Don't know/unsure
05/27/2016	26367711	all material must be written at a 6th grade level
05/27/2016	26367696	not sure
05/27/2016	26367626	We get some of that info from their intellectual testing/school records, interaction with the person and their personal reports.
05/27/2016	26367623	n/a
05/27/2016	26367601	N/A
05/27/2016	26367587	My own professional knowledge
05/27/2016	26367550	NA
05/27/2016	26367548	Program with the building which offers help.
05/27/2016	26367522	I don't
05/27/2016	26367531	a person who can help communicate, or computer to translate
05/27/2016	26367541	I don't know.
05/27/2016	26367441	Not sure
05/27/2016	26367442	not applicable
05/27/2016	26367443	Don't know
05/27/2016	26367405	computer, web
05/27/2016	26367307	N/A
05/27/2016	26367297	No
05/27/2016	26367276	N/A

05/27/2016	26367272	I learn a little of the launge to understars
05/27/2016	26367262	make sure that the clients understands
05/27/2016	26367253	IDK
05/27/2016	26367249	I didn't answer yes to any....
05/27/2016	26367243	Not sure if I've ever used them.
05/27/2016	26367209	Not sure
05/27/2016	26367188	n/a
05/26/2016	26366747	n/a
05/26/2016	26366637	N/A
05/26/2016	26366639	na
05/26/2016	26366601	BA Referrals
05/26/2016	26366544	Training and workshops
05/26/2016	26366555	?
05/26/2016	26366550	jfjp ajsakfjac
05/26/2016	26366494	Google Interpreter, LTC, pamphlets, co-workers.
05/26/2016	26366481	Not sure. Most of our information is at a sixth grade Reading Level
05/26/2016	26366277	Reading material and handouts
05/26/2016	26366410	N/A
05/26/2016	26366391	Not sure
05/26/2016	26366415	Answered No
05/26/2016	26366392	Resources available.
05/26/2016	26366402	Interpreter
05/26/2016	26366261	Unsure
05/26/2016	26366305	don't know
05/26/2016	26366336	I DON'T KNOW
05/26/2016	26366368	Literacy Handouts and interpreter services
05/26/2016	26366330	n/a
05/26/2016	26366329	Brochures
05/26/2016	26366325	?
05/26/2016	26366290	Testing levels for eligibility for services.
05/26/2016	26366231	In the Springer building.
05/26/2016	26366276	n/a
05/26/2016	26366254	N/A
05/26/2016	26366251	Not sure
05/26/2016	26366252	n/a
05/26/2016	26366174	unknown
05/26/2016	26365971	I did not answer yes
05/26/2016	26366226	Not sure
05/26/2016	26366152	N/A
05/26/2016	26366205	Translation ear pieces
05/26/2016	26366160	reading materials
05/26/2016	26366158	N/A
05/26/2016	26366154	n/a
05/26/2016	26366137	not sure
05/26/2016	26366144	N/A
05/26/2016	26366109	N/A
05/26/2016	26366102	Interpretation line
05/26/2016	26365870	Request services and staff instructions
05/26/2016	26366070	We always answer question and ask if they understand what is required.
05/26/2016	26366117	don't kno
05/26/2016	26366079	No applicable.

05/26/2016	26365989	not sure
05/26/2016	26366098	n/a
05/26/2016	26365743	Don't know
05/26/2016	26365977	I'm not sure.
05/26/2016	26366074	Not yes.
05/26/2016	26366030	N/A
05/26/2016	26366034	n/a
05/26/2016	26366025	Don't know
05/26/2016	26366058	na
05/26/2016	26366021	translation line
05/26/2016	26366040	No
05/26/2016	26366028	unk
05/26/2016	26365994	Don't know
05/26/2016	26366041	do not know
05/26/2016	26366024	NA
05/26/2016	26366012	n/A
05/26/2016	26365846	I said that I didn't know.
05/26/2016	26366018	AIMS
05/26/2016	26365988	n/a
05/26/2016	26365942	not sure
05/26/2016	26365985	N/A
05/26/2016	26365972	NA
05/26/2016	26365821	n/a
05/26/2016	26365969	none
05/26/2016	26365966	no
05/26/2016	26365852	no
05/26/2016	26365877	n/a
05/26/2016	26365895	NA
05/26/2016	26365869	n/a
05/26/2016	26365785	I don't know what we do in this area
05/26/2016	26365898	na
05/26/2016	26365850	training
05/26/2016	26365912	n/a
05/26/2016	26365818	N/A
05/26/2016	26365890	N/A
05/26/2016	26365905	
05/26/2016	26365710	not sure
05/26/2016	26365861	*
05/26/2016	26365865	Mini Cog
05/26/2016	26365791	I answered not sure to previous question.
05/26/2016	26365840	competency Test
05/26/2016	26365841	Unsure
05/26/2016	26365779	I answered I'm not sure...sorry.
05/26/2016	26365666	idk
05/26/2016	26365771	n/a
05/26/2016	26365730	n/a
05/26/2016	26365651	Don't know
05/26/2016	26365581	Response was not sure
05/26/2016	26365789	.
05/26/2016	26365833	Don't know

05/26/2016	26365801	na
05/26/2016	26365734	n/a
05/26/2016	26365635	I'm not sure
05/26/2016	26365781	n/a
05/26/2016	26365783	N/A
05/26/2016	26365792	Not sure
05/26/2016	26365800	N/A
05/26/2016	26365808	Not applicable.
05/26/2016	26365796	n/a
05/26/2016	26365777	N/A
05/26/2016	26365760	N/A
05/26/2016	26365776	No issues
05/26/2016	26365722	N/A
05/26/2016	26365662	N/A
05/26/2016	26365646	Response was unsure..
05/26/2016	26365631	N/A
05/26/2016	26365616	don't know
05/26/2016	26365735	n/a
05/26/2016	26365684	N/A
05/26/2016	26365612	web translator
05/26/2016	26365653	questionnaire to determine clients need for referral for additional resources for assistance
05/26/2016	26365755	reading materials
05/26/2016	26365623	NA
05/26/2016	26365742	not sure
05/26/2016	26365598	language line
05/26/2016	26365736	Not Sure
05/26/2016	26365680	Literture
05/26/2016	26365578	Don't know.
05/26/2016	26365637	N/A
05/26/2016	26365611	not sure
05/26/2016	26365608	not sure
05/26/2016	26365587	n/a
05/26/2016	26365654	I did not answer yes for the previous response
05/26/2016	26365644	no
05/26/2016	26365624	n/a
05/26/2016	26365613	not sure, that is a clinical question
05/26/2016	26365554	Unsure
05/26/2016	26365627	spanish

38. How often do providers ask questions to ensure consumers/patients have understood what they have been told?



Answer	Count	Percent	20%	40%	60%	80%	100%
Frequently	731	62.37%					
Occasionally	271	23.12%					
Rarely	90	7.68%					
Never	80	6.83%					
Total	1172	100 %					

39. What would you like to see as a result of this assessment?

39. What would you like to see as a result of this assessment?

08/17/2016	26481941	that I understand everything.
08/01/2016	26462597	Increase resources for educational difference between cultures
07/09/2016	26425605	Better trained and diverse workforce
06/29/2016	26414854	
06/27/2016	26411950	
06/10/2016	26389306	
06/10/2016	26389026	
06/10/2016	26388735	Extensive training on diversity, to include all cultures
06/10/2016	26388913	More cultural competency
06/10/2016	26388684	
06/10/2016	26388655	Not certain.
06/10/2016	26388685	
06/10/2016	26388658	better outcomes with cultural competency and sensitivity
06/09/2016	26388129	education for us
06/09/2016	26387816	
06/09/2016	26387646	
06/09/2016	26387610	more trainings on cultural diversity
06/09/2016	26387564	n/a
06/09/2016	26387551	
06/09/2016	26387529	
06/09/2016	26387526	
06/09/2016	26366386	
06/08/2016	26386385	
06/08/2016	26386028	
06/08/2016	26385528	increased training for front line caregivers and physicians
06/08/2016	26366338	not certain, better communication with diverse groups
06/08/2016	26384722	
06/07/2016	26383513	
06/07/2016	26382851	Better understanding between everyone and not have more for one race if they are deemed underprivileged.

06/07/2016	26382579	
06/07/2016	26382562	
06/07/2016	26382540	People be more aware of cultural diversity in the workplace
06/07/2016	26373726	More latino and diverse employees hired as State employees
06/06/2016	26381913	
06/06/2016	26381753	More education to everyone about cultural differences
06/06/2016	26381519	more sensitive survey questions better staff access to interpreter services
06/06/2016	26381360	not sure
06/06/2016	26381241	not sure
06/06/2016	26381053	more cultural diversity
06/06/2016	26381255	
06/06/2016	26380996	
06/06/2016	26381153	more to come
06/06/2016	26365951	bunch of crap
06/06/2016	26380899	More access to class for speak different languages have a class for English speaking to speak and write Spanish(that is affordable)
06/06/2016	26381013	
06/06/2016	26365633	More Cultural Diversity Training. you get what you pay for meaning, if you are not willing to invest in your employees thru education, issues arise. Diversity Training and such is a small investment which can bring about wonderful results. In addition, clients are being denied interpretive services due to funding, this needs to stop. Sometimes using a phone services is not appropriate.
06/06/2016	26365798	better contract resources, additional dollars allotted, and program-specific selection of contractors for interpretation services. Not mandated providers as now required.
06/06/2016	26380901	More clients learning the English language. We do live in the United States of America !!! If you live here speak the "first language"-English.
06/06/2016	26380906	more resources for employees and clients
06/06/2016	26380893	
06/06/2016	26380871	
06/06/2016	26365767	improved relations with people of different cultural, race, and religious backgrounds
06/06/2016	26380716	
06/06/2016	26380580	
06/06/2016	26380697	No as many questions
06/06/2016	26380683	
06/06/2016	26366072	More workshops on cultural diversity
06/06/2016	26380649	free classes offered to employees to learn second languages
06/06/2016	26380661	
06/06/2016	26380647	
06/06/2016	26380645	It doesn't really pertain to Stockley Center as we have no clients that speak another language. We have a few individuals who use a little bit of sign language but not much.
06/06/2016	26373886	More channels to provide services to people who speak different languages. Language courses for staff
06/06/2016	26380620	What recommendations were made or suggested.
06/06/2016	26380619	
06/06/2016	26380600	
06/06/2016	26380607	no
06/06/2016	26380603	
06/06/2016	26380589	
06/06/2016	26380531	
06/06/2016	26380513	nothing
06/06/2016	26380510	
06/06/2016	26380484	
06/05/2016	26380213	changes between clients and providers
06/05/2016	26379880	n/a
06/05/2016	26379795	
06/05/2016	26366268	
06/04/2016	26379501	would like schools to follow laws in place regarding interpreters and hire adequate number of ESL teachers for the number of ELL students in the school
06/04/2016	26379307	

06/04/2016	26379286	I am not sure.
06/04/2016	26373880	
06/04/2016	26379151	
06/04/2016	26379144	Better treatment among employers and employee relationships.
06/04/2016	26379143	
06/04/2016	26379086	working harmoniously towards the same goal
06/03/2016	26379064	
06/03/2016	26379047	Improvement of training for staff, and of services provided.
06/03/2016	26379014	
06/03/2016	26378995	Frequent cultural competency trainings offered statewide
06/03/2016	26378870	More State mandated training and oversight to see that there is implementation.
06/03/2016	26370298	More trainings...
06/03/2016	26378824	
06/03/2016	26378819	
06/03/2016	26378719	
06/03/2016	26378798	Pay raise!
06/03/2016	26378749	
06/03/2016	26378683	More translated materials
06/03/2016	26378692	I would like it to be easier to request and obtain interpreter services for clients who need them.
06/03/2016	26376775	
06/03/2016	26378694	Literacy assessments
06/03/2016	26378695	
06/03/2016	26378657	Provide tools that may assist the employee during individual's assessment.
06/03/2016	26378593	Cultural Diversity offered with qualified instructors
06/03/2016	26378669	
06/03/2016	26378642	better equal opportunity base on performance
06/03/2016	26378652	Honestly, I would like some of the people above me adopt a more realistic attitude about the literacy differences between consumers, and stop assuming everybody has a college degree and the desire to wade through a bunch of dense, irrelevant information to get to what THEY need!
06/03/2016	26378635	Your decision
06/03/2016	26378583	
06/03/2016	26378599	Less questions and more action on the most obvious issues
06/03/2016	26378625	I really do not know because it does not relate to me.
06/03/2016	26378636	
06/03/2016	26378557	Clarity for some of the questions asked as they seem suggestive that the person taking the survey is biased.
06/03/2016	26378621	unknown
06/03/2016	26378619	More diversity training and cultural sensitivity training. This training would be based on how to treat others who are economically disadvantaged.
06/03/2016	26378531	more diverse consumers.
06/03/2016	26378618	The outcome of what was being measured.
06/03/2016	26378588	Increased tolerance if not acceptance of people who are not like ourselves.
06/03/2016	26378622	
06/03/2016	26378614	more resources
06/03/2016	26378359	People that work with and serve individuals with intellectual disabilities and their caregivers should understand that everyone is culturally diverse and be sensitive to each others needs as well as the people and families we serve.
06/03/2016	26376315	To reduce barriers to health care to include everyone.
06/03/2016	26378608	
06/03/2016	26365591	more tools to reach every population
06/03/2016	26378591	consumers needs being met
06/03/2016	26378579	positive outcome
06/03/2016	26378518	More resources to support awareness
06/03/2016	26378584	More frequent diversity training
06/03/2016	26378581	

06/03/2016	26378570	Increase in training tools and funding for providers
06/03/2016	26378533	not sure
06/03/2016	26378551	Consistent use of translation services and no reductions in supports needed to do our jobs effectively...more solicitation of high quality staff who are diverse
06/03/2016	26378580	
06/03/2016	26378520	More training to better communicate with other cultures.
06/03/2016	26378562	I do not work with the public. I can see how this would be useful when assessing someone who does. Most of this does not apply to me. All of our employees speak and understand English very well. This is more designed to someone who works with the public or in an agency where people do not speak English at all or not very well.
06/03/2016	26378590	
06/03/2016	26378545	the state will provide training or classes on different languages
06/03/2016	26378578	Better access to having documents translated for families.
06/03/2016	26378573	
06/03/2016	26378558	
06/03/2016	26378563	
06/03/2016	26378564	
06/03/2016	26378542	
06/03/2016	26378538	Don't know
06/03/2016	26378543	Not sure why I was selected to do this.
06/03/2016	26378571	
06/03/2016	26378527	I don't know
06/03/2016	26371402	I do not agree with the necessity of this and similar O and A's. All they do is promote divisiveness, instead of diversity acceptance.
06/03/2016	26378526	Changes if needed
06/03/2016	26378519	
06/03/2016	26378521	
06/03/2016	26378576	
06/03/2016	26378516	
06/03/2016	26378503	n
06/03/2016	26378548	
06/03/2016	26378544	More interpreter's
06/03/2016	26365892	
06/03/2016	26374165	change
06/03/2016	26373832	
06/03/2016	26378534	
06/03/2016	26378523	yes
06/03/2016	26366031	Yes
06/03/2016	26378529	
06/03/2016	26378517	more trainings available
06/03/2016	26378513	
06/03/2016	26378522	
06/03/2016	26378495	
06/03/2016	26367726	
06/03/2016	26378496	
06/03/2016	26378499	
06/03/2016	26378480	
06/03/2016	26378488	
06/03/2016	26378409	better healthcare fore retired senior citizens
06/03/2016	26378311	hire more bilingual staff. respectful interaction quarterly training on diversity/inclusion (not one big annual training)
06/03/2016	26378235	Division to have diversity training
06/03/2016	26365715	not sure
06/03/2016	26378234	Don't Know
06/03/2016	26378224	Not sure - I really do not work with the general public at my current position.

06/03/2016	26378228	NA
06/03/2016	26378063	More training
06/03/2016	26378053	no
06/03/2016	26378042	More diversity needs "awareness"
06/03/2016	26378013	improvement
06/03/2016	26377978	Language Line
06/03/2016	26377951	none
06/03/2016	26377877	Not sure
06/02/2016	26377277	That all people receive equal levels of exceptional customer service regardless of their race.
06/02/2016	26377268	help
06/02/2016	26377222	feedback
06/02/2016	26377129	offers of language training for minimal competence in Spanish for clinical use tailored for a clinical need or area of treatment
06/02/2016	26377011	More assess for Spanish speaking clients to have someone attend them in their own language and more Spanish Applications and Documents printed in Spanish that they understand
06/02/2016	26376852	increase in information written in other languages
06/02/2016	26376771	better efforts to help all
06/02/2016	26376750	More training and more people speaking multiple languages
06/02/2016	26376723	Forms translated for client/consumer understanding.
06/02/2016	26376638	More trainings to staff.
06/02/2016	26376679	N/A
06/02/2016	26376607	better accommodation for the speech impaired
06/02/2016	26376598	More bi-lingual staff
06/02/2016	26376579	not sure
06/02/2016	26376541	I would like people to believe that social workers have the best intentions. Too many clients are angry about the amount of benefits they get and they lash out by claiming social workers are discriminating against them.
06/02/2016	26376435	Very helpful
06/02/2016	26376447	improved communication of what the needs are
06/02/2016	26376424	More specific training on the most frequently encountered cultures in our work.
06/02/2016	26376451	tools
06/02/2016	26376399	Do not know
06/02/2016	26376367	N/A
06/02/2016	26376313	Not sure at this point.
06/02/2016	26376308	better training on how to design assessments of this type.
06/02/2016	26376285	more training if needed, different questions developed for the survey
06/02/2016	26376130	More training at all levels. Oftentimes, training is geared toward new employees only. If change is to be effective within the organizations, all employees providing services should be on the same page (top management included)
06/02/2016	26376108	not sure
06/02/2016	26376030	Not sure
06/02/2016	26376088	language and culture diversity agency
06/02/2016	26376060	Recommendations
06/02/2016	26376050	More accessibility to forms being translated to the Hispanic community.
06/02/2016	26376023	more training and resources
06/02/2016	26376018	better communication
06/02/2016	26375994	?
06/02/2016	26375989	Not really sure
06/02/2016	26375982	I don't know...our department does pretty well. Perhaps more about the stereotypes with various religions and cultural beliefs.
06/02/2016	26375975	positive change
06/02/2016	26375963	Translated materials for our residents/consumers would be wonderful. Additional cultural competency training provided for all staff would also be very helpful.
06/02/2016	26375951	ESL classes offered more often at more locations
06/02/2016	26375918	Idk
06/02/2016	26375893	to remove question 33. Makes no sense to prioritize categories when many may rank the same.
06/02/2016	26366104	do more assessment

06/01/2016	26375369	na
06/01/2016	26375016	Better materials and training
06/01/2016	26375049	nothing it does not apply to my job
06/01/2016	26374938	Offer employees Spanish/French language trainings and/or classes.
06/01/2016	26374847	Services for people who need them
06/01/2016	26374848	Increased, targeted and day-long off-campus classes using R-E-A-C-H education. Thank you.
06/01/2016	26370285	Empathy from all individuals towards one another.
06/01/2016	26374839	.
06/01/2016	26374655	do not know
06/01/2016	26374658	A more open assessment that allows for honest answers.
06/01/2016	26374575	more standard documents and resources to give clients in creole
06/01/2016	26374142	Improved team work
06/01/2016	26374384	Diversity in consumer/client forms to include different language options for all forms.
06/01/2016	26374437	it will show the areas that need improvement
06/01/2016	26374353	Improved cultural competency
06/01/2016	26374514	increased trainings for staff and services for consumers
06/01/2016	26374225	how other co-workers treat Spanish speaking people. I have been told not to speak Spanish in the workplace because this is a English speaking only place of employment, when my job is to be bilingual.
06/01/2016	26374263	Not sure.
06/01/2016	26373962	To improve diversity in the workplace
06/01/2016	26374044	Not sure
06/01/2016	26374096	Forms in various languages line up with the English forms.
06/01/2016	26374111	training by those from other cultures. In that way it will be more realistic.
06/01/2016	26374126	n/a
06/01/2016	26374102	when you ask for a opinion accept it
06/01/2016	26374084	Equal Opportunity for All.
06/01/2016	26374097	MORE TRAINING ON HELPING INDIVIDUALS WITH DISABILITIES.
06/01/2016	26374099	Reports, procedures release of information in the appropriate language - not just English and Spanish.
06/01/2016	26374095	More resources afforded to my agency to address the issues.
06/01/2016	26374104	accessibility to translators
06/01/2016	26366263	Help to others?
06/01/2016	26374064	more cultural sensitivity and person driven services
06/01/2016	26374082	Better way to assist clients.
06/01/2016	26374052	Continued availability of services for everyone
06/01/2016	26374053	more training
06/01/2016	26374055	improved communication with clients as well as co workers and staff.
06/01/2016	26374051	Nothing...I'm pretty satisfied with our agency's approach to diversity
06/01/2016	26373901	sure
06/01/2016	26374006	Unsure
06/01/2016	26373813	more education
06/01/2016	26373981	Not sure
06/01/2016	26373925	better understanding of diversity in our communities
06/01/2016	26373989	more help to the Hispanic community
06/01/2016	26373954	better understanding of the language people speak
06/01/2016	26373960	n/a
06/01/2016	26373871	A better expectation for all of us to work together to help each other more and criticize each other less.
06/01/2016	26373924	N/A
06/01/2016	26373904	More information ideas available to staff and customers to increase the understanding of what is communicated.
06/01/2016	26373936	Yes
06/01/2016	26367348	Results
06/01/2016	26373782	less expensive interpretation services. We had 7 documents translated and it cost our agency almost \$1000 for a three page document

06/01/2016	26373939	More Bilingual employees
06/01/2016	26373891	n/a
06/01/2016	26373928	N/A
06/01/2016	26373912	N/A
06/01/2016	26373918	Better process
06/01/2016	26373878	?
06/01/2016	26373896	Not Sure
06/01/2016	26373749	na
06/01/2016	26373599	Better Service with non speaking Consumers
06/01/2016	26373867	na
06/01/2016	26373879	Unsure
06/01/2016	26366023	show what areas as lacking in regards to diversity
06/01/2016	26373825	Better ways to communicate.
06/01/2016	26373838	better understanding of this survey
06/01/2016	26373824	N/A
06/01/2016	26373321	More informed staff about cultural diversity.
06/01/2016	26373731	I do not know.
06/01/2016	26373831	more trainings
06/01/2016	26373830	NA
06/01/2016	26373834	better communication
06/01/2016	26373707	no
06/01/2016	26373843	Pay raise
06/01/2016	26373794	One developed in different languages.
06/01/2016	26373808	Comprehensive training
06/01/2016	26373715	na
06/01/2016	26373804	More cultural awareness
06/01/2016	26367533	NA
06/01/2016	26373772	Language and cultural differences support or training.
06/01/2016	26373796	More Spanish speaking people.
06/01/2016	26373628	More English speaking people
06/01/2016	26373750	more translated forms and documents
06/01/2016	26373798	new poliices
06/01/2016	26373714	An understanding that people matter more than their disabilities or differences.
06/01/2016	26366047	More options and resources for those of any nationality or culture who wish to learn English
06/01/2016	26373773	language classes for staff!
06/01/2016	26373650	Increased awareness
06/01/2016	26373743	For it to have an opt out option for people that the questions don't pertain to.
06/01/2016	26373563	N/A
06/01/2016	26373760	not sure
06/01/2016	26373663	Unknow
06/01/2016	26373718	unsure
06/01/2016	26373569	sure
06/01/2016	26373729	That illegals NOT be provided services using taxpayers dollars
06/01/2016	26373751	not sure
06/01/2016	26373734	Increase in acceptance of all by all
06/01/2016	26373697	n/a
06/01/2016	26373720	This assessment will not have accurate data, because it requires the participants to comment on things they may not know about.
06/01/2016	26373668	MORE TRANSLATORS IN THE OFFICES IT IS A LONG PROCESS WORKING WITH SOMEONE WHO DOES NOT SPEAK ENGLISH. OR PROVIDE ENGLISH AS A SECOND LANGUAGE TO ASSIST THE CLIENTS
06/01/2016	26373639	GET RID OF QUESTION 33 FELT FORCED TO MAKE CHOICES THAT I DON'T USE SO PLEASE DISREGARD RESPONSE TO THAT QUESTION FOUND IT TO BE BIASED/ & JUDEMENTAL

06/01/2016	26373611	N/A
06/01/2016	26373704	People giving resources
06/01/2016	26373682	nothing
06/01/2016	26373675	Have more bilingual Workers and or services
06/01/2016	26373699	Some practical changes (e.g. availability of interpreting services for material provision) within the Department.
06/01/2016	26373575	More awareness among staff regarding cultural diversity.
06/01/2016	26373708	I was sent this assessment twice - I'd like to see you send it to someone whose job requires this information, rather than someone in my position, in which I have no dealings with the public at large.
06/01/2016	26373629	N/A
06/01/2016	26373671	further training
06/01/2016	26373666	More classes
06/01/2016	26373602	Nothing
06/01/2016	26373545	A Change for the better for everyone
06/01/2016	26373604	yes
06/01/2016	26373581	Better ,or more available accessibility to translation.
06/01/2016	26373584	Not sure
06/01/2016	26373600	Spanish course offered to first staff, such and Administrative Personnel
06/01/2016	26373610	.
06/01/2016	26365935	I don't know.
06/01/2016	26373577	email
06/01/2016	26373591	I'm not sure what I should expect to see as a result of this assessment.
06/01/2016	26373595	yes
06/01/2016	26373565	More bilingual training available. Like a medical terms refresher...
06/01/2016	26373576	More interpreter access
06/01/2016	26373585	not applicable
06/01/2016	26373616	more tools to be able to assist those who otherwise struggle to obtain the appropriate assistance
06/01/2016	26373615	unsure
06/01/2016	26373548	Expect a better communication
06/01/2016	26373567	to make sure that everyone no matter their race or culture are treated equal.
06/01/2016	26373536	n/a
06/01/2016	26373571	For staff to make sure that an interpreter is present so individuals can understand what is discussed. For staff to understand that even though the person says they understand, they probably don't but are too afraid or embarrassed to let you know. Staff need to have more training on cultural awareness, how to talk to different types of families.
06/01/2016	26373612	nA
06/01/2016	26373322	More Diverse information.
06/01/2016	26373594	Better tolerance.
06/01/2016	26373620	unsure
06/01/2016	26365678	More Translators
06/01/2016	26373573	n/a
06/01/2016	26373613	na
06/01/2016	26373561	
06/01/2016	26373579	na
06/01/2016	26368784	No
06/01/2016	26373543	English classes for individuals and the families we serve
06/01/2016	26365617	I think this assessment is extraordinarily biased. It puts those of us who don't have any hang ups of other religions, cultures, etc in a tough spot, especially with question 33.
06/01/2016	26373388	AT LEAST that the documents we give vlients are in the language that they identify as their primary one. I would also like to see the entity allowing for professional interpreters, despite the cost.
06/01/2016	26373302	n/a
06/01/2016	26373263	Better engagement with the community
06/01/2016	26373187	N/A
06/01/2016	26373142	More training regards culture of diversity
06/01/2016	26373082	I do not know.
06/01/2016	26373100	not sure

06/01/2016	26373053	Improvement
06/01/2016	26373005	I don't know
05/31/2016	26372053	More offered classroom training about diversity, and cultural competence.
05/31/2016	26371597	Written feedback
05/31/2016	26371633	To have more cultural training
05/31/2016	26371852	Better interpreting services
05/31/2016	26371619	I would like everyone to be tolerant of all people at all times.
05/31/2016	26371507	More mandatory inservices
05/31/2016	26371289	a better understanding of all the questions that you put out to us.
05/31/2016	26371312	Not all of the questions requiring an answer. This was not a well put together survey. I don't know why I received this survey.
05/31/2016	26371285	Yes
05/31/2016	26371158	Direct training in Spanish.
05/31/2016	26371211	People getting better understanding of those who are different than themselves
05/31/2016	26371092	nothing
05/31/2016	26370650	more diversity training/ hiring
05/31/2016	26370654	Training on the ability to access interpreters for other languages, including especially Spanish & ASL.
05/31/2016	26370639	A mandate to provide interpreters for ALL languages (including American sign language and other types of communication used by people who have disabilities)
05/31/2016	26370588	to teach us another spanish
05/31/2016	26370482	Improved tolerance & goodwill towards everyone. Additionally, snarky comments made when discussing minority groups should not be tolerated. I've noticed an escalation of this in the current political climate.
05/31/2016	26370485	na
05/31/2016	26370462	n/a
05/31/2016	26370439	trainings
05/31/2016	26370437	no
05/31/2016	26370354	more help for language barriers
05/31/2016	26370351	more bilingual positions available at every sited and sign language interpreters and training
05/31/2016	26370373	Better communication with clients.
05/31/2016	26370329	More Opportunity for Workers to take Language courses in order to communicate effectively.

40. To promote a culture of diversity and inclusion and provide cultural competent services, what should be our number one area of improvement?

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08/17/2016	26481941	knowledge.
08/01/2016	26462597	Intercultural activities plan by the State for State employees.
07/09/2016	26425605	Training and hiring
06/29/2016	26414854	
06/27/2016	26411950	
06/10/2016	26389306	
06/10/2016	26389026	
06/10/2016	26388735	Educating staff
06/10/2016	26388913	Diversification in the work force, both state and contractors
06/10/2016	26388684	
06/10/2016	26388655	Any language barriers.
06/10/2016	26388685	
06/10/2016	26388658	hard to decide
06/09/2016	26388129	education for us
06/09/2016	26387816	
06/09/2016	26387646	
06/09/2016	26387610	Easier to access interpretation services
06/09/2016	26387564	n/a
06/09/2016	26387551	

06/09/2016	26387529	
06/09/2016	26387526	
06/09/2016	26366386	
06/08/2016	26386385	
06/08/2016	26386028	
06/08/2016	26385528	end of life- choices and cultural influences
06/08/2016	26366338	communication, making all information accessible to various groups
06/08/2016	26384722	
06/07/2016	26383513	
06/07/2016	26382851	Understanding that one culture should not take precedence over another nor given preferential treatment because of their culture/race.
06/07/2016	26382579	
06/07/2016	26382562	
06/07/2016	26382540	language barriers in all offices. Promote the language line a little more so more staff will be more incline to use it.
06/07/2016	26373726	Having culturally sensitive celebrations at the work place. Cinco de mayo or African feast, or Italian heritage share days. Share your heritage festival at work so that all employees can learn.
06/06/2016	26381913	Have yearly meetings on diversity. Explain what can be offensive to others. When is the right time to use certain manners. Examples jokes, talking in different languages, talking about this in front of others that can be offensive.
06/06/2016	26381753	sensitivity and respect
06/06/2016	26381519	leadership must show to all levels of staff that it is valued and an important part of the culture
06/06/2016	26381360	don't know
06/06/2016	26381241	training
06/06/2016	26381053	
06/06/2016	26381255	
06/06/2016	26380996	
06/06/2016	26381153	communication
06/06/2016	26365951	not shove everyone's beliefs down my throat and just let me do my objective job.
06/06/2016	26380899	Education, sharing information
06/06/2016	26381013	
06/06/2016	26365633	Establish a State-wide Diversity Council or Culture Commission. Then Identify all issues associated: training, client/consumer service issues, employee/labor issues, etc. and trickle down all of the initiatives via the gov's office into all disciplines!
06/06/2016	26365798	
06/06/2016	26380901	Language.
06/06/2016	26380906	find out the best way to provide our service within the culture
06/06/2016	26380893	
06/06/2016	26380871	
06/06/2016	26365767	race relations and cultural awareness
06/06/2016	26380716	
06/06/2016	26380580	
06/06/2016	26380697	Don't know
06/06/2016	26380683	
06/06/2016	26366072	Multilingual signs
06/06/2016	26380649	more classes offered to both employees and citizens to learn a second language
06/06/2016	26380661	
06/06/2016	26380647	
06/06/2016	26380645	
06/06/2016	26373886	Providing services with the languages they need so we can have effective communication
06/06/2016	26380620	All provider services should have at least one bilingual staff member.
06/06/2016	26380619	
06/06/2016	26380600	
06/06/2016	26380607	
06/06/2016	26380603	

06/06/2016	26380589	
06/06/2016	26380531	
06/06/2016	26380513	Treat all the same
06/06/2016	26380510	
06/06/2016	26380484	
06/05/2016	26380213	workshops on culture competent
06/05/2016	26379880	n/a
06/05/2016	26379795	
06/05/2016	26366268	
06/04/2016	26379501	Organize festivities where there is something for everybody. Exposure to other cultures breaks down prejudices.
06/04/2016	26379307	
06/04/2016	26379286	I am not sure.
06/04/2016	26373880	
06/04/2016	26379151	
06/04/2016	26379144	Establishing internal relationship that consist of respect of fellow employees, and the elimination of nepotism.
06/04/2016	26379143	
06/04/2016	26379086	working together
06/03/2016	26379064	
06/03/2016	26379047	Hire/train a bilingual staff person
06/03/2016	26379014	
06/03/2016	26378995	
06/03/2016	26378870	teach it early in schools
06/03/2016	26370298	Learn other languages.
06/03/2016	26378824	
06/03/2016	26378819	
06/03/2016	26378719	
06/03/2016	26378798	Teach everyone to speak a new language
06/03/2016	26378749	.
06/03/2016	26378683	Banning offensive language. This still happens and it's ridiculous.
06/03/2016	26378692	Gender/Transgender/Sexual Orientation seem to be the most challenging for co-workers. Also language changing quickly.
06/03/2016	26376775	
06/03/2016	26378694	Literacy assessments
06/03/2016	26378695	
06/03/2016	26378657	Inclusion of diverse / cultural events within the DHSS DDDS organization.
06/03/2016	26378593	Translation services
06/03/2016	26378669	
06/03/2016	26378642	tolerance..
06/03/2016	26378652	I think that getting to know people of diverse cultures on a more personal level is the only thing that is going to make concepts "stick." We've beaten this subject half to death in an academic sense, toward what ends? It is when, through your own personal experience, that you find common ground with people of diverse cultures that things start to happen. I suggest taking a look at Wolf Wolfensberger's "Social Role Valorization" which is aimed at carving out culturally valued roles for people with disabilities and applying the principles and the mindset to non-disabled people of different cultures.
06/03/2016	26378635	frequent training
06/03/2016	26378583	
06/03/2016	26378599	EEOC verses Economic Crisis stressors
06/03/2016	26378625	I really do not know because it does not relate to me.
06/03/2016	26378636	
06/03/2016	26378557	Communication
06/03/2016	26378621	Getting ALL staff trained properly to promote the highest respect to each and every culture/person.
06/03/2016	26378619	Provide more cultural sensitivity training.
06/03/2016	26378531	Learning more about other languages.
06/03/2016	26378618	Race relations
06/03/2016	26378588	

06/03/2016	26378622	
06/03/2016	26378614	translation services
06/03/2016	26378359	In order to provide cultural competent services we should first be knowledgeable and respectful of our team members/co-workers cultural values.
06/03/2016	26376315	Get the word out that there are programs available to help people in need. I have had clients tell me they did not know about the Medicaid E&D Waiver program for 2 years and have been caring for their aging mother all of that time until just now when they called to get help.
06/03/2016	26378608	
06/03/2016	26365591	communications
06/03/2016	26378591	More trainings
06/03/2016	26378579	equal opportunity
06/03/2016	26378518	increase resources to communicate
06/03/2016	26378584	More frequent diversity training
06/03/2016	26378581	
06/03/2016	26378570	Not sure...all intimately connected
06/03/2016	26378533	Not sure
06/03/2016	26378551	Hiring practices
06/03/2016	26378580	
06/03/2016	26378520	To promote a culture of diversity and inclusion should be number one.
06/03/2016	26378562	
06/03/2016	26378590	
06/03/2016	26378545	understanding each culture
06/03/2016	26378578	Provider agencies should have their own interpreting services.
06/03/2016	26378573	
06/03/2016	26378558	
06/03/2016	26378563	
06/03/2016	26378564	
06/03/2016	26378542	
06/03/2016	26378538	treat everyone the same
06/03/2016	26378543	Go back to the melting pot and stop with this separation of everyone creating a salad. We love spaghetti and red sauce because the Italians brought it over with them but then they became Americans. Stop hypenating everyone.
06/03/2016	26378571	
06/03/2016	26378527	To have all employees who speak to clients at Unemployment not be condescending or downright nasty. Most people who are the first point of contact are downright ignorant
06/03/2016	26371402	See my above comments regarding Christianity.
06/03/2016	26378526	Promote a culture of diversity on all levels
06/03/2016	26378519	Speak English
06/03/2016	26378521	
06/03/2016	26378576	
06/03/2016	26378516	
06/03/2016	26378503	Understanding of different cultures and beliefs
06/03/2016	26378548	
06/03/2016	26378544	n/a
06/03/2016	26365892	
06/03/2016	26374165	Education
06/03/2016	26373832	
06/03/2016	26378534	
06/03/2016	26378523	to serve each client with excellence
06/03/2016	26366031	Trying to assist all people, no matter what their culture may be.
06/03/2016	26378529	
06/03/2016	26378517	awareness through video or live trainings
06/03/2016	26378513	
06/03/2016	26378522	
06/03/2016	26378495	
06/03/2016	26367726	

06/03/2016	26378496	
06/03/2016	26378499	
06/03/2016	26378480	
06/03/2016	26378488	The number one area of improvement is by hiring diverse background of people.
06/03/2016	26378409	language - to ensure all understand the services offered
06/03/2016	26378311	communication be non-judgmental respectful white privilege, what is it
06/03/2016	26378235	mandatory training
06/03/2016	26365715	not sure
06/03/2016	26378234	Don't Know
06/03/2016	26378224	Not sure - I really do not work with the general public at my current position.
06/03/2016	26378228	NA
06/03/2016	26378063	staff training
06/03/2016	26378053	not sure
06/03/2016	26378042	Continued staff training
06/03/2016	26378013	handling diversity
06/03/2016	26377978	Language Line
06/03/2016	26377951	health
06/03/2016	26377877	Not sure
06/02/2016	26377277	That all people receive equality of services; specifically customer service.
06/02/2016	26377268	communication
06/02/2016	26377222	communication
06/02/2016	26377129	access to translators
06/02/2016	26377011	Improving on attending to the Spanish speaking population with employees that are Bi-Lingual and the necessary paper work printed in their own language that they are able to understand
06/02/2016	26376852	training on these, better screening in the competency of potential employees prior to hiring
06/02/2016	26376771	English language classes available to those outside of schools
06/02/2016	26376750	How to talk to the clients
06/02/2016	26376723	Cultural and religious diversity. We have diversity training for everyone but it is the same thing every year. New people need to present and groups should be combined and not separated.
06/02/2016	26376638	To provide paperwork to clients and application in their cultural language
06/02/2016	26376679	N/A
06/02/2016	26376607	at least one bilingual staff member
06/02/2016	26376598	not sure
06/02/2016	26376579	n/a
06/02/2016	26376541	showing respect to one another
06/02/2016	26376435	social group and community
06/02/2016	26376447	communication
06/02/2016	26376424	I think we do very well in this area and make every effort to deliver cultural competent services.
06/02/2016	26376451	languages basic vocabulary
06/02/2016	26376399	Do not know
06/02/2016	26376367	N/A
06/02/2016	26376313	Stop focusing on differences and focus on what we all have in common.
06/02/2016	26376308	more training, better and more interactive training, better feedback to all levels on demographics, needs assessments, resources availability
06/02/2016	26376285	Train management on these topics and make it mandatory
06/02/2016	26376130	A better of understanding of the needs and general characteristics of the various population(s) we serve to possibly gain some assurance that our employees are caring, kind and equipped to provide high quality services
06/02/2016	26376108	not sure
06/02/2016	26376030	Not sure
06/02/2016	26376088	Language and education
06/02/2016	26376060	Respect

06/02/2016	26376050	To be able to help each person with their needs. Have diversity training at least every two years be mandatory.
06/02/2016	26376023	ourselves
06/02/2016	26376018	communication
06/02/2016	26375994	?
06/02/2016	26375989	I am not really sure maybe meet and greet. Have classes and teach about different cultures.
06/02/2016	26375982	Always have one or more staff available to translate Spanish. It would be impossible to indicate other interpreters since our primary cultural diverse client population are Latino.
06/02/2016	26375975	interpretor
06/02/2016	26375963	Providing access to materials and services when someone with limited English proficiency or inability to communicate is encountered.
06/02/2016	26375951	Not sure
06/02/2016	26375918	ldk
06/02/2016	26375893	To establish better education in schools and teach them at a young age. Need to get back to what America is about; the melting pot of many cultures, but those coming here must achieve a better understanding of the English language, no different than if I moved to a foreign country. If it's my choice, I must learn their ways.
06/02/2016	26366104	just keep improvement it
06/01/2016	26375369	na
06/01/2016	26375016	Teach all that diversity is more than just gender, race and nationality.
06/01/2016	26375049	don't know
06/01/2016	26374938	Offer frequent trainings on the issue and offer Spanish language trainings
06/01/2016	26374847	LGBT issues.
06/01/2016	26374848	TEACH "REACH" = Racial; & Ethnic Approaches to Health
06/01/2016	26370285	Treat others as we want others to treat us, respectfully, with compassion and patience. As a government agency, our responsibility to provide competent services should outweigh personal bias.
06/01/2016	26374839	.
06/01/2016	26374655	do not know
06/01/2016	26374658	I don't know.
06/01/2016	26374575	annual mandatory training
06/01/2016	26374142	tolerance of others
06/01/2016	26374384	Communication
06/01/2016	26374437	improve communication
06/01/2016	26374353	Leadership
06/01/2016	26374514	staff trainings
06/01/2016	26374225	how other co-workers treat Spanish speaking people. I have been told not to speak Spanish in the workplace because this is a English speaking only place of employment, when my job is to be bilingual.
06/01/2016	26374263	Have more bilingual employees
06/01/2016	26373962	Knowledge
06/01/2016	26374044	Not sure
06/01/2016	26374096	All forms in a various languages
06/01/2016	26374111	Celebration of different cultures in each Division a kind of informal leaning and appreciations of different cultures.
06/01/2016	26374126	n/a
06/01/2016	26374102	communication
06/01/2016	26374084	Bilingual workers
06/01/2016	26374097	N/A
06/01/2016	26374099	Stop sending survey and do action.
06/01/2016	26374095	Cultural awareness or diversity training
06/01/2016	26374104	education
06/01/2016	26366263	Staying focused
06/01/2016	26374064	open minded leadership that listens to persons served
06/01/2016	26374082	Diversity training.
06/01/2016	26374052	Language barriers
06/01/2016	26374053	under standing we are different
06/01/2016	26374055	communication
06/01/2016	26374051	Nothing...I'm pretty satisfied with our agency's approach to diversity
06/01/2016	26373901	we are all good

06/01/2016	26374006	unsure
06/01/2016	26373813	health equity
06/01/2016	26373981	I don't see a problem with inclusion. We always have interpreters on hand. It would be helpful to the non-speaking English population who need State Service to have services available to them to learn basic English in order to help themselves and their families
06/01/2016	26373925	Educating the community
06/01/2016	26373989	hire bi-lingual staff
06/01/2016	26373954	knowing a different language, I should relearn Spanish
06/01/2016	26373960	more training
06/01/2016	26373871	Opening my very small world into a network of people talking, accepting and making connections.
06/01/2016	26373924	More trainings
06/01/2016	26373904	More literature in the different languages
06/01/2016	26373936	Ensuring staff are aware of language line interpreters so that they are able to service client needs at time of visit rather than utilize an interpreter when they have to schedule client for a second visit.
06/01/2016	26367348	Training
06/01/2016	26373782	Hiring people from different cultures
06/01/2016	26373939	Communication
06/01/2016	26373891	not sure
06/01/2016	26373928	Translation
06/01/2016	26373912	N/A
06/01/2016	26373918	Education
06/01/2016	26373878	?
06/01/2016	26373896	Not Sure
06/01/2016	26373749	na
06/01/2016	26373599	Communication Barriers
06/01/2016	26373867	Customer service to those with different diversity backgrounds
06/01/2016	26373879	Unsure
06/01/2016	26366023	Disability and sexual orientation
06/01/2016	26373825	Better ways to communicate
06/01/2016	26373838	to know what each agency duties are before having the employees to take this survey
06/01/2016	26373824	N/A
06/01/2016	26373321	Educating staff.
06/01/2016	26373731	occasional review of cultural diversity classes for all employees
06/01/2016	26373831	wherever needed
06/01/2016	26373830	Promote or encourage open discussion without judgment of the person with the question.
06/01/2016	26373834	access to interpreters
06/01/2016	26373707	Cultural Competency should be mandatory
06/01/2016	26373843	Pay raise
06/01/2016	26373794	Teaching Unity.
06/01/2016	26373808	full support across the board
06/01/2016	26373715	na
06/01/2016	26373804	Staff training and awareness
06/01/2016	26367533	NA
06/01/2016	26373772	Acceptance.
06/01/2016	26373796	Language.
06/01/2016	26373628	Help find people jobs instead of just handing out free services.
06/01/2016	26373750	more trained interpreters/translators
06/01/2016	26373798	promotion
06/01/2016	26373714	Accept us as we are, instead of focusing on our differences as if they define us.
06/01/2016	26366047	Offer face to face interpreters, either in person or on line via computer (i.e.Facetime)
06/01/2016	26373773	education about various cultures, de-colonization, diversity education
06/01/2016	26373650	Diversity Training
06/01/2016	26373743	To teach English to other cultures so they can transition into their new country easier.

06/01/2016	26373563	To educate people about diversity
06/01/2016	26373760	classes
06/01/2016	26373663	Offer training/education/tuition coverage to willing staff to learn 2nd language
06/01/2016	26373718	unsure
06/01/2016	26373569	I believe that every agency should have the capabilities and availability to either educate employees to speak different languages or hire phone Interpreters as needed.
06/01/2016	26373729	NOT serving illegals at all.
06/01/2016	26373751	Taking down the language barrier
06/01/2016	26373734	Attitude
06/01/2016	26373697	customer service
06/01/2016	26373720	more access to interpreters. training for administrators
06/01/2016	26373668	BOTH SIDES NEED TO BE WILLING TO LEARN ABOUT EACH OTHER. AND EACH OTHER'S LANGUAGE .
06/01/2016	26373639	TO ACKNOWLEDGE DIFFERENCES & ACCEPT PEOLPE FOR WHAT THEY ARE.. WE ARE THE SAME & YET UNIQUE
06/01/2016	26373611	N/A
06/01/2016	26373704	Communication
06/01/2016	26373682	nothing
06/01/2016	26373675	More access to bilingual Workers and or services
06/01/2016	26373699	HR practices.
06/01/2016	26373575	I think understanding diversity among different cultures is a priority with proper staff training.
06/01/2016	26373708	n/a
06/01/2016	26373629	N/A
06/01/2016	26373671	training
06/01/2016	26373666	Having awareness classes that are accessible to those of us in Sussex County. Whenever classes are held, they are in Kent and New Castle and it becomes too much to take the whole day just to attend a class for a few hours.
06/01/2016	26373602	None
06/01/2016	26373545	Training
06/01/2016	26373604	education
06/01/2016	26373581	Not sure
06/01/2016	26373600	Provide adequate service to all
06/01/2016	26373584	Providing on site interpreters
06/01/2016	26373610	Understanding/communication of services offered
06/01/2016	26365935	Ensuring that people who speak different languages can access the same information as those who speak English. While documents are provided in Spanish, there is less available in other languages.
06/01/2016	26373577	I would say more awareness in the community as well as the work place.
06/01/2016	26373591	hire more diverse people
06/01/2016	26373595	information readily available for resources
06/01/2016	26373565	Have the "different" person explain what would be the most helpful for others.
06/01/2016	26373576	Have everyone learn English
06/01/2016	26373585	Diversity training
06/01/2016	26373616	communication
06/01/2016	26373615	communication
06/01/2016	26373548	Communication
06/01/2016	26373567	understanding
06/01/2016	26373536	n/a
06/01/2016	26373571	ALL forms related to DHSS services need to be Spanish and English.
06/01/2016	26373612	Training
06/01/2016	26373322	Classes
06/01/2016	26373594	Mutual respect.
06/01/2016	26373620	unsure
06/01/2016	26365678	More training and classes
06/01/2016	26373573	n/a
06/01/2016	26373613	na

06/01/2016	26373561	Religious tolerance
06/01/2016	26373579	na
06/01/2016	26368784	N/A
06/01/2016	26373543	English classes for individuals and the families we serve
06/01/2016	26365617	Who is 'our'? Our organization? Your organization?
06/01/2016	26373388	Staff training.
06/01/2016	26373302	Educating workers
06/01/2016	26373263	Breaking down silos amongst community organizations and different state agencies
06/01/2016	26373187	N/A
06/01/2016	26373142	More training
06/01/2016	26373082	Communication to all employees involved.
06/01/2016	26373100	not sure
06/01/2016	26373053	Language
06/01/2016	26373005	unsure
05/31/2016	26372053	Face to face classroom interaction to learn about different cultures
05/31/2016	26371597	Continued inclusion and diversity training opportunities
05/31/2016	26371633	Understanding the different type of cultures in our community. Being more knowledgeable about the different cultures.
05/31/2016	26371852	Better interpreting services
05/31/2016	26371619	Just treating each other as we would like to be treated.
05/31/2016	26371507	more exposure to different cultures
05/31/2016	26371289	that's a good question but right now I don't have a answer for it.
05/31/2016	26371312	Don't know
05/31/2016	26371285	Interpretation
05/31/2016	26371158	hiring more bi-lingual employees
05/31/2016	26371211	Resources availability
05/31/2016	26371092	to ACOMODATE OTHERS
05/31/2016	26370650	hiring diversity
05/31/2016	26370654	To understand those differences.
05/31/2016	26370639	Diversifying the workforce and utilizing current workforce in more effective ways to provide interpretation when its needed.
05/31/2016	26370588	to make sure each employee has the training in diversity but also use it.
05/31/2016	26370482	Make every attempt to have a staff as diverse as the clients they serve.
05/31/2016	26370485	na
05/31/2016	26370462	more conferences on cultural diversity
05/31/2016	26370439	walk the walk
05/31/2016	26370437	xxx
05/31/2016	26370354	more training
05/31/2016	26370351	physical availability
05/31/2016	26370373	Training
05/31/2016	26370329	Hire a DIVERSE STAFF to serve the DIVERSE community

41. What are the barriers to promote health equity and culturally competent care?

41. What are the barriers to promote health equity and culturally competent care?

08/17/2016	26481941	understanding, assessing, knowing what to do.
08/01/2016	26462597	The upbringing of children that have parents that discriminate against others.
07/09/2016	26425605	Adequate number of providers who can address the mental and physical health needs
06/29/2016	26414854	
06/27/2016	26411950	
06/10/2016	26389306	
06/10/2016	26389026	
06/10/2016	26388735	Taking this seriously and implementing the necessary training needed to provide such care
06/10/2016	26388913	not adequately providing community representation in the workforce

06/10/2016	26388684	
06/10/2016	26388655	Language and/or cultural barriers.
06/10/2016	26388685	
06/10/2016	26388658	judgments / lack of sensitivity
06/09/2016	26388129	education for us
06/09/2016	26387816	
06/09/2016	26387646	
06/09/2016	26387610	
06/09/2016	26387564	n/a
06/09/2016	26387551	
06/09/2016	26387529	
06/09/2016	26387526	
06/09/2016	26366386	
06/08/2016	26386385	
06/08/2016	26386028	
06/08/2016	26385528	time and resources
06/08/2016	26366338	not certain
06/08/2016	26384722	
06/07/2016	26383513	
06/07/2016	26382851	Language.
06/07/2016	26382579	
06/07/2016	26382562	
06/07/2016	26382540	Not quite sure
06/07/2016	26373726	Administrators who are not sensitive to the needs of those with disabilities and with different culture and religious beliefs. For example having a Christmas celebration when there are employees who don't celebrate Christmas. Call it an end of year celebration but do not do Chinese Christmas present exchange. Be more sensitive to those who have different beliefs.
06/06/2016	26381913	Understanding different religions, beliefs. Respecting some people do not eat pork. Respecting other people observing different holidays.
06/06/2016	26381753	believing everyone should be similar as the majority and personal myths, lack of education about cultural differences and sensitivity.
06/06/2016	26381519	
06/06/2016	26381360	don't know
06/06/2016	26381241	note sure
06/06/2016	26381053	
06/06/2016	26381255	
06/06/2016	26380996	
06/06/2016	26381153	lack of understanding
06/06/2016	26365951	everyone not being able to hold their beliefs because of PC.
06/06/2016	26380899	communication education
06/06/2016	26381013	
06/06/2016	26365633	spending! money!
06/06/2016	26365798	
06/06/2016	26380901	Language barriers and clients NOT obeying the simple rules of the State policies.
06/06/2016	26380906	lack of resources for clients
06/06/2016	26380893	
06/06/2016	26380871	
06/06/2016	26365767	clear and proper communication on both ends
06/06/2016	26380716	
06/06/2016	26380580	
06/06/2016	26380697	Don't know
06/06/2016	26380683	
06/06/2016	26366072	bias, ignorance, apathy
06/06/2016	26380649	language barriers

06/06/2016	26380661	
06/06/2016	26380647	
06/06/2016	26380645	
06/06/2016	26373886	Language
06/06/2016	26380620	Not enough providers with bilingual skills and or staff with bilingual skills. Also, social workers with bilingual skills should be allowed to interpret in all service fields and not be limited to using only interpreter organizations or at least provide bilingual staff in service fields the opportunity to become certified interpreters as part of their employment training.
06/06/2016	26380619	
06/06/2016	26380600	
06/06/2016	26380607	
06/06/2016	26380603	
06/06/2016	26380589	
06/06/2016	26380531	
06/06/2016	26380513	Money
06/06/2016	26380510	
06/06/2016	26380484	
06/05/2016	26380213	
06/05/2016	26379880	n/a
06/05/2016	26379795	
06/05/2016	26366268	
06/04/2016	26379501	Prejudices of medical professionals and people in general keeps them from wanting to help others, and therefore will only do the bare minimum required of them
06/04/2016	26379307	
06/04/2016	26379286	Prejudicial beliefs in politics.
06/04/2016	26373880	
06/04/2016	26379151	
06/04/2016	26379144	The lack of consistency, leadership, ethics, and integrity.
06/04/2016	26379143	
06/04/2016	26379086	understanding language/accent, assumptions towards each others differences
06/03/2016	26379064	
06/03/2016	26379047	The lack of insurance and a single-payer health care system, for starters. Followed by a lack of first-hand knowledge or awareness of other cultures, combined with a largely monochromatic and homogenous staff roster, and a serious lack of alternate language skills.
06/03/2016	26379014	
06/03/2016	26378995	
06/03/2016	26378870	lack of funds
06/03/2016	26370298	Language & Communication
06/03/2016	26378824	
06/03/2016	26378819	
06/03/2016	26378719	
06/03/2016	26378798	Old thinking
06/03/2016	26378749	
06/03/2016	26378683	Negative attitudes towards anyone from a background different than what someone grew up with. Complete unwillingness to see from someone else's perspective.
06/03/2016	26378692	Administration does not understand that having an interpreter is helpful, promotes communication and access to services rather than being a source of additional "noise" in a group or session. Feeling that administration is open and helpful when requests are made for interpreters. That these interpreters are available for all, not just select clients who have outside advocates.
06/03/2016	26376775	
06/03/2016	26378694	language, gender, economic level
06/03/2016	26378695	
06/03/2016	26378657	Lack of funding.
06/03/2016	26378593	language bafrrirs
06/03/2016	26378669	
06/03/2016	26378642	uneducated bias ..people are not willing to change old habit
06/03/2016	26378652	Language barriers and trusting health care providers who don't understand where patients of a different culture are coming from. Trust has to be a HUGE issue.
06/03/2016	26378635	None
06/03/2016	26378583	

06/03/2016	26378599	Lack of willingness to hire people who can actually identify with those who do not understand "English Only"; with attitudes of superiority while claiming to be inclusive....
06/03/2016	26378625	I really do not know because it does not relate to me.
06/03/2016	26378636	
06/03/2016	26378557	Communication
06/03/2016	26378621	Economic situations; religious beliefs; financial situations.
06/03/2016	26378619	An individual's insecurities and negative thoughts and beliefs.
06/03/2016	26378531	Ignorance of not knowing.
06/03/2016	26378618	The population of the work force. needs more diversity at higher levels.
06/03/2016	26378588	
06/03/2016	26378622	
06/03/2016	26378614	not sure
06/03/2016	26378359	We need to understand our own personal biases, prejudices, cultural values and needs in order to understand those of others. Personal biases, prejudices, as well as stereotyping should not interfere with meeting the needs of those we serve.
06/03/2016	26376315	Lack of knowledge about programs; wrong information about programs they have heard; not publicizing programs on radio spots, commercials, etc. where people might be able to get phone numbers to call in to make a referral for programs; language barriers on occasion.
06/03/2016	26378608	
06/03/2016	26365591	resources
06/03/2016	26378591	
06/03/2016	26378579	lack of interpreter.
06/03/2016	26378518	Lack of resources
06/03/2016	26378584	Language
06/03/2016	26378581	
06/03/2016	26378570	Countless barriers....misunderstandings, communication barriers, myths, mistrust, lack of funding for increased information to patients, financial barriers, addiction, life-style choices, etc.
06/03/2016	26378533	Not sure
06/03/2016	26378551	Lack of transportation supports or access in community
06/03/2016	26378580	
06/03/2016	26378520	One barrier is sometimes the language.
06/03/2016	26378562	
06/03/2016	26378590	
06/03/2016	26378545	communication
06/03/2016	26378578	Not sure.
06/03/2016	26378573	
06/03/2016	26378558	
06/03/2016	26378563	
06/03/2016	26378564	
06/03/2016	26378542	
06/03/2016	26378538	Money
06/03/2016	26378543	Do not know
06/03/2016	26378571	
06/03/2016	26378527	I don't know
06/03/2016	26371402	Refusal of some folks look for it and budget their \$ for the premiums. They think that yelling "gimme, gimme, gimme to a sympathetic legislator or mediaite will get them what they want at an entitlement level.
06/03/2016	26378526	No barriers
06/03/2016	26378519	None
06/03/2016	26378521	
06/03/2016	26378576	
06/03/2016	26378516	
06/03/2016	26378503	
06/03/2016	26378548	
06/03/2016	26378544	n/a
06/03/2016	26365892	

06/03/2016	26374165	Understanding
06/03/2016	26373832	
06/03/2016	26378534	
06/03/2016	26378523	too many to name
06/03/2016	26366031	Not understanding peoples culture and language.
06/03/2016	26378529	
06/03/2016	26378517	self imposed prejudices
06/03/2016	26378513	
06/03/2016	26378522	
06/03/2016	26378495	
06/03/2016	26367726	
06/03/2016	26378496	
06/03/2016	26378499	
06/03/2016	26378480	
06/03/2016	26378488	n/a
06/03/2016	26378409	too complicated
06/03/2016	26378311	lack of bilingual staff lack of trust language/culture disparities in mental health care
06/03/2016	26378235	providing information in different languages
06/03/2016	26365715	not sure
06/03/2016	26378234	Don't Know
06/03/2016	26378224	Not sure - I really do not work with the general public at my current position.
06/03/2016	26378228	NA
06/03/2016	26378063	work load to attend various trainings
06/03/2016	26378053	not sure
06/03/2016	26378042	Education
06/03/2016	26378013	I'm not sure
06/03/2016	26377978	Language
06/03/2016	26377951	none
06/03/2016	26377877	Not sure
06/02/2016	26377277	Lack of education and understanding of cultural beliefs.
06/02/2016	26377268	communication
06/02/2016	26377222	communication
06/02/2016	26377129	illiteracy of clients
06/02/2016	26377011	More Bi-Lingual Candidates applying for jobs being give the opportunity for employment in order to be able to assist the Spanish speaking population to be attended in their own language with in more of our communities
06/02/2016	26376852	some individual's inability of desire to change
06/02/2016	26376771	language
06/02/2016	26376750	Lack of information about another's culture
06/02/2016	26376723	n/a
06/02/2016	26376638	Takes more time to serve the client and holds the waiting process up for other clients
06/02/2016	26376679	N/A
06/02/2016	26376607	language
06/02/2016	26376598	very strong beliefs of staff
06/02/2016	26376579	n/a
06/02/2016	26376541	sometimes a persons aptitude can be a barrier. If they are unable to comprehend something then it can cause barriers.
06/02/2016	26376435	not sure
06/02/2016	26376447	communication and understanding.
06/02/2016	26376424	Not sure.
06/02/2016	26376451	time and money
06/02/2016	26376399	Do not know

06/02/2016	26376367	N/A
06/02/2016	26376313	Socio-economic and cultural beliefs
06/02/2016	26376308	level of interest and resources from leadership.
06/02/2016	26376285	Fiscal, lack of management direction
06/02/2016	26376130	Time management issues: having the time to train and be trained, especially addressing the issues of high staff turnover and long-time employee departures
06/02/2016	26376108	not sure
06/02/2016	26376030	Not aware of any barriers as we are constantly looking for ways to improve.
06/02/2016	26376088	Language and education
06/02/2016	26376060	Language
06/02/2016	26376050	Langaguae Language barriers & people understanding the programs that are available.
06/02/2016	26376023	lack of awareness/knowledge of various cultures
06/02/2016	26376018	communication
06/02/2016	26375994	?
06/02/2016	26375989	I am not sure
06/02/2016	26375982	Not being able to communicate to clients if speak in foreign languages. Literature represented in their language would be helpful.
06/02/2016	26375975	funding
06/02/2016	26375963	Lack of understanding, lack of education, lack of services
06/02/2016	26375951	Not sure
06/02/2016	26375918	ldk
06/02/2016	26375893	Not wanting to change.
06/02/2016	26366104	keep it up
06/01/2016	26375369	na
06/01/2016	26375016	Not sure
06/01/2016	26375049	does not apply
06/01/2016	26374938	Interest, Unhappy People, Hate!
06/01/2016	26374847	Stereotypes and misinformation about our client population.
06/01/2016	26374848	Ignorance, poverty and fear
06/01/2016	26370285	Personal choices that reduce opportunities for optimal physical and emotional health.
06/01/2016	26374839	.
06/01/2016	26374655	do not know
06/01/2016	26374658	Access.
06/01/2016	26374575	time involved for training
06/01/2016	26374142	language barriers
06/01/2016	26374384	knowledge and acceptance
06/01/2016	26374437	stereotyping, intolerance
06/01/2016	26374353	Improved socieconomy for he disenfranchised
06/01/2016	26374514	stereotypes, lack of understanding/ignorance
06/01/2016	26374225	To help us speak our native language in the work place without have to worry about others and what they will tell us and how we will be punished. It is humiliating when a boss tells you not to speak you language in this office and the entire office hears.
06/01/2016	26374263	Not sure
06/01/2016	26373962	no answer
06/01/2016	26374044	Not sure
06/01/2016	26374096	Truly affordable health care for those who do not qualify for Medical Assistance.
06/01/2016	26374111	insensitivity and constant awareness that we are all different.
06/01/2016	26374126	n/a
06/01/2016	26374102	respect
06/01/2016	26374084	N/A
06/01/2016	26374097	LANGUAGE
06/01/2016	26374099	again just do the work.

06/01/2016	26374095	No barriers
06/01/2016	26374104	misconceptions
06/01/2016	26366263	communication.
06/01/2016	26374064	traditional attitudes and stereotypes
06/01/2016	26374082	Not understanding the community we serve.
06/01/2016	26374052	Language
06/01/2016	26374053	lack of knowledge
06/01/2016	26374055	communication
06/01/2016	26374051	none
06/01/2016	26373901	none
06/01/2016	26374006	stereotype breakdown and education
06/01/2016	26373813	lack of understanding.
06/01/2016	26373981	don't know
06/01/2016	26373925	NO health coverage and not enough understanding on how to obtain coverage and keep doctor appointments
06/01/2016	26373989	money
06/01/2016	26373954	language
06/01/2016	26373960	n/a
06/01/2016	26373871	prejudice
06/01/2016	26373924	N/A
06/01/2016	26373904	When one does not use the tools to promote health equity and culturally competent care
06/01/2016	26373936	Lack of insurance and awareness of the industry Lack of knowledge Transportation
06/01/2016	26367348	Language
06/01/2016	26373782	culture
06/01/2016	26373939	Literacy of individuals
06/01/2016	26373891	n/a
06/01/2016	26373928	N/A
06/01/2016	26373912	N/A
06/01/2016	26373918	Not being open minded
06/01/2016	26373878	?
06/01/2016	26373896	Not Sure
06/01/2016	26373749	na
06/01/2016	26373599	Lanauge
06/01/2016	26373867	na
06/01/2016	26373879	Unsure
06/01/2016	26366023	Treat residents as you would like to be treated
06/01/2016	26373825	clients not completely understanding the process
06/01/2016	26373838	see above.
06/01/2016	26373824	N/A
06/01/2016	26373321	Lack of a supportive environment and empathy.
06/01/2016	26373731	lack of understanding that there is culturally competent care
06/01/2016	26373831	different groups
06/01/2016	26373830	If any, they would fall along the lines of not understanding the cultural or ethnic differences regarding decisions about that care. What's important in this culture may not be so in another.
06/01/2016	26373834	poor communication
06/01/2016	26373707	I don't see any barriers
06/01/2016	26373843	Low pay
06/01/2016	26373794	Lethargic change
06/01/2016	26373808	time ,money , will
06/01/2016	26373715	na
06/01/2016	26373804	Lack of awareness or desire to lean about others

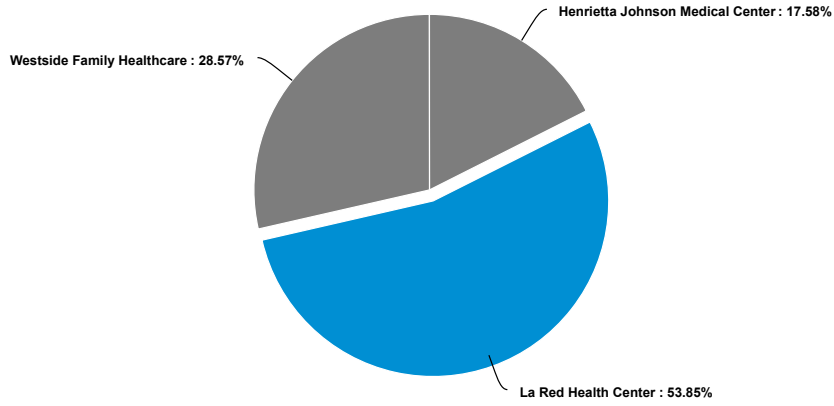
06/01/2016	26367533	NA
06/01/2016	26373772	Understanding and caring.
06/01/2016	26373796	Language.
06/01/2016	26373628	Language
06/01/2016	26373750	lack of understanding
06/01/2016	26373798	money
06/01/2016	26373714	Treating issues universally (making global assumptions) rather than addressing individual needs.
06/01/2016	26366047	Funding is limited
06/01/2016	26373773	staff who are insensitive to cultures, language barriers, gender identities and cultural orientation
06/01/2016	26373650	Attitudes
06/01/2016	26373743	Education.
06/01/2016	26373563	Not Sure
06/01/2016	26373760	alot
06/01/2016	26373663	access
06/01/2016	26373718	unsure
06/01/2016	26373569	Some barriers are with the client or consumer and their beliefs. We can only attempt to educate the people we service and give them the data to make a competent decision. Another barrier sometimes can be the stigma of care, and cultural decisions about certain types of care is against beliefs.
06/01/2016	26373729	Money being spent on ILLEGALS and not law abiding, tax paying, citizens.
06/01/2016	26373751	Understanding
06/01/2016	26373734	Cultural understanding & linguistics
06/01/2016	26373697	understanding
06/01/2016	26373720	ignorance
06/01/2016	26373668	PEOPLE DON'T LIKE CHANGE AND DON'T WANT TO FEEL LIKE THEY ARE GIVING UP THEIR ORIGINAL SELF OR CONFORMING TO SOMETHING THEY ARE NOT USE TO.
06/01/2016	26373639	BARRIERS EXIST ONLY IF YOU LET THEM... ADVOCATE FOR THOSE THAT NEED IT
06/01/2016	26373611	N/A
06/01/2016	26373704	resources
06/01/2016	26373682	nothing
06/01/2016	26373675	Additional staff
06/01/2016	26373699	Poverty is the #1 social determinant of health and impoverished communities often have unique cultural views that may be misunderstood by staff.
06/01/2016	26373575	n/a
06/01/2016	26373708	n/a
06/01/2016	26373629	N/A
06/01/2016	26373671	lack of training
06/01/2016	26373666	I'm not sure
06/01/2016	26373602	Nothing
06/01/2016	26373545	Getting others to help
06/01/2016	26373604	not enough education
06/01/2016	26373581	Language
06/01/2016	26373600	language barriers
06/01/2016	26373584	staffing
06/01/2016	26373610	Lack of knowledge of service to divers groups on the participants end
06/01/2016	26365935	There are so many different cultures and different factors to consider within each culture.
06/01/2016	26373577	Stop stereotype. Knowledge is power.
06/01/2016	26373591	not sure...
06/01/2016	26373595	Availability of resources
06/01/2016	26373565	Basic communication. Not being afraid to ask questions and get answers, no matter how hard it is to hear. "The single biggest problem with communication is the illusion that it has taken place."
06/01/2016	26373576	?
06/01/2016	26373585	I don't know
06/01/2016	26373616	language and resources
06/01/2016	26373615	language
06/01/2016	26373548	Language & resources

06/01/2016	26373567	N/A
06/01/2016	26373536	n/a
06/01/2016	26373571	Lack of training for the staff to understand what that means to each ethnicity group
06/01/2016	26373612	Compassion and respect
06/01/2016	26373322	Understanding language and culture beliefs.
06/01/2016	26373594	N/A
06/01/2016	26373620	unsure
06/01/2016	26365678	Time, money and willingness
06/01/2016	26373573	n/a
06/01/2016	26373613	na
06/01/2016	26373561	
06/01/2016	26373579	na
06/01/2016	26368784	N/A
06/01/2016	26373543	English classes for individuals and the families we serve
06/01/2016	26365617	I have no idea.
06/01/2016	26373388	One of the largest barriers that I see is physical access. Many clients cannot get to the locations where services are provided. Better and more affordable transportation services are a must.
06/01/2016	26373302	Education of provider networks
06/01/2016	26373263	Barriers and silos
06/01/2016	26373187	N/A
06/01/2016	26373142	a
06/01/2016	26373082	Understanding that the consumer/client has a responsibility to raise themselves to a level of competency instead of just settling and complaining when the situation applies.
06/01/2016	26373100	not sure
06/01/2016	26373053	Unsure
06/01/2016	26373005	unsure
05/31/2016	26372053	Not sure.
05/31/2016	26371597	financial
05/31/2016	26371633	Our staff not being educated on the different types of cultures. For example just because someone speaks Spanish does not mean that they are educated and know how to read and write. We have a lot of indigenous people who lived in deserts who have no educational background or who do not understand how our world works outside of their tribes or where they were raised.
05/31/2016	26371852	Poor interpreting services
05/31/2016	26371619	misunderstandings weather because of language or ability barriers.
05/31/2016	26371507	Providers from various cultures
05/31/2016	26371289	I don't know .
05/31/2016	26371312	Don't know
05/31/2016	26371285	Language
05/31/2016	26371158	Not enough bi=lingual staff
05/31/2016	26371211	Communication and information
05/31/2016	26371092	UNDERSTANDING
05/31/2016	26370650	understanding stereotypes
05/31/2016	26370654	Inability to communicate
05/31/2016	26370639	People do not see individuals who have disabilities as "whole people" and so treat them as if they do not have the same rights as other citizens.
05/31/2016	26370588	the cost of food and medical cost to much
05/31/2016	26370482	Ignorance. Racism. Political ideology. Fear. religious bigotry. Moral superiority. Stupidity.
05/31/2016	26370485	na
05/31/2016	26370462	lack of ability to communicate with those that don't speak English.
05/31/2016	26370439	?
05/31/2016	26370437	Money
05/31/2016	26370354	more training
05/31/2016	26370351	lack of physical availability
05/31/2016	26370373	Language barriers
05/31/2016	26370329	LANGUAGE If you can not communicate effectively you start off at a loss.

Delaware Hispanic Commission Survey

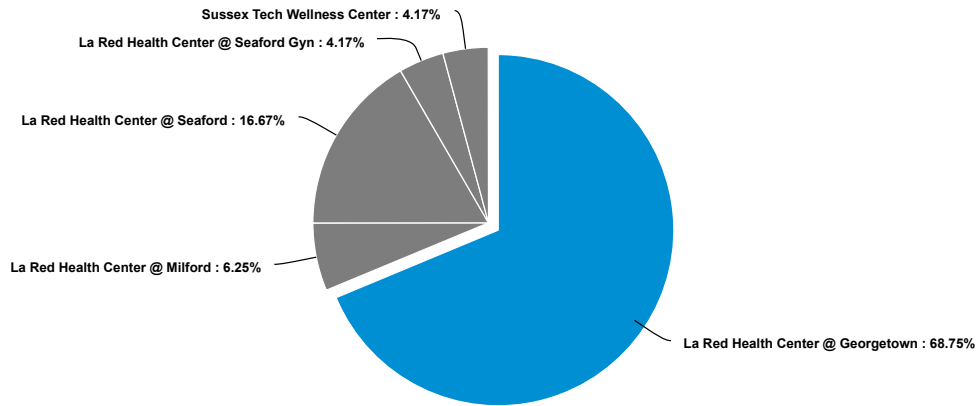
VIEWED 292	STARTED 194	COMPLETED 121	COMPLETION RATE 62.37%	DROP OUTS 73	TIME TO COMPLETE 18 mins
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1. To which organization do you belong? Please select only one if applicable.



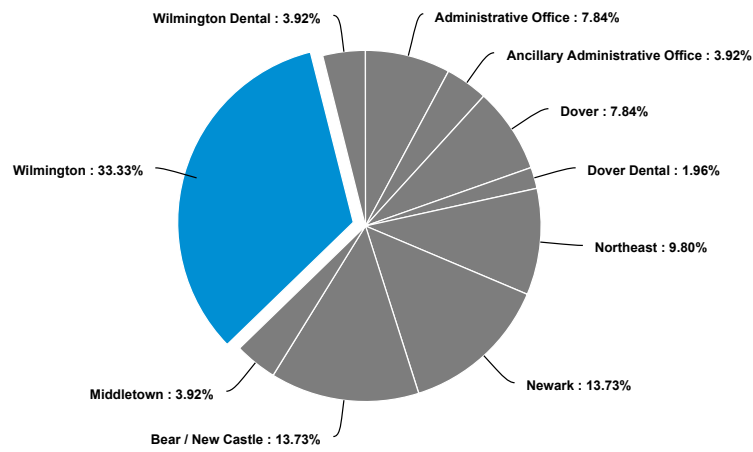
Answer	Count	Percent	20%	40%	60%	80%	100%
Henrietta Johnson Medical Center	32	17.58%					
La Red Health Center	98	53.85%					
Westside Family Healthcare	52	28.57%					
Total	182	100 %					

1a. Which La Red Federal Qualified Health Center and or Health System are you associated with?



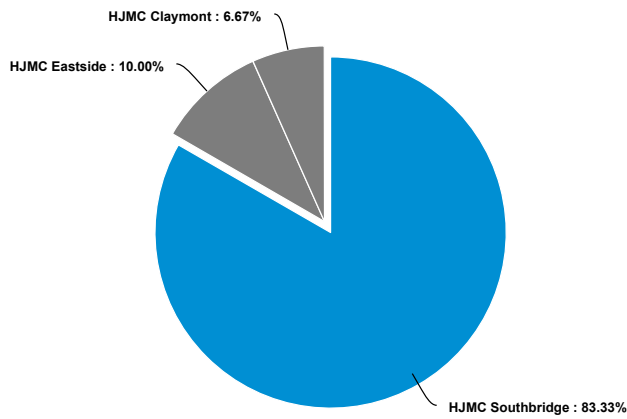
Answer	Count	Percent	20%	40%	60%	80%	100%
La Red Health Center @ Georgetown	66	68.75%					
La Red Health Center @ Milford	6	6.25%					
La Red Health Center @ Seaford	16	16.67%					
La Red Health Center @ Seaford Gyn	4	4.17%					
Sussex Tech Wellness Center	4	4.17%					
Total	96	100 %					

1b. Which Westside location are you associated with?



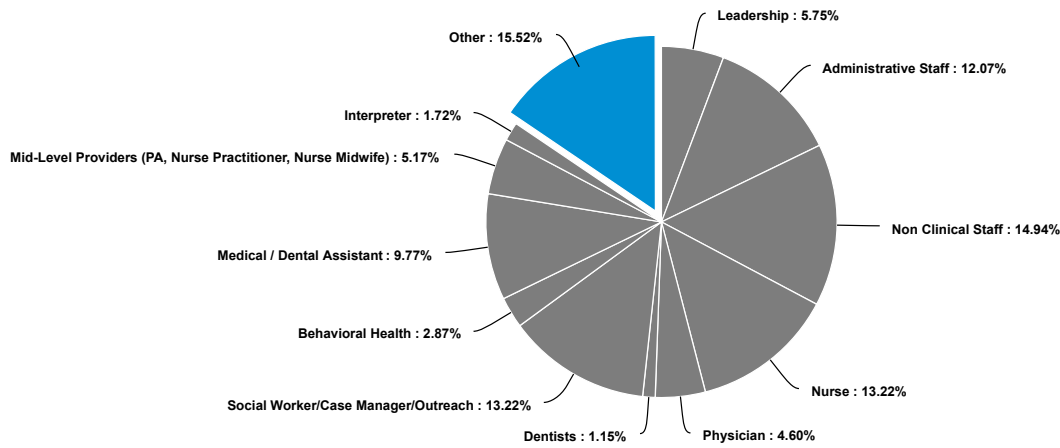
Answer	Count	Percent	20%	40%	60%	80%	100%
Administrative Office	4	7.84%	<div style="width: 7.84%;"></div>				
Ancillary Administrative Office	2	3.92%	<div style="width: 3.92%;"></div>				
Dover	4	7.84%	<div style="width: 7.84%;"></div>				
Dover Dental	1	1.96%	<div style="width: 1.96%;"></div>				
Northeast	5	9.8%	<div style="width: 9.8%;"></div>				
Newark	7	13.73%	<div style="width: 13.73%;"></div>				
Bear / New Castle	7	13.73%	<div style="width: 13.73%;"></div>				
Middletown	2	3.92%	<div style="width: 3.92%;"></div>				
Wilmington	17	33.33%	<div style="width: 33.33%;"></div>				
Wilmington Dental	2	3.92%	<div style="width: 3.92%;"></div>				
Total	51	100 %					

1c. Which HJMC location are you associated with?



Answer	Count	Percent	20%	40%	60%	80%	100%
HJMC Southbridge	25	83.33%	<div style="width: 83.33%;"></div>				
HJMC Eastside	3	10%	<div style="width: 10%;"></div>				
HJMC Claymont	2	6.67%	<div style="width: 6.67%;"></div>				
Total	30	100 %					

2. What is your current job category? (Select more than one if applicable).



Answer	Count	Percent	20%	40%	60%	80%	100%
Leadership	10	5.75%					
Administrative Staff	21	12.07%					
Non Clinical Staff	26	14.94%					
Nurse	23	13.22%					
Physician	8	4.6%					
Dentists	2	1.15%					
Social Worker/Case Manager/Outreach	23	13.22%					
Behavioral Health	5	2.87%					
Physical Therapist	0	0%					
Medical / Dental Assistant	17	9.77%					
Mid-Level Providers (PA, Nurse Practitioner, Nurse Midwife)	9	5.17%					
Interpreter	3	1.72%					
Other	27	15.52%					

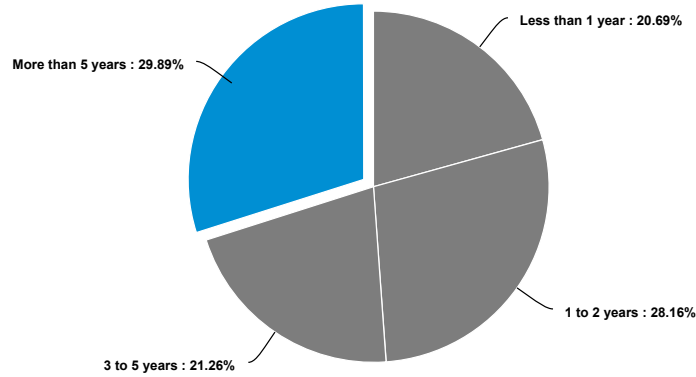
Total 174 100 %

2. What is your current job category? (Select more than one if applicable). - Text Data for Other

10/12/2016	60308409	Health Care Connection
10/12/2016	60306665	DENTAL ASSISITANT
10/12/2016	60297778	Receptionist
10/11/2016	60273565	Receptionist
10/11/2016	60272375	referral coordinator
10/11/2016	60272394	Bilingual PATient Coordinator
10/11/2016	60270270	Enrollment Specialist
10/11/2016	60269494	Enrollment Specialist
10/10/2016	60217549	QI Coordinator
10/10/2016	60196212	Health Promotion Advocate/Outreach
10/07/2016	60093324	Receptionist
10/07/2016	60089460	Receptionist
10/07/2016	60089257	Receptionist
10/06/2016	60054620	Enrollment Specialist
10/06/2016	60039785	BILLING
10/06/2016	60037719	Receptionist
10/06/2016	60037423	Data & Material management cord
10/05/2016	60012156	Quality Control
10/04/2016	59905233	HCC Coordinator
10/04/2016	59900167	Receptionist
10/04/2016	59899927	MOA
09/29/2016	59644450	breastfeeding peer counselor

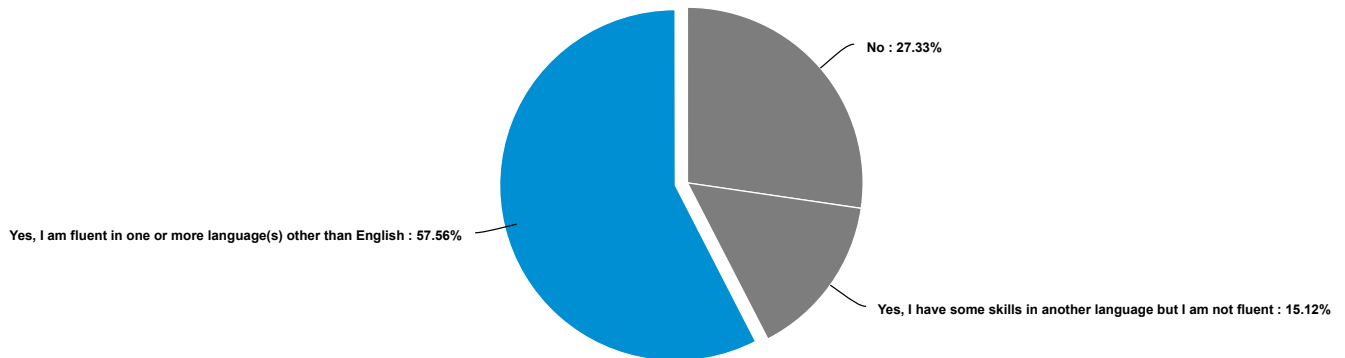
09/29/2016	59613484	Receptionist
09/28/2016	59582666	health care coordinator cac
09/28/2016	59578879	Data & Material Management Cord
09/28/2016	59578421	Assistant Manager
09/28/2016	59578261	QI Dept

3. How long have you been with your organization?



Answer	Count	Percent	20%	40%	60%	80%	100%
Less than 1 year	36	20.69%	<div style="width: 20.69%;"></div>				
1 to 2 years	49	28.16%	<div style="width: 28.16%;"></div>				
3 to 5 years	37	21.26%	<div style="width: 21.26%;"></div>				
More than 5 years	52	29.89%	<div style="width: 29.89%;"></div>				
Total	174	100 %					

4. Do you speak any language other than English?



Answer	Count	Percent	20%	40%	60%	80%	100%
No	47	27.33%	<div style="width: 27.33%;"></div>				
Yes, I have some skills in another language but I am not fluent	26	15.12%	<div style="width: 15.12%;"></div>				
Yes, I am fluent in one or more language(s) other than English	99	57.56%	<div style="width: 57.56%;"></div>				
Total	172	100 %					

5. If yes, what language/languages do you speak?

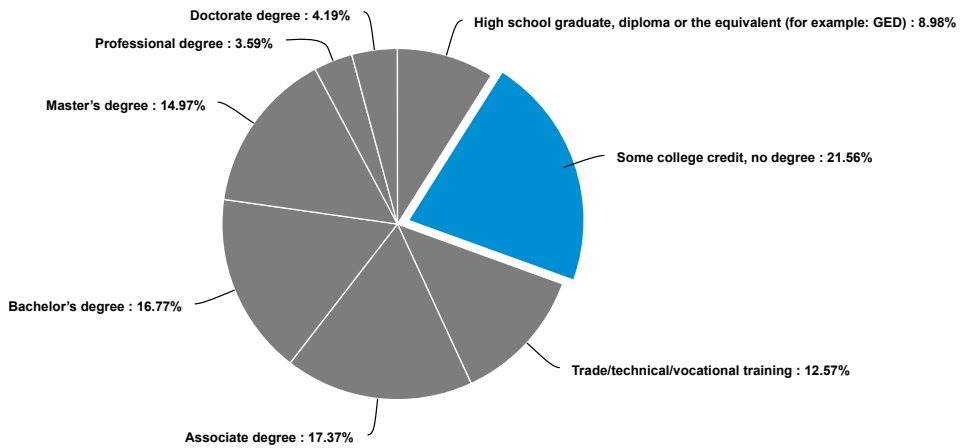
5. If yes, what language/languages do you speak?		
10/13/2016	60370753	French
10/13/2016	60366460	Spanish
10/13/2016	60363350	Spanish

10/13/2016	60362157	HAITIAN CREOLE AND FRENCH
10/13/2016	60361406	Spanish
10/13/2016	60361184	spanish
10/12/2016	60308409	Eniglish and Spanish
10/12/2016	60306665	SPANISH
10/12/2016	60304999	spanish
10/12/2016	60301405	
10/12/2016	60299230	Spanish
10/12/2016	60299052	spanish
10/12/2016	60297778	Spanish
10/11/2016	60276873	Spanish
10/11/2016	60275084	Spanish
10/11/2016	60272488	
10/11/2016	60273565	Spanish
10/11/2016	60273188	Spanish
10/11/2016	60272580	a little bit of Spanish
10/11/2016	60272394	spanish
10/11/2016	60272010	Spanish
10/11/2016	60270991	Spanish
10/11/2016	60270368	Spanish
10/11/2016	60270270	Spanish
10/11/2016	60269885	Spanish
10/11/2016	60269760	Spanish
10/11/2016	60269655	Spanish
10/11/2016	60269585	Spanish
10/11/2016	60269494	Spanish
10/11/2016	60269436	Spanish
10/11/2016	60251812	Spanish
10/10/2016	60217549	Spanish
10/10/2016	60196919	Spanish
10/07/2016	60108542	Spanish
10/07/2016	60103269	Spanish
10/07/2016	60102594	Spanish
10/07/2016	60093324	Spanish
10/07/2016	60092146	Spanish, English
10/07/2016	60091698	Spanish
10/07/2016	60091108	Spanish
10/07/2016	60090805	Spanish english
10/07/2016	60090251	spanish
10/07/2016	60089460	I am fluent in Spanish.
10/07/2016	60089257	Spanish
10/06/2016	60073708	Spanish
10/06/2016	60062428	Spanish
10/06/2016	60062059	Spanish
10/06/2016	60062067	Spanish
10/06/2016	60061451	Spanish
10/06/2016	60060584	I'm from Nigeria, so I speak Igbo, one of the three major languages in Nigeria.
10/06/2016	60058803	Spanish
10/06/2016	60057945	Spanish
10/06/2016	60054937	Spanish

10/06/2016	60054620	Spanish, Portuguese
10/06/2016	60053507	spanish
10/06/2016	60053279	spanish
10/06/2016	60053265	spanish
10/06/2016	60052391	Spanish ; some French
10/06/2016	60051932	Spanish
10/06/2016	60051706	Spanish
10/06/2016	60051412	espanol
10/06/2016	60050897	Spanish
10/06/2016	60050978	Spanish
10/06/2016	60050833	Spanish
10/06/2016	60048688	Spanish
10/06/2016	60045927	Spanish
10/06/2016	60043199	Haitian Creole
10/06/2016	60042467	Spanish
10/06/2016	60040734	Spanish
10/06/2016	60040654	Spanish
10/06/2016	60039785	ENGLISH / SPANISH
10/06/2016	60038670	spanish
10/06/2016	60038568	Spanish, Portuguese, Italian, Ladino.
10/06/2016	60038429	English/Spanish
10/06/2016	60038361	
10/06/2016	60037719	I speak Spanish.
10/06/2016	60037552	conversational Spanish
10/06/2016	60037514	Fluent in Tamil and Russian Have some skills but not fluent in Spanish and Kannadam
10/06/2016	60037529	Spanish
10/06/2016	60037285	Spanish
10/06/2016	60037146	Spanish
10/06/2016	60036855	Spanish
10/05/2016	60019445	Spanish
10/05/2016	60015108	Spanish
10/05/2016	60012156	Spanish
10/05/2016	60010457	Spanish
10/05/2016	59997548	Spanish
10/05/2016	59989220	Spanish
10/05/2016	59977771	Spanish
10/04/2016	59940745	Spanish
10/04/2016	59905233	Spanish Portuguese
10/04/2016	59900167	Spanish
10/04/2016	59899927	
10/03/2016	59838784	Spanish
09/30/2016	59746220	Spanish
09/30/2016	59725962	Spanish
09/30/2016	59713057	Fluent Spanish some Italian little French
09/30/2016	59702493	Spanish
09/29/2016	59664427	Spanish/English
09/29/2016	59644450	Spanish
09/29/2016	59634226	Spanish

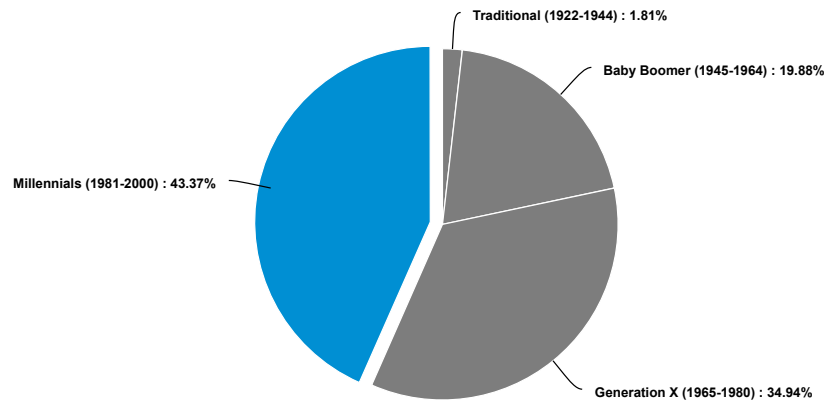
09/29/2016	59621549	spanish
09/29/2016	59620892	basic Spanish greetings
09/29/2016	59618538	Spanish
09/29/2016	59615634	Spanish
09/29/2016	59613948	Spanish
09/29/2016	59614102	Spanish
09/29/2016	59613484	Spanish
09/29/2016	59611971	Spanish
09/28/2016	59587109	spanish
09/28/2016	59582666	spanish
09/28/2016	59581273	French
09/28/2016	59581067	Spanish
09/28/2016	59578793	spanish
09/28/2016	59578421	Spanish
09/28/2016	59578511	Spanish
09/28/2016	59578439	English/Spanish
09/28/2016	59578261	Spanish
09/28/2016	59578235	spanish
09/28/2016	59578244	French, Spanish
09/28/2016	59561981	English Spanish

6. What is your education level?



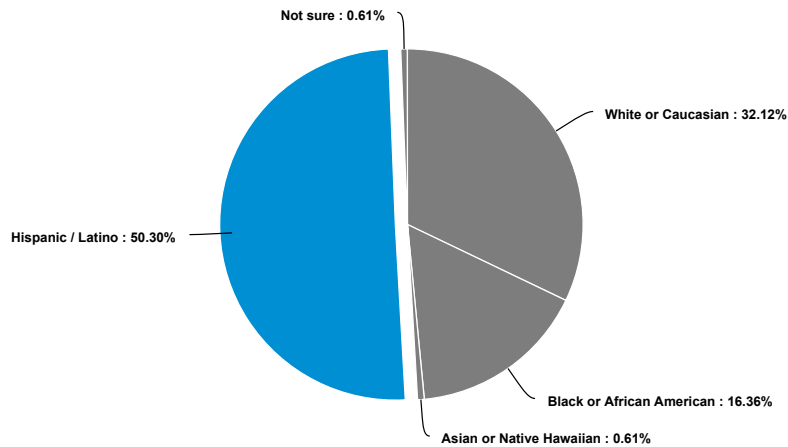
Answer	Count	Percent	20%	40%	60%	80%	100%
Some school credits, but no High School Diploma	0	0%					
High school graduate, diploma or the equivalent (for example: GED)	15	8.98%					
Some college credit, no degree	36	21.56%					
Trade/technical/vocational training	21	12.57%					
Associate degree	29	17.37%					
Bachelor's degree	28	16.77%					
Master's degree	25	14.97%					
Professional degree	6	3.59%					
Doctorate degree	7	4.19%					
Total	167	100 %					

7. What is your age group?



Answer	Count	Percent	20%	40%	60%	80%	100%
Traditional (1922-1944)	3	1.81%					
Baby Boomer (1945-1964)	33	19.88%					
Generation X (1965-1980)	58	34.94%					
Millennials (1981-2000)	72	43.37%					
Total	166	100 %					

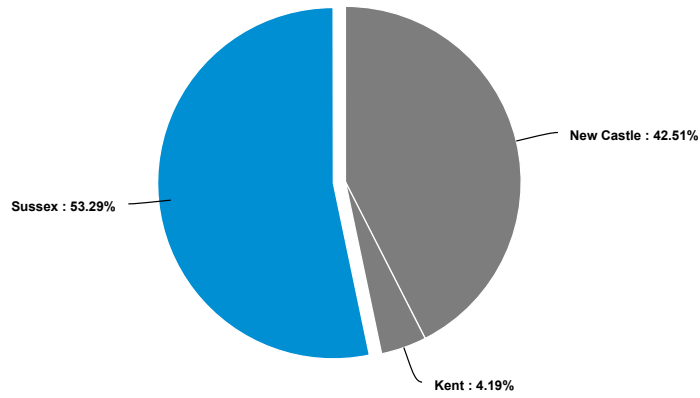
8. What is your race/ethnicity?



Answer	Count	Percent	20%	40%	60%	80%	100%
White or Caucasian	53	32.12%					
Black or African American	27	16.36%					
Native American (Indian) or Alaska Native	0	0%					
Asian or Native Hawaiian	1	0.61%					
Other Pacific Islander	0	0%					
Hispanic / Latino	83	50.3%					
Not sure	1	0.61%					
Other	0	0%					
Total	165	100 %					

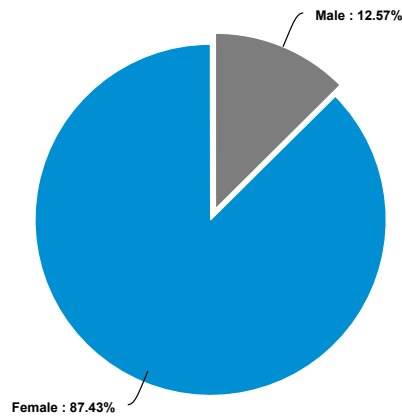
8. What is your race/ethnicity? - Text Data for Other

9. Where is your work location?



Answer	Count	Percent	20%	40%	60%	80%	100%
New Castle	71	42.51%					
Kent	7	4.19%					
Sussex	89	53.29%					
Total	167	100 %					

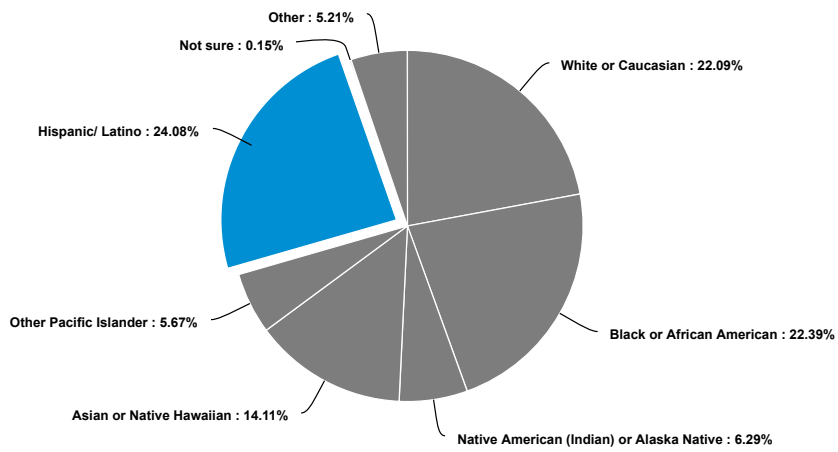
10. What is your gender?



Answer	Count	Percent	20%	40%	60%	80%	100%
Male	21	12.57%					
Female	146	87.43%					
Other	0	0%					
Total	167	100 %					

10. What is your gender? - Text Data for Other

11. What is the racial and ethnic breakdown of the consumers/patients accessing your services? (Select all that apply)?

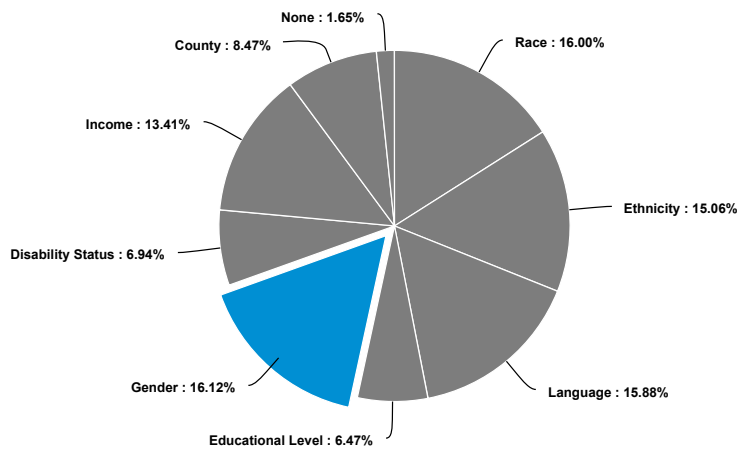


Answer	Count	Percent	20%	40%	60%	80%	100%
White or Caucasian	144	22.09%	<div style="width: 22.09%;"></div>				
Black or African American	146	22.39%	<div style="width: 22.39%;"></div>				
Native American (Indian) or Alaska Native	41	6.29%	<div style="width: 6.29%;"></div>				
Asian or Native Hawaiian	92	14.11%	<div style="width: 14.11%;"></div>				
Other Pacific Islander	37	5.67%	<div style="width: 5.67%;"></div>				
Hispanic/ Latino	157	24.08%	<div style="width: 24.08%;"></div>				
Not sure	1	0.15%	<div style="width: 0.15%;"></div>				
Other	34	5.21%	<div style="width: 5.21%;"></div>				
Total	652	100 %					

11. What is the racial and ethnic breakdown of the consumers/patients accessing your services? (Select all that apply)? - Text Data for Other

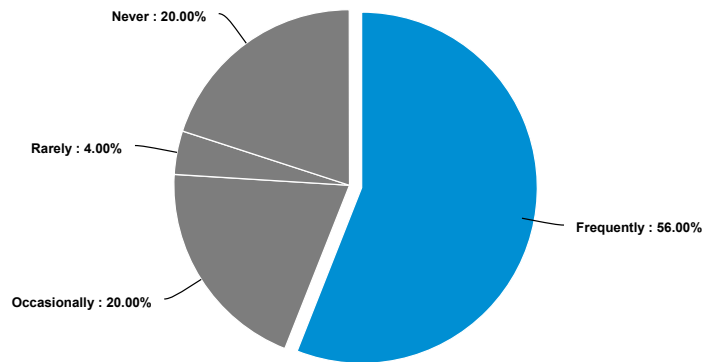
10/13/2016	60370753	Caribbean
10/13/2016	60362157	Haitian
10/12/2016	60303285	Creloe
10/11/2016	60251812	All races and ethnias
10/10/2016	60196212	Middle Eastern
10/07/2016	60091698	Hispanic/Indigenous
10/06/2016	60054620	Caribbean Indian
10/06/2016	60051932	Asian
10/06/2016	60050978	Haitian
10/06/2016	60045927	Haitians
10/06/2016	60042467	Haitian
10/05/2016	60019445	Hatian
10/05/2016	60015108	Haitians
10/05/2016	60010457	Hatian
10/04/2016	59899545	Haitian
09/29/2016	59644450	middle eastern
09/28/2016	59579143	Middle Eastern
09/28/2016	59578439	Puerto Rican

12. What types of data do you collect on these consumers/patients? (Select all that apply)?



Answer	Count	Percent	20%	40%	60%	80%	100%
Race	136	16%	<div style="width: 16%;"></div>				
Ethnicity	128	15.06%	<div style="width: 15.06%;"></div>				
Language	135	15.88%	<div style="width: 15.88%;"></div>				
Educational Level	55	6.47%	<div style="width: 6.47%;"></div>				
Gender	137	16.12%	<div style="width: 16.12%;"></div>				
Disability Status	59	6.94%	<div style="width: 6.94%;"></div>				
Income	114	13.41%	<div style="width: 13.41%;"></div>				
County	72	8.47%	<div style="width: 8.47%;"></div>				
None	14	1.65%	<div style="width: 1.65%;"></div>				
Total	850	100 %					

13. How often is data on race, ethnicity, and preferred language collected?



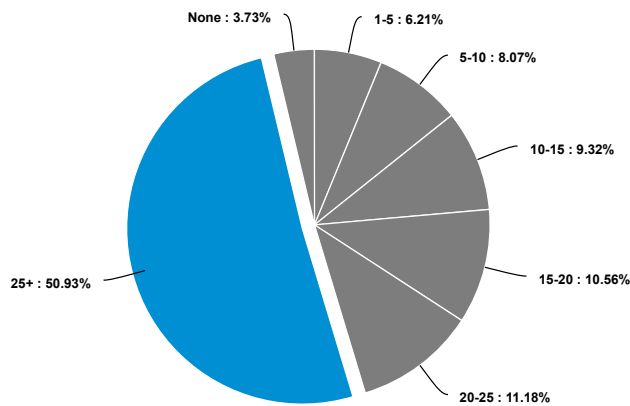
Answer	Count	Percent	20%	40%	60%	80%	100%
Frequently	14	56%	<div style="width: 56%;"></div>				
Occasionally	5	20%	<div style="width: 20%;"></div>				
Rarely	1	4%	<div style="width: 4%;"></div>				
Never	5	20%	<div style="width: 20%;"></div>				
Total	25	100 %					

14. How do you use data collected on consumers/patients to better serve them?

14. How do you use data collected on consumers/patients to better serve them?		
10/13/2016	60366460	If the patient is a hispanic that does not speak eenglish, we provide services in spanish. If the patient does not speak english or spanish, we look for translator for them.
10/12/2016	60316699	
10/12/2016	60303285	
10/12/2016	60299230	It helps us provide better health care.

10/11/2016	60276873	
10/11/2016	60275084	
10/11/2016	60270368	
10/11/2016	60269885	
10/11/2016	60251812	Strictly following the HIPAA guidelines.
10/10/2016	60203515	n/a
10/10/2016	60200297	
10/07/2016	60092687	
10/06/2016	60054878	Budgeting
10/06/2016	60052391	
10/06/2016	60051375	
10/06/2016	60037529	Some data allows me to know if I or my provider will need interpretation, this allow us to better serve our patients and better outcomes.
10/06/2016	60037423	
10/03/2016	59863571	
10/03/2016	59838784	
09/29/2016	59625439	
09/29/2016	59612019	
09/28/2016	59578879	

15. How many non-English speaking individuals do you encounter in your organization on a weekly basis?



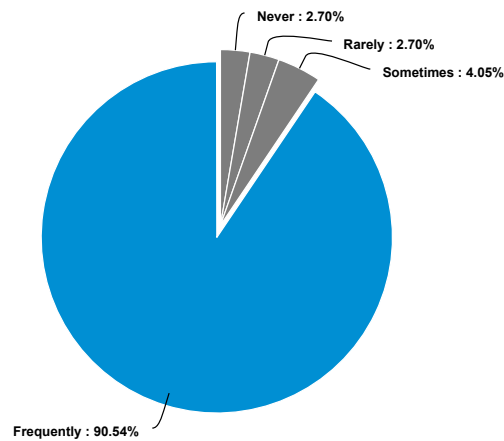
Answer	Count	Percent	20%	40%	60%	80%	100%
1-5	10	6.21%					
5-10	13	8.07%					
10-15	15	9.32%					
15-20	17	10.56%					
20-25	18	11.18%					
25+	82	50.93%					
None	6	3.73%					
Total	161	100 %					



16. Which languages do you encounter in your department and how frequently do you encounter them?
Please check all that apply:

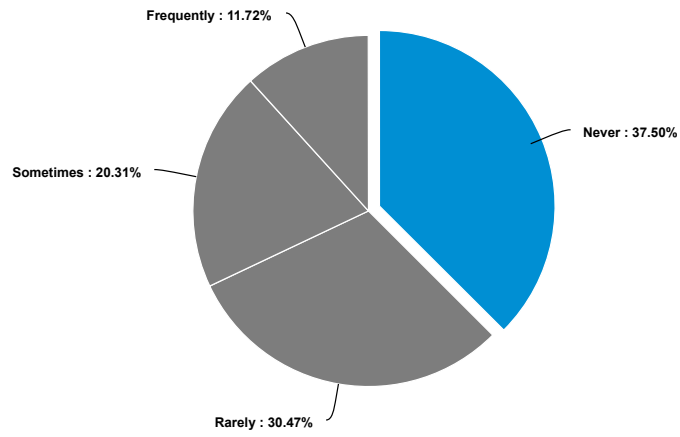
Question	Count	Score	Never	Rarely	Sometimes	Frequently
Spanish	148	3.82				
Native Languages Central/South America (Mam, Quechua, etc.)	128	2.06				
American Sign Language	130	1.73				
Mandarin	126	1.79				
Cantonese	117	1.41				
Haitian Creole	134	2.9				
French Creole	133	2.65				
Korean	120	1.82				
Polish	118	1.42				
Russian	120	1.77				
Vietnamese	120	1.73				
Tagalog	116	1.41				
Arabic	124	2.06				
Average		2.04				

Spanish



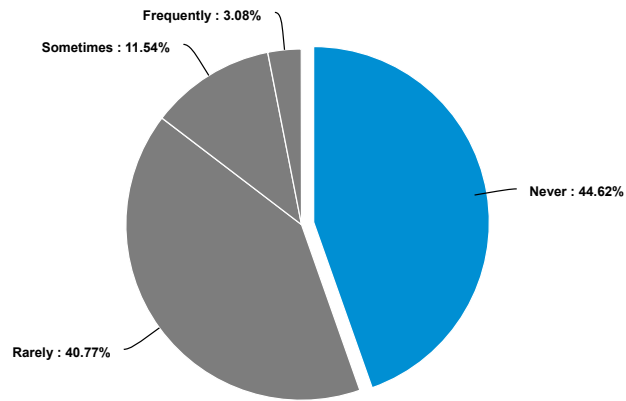
Answer	Count	Percent	20%	40%	60%	80%	100%
Never	4	2.7%					
Rarely	4	2.7%					
Sometimes	6	4.05%					
Frequently	134	90.54%					
Total	148	100 %					

Native Languages Central/South America (Mam, Quechua, etc.)



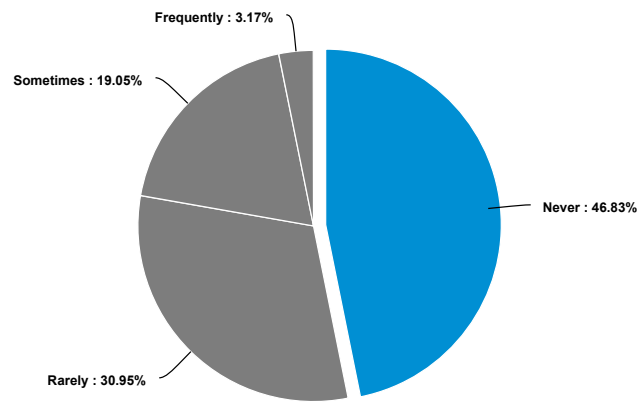
Answer	Count	Percent	20%	40%	60%	80%	100%
Never	48	37.5%					
Rarely	39	30.47%					
Sometimes	26	20.31%					
Frequently	15	11.72%					
Total	128	100 %					

American Sign Language



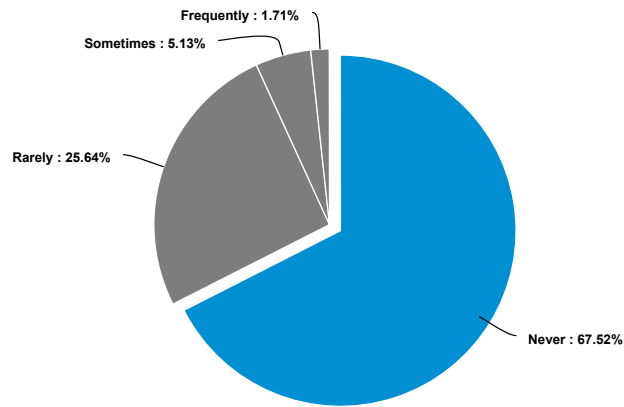
Answer	Count	Percent	20%	40%	60%	80%	100%
Never	58	44.62%					
Rarely	53	40.77%					
Sometimes	15	11.54%					
Frequently	4	3.08%					
Total	130	100 %					

Mandarin



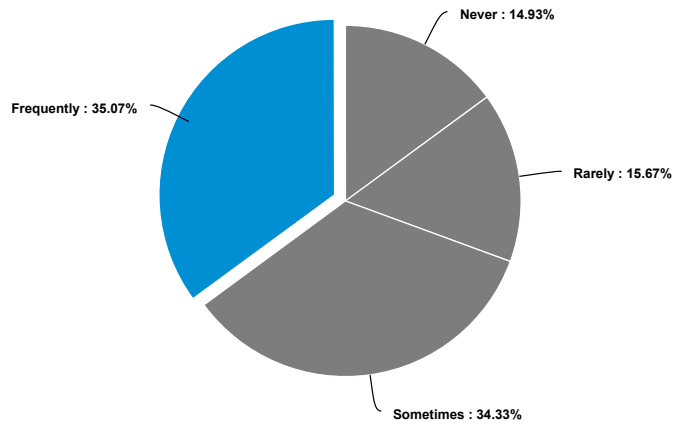
Answer	Count	Percent	20%	40%	60%	80%	100%
Never	59	46.83%					
Rarely	39	30.95%					
Sometimes	24	19.05%					
Frequently	4	3.17%					
Total	126	100 %					

Cantonese



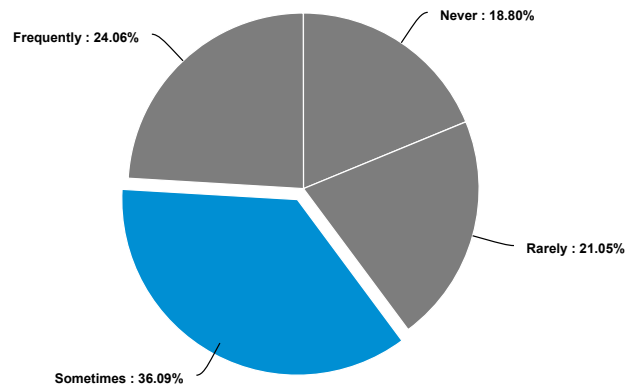
Answer	Count	Percent	20%	40%	60%	80%	100%
Never	79	67.52%					
Rarely	30	25.64%					
Sometimes	6	5.13%					
Frequently	2	1.71%					
Total	117	100 %					

Haitian Creole



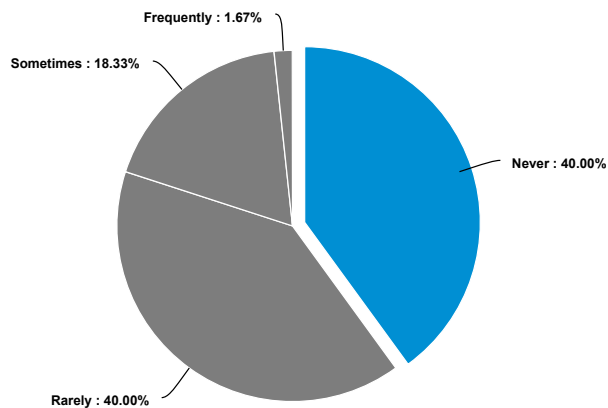
Answer	Count	Percent	20%	40%	60%	80%	100%
Never	20	14.93%					
Rarely	21	15.67%					
Sometimes	46	34.33%					
Frequently	47	35.07%					
Total	134	100 %					

French Creole



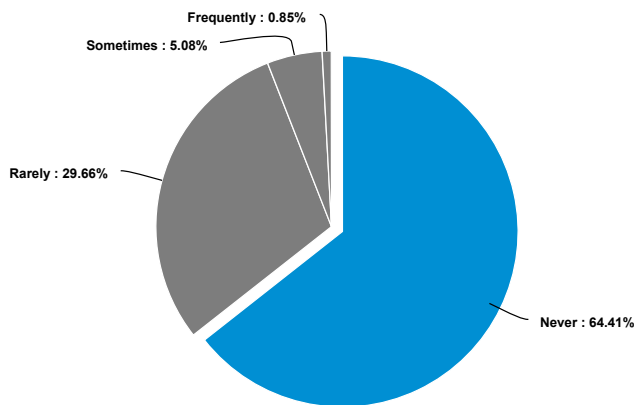
Answer	Count	Percent	20%	40%	60%	80%	100%
Never	25	18.8%					
Rarely	28	21.05%					
Sometimes	48	36.09%					
Frequently	32	24.06%					
Total	133	100 %					

Korean



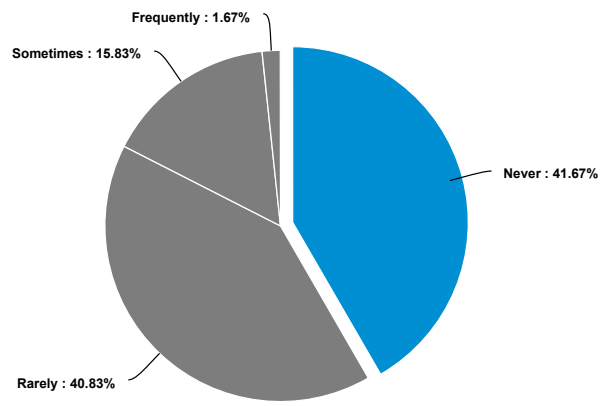
Answer	Count	Percent	20%	40%	60%	80%	100%
Never	48	40%					
Rarely	48	40%					
Sometimes	22	18.33%					
Frequently	2	1.67%					
Total	120	100 %					

Polish



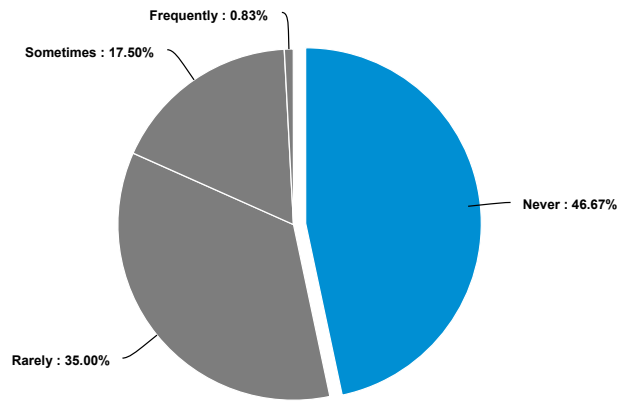
Answer	Count	Percent	20%	40%	60%	80%	100%
Never	76	64.41%					
Rarely	35	29.66%					
Sometimes	6	5.08%					
Frequently	1	0.85%					
Total	118	100 %					

Russian



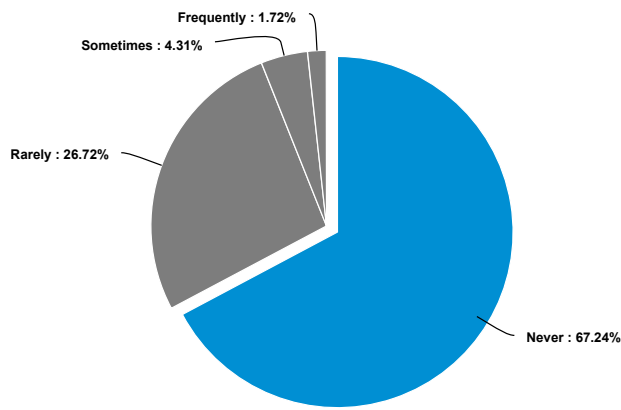
Answer	Count	Percent	20%	40%	60%	80%	100%
Never	50	41.67%					
Rarely	49	40.83%					
Sometimes	19	15.83%					
Frequently	2	1.67%					
Total	120	100 %					

Vietnamese



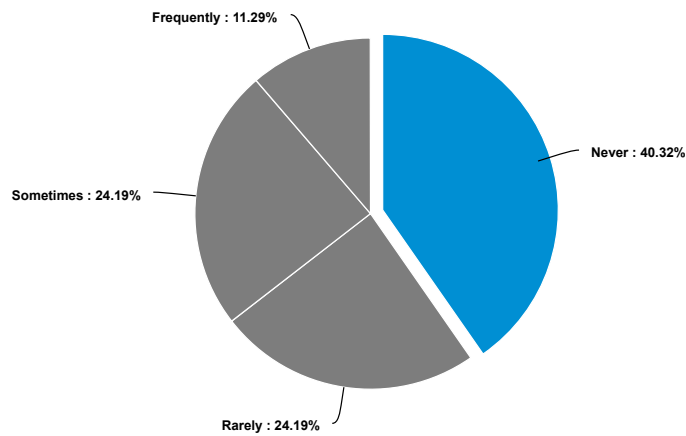
Answer	Count	Percent	20%	40%	60%	80%	100%
Never	56	46.67%					
Rarely	42	35%					
Sometimes	21	17.5%					
Frequently	1	0.83%					
Total	120	100 %					

Tagalog



Answer	Count	Percent	20%	40%	60%	80%	100%
Never	78	67.24%					
Rarely	31	26.72%					
Sometimes	5	4.31%					
Frequently	2	1.72%					
Total	116	100 %					

Arabic



Answer	Count	Percent	20%	40%	60%	80%	100%
Never	50	40.32%					
Rarely	30	24.19%					
Sometimes	30	24.19%					
Frequently	14	11.29%					
Total	124	100 %					

16a. Other languages encountered in your department:

16a. Other languages encountered in your department:

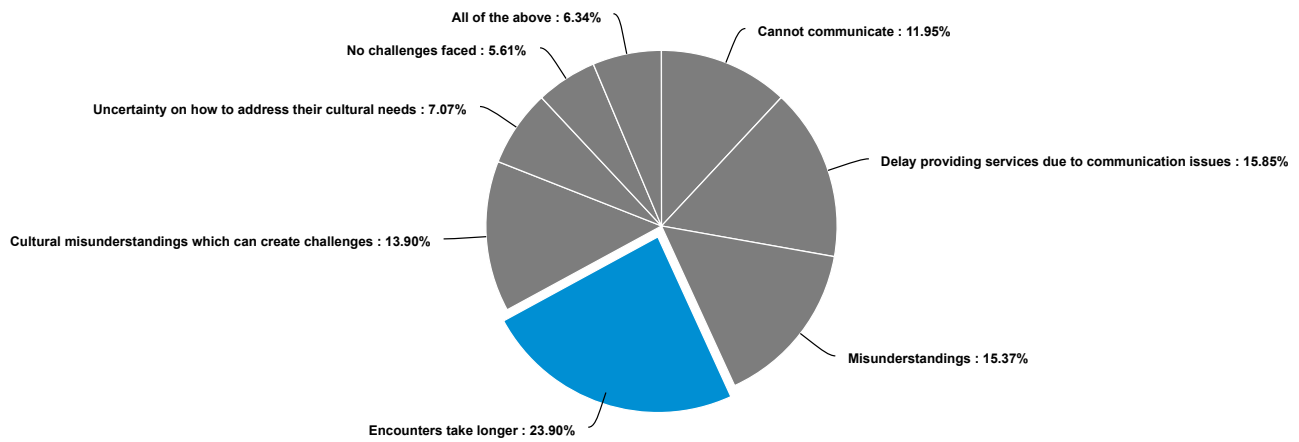
10/13/2016	60370753	African based languauges
10/13/2016	60368964	
10/13/2016	60366460	
10/13/2016	60354995	French, Tamil, Turkish, Farsi, Punjabi, Swahili
10/13/2016	60363264	Turkish
10/13/2016	60362153	
10/13/2016	60361406	
10/13/2016	60361184	
10/13/2016	60351520	
10/13/2016	60350955	African Dialects

10/12/2016	60316699	
10/12/2016	60308378	
10/12/2016	60308409	
10/12/2016	60306665	ENGLISH
10/12/2016	60305179	
10/12/2016	60304999	
10/12/2016	60303285	
10/12/2016	60301405	
10/12/2016	60299230	French crole, Spanish.
10/12/2016	60299052	manderian
10/12/2016	60297778	
10/11/2016	60276873	
10/11/2016	60275084	?
10/11/2016	60273565	Portugues. Italian
10/11/2016	60273188	spanish
10/11/2016	60272375	none
10/11/2016	60272580	
10/11/2016	60272394	
10/11/2016	60272010	
10/11/2016	60270991	
10/11/2016	60270749	none
10/11/2016	60270368	
10/11/2016	60270270	n/a
10/11/2016	60269885	French
10/11/2016	60269760	
10/11/2016	60269436	
10/11/2016	60269655	
10/11/2016	60269585	
10/11/2016	60269494	
10/11/2016	60251812	Romanian
10/10/2016	60217549	
10/10/2016	60203515	
10/10/2016	60200297	Swahel
10/10/2016	60196919	N/A
10/10/2016	60196212	African (french)
10/09/2016	60163750	NA
10/07/2016	60108542	spanish
10/07/2016	60105850	
10/07/2016	60103269	Creole , Frenh, Turkish, Spanish ,
10/07/2016	60102594	Spanish
10/07/2016	60097442	
10/07/2016	60093324	
10/07/2016	60092687	
10/07/2016	60092146	
10/07/2016	60091698	Turkish, Hindi/English
10/07/2016	60091108	portugese
10/07/2016	60090805	italian, portuguese
10/07/2016	60090251	
10/07/2016	60089460	
10/06/2016	60073708	
10/06/2016	60062428	

10/06/2016	60062059	
10/06/2016	60062067	
10/06/2016	60060584	None
10/06/2016	60061451	
10/06/2016	60058803	Tzotzil
10/06/2016	60057945	na
10/06/2016	60055752	
10/06/2016	60054937	None
10/06/2016	60054878	
10/06/2016	60054620	
10/06/2016	60053507	
10/06/2016	60053265	
10/06/2016	60050833	N/A
10/06/2016	60052391	
10/06/2016	60051932	N/a
10/06/2016	60051706	Turkish
10/06/2016	60051375	
10/06/2016	60050978	Portuguese
10/06/2016	60050897	
10/06/2016	60045927	Turkish, Hindi, Chinese
10/06/2016	60048688	
10/06/2016	60043199	N/A
10/06/2016	60042467	
10/06/2016	60041667	
10/06/2016	60040734	spanish
10/06/2016	60040730	None
10/06/2016	60040654	Portuguese
10/06/2016	60039785	ENGLISH
10/06/2016	60039520	
10/06/2016	60038670	english
10/06/2016	60038568	Burmese.
10/06/2016	60038429	
10/06/2016	60038361	
10/06/2016	60037719	
10/06/2016	60037514	Hindi, Burmese
10/06/2016	60037552	Italian, Turkish, Burmese- dialect, Urdu, Portuguese
10/06/2016	60037285	NA
10/06/2016	60036855	Creole
10/05/2016	60019445	
10/05/2016	60017405	None
10/05/2016	60015108	none
10/05/2016	60012156	
10/05/2016	60010457	None
10/05/2016	59997548	None
10/05/2016	59989220	Hindie, Turkey, Greek
10/05/2016	59977771	
10/04/2016	59905233	Portuguese
10/04/2016	59900167	Spanish, Creole
10/04/2016	59899545	None
10/04/2016	59899927	

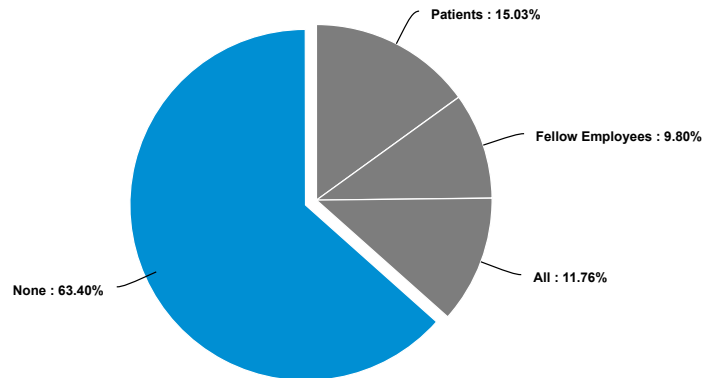
10/03/2016	59863571	
10/03/2016	59838784	
09/30/2016	59753574	
09/30/2016	59746220	Creole French
09/30/2016	59725962	French Creole
09/30/2016	59713057	none
09/30/2016	59702493	Italian
09/30/2016	59701101	
09/29/2016	59675426	Portugese, Creole
09/29/2016	59666427	
09/29/2016	59644450	arabic, some from india
09/29/2016	59641838	
09/29/2016	59634226	
09/29/2016	59631467	
09/29/2016	59625439	
09/29/2016	59621549	
09/29/2016	59620892	
09/29/2016	59618538	French
09/29/2016	59578244	
09/29/2016	59615634	
09/29/2016	59615323	
09/29/2016	59613484	
09/29/2016	59613948	Hindu
09/29/2016	59614102	African dialects
09/29/2016	59611971	
09/29/2016	59612019	
09/28/2016	59587109	
09/28/2016	59582666	creol
09/28/2016	59581273	
09/28/2016	59581067	
09/28/2016	59579479	
09/28/2016	59579143	
09/28/2016	59578793	
09/28/2016	59578421	n/a
09/28/2016	59578511	African dialects
09/28/2016	59578439	
09/28/2016	59561981	

17. What kind of challenges are you facing with individuals who speak little or no English? (Select all that apply)?



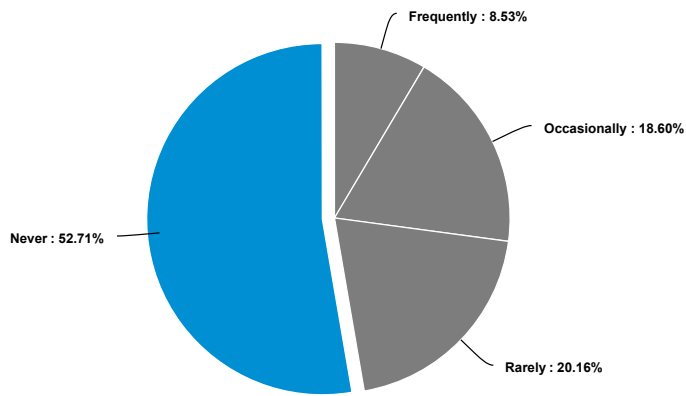
Answer	Count	Percent	20%	40%	60%	80%	100%
Cannot communicate	49	11.95%	<div style="width: 11.95%;"></div>				
Delay providing services due to communication issues	65	15.85%	<div style="width: 15.85%;"></div>				
Misunderstandings	63	15.37%	<div style="width: 15.37%;"></div>				
Encounters take longer	98	23.9%	<div style="width: 23.9%;"></div>				
Cultural misunderstandings which can create challenges	57	13.9%	<div style="width: 13.9%;"></div>				
Uncertainty on how to address their cultural needs	29	7.07%	<div style="width: 7.07%;"></div>				
No challenges faced	23	5.61%	<div style="width: 5.61%;"></div>				
All of the above	26	6.34%	<div style="width: 6.34%;"></div>				
Total	410	100 %					

18. Toward which group have you observed other employees in your department engaging in behaviors that show cultural insensitivity, racial biases, or prejudice, etc. Please select as applicable?



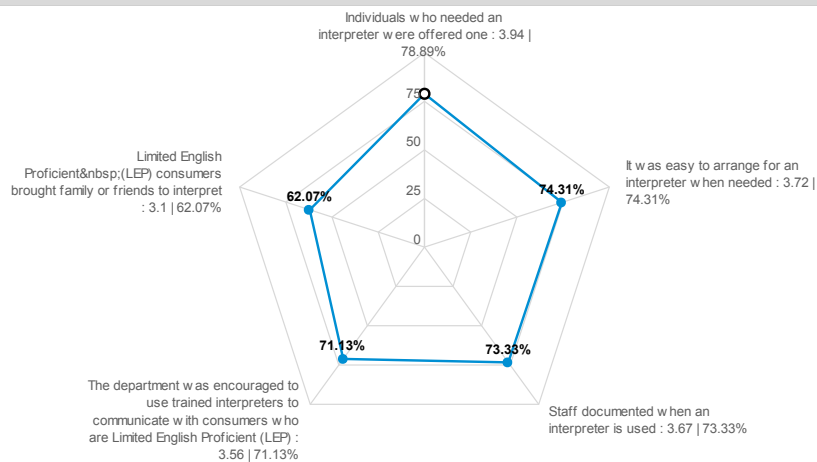
Answer	Count	Percent	20%	40%	60%	80%	100%
Consumers	0	0%	<div style="width: 0%;"></div>				
Patients	23	15.03%	<div style="width: 15.03%;"></div>				
Fellow Employees	15	9.8%	<div style="width: 9.8%;"></div>				
All	18	11.76%	<div style="width: 11.76%;"></div>				
None	97	63.4%	<div style="width: 63.4%;"></div>				
Total	153	100 %					

19. How often do you observe such behaviors?



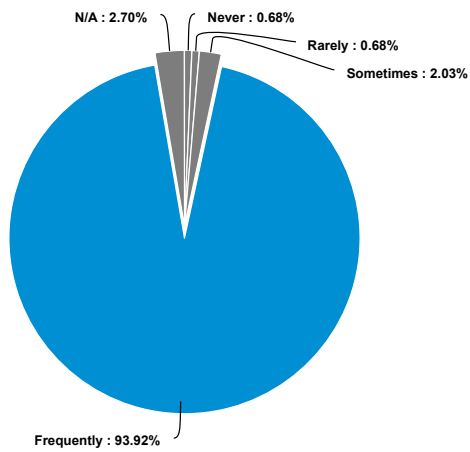
Answer	Count	Percent	20%	40%	60%	80%	100%
Frequently	11	8.53%	[Progress bar]				
Occasionally	24	18.6%	[Progress bar]				
Rarely	26	20.16%	[Progress bar]				
Never	68	52.71%	[Progress bar]				
Total	129	100 %					

20. During the past six months how often were the following statements true for your organization?



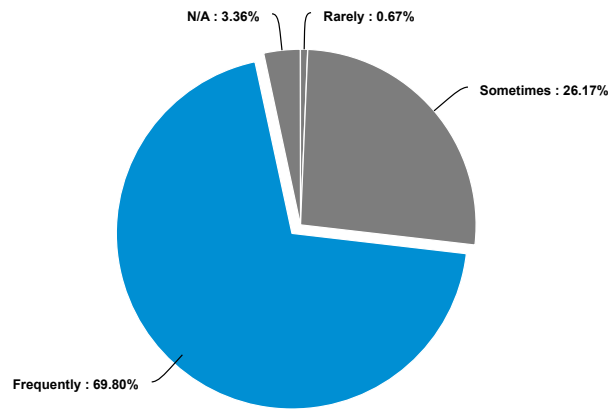
Question	Count	Score	Never	Rarely	Sometimes	Frequently	N/A
Individuals who needed an interpreter were offered one	148	3.94	[Progress bar]				
It was easy to arrange for an interpreter when needed	149	3.72	[Progress bar]				
Staff documented when an interpreter is used	148	3.67	[Progress bar]				
The department was encouraged to use trained interpreters to communicate with consumers who are Limited English Proficient (LEP)	149	3.56	[Progress bar]				
Limited English Proficient (LEP) consumers brought family or friends to interpret	148	3.1	[Progress bar]				
Average		3.6					

Individuals who needed an interpreter were offered one



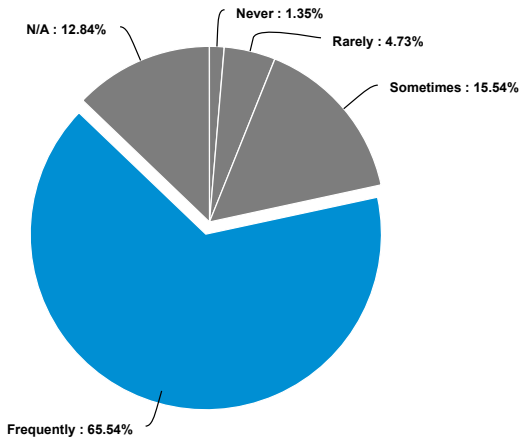
Answer	Count	Percent	20%	40%	60%	80%	100%
Never	1	0.68%					
Rarely	1	0.68%					
Sometimes	3	2.03%					
Frequently	139	93.92%	[Progress bar to 93.92%]				
N/A	4	2.7%					
Total	148	100 %					

It was easy to arrange for an interpreter when needed



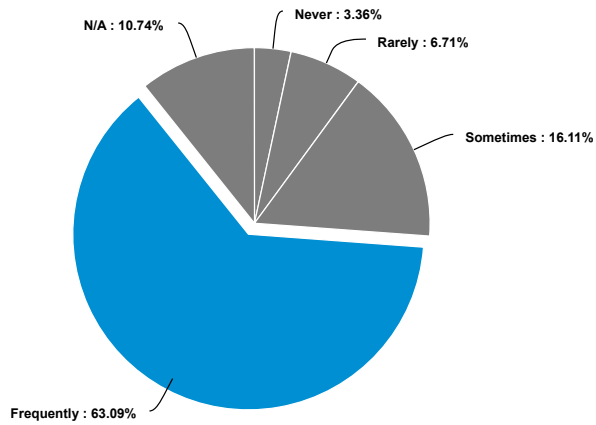
Answer	Count	Percent	20%	40%	60%	80%	100%
Never	0	0%					
Rarely	1	0.67%					
Sometimes	39	26.17%	[Progress bar to 26.17%]				
Frequently	104	69.8%	[Progress bar to 69.8%]				
N/A	5	3.36%					
Total	149	100 %					

Staff documented when an interpreter is used



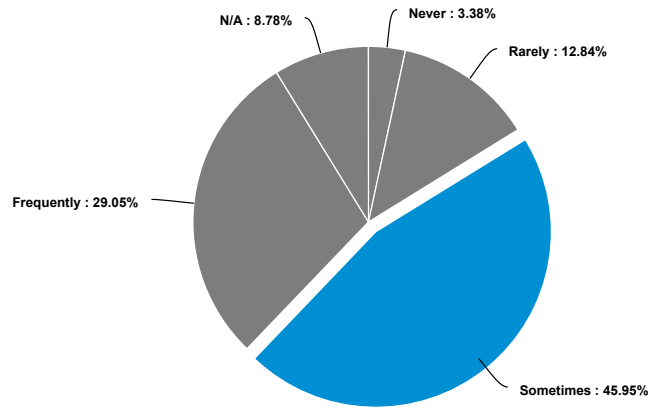
Answer	Count	Percent	20%	40%	60%	80%	100%
Never	2	1.35%					
Rarely	7	4.73%					
Sometimes	23	15.54%					
Frequently	97	65.54%					
N/A	19	12.84%					
Total	148	100 %					

The department was encouraged to use trained interpreters to communicate with consumers who are Limited English Proficient (LEP)



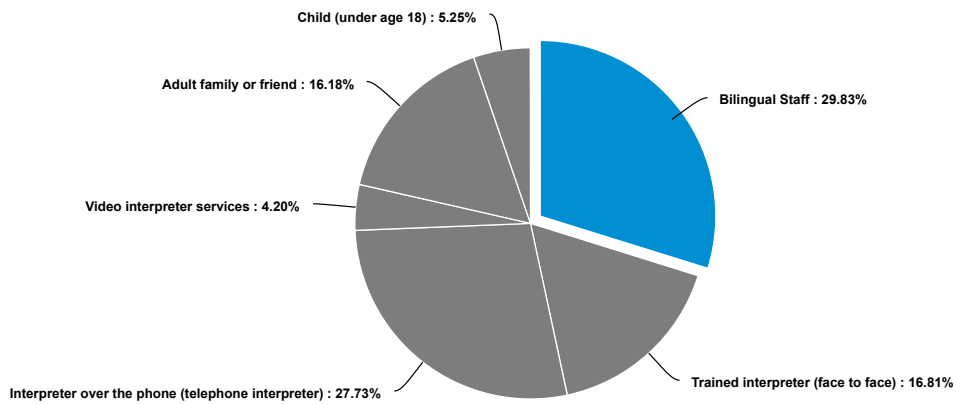
Answer	Count	Percent	20%	40%	60%	80%	100%
Never	5	3.36%					
Rarely	10	6.71%					
Sometimes	24	16.11%					
Frequently	94	63.09%					
N/A	16	10.74%					
Total	149	100 %					

Limited English Proficient (LEP) consumers brought family or friends to interpret



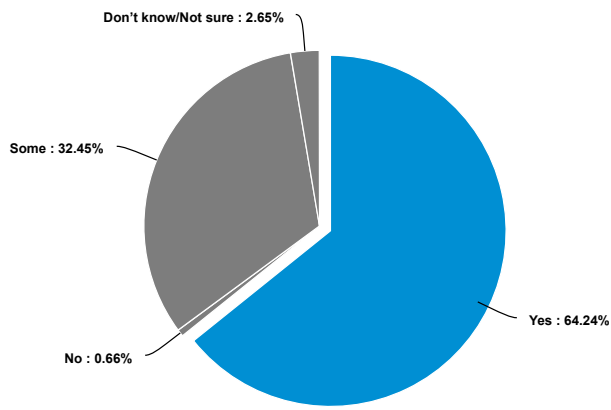
Answer	Count	Percent	20%	40%	60%	80%	100%
Never	5	3.38%					
Rarely	19	12.84%					
Sometimes	68	45.95%					
Frequently	43	29.05%					
N/A	13	8.78%					
Total	148	100 %					

21. Please indicate which method(s) of interpretation are used by your organization to communicate with Limited English Proficient (LEP) consumers/patients (Select all that apply)?



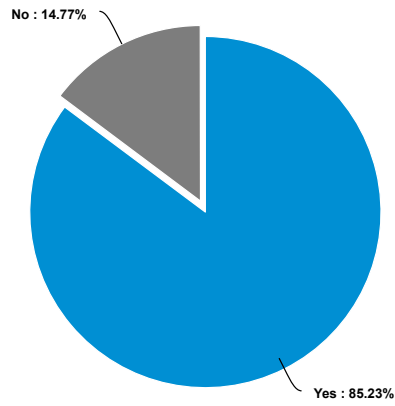
Answer	Count	Percent	20%	40%	60%	80%	100%
Bilingual Staff	142	29.83%					
Trained interpreter (face to face)	80	16.81%					
Interpreter over the phone (telephone interpreter)	132	27.73%					
Video interpreter services	20	4.2%					
Adult family or friend	77	16.18%					
Child (under age 18)	25	5.25%					
Total	476	100 %					

22. Are documents available in the consumer's/patient's preferred language?



Answer	Count	Percent	20%	40%	60%	80%	100%
Yes	97	64.24%					
No	1	0.66%					
Some	49	32.45%					
Don't know/Not sure	4	2.65%					
Total	151	100 %					

23. Are the majority of documents needed by consumers/patients translated?



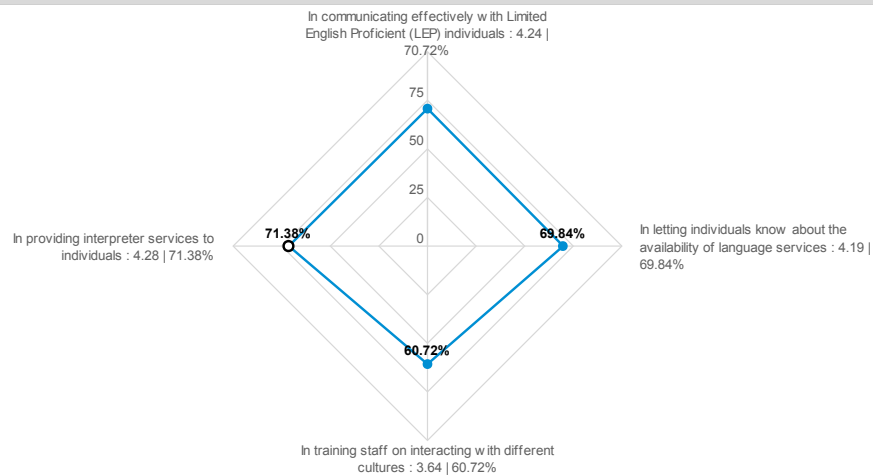
Answer	Count	Percent	20%	40%	60%	80%	100%
Yes	127	85.23%					
No	22	14.77%					
Total	149	100 %					

24. If not, which documents need to be translated?

24. If not, which documents need to be translated?

10/13/2016	60354995	Most are available in English & Spanish, but not in other languages.
10/13/2016	60363264	Registration form
10/13/2016	60362153	
10/13/2016	60361406	
10/12/2016	60306665	
10/11/2016	60275084	Lots in Spanish, but not other languages
10/11/2016	60272394	all in other languages except english and spanish
10/11/2016	60266250	
10/10/2016	60196212	Brochures, Some patient forms, patient literature.
10/07/2016	60108542	
10/07/2016	60105850	Patient questionnaires, screening documents
10/07/2016	60103269	Patient visit summary
10/06/2016	60062428	
10/06/2016	60057945	Medical Information
10/06/2016	60054937	I am not sure specifically, I just know that not all of the forms or documents are in every language for convenience of our patients.
10/06/2016	60054620	
10/06/2016	60037285	Medical care instructions
10/03/2016	59838784	
09/29/2016	59675426	Surgical forms
09/29/2016	59613484	
09/29/2016	59611971	resources available in the community. I was told they are too expensive to translate.
09/28/2016	59579143	
09/28/2016	59578235	more patient information, signage, and patient education

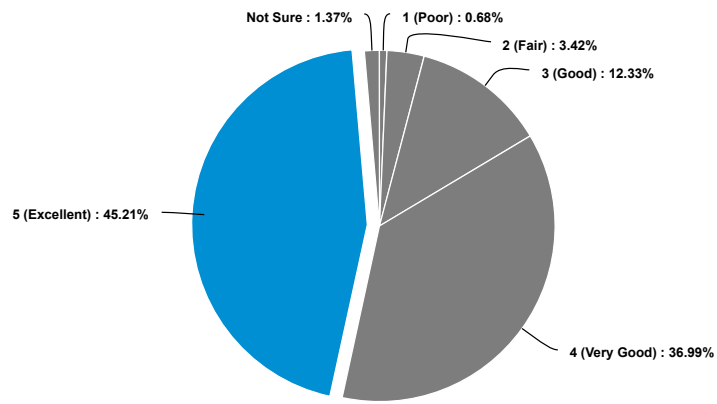
25. Overall, how well do you think your organization performs? (Scale 1 to 5, with 1 being the lowest score and 5 the highest)



Question	Count	Score	1 (Poor)	2 (Fair)	3 (Good)	4 (Very Good)	5 (Excellent)	Not Sure
In communicating effectively with Limited English Proficient (LEP) individuals	146	4.24						
In letting individuals know about the availability of language services	146	4.19						
In training staff on interacting with different cultures	146	3.64						
In providing interpreter services to individuals	146	4.28						

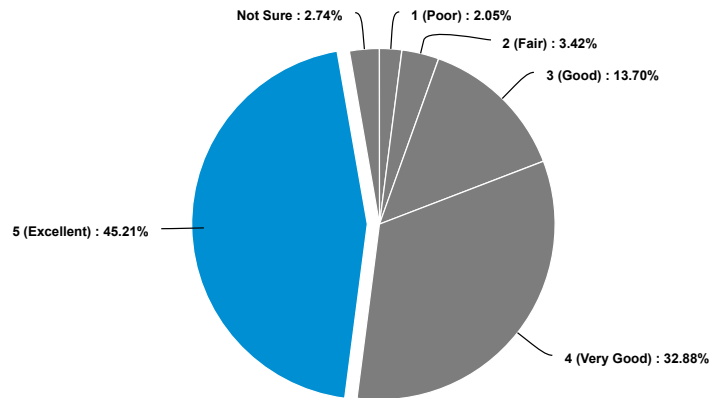
Average 4.09

In communicating effectively with Limited English Proficient (LEP) individuals



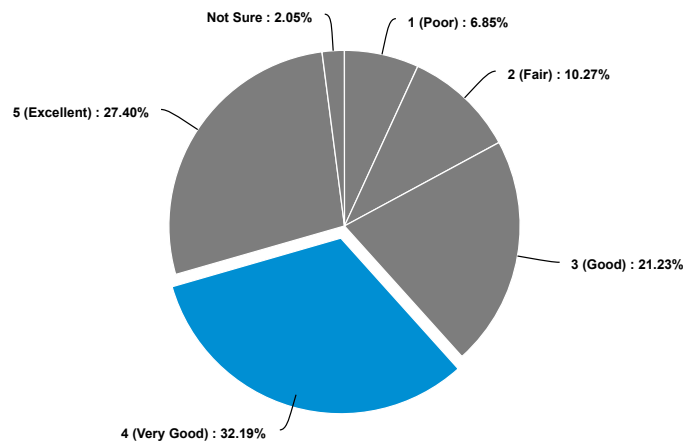
Answer	Count	Percent	20%	40%	60%	80%	100%
1 (Poor)	1	0.68%					
2 (Fair)	5	3.42%					
3 (Good)	18	12.33%					
4 (Very Good)	54	36.99%					
5 (Excellent)	66	45.21%					
Not Sure	2	1.37%					
Total	146	100 %					

In letting individuals know about the availability of language services



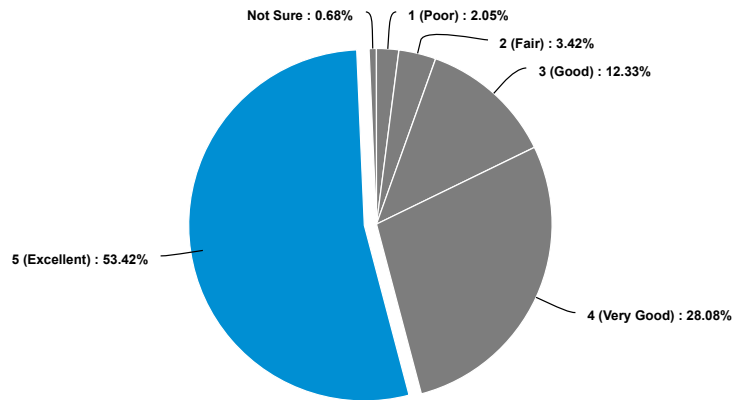
Answer	Count	Percent	20%	40%	60%	80%	100%
1 (Poor)	3	2.05%					
2 (Fair)	5	3.42%					
3 (Good)	20	13.70%					
4 (Very Good)	48	32.88%					
5 (Excellent)	66	45.21%					
Not Sure	4	2.74%					
Total	146	100 %					

In training staff on interacting with different cultures



Answer	Count	Percent	20%	40%	60%	80%	100%
1 (Poor)	10	6.85%					
2 (Fair)	15	10.27%					
3 (Good)	31	21.23%					
4 (Very Good)	47	32.19%					
5 (Excellent)	40	27.4%					
Not Sure	3	2.05%					
Total	146	100 %					

In providing interpreter services to individuals



Answer	Count	Percent	20%	40%	60%	80%	100%
1 (Poor)	3	2.05%					
2 (Fair)	5	3.42%					
3 (Good)	18	12.33%					
4 (Very Good)	41	28.08%					
5 (Excellent)	78	53.42%					
Not Sure	1	0.68%					
Total	146	100 %					

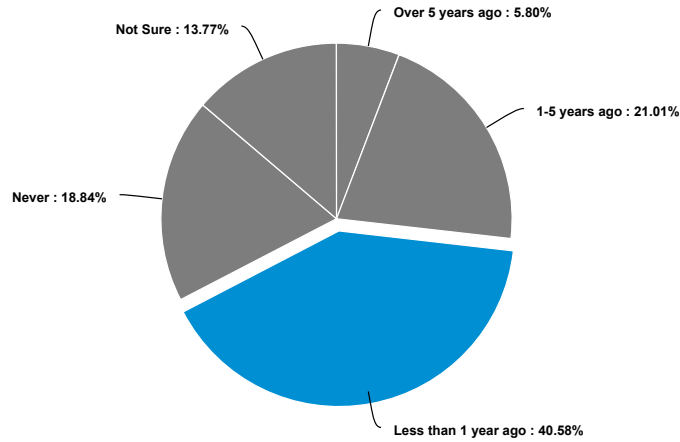
26. Please indicate if you have received any of the following types of training (please choose time frame for the most recent training):

Question	Count	Score	Over 5 years ago	1-5 years ago	Less than 1 year ago	Never	Not Sure
Diversity and Inclusion	138	2.84					
Cultural Competency	138	2.81					
The impact of miscommunication on program effectiveness	135	3.14					
Interacting with consumers from diverse cultural and spiritual backgrounds	135	2.94					

Organizational policies and procedures related to culturally and linguistically appropriate service delivery	136	3.03	
How to ask consumers about their health care values and beliefs	135	3.02	
How to ask consumers about their racial/ethnic background in a sensitive way	134	3.03	
Language Services / How to work with interpreters	135	3	
How to work with individuals with disability	135	2.96	
How to accommodate individuals with disability	133	3.01	
LGBTQ awareness education	136	3.21	
Health Equity	134	3.14	
Health Literacy	134	3.12	

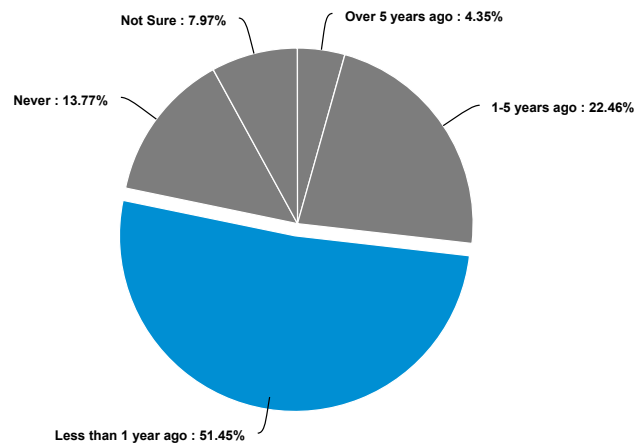
Average 3.02

Diversity and Inclusion



Answer	Count	Percent	20%	40%	60%	80%	100%
Over 5 years ago	8	5.8%					
1-5 years ago	29	21.01%					
Less than 1 year ago	56	40.58%					
Never	26	18.84%					
Not Sure	19	13.77%					
Total	138	100 %					

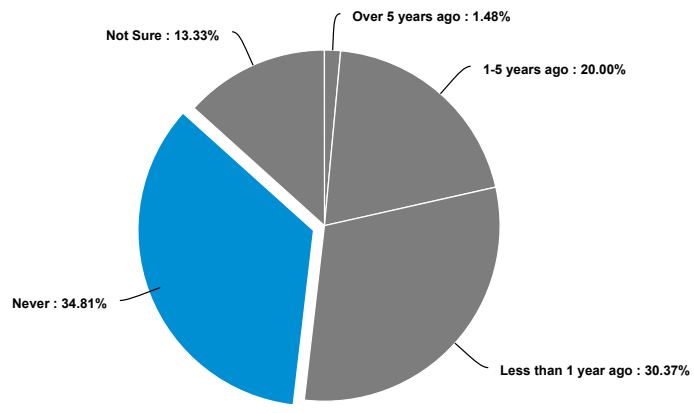
Cultural Competency



Answer	Count	Percent	20%	40%	60%	80%	100%
Over 5 years ago	6	4.35%					
1-5 years ago	31	22.46%					
Less than 1 year ago	71	51.45%					
Never	19	13.77%					

Not Sure	11	7.97%	
Total	138	100 %	

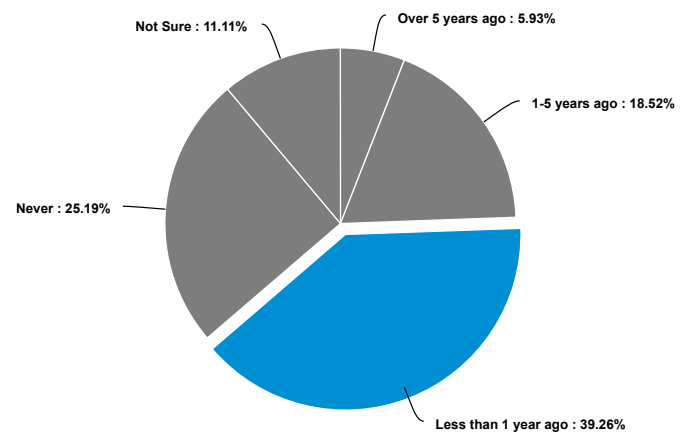
The impact of miscommunication on program effectiveness



Answer	Count	Percent	20%	40%	60%	80%	100%
Over 5 years ago	2	1.48%					
1-5 years ago	27	20%					
Less than 1 year ago	41	30.37%					
Never	47	34.81%					
Not Sure	18	13.33%					

Total	135	100 %	
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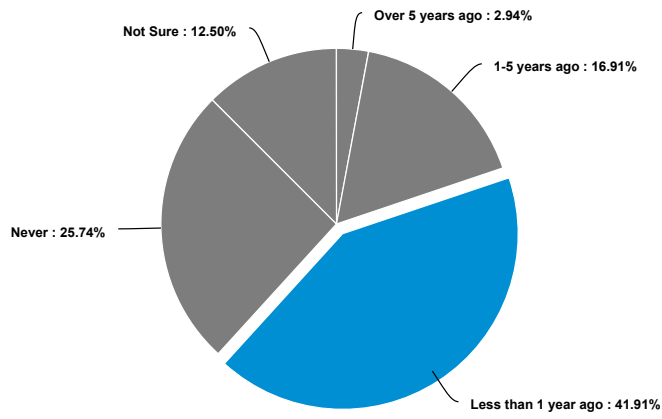
Interacting with consumers from diverse cultural and spiritual backgrounds



Answer	Count	Percent	20%	40%	60%	80%	100%
Over 5 years ago	8	5.93%					
1-5 years ago	25	18.52%					
Less than 1 year ago	53	39.26%					
Never	34	25.19%					
Not Sure	15	11.11%					

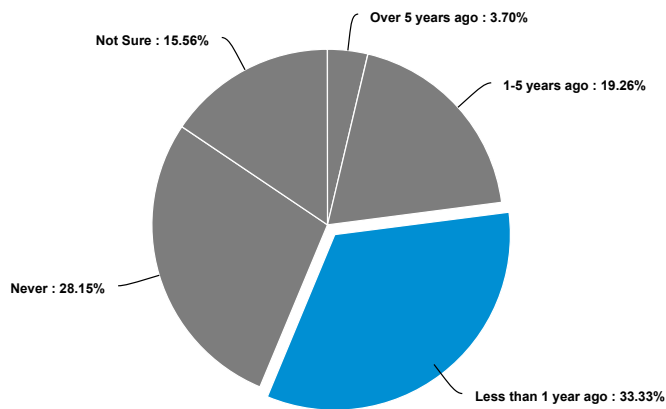
Total	135	100 %	
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Organizational policies and procedures related to culturally and linguistically appropriate service delivery



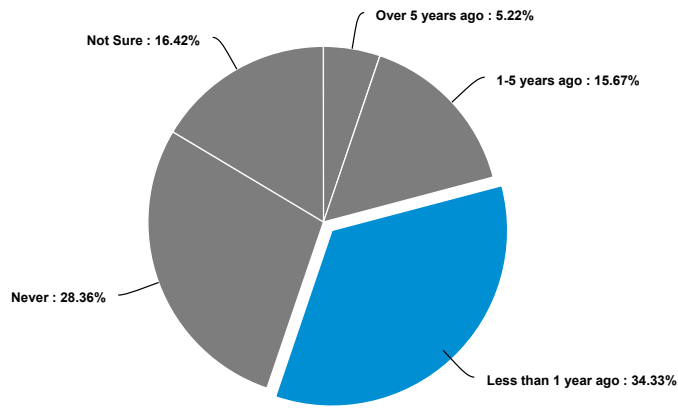
Answer	Count	Percent	20%	40%	60%	80%	100%
Over 5 years ago	4	2.94%					
1-5 years ago	23	16.91%					
Less than 1 year ago	57	41.91%					
Never	35	25.74%					
Not Sure	17	12.5%					
Total	136	100 %					

How to ask consumers about their health care values and beliefs



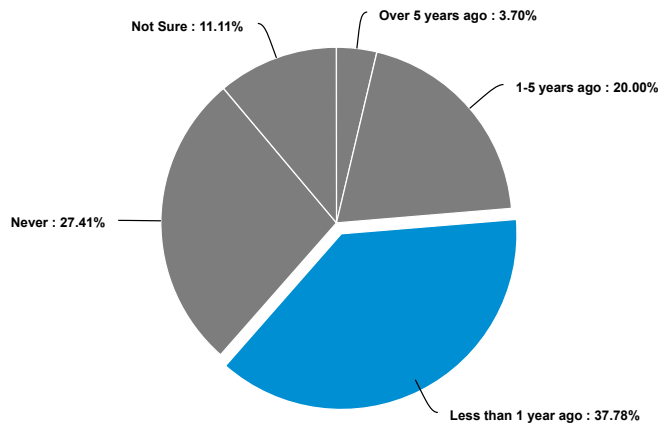
Answer	Count	Percent	20%	40%	60%	80%	100%
Over 5 years ago	5	3.7%					
1-5 years ago	26	19.26%					
Less than 1 year ago	45	33.33%					
Never	38	28.15%					
Not Sure	21	15.56%					
Total	135	100 %					

How to ask consumers about their racial/ethnic background in a sensitive way



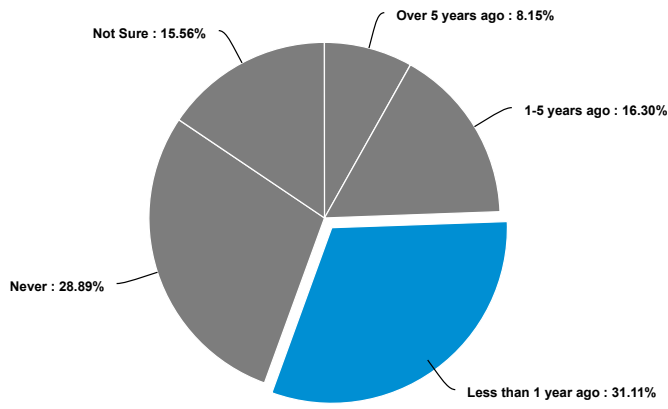
Answer	Count	Percent	20%	40%	60%	80%	100%
Over 5 years ago	7	5.22%					
1-5 years ago	21	15.67%					
Less than 1 year ago	46	34.33%					
Never	38	28.36%					
Not Sure	22	16.42%					
Total	134	100 %					

Language Services / How to work with interpreters



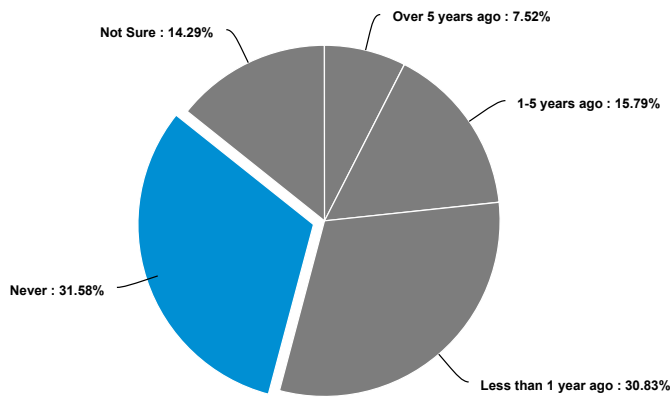
Answer	Count	Percent	20%	40%	60%	80%	100%
Over 5 years ago	5	3.7%					
1-5 years ago	27	20%					
Less than 1 year ago	51	37.78%					
Never	37	27.41%					
Not Sure	15	11.11%					
Total	135	100 %					

How to work with individuals with disability



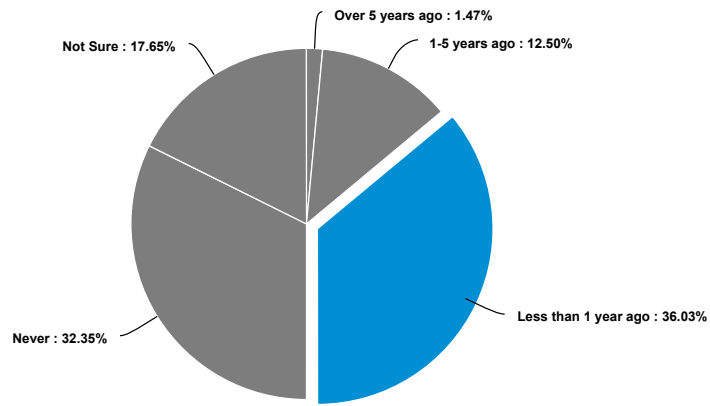
Answer	Count	Percent	20%	40%	60%	80%	100%
Over 5 years ago	11	8.15%					
1-5 years ago	22	16.3%					
Less than 1 year ago	42	31.11%					
Never	39	28.89%					
Not Sure	21	15.56%					
Total	135	100 %					

How to accommodate individuals with disability



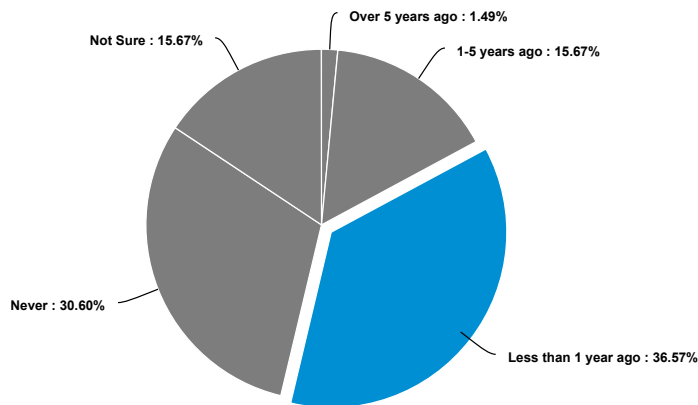
Answer	Count	Percent	20%	40%	60%	80%	100%
Over 5 years ago	10	7.52%					
1-5 years ago	21	15.79%					
Less than 1 year ago	41	30.83%					
Never	42	31.58%					
Not Sure	19	14.29%					
Total	133	100 %					

LGBTQ awareness education



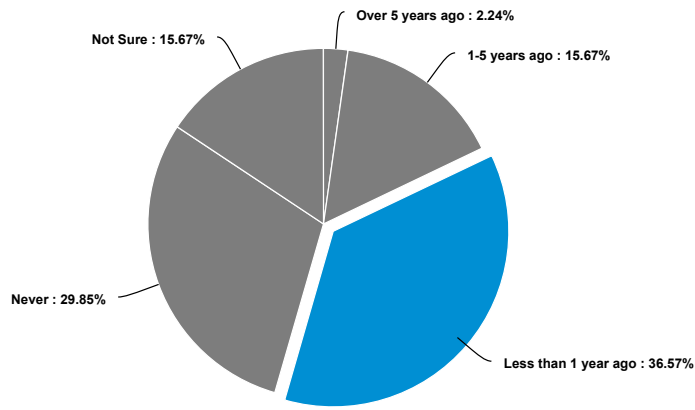
Answer	Count	Percent	20%	40%	60%	80%	100%
Over 5 years ago	2	1.47%					
1-5 years ago	17	12.5%					
Less than 1 year ago	49	36.03%					
Never	44	32.35%					
Not Sure	24	17.65%					
Total	136	100 %					

Health Equity



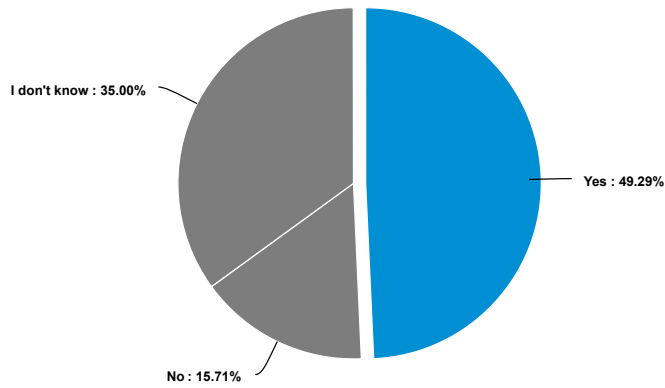
Answer	Count	Percent	20%	40%	60%	80%	100%
Over 5 years ago	2	1.49%					
1-5 years ago	21	15.67%					
Less than 1 year ago	49	36.57%					
Never	41	30.6%					
Not Sure	21	15.67%					
Total	134	100 %					

Health Literacy



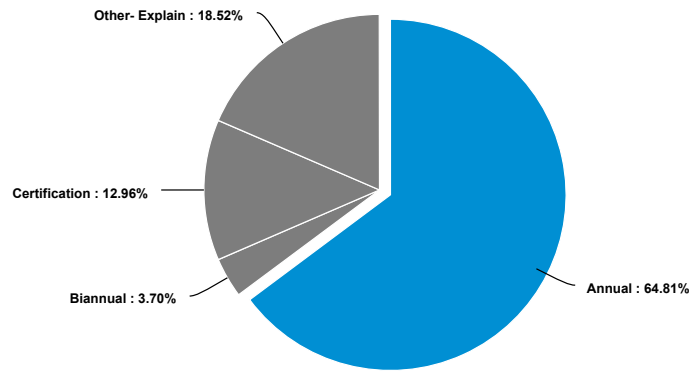
Answer	Count	Percent	20%	40%	60%	80%	100%
Over 5 years ago	3	2.24%					
1-5 years ago	21	15.67%					
Less than 1 year ago	49	36.57%					
Never	40	29.85%					
Not Sure	21	15.67%					
Total	134	100 %					

27. Is the training required/mandatory at your agency?



Answer	Count	Percent	20%	40%	60%	80%	100%
Yes	69	49.29%					
No	22	15.71%					
I don't know	49	35%					
Total	140	100 %					

28. If yes, the training is;

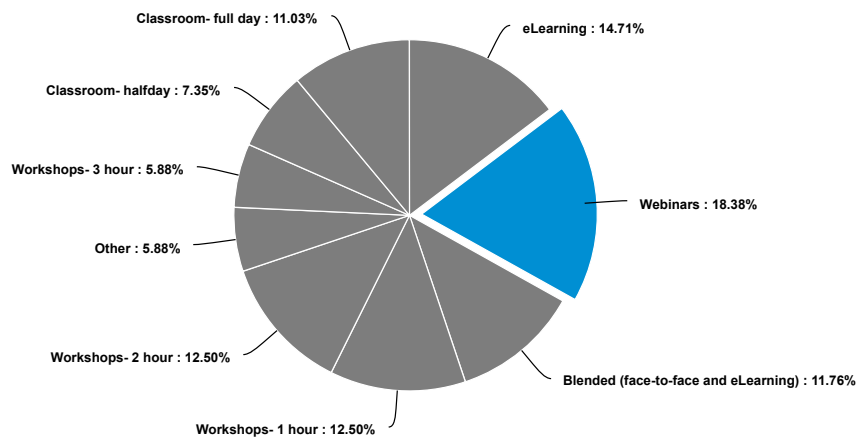


Answer	Count	Percent	20%	40%	60%	80%	100%
Annual	35	64.81%					
Biannual	2	3.7%					
Certification	7	12.96%					
Other- Explain	10	18.52%					
Total	54	100 %					

28. If yes, the training is; - Text Data for Other- Explain

10/11/2016	60273565	I am New
10/07/2016	60091698	Not Sure
10/06/2016	60051706	assined through healthstream
10/06/2016	60048688	not sure
10/06/2016	60038361	As can be arranged
09/29/2016	59641838	Monthly
09/29/2016	59618538	Monthly
09/28/2016	59582666	training online
09/28/2016	59578235	infrequent, not scheduled

29. How is the training delivered at your agency? (Select all that apply)?



Answer	Count	Percent	20%	40%	60%	80%	100%
eLearning	20	14.71%					
Webinars	25	18.38%					
Blended (face-to-face and eLearning)	16	11.76%					
Workshops- 1 hour	17	12.5%					
Workshops- 2 hour	17	12.5%					
Other	8	5.88%					
Workshops- 3 hour	8	5.88%					

Classroom- halfday	10	7.35%	
Classroom- full day	15	11.03%	
Total	136	100 %	

29. How is the training delivered at your agency? (Select all that apply)? - Text Data for Other

10/11/2016	60272580	Staff meetings
10/06/2016	60051932	HealthStream
10/05/2016	60015108	staff meetings
09/29/2016	59644450	Health stream
09/29/2016	59620892	meetings
09/29/2016	59578244	General Staff Meetings
09/28/2016	59578235	guest speakers- one hour during lunch

30. How do you learn more about the various cultures of the people that you serve?

30. How do you learn more about the various cultures of the people that you serve?

10/13/2016	60366460	classroom
10/13/2016	60354995	
10/13/2016	60363264	On my own time I research different cultures.
10/13/2016	60362153	Interactions
10/13/2016	60350955	
10/12/2016	59725962	I think basic training's could help me learn more about various cultures.
10/12/2016	60316699	
10/12/2016	60308378	workshops
10/12/2016	60308409	By talking to them
10/12/2016	60306665	I HAVE NOT LEARN IT
10/12/2016	60305179	I research on my own.
10/12/2016	60304999	training
10/12/2016	60303285	
10/12/2016	60301405	
10/12/2016	60297778	In my daily interaction with fellow employees and patients.
10/12/2016	60299230	On the job
10/12/2016	60299052	I learn best my speaking with those of the culture or background. Presentations are also helpful, however it still generalizes the culture.
10/11/2016	60276873	
10/11/2016	60273565	I learned by personal experiences and close stories
10/11/2016	60273188	Going to training
10/11/2016	60272375	webinars
10/11/2016	60272580	Education and interaction
10/11/2016	60272394	experience
10/11/2016	60272010	
10/11/2016	60270749	
10/11/2016	60269436	
10/11/2016	60269885	N/a
10/11/2016	60270368	
10/11/2016	60269655	traveling and interacting with people from other cultures
10/11/2016	60097442	Cultural training
10/11/2016	60269494	
10/11/2016	60266250	Continuing education
10/11/2016	60264706	I attend continuing education classes
10/11/2016	60251812	Interacting with them and reading online cultural competency material.
10/10/2016	60217549	Usually learned form other coworkers.
10/10/2016	60200297	I would sometimes researh the information
10/10/2016	60196919	On a day by day basis!

10/10/2016	60196212	Personal Knowledge of the various cultures. (extensive background working with people of different cultures and training from other organizations)
10/09/2016	60163750	Word of mouth
10/07/2016	60108542	Through the job
10/07/2016	60105850	Recent college courses, on-the-job experience
10/07/2016	60103269	Interaction with others / Language line
10/07/2016	60102594	
10/07/2016	60093324	Observing and sometimes read about cultures
10/07/2016	60092146	
10/07/2016	60091698	I travel to their country and I ask them what they think about certain things. I ask them to tell me about themselves and growing up.
10/07/2016	60090805	Getting in contact with community centers like La Esperanza for many years and interacting with different churches in the Sussex county.
10/07/2016	60091108	i dont know
10/07/2016	60089460	Not as often since we do not want to make patient's feel uncomfortable. But there are patient's who get along well and make it easier to speak and ask questions about where they are from and other simple questions that lead to making the patient feeling comfortable.
10/07/2016	60090251	
10/06/2016	60073708	asking patients questions, google
10/06/2016	59899545	Through the interview process with my patients & through interactions between my co-workers
10/06/2016	60062059	through the communication during the outreach in the communities
10/06/2016	60062428	
10/06/2016	60062067	
10/06/2016	60060584	From fellow employees
10/06/2016	60061451	Healthstream assignments, personal interaction, asking patients
10/06/2016	60058803	I ask my clients.
10/06/2016	60057945	WorkShops
10/06/2016	60054620	
10/06/2016	60055752	Through case reviews and education provided by staff who represent the culture
10/06/2016	60054878	Observation& reports
10/06/2016	59899545	From experience from my various work settings, through staff members, and through speaking directly with patients and their family members
10/06/2016	60053507	fellow co-workers
10/06/2016	60050833	
10/06/2016	60052391	
10/06/2016	60051932	
10/06/2016	60051706	
10/06/2016	60050978	anthropological studies/articles
10/06/2016	60051375	
10/06/2016	60050897	
10/06/2016	60045927	I learn more about the various cultures of the people that I serve by observing, asking a few questions such a if they speak another language, and mostly its through interacting where you find out more things.
10/06/2016	60048688	I try to communicate with them about their culture
10/06/2016	60042467	By attending various trainings and simply talking to the people themselves. I have been know to use Google translate to communicate in a language I am not fluent in and they seem to sincerely appreciate the effort.
10/06/2016	60043199	Through research and information received.
10/06/2016	60041667	Coworkers
10/06/2016	60037719	When patient's are at our window, I try to communicate and get along with them. I also try to have a have a conversation with them about where they're from and other questions
10/06/2016	60040734	The way that I learn about the various cultures that I serve, is by interacting with the patients and my fellow coworkers.
10/06/2016	60040654	I learn about various cultures through the experience gained at the medical center. A seminar can teach you only so much. Experiences with patient's teach more about culture than what a book, handout, or seminar can teach.
10/06/2016	60039520	I learn more about the cultures I serve from email, from meeting, from coworkers.
10/06/2016	60040730	Google
10/06/2016	60038670	throughout the job
10/06/2016	60038361	Conversations with our patients using an interpreter if necessary. Speaking with staff members of that culture
10/06/2016	60038568	
10/06/2016	60038429	I have lived in South America and Europe and this is how I have gained my sensitivity.
10/06/2016	60037514	

10/06/2016	60037285	
10/06/2016	60037552	reading, travelling, asking the people
10/06/2016	60037423	
10/06/2016	60036855	I read a lot, I ask lots of questions
10/05/2016	60019445	Research
10/05/2016	60017405	as they come
10/05/2016	60015108	Frequent one-to-one interaction with patients/families. Attending community meetings.
10/05/2016	60012156	Ask questions to the patients or parents/guardians, they are nice to answer honestly.
10/05/2016	60010457	By researching
10/05/2016	59997548	
10/05/2016	59989220	I learn as I interact with the different people that come into the organization. Whether its a fellow employee or a patient.
10/05/2016	59977771	Reading information, interacting with patients and going to seminars. We have a diverse of staff in my office and they are always great to ask questions and have insight of different cultures.
10/04/2016	59905233	Through training plus my culture background do help me to provide better services.
10/04/2016	59900167	
10/04/2016	59899927	Through fellow employees.
10/03/2016	59863571	
10/03/2016	59838784	Interacting with the different cultures and learning from the individuals themselves
09/30/2016	59753574	LCSW trainings and staff meetings
09/30/2016	59746220	Research
09/30/2016	59713057	Initially through the culture of the organization, then, orientations; state agencies, other non-profit health agencies and community meetings/events
09/30/2016	59702493	We are scheduled to go to conferences, and attend seminars.
09/30/2016	59701101	staff with same ethnic background as patients continuing ed asking the patients
09/29/2016	59675426	Hands on contact - through interpreters
09/29/2016	59666427	Google
09/29/2016	59644450	talking with the patient, and researching online
09/29/2016	59641838	Don't
09/29/2016	59634226	
09/29/2016	59631467	
09/29/2016	59625439	
09/29/2016	59621549	fellow employees
09/29/2016	59620892	face to face encounters
09/29/2016	59618538	Asking patients for feedback.
09/29/2016	59578244	
09/29/2016	59615323	Through training events and direct conversation with clients.
09/29/2016	59613948	
09/29/2016	59613484	
09/29/2016	59614102	by questioning the person of that culture, to show that I am interested
09/29/2016	59611971	by attending cultural competency trainings outside of the organization
09/29/2016	59612019	Asking them what is important to them and many questions about how their family operates
09/28/2016	59587109	
09/28/2016	59582666	need training
09/28/2016	59581067	
09/28/2016	59581273	Cultural Competency Training
09/28/2016	59579479	
09/28/2016	59579143	
09/28/2016	59578421	As we Identify them
09/28/2016	59578439	
09/28/2016	59578511	I ask questions of the client showing that I am interested
09/28/2016	59578446	

09/28/2016	59578235	i currently attend college, where I take in depth classes. I do not get training at work for this
09/28/2016	59561981	By immersing myself within the culture-traveling and learning from different cultures.

31. How do you use this information to interact with diverse communities?

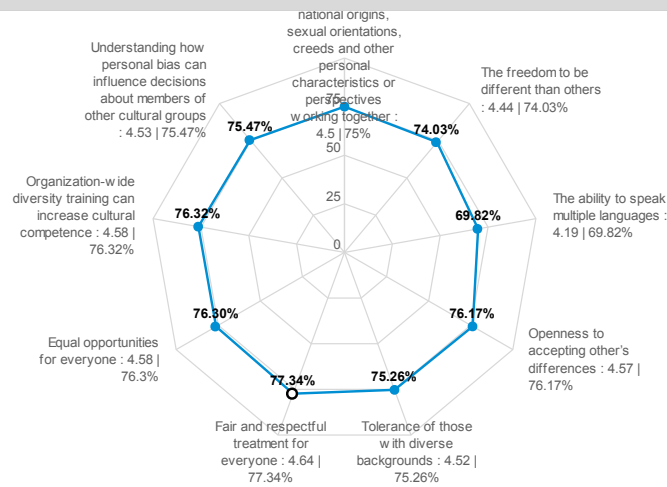
31. How do you use this information to interact with diverse communities?

10/13/2016	60366460	
10/13/2016	60354995	
10/13/2016	60363264	
10/13/2016	60362153	
10/13/2016	60350955	
10/12/2016	59725962	Well from what I do know, I just try my best to understand where the patient is coming from on a interpersonal level.
10/12/2016	60316699	
10/12/2016	60308378	well
10/12/2016	60308409	
10/12/2016	60306665	
10/12/2016	60305179	I try bmy best to understand different cultures and religious beliefs .
10/12/2016	60304999	patient care
10/12/2016	60303285	
10/12/2016	60301405	
10/12/2016	60297778	Treating patients with courtesy and kindness
10/12/2016	60299230	Apply what I have learn on the job.
10/12/2016	60299052	To meet thier needs both in the community and with their healthcare
10/11/2016	60276873	
10/11/2016	60273565	I try to accommodate their needs, just like if it was for my parents
10/11/2016	60273188	Putting into practice about what you learned
10/11/2016	60272375	I don't have a lot of patient contact but when I do I use materials and oral suggestions to try to explain information that needs to be given
10/11/2016	60272580	I retain an open mind and try to show love to all
10/11/2016	60272394	you learn to adapt to other cultures
10/11/2016	60272010	
10/11/2016	60270749	
10/11/2016	60269436	
10/11/2016	60269885	No
10/11/2016	60270368	
10/11/2016	60269655	to serve better my patients
10/11/2016	60097442	n/a
10/11/2016	60269494	
10/11/2016	60266250	
10/11/2016	60264706	I interact with high school students in the Wellness Center
10/11/2016	60251812	To become a better tool to help them, excel in my service to them and apply sensitivity and care on my service.
10/10/2016	60217549	To know ahead if patient need an interpreter other than Spanish.
10/10/2016	60200297	This information is used as a guide to provider quality holistice health care to our diverse patient population.
10/10/2016	60196919	By always keeping and open mind.
10/10/2016	60196212	First and foremost, you should always address people with respect regardless of the cultural differences and backgrounds. Always be polite and show that you have manners. After that, just apply common customer service knowledge. Be kind to everyone.
10/09/2016	60163750	As respectfully as possible.
10/07/2016	60108542	outreach
10/07/2016	60105850	Listen, display respect, ask questions, seek interpreter, advocate for patient when services are needed.
10/07/2016	60103269	experience with population helps to teach us
10/07/2016	60102594	
10/07/2016	60093324	At the time to attend patient.
10/07/2016	60092146	

10/07/2016	60091698	Usually when they talk about themselves it's easier to get an idea of what is acceptable and what is a little harder to swallow.
10/07/2016	60090805	Has been very useful and practically is an every day practice.
10/07/2016	60091108	i dont know
10/07/2016	60089460	
10/07/2016	60090251	
10/06/2016	60073708	improved awareness
10/06/2016	59899545	Being sensitive to differences in patient's backgrounds
10/06/2016	60062059	
10/06/2016	60062428	
10/06/2016	60062067	
10/06/2016	60060584	In my position in the organization, I rarely interact with diverse communities.
10/06/2016	60061451	helps to understand barriers to care and what patients hear from friends/family
10/06/2016	60058803	I use this information to get closer to my clients and to gain their trust.
10/06/2016	60057945	directly with the local community by hosting events and providing information about how we can provide health care.
10/06/2016	60054620	
10/06/2016	60055752	I use it with all types of interactions.
10/06/2016	60054878	General awareness
10/06/2016	59899545	I use this information with how I conduct my patient interviews or with how I try to give patient health education
10/06/2016	60053507	
10/06/2016	60050833	
10/06/2016	60052391	
10/06/2016	60051932	
10/06/2016	60051706	
10/06/2016	60050978	
10/06/2016	60051375	
10/06/2016	60050897	
10/06/2016	60045927	I use this information to interact with diverse communities by providing them with the best assistance and help as possible and in a way that they feel comfortable with.
10/06/2016	60048688	I try to be more sensitive
10/06/2016	60042467	Whenever necessary. We should never just simply assume
10/06/2016	60043199	I take that information and I apply it to the diverse communities that I interact with.
10/06/2016	60041667	provides understanding and allows for better compliance.
10/06/2016	60037719	
10/06/2016	60040734	The way I use this information is by knowing what language they speak. That way I will know if we need a interpreter or not, or what type of paper work we need.
10/06/2016	60040654	The information is used to provide the most efficient care to patients. By understanding culture I can modify the form in which I provide service to better interact with patients.
10/06/2016	60039520	I use the information when I'm out in the community to inform different cultures about the serves and programs we offer that could better their way of life, and their health.
10/06/2016	60040730	Study
10/06/2016	60038670	training
10/06/2016	60038361	It provides a baseline of information from which I can learn more
10/06/2016	60038568	
10/06/2016	60038429	I have worked with Latino population for 30 years.
10/06/2016	60037514	
10/06/2016	60037285	
10/06/2016	60037552	
10/06/2016	60037423	
10/06/2016	60036855	The information makes it easier to understand their cultures and beliefs
10/05/2016	60019445	Allows me to understand why will our patients make certain health decisions. What equip me to better explain on terms that they will understand the course of treatment as explained by providers I. A more effective way
10/05/2016	60017405	By going out in the communities to meet with them.
10/05/2016	60015108	
10/05/2016	60012156	Using this information we are able to speak more to people of same backgrounds more openly without offending, and able to educate more.
10/05/2016	60010457	At events we are able to start a conversation that will allow me to deliver the Health related message needed. It facilitate engaging individuals once they know we care about them and their culture.

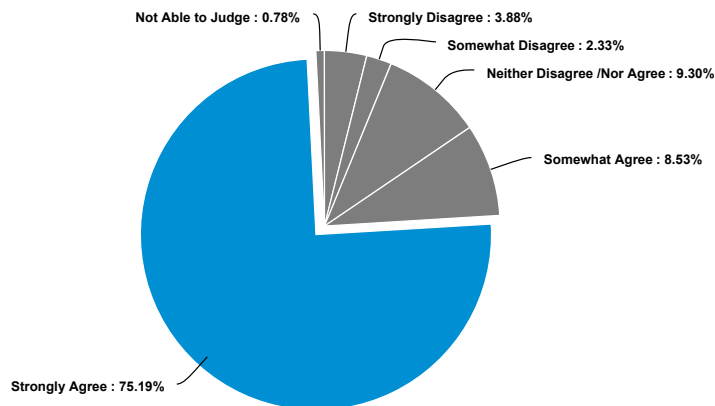
10/05/2016	59997548	
10/05/2016	59989220	N/A
10/05/2016	59977771	When patient's come in , I like interacting and trying at least to understand them. I have been learning some few words in Haitian Creole since I'm already fluent in English and Spanish . Patient' s love it when you at lease say one or two or just greeting them in there languages they get really happy.
10/04/2016	59905233	I imply the training plus my background do help me assist the patients better.
10/04/2016	59900167	
10/04/2016	59899927	
10/03/2016	59863571	
10/03/2016	59838784	
09/30/2016	59753574	various aspect of the cultural diversity is cooperated into the various forms of therapy
09/30/2016	59746220	Helps me to better understand cultural differences
09/30/2016	59713057	Through my own experiences and agency policies that include key brochures and documents
09/30/2016	59702493	We take the information, and learn how different people can be, and not judge them when they come in.
09/30/2016	59701101	utilize it in my interaction whith the patients
09/29/2016	59675426	Try to best accomodate
09/29/2016	59666427	
09/29/2016	59644450	apply what I know for the benefit of the patient
09/29/2016	59641838	don't get the information other than information gained outside of the organization
09/29/2016	59634226	
09/29/2016	59631467	
09/29/2016	59625439	
09/29/2016	59621549	
09/29/2016	59620892	face to face encounters
09/29/2016	59618538	Be more sensitive to cultural differences, not jump to conclusions and judge their behavior, attitude.
09/29/2016	59578244	
09/29/2016	59615323	Try to be respectful of their beliefs and traditions.
09/29/2016	59613948	
09/29/2016	59613484	
09/29/2016	59614102	by remembering what I was told
09/29/2016	59611971	I use the information to try to be more understanding and tolerant of cultures that are different than mine.
09/29/2016	59612019	I attempt to use a collective approach based on the knowledge I receive being sensitive to values, norms, family structure and immigration status
09/28/2016	59587109	
09/28/2016	59582666	flyer
09/28/2016	59581067	
09/28/2016	59581273	Training will allow the patient to experience a positive patient experience
09/28/2016	59579479	
09/28/2016	59579143	
09/28/2016	59578421	
09/28/2016	59578439	
09/28/2016	59578511	
09/28/2016	59578446	
09/28/2016	59578235	I try to be culturally competent
09/28/2016	59561981	I bring what I learn into my practice to help me engage and treat my patients in a sensitive, competent cultural and linguistic way.

32. "Diversity" can mean different things to different people. Please indicate how strongly you agree or disagree with each statement presented below on what diversity means:



Question	Count	Score	Strongly Disagree	Somewhat Disagree	Neither Disagree /Nor Agree	Somewhat Agree	Strongly Agree	Not Able to Judge
People of diverse races, ages, religions, genders, physical abilities, national origins, sexual orientations, creeds and other personal characteristics or perspectives working together	129	4.5						
The freedom to be different than others	129	4.44						
The ability to speak multiple languages	127	4.19						
Openness to accepting other's differences	128	4.57						
Tolerance of those with diverse backgrounds	128	4.52						
Fair and respectful treatment for everyone	128	4.64						
Equal opportunities for everyone	128	4.58						
Organization-wide diversity training can increase cultural competence	127	4.58						
Understanding how personal bias can influence decisions about members of other cultural groups	128	4.53						
Average		4.51						

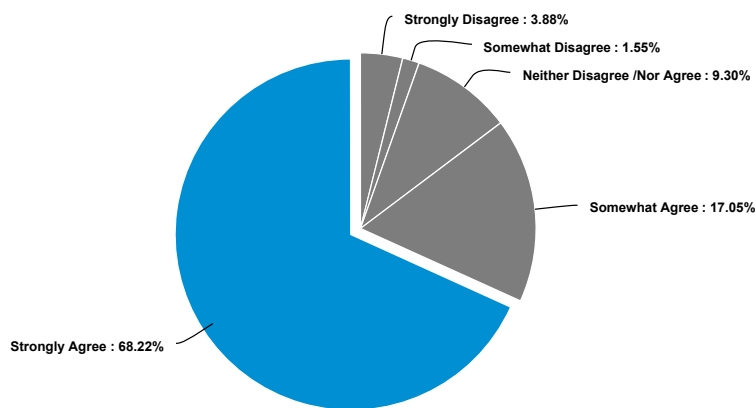
People of diverse races, ages, religions, genders, physical abilities, national origins, sexual orientations, creeds and other personal characteristics or perspectives working together



Answer	Count	Percent	20%	40%	60%	80%	100%
Strongly Disagree	5	3.88%					
Somewhat Disagree	3	2.33%					
Neither Disagree /Nor Agree	12	9.3%					
Somewhat Agree	11	8.53%					
Strongly Agree	97	75.19%					
Not Able to Judge	1	0.78%					

Total 129 100 %

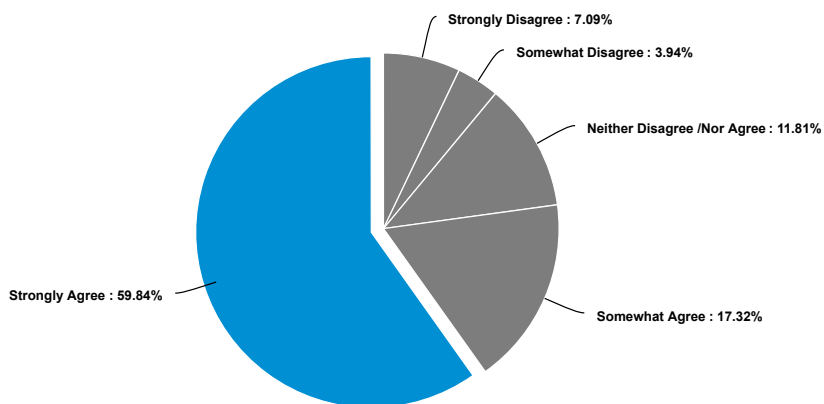
The freedom to be different than others



Answer	Count	Percent	20%	40%	60%	80%	100%
Strongly Disagree	5	3.88%					
Somewhat Disagree	2	1.55%					
Neither Disagree /Nor Agree	12	9.3%					
Somewhat Agree	22	17.05%					
Strongly Agree	88	68.22%					
Not Able to Judge	0	0%					

Total 129 100 %

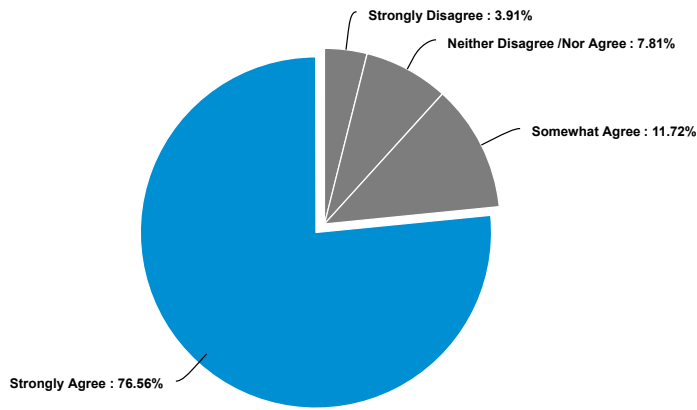
The ability to speak multiple languages



Answer	Count	Percent	20%	40%	60%	80%	100%
Strongly Disagree	9	7.09%					
Somewhat Disagree	5	3.94%					
Neither Disagree /Nor Agree	15	11.81%					
Somewhat Agree	22	17.32%					
Strongly Agree	76	59.84%					
Not Able to Judge	0	0%					

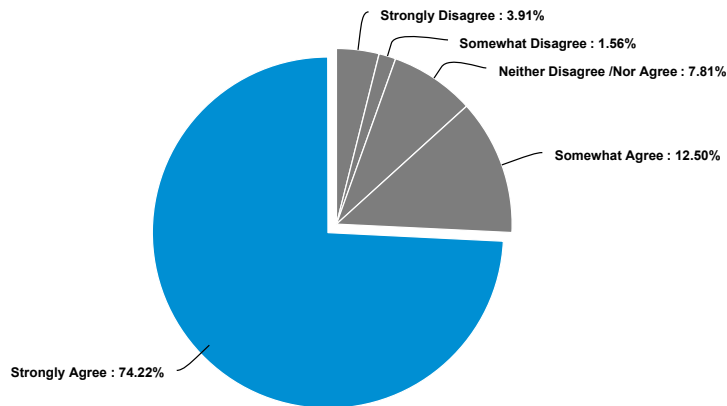
Total 127 100 %

Openness to accepting other's differences



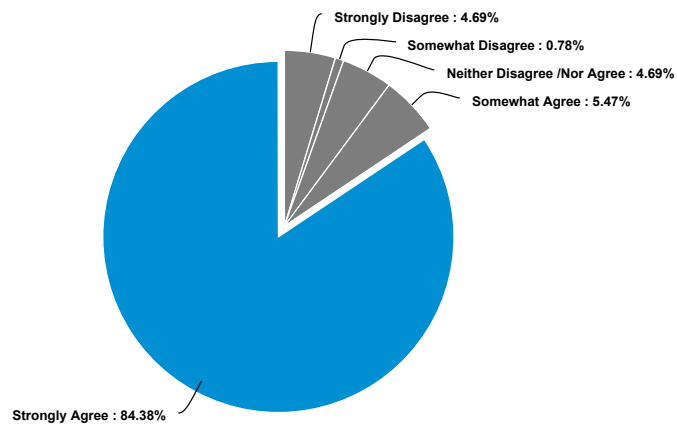
Answer	Count	Percent	20%	40%	60%	80%	100%
Strongly Disagree	5	3.91%					
Somewhat Disagree	0	0%					
Neither Disagree /Nor Agree	10	7.81%					
Somewhat Agree	15	11.72%					
Strongly Agree	98	76.56%					
Not Able to Judge	0	0%					
Total	128	100 %					

Tolerance of those with diverse backgrounds



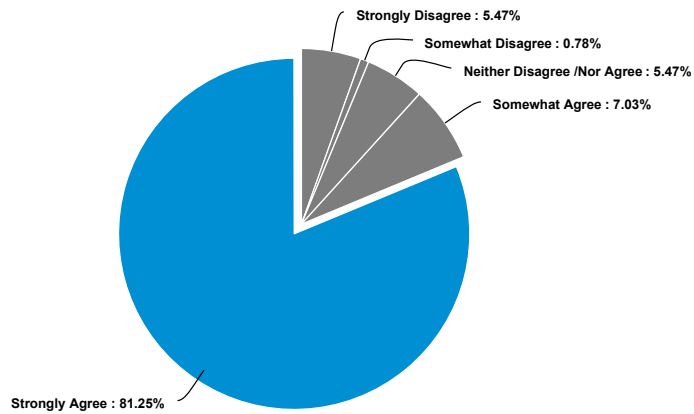
Answer	Count	Percent	20%	40%	60%	80%	100%
Strongly Disagree	5	3.91%					
Somewhat Disagree	2	1.56%					
Neither Disagree /Nor Agree	10	7.81%					
Somewhat Agree	16	12.5%					
Strongly Agree	95	74.22%					
Not Able to Judge	0	0%					
Total	128	100 %					

Fair and respectful treatment for everyone



Answer	Count	Percent	20%	40%	60%	80%	100%
Strongly Disagree	6	4.69%					
Somewhat Disagree	1	0.78%					
Neither Disagree /Nor Agree	6	4.69%					
Somewhat Agree	7	5.47%					
Strongly Agree	108	84.38%					
Not Able to Judge	0	0%					
Total	128	100 %					

Equal opportunities for everyone



Answer	Count	Percent	20%	40%	60%	80%	100%
Strongly Disagree	7	5.47%					
Somewhat Disagree	1	0.78%					
Neither Disagree /Nor Agree	7	5.47%					
Somewhat Agree	9	7.03%					
Strongly Agree	104	81.25%					
Not Able to Judge	0	0%					
Total	128	100 %					

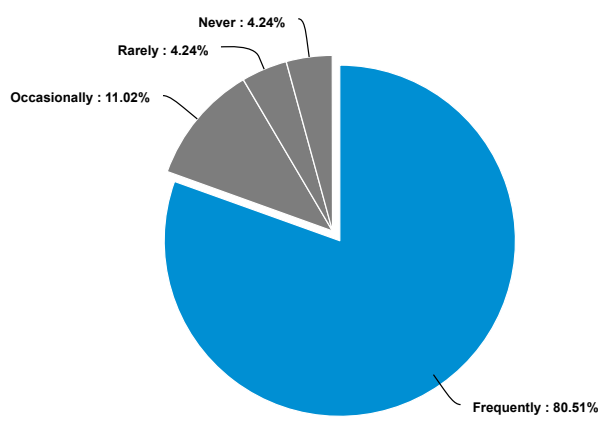
Organization-wide diversity training can increase cultural competence

Stereotypical beliefs about others	5.71	
Cultural differences	5.14	
Differences in race or national origin	5.74	
Gender differences	6.42	
Different language or strong accents	4.22	

Data Table

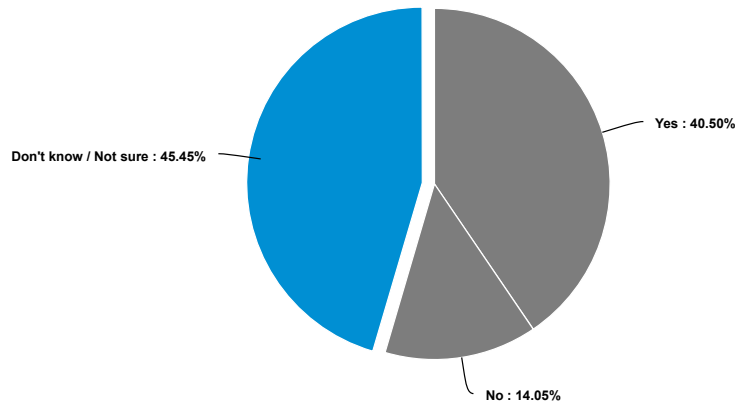
Religious or cultural belief	25	23.15%	18	16.82%	8	7.41%	8	7.34%	7	6.54%	9	8.26%	8	7.48%	9	8.26%	9	8.33%	9	8.33%
Age/generational differences	3	2.78%	12	11.21%	15	13.89%	10	9.17%	6	5.61%	15	13.76%	9	8.41%	12	11.01%	10	9.26%	17	15.74%
A lack of understanding of those who are different	12	11.11%	6	5.61%	15	13.89%	16	14.68%	7	6.54%	14	12.84%	8	7.48%	11	10.09%	13	12.04%	7	6.48%
Physical differences/disabilities	8	7.41%	11	10.28%	10	9.26%	9	8.26%	19	17.76%	7	6.42%	16	14.95%	12	11.01%	9	8.33%	7	6.48%
Differences in sexual orientation	3	2.78%	10	9.35%	7	6.48%	8	7.34%	10	9.35%	20	18.35%	11	10.28%	14	12.84%	12	11.11%	12	11.11%
Stereotypical beliefs about others	7	6.48%	9	8.41%	5	4.63%	13	11.93%	10	9.35%	16	14.68%	17	15.89%	9	8.26%	9	8.33%	12	11.11%
Cultural differences	1	0.93%	4	3.74%	15	13.89%	16	14.68%	17	15.89%	13	11.93%	11	10.28%	15	13.76%	8	7.41%	7	6.48%
Differences in race or national origin	4	3.7%	7	6.54%	12	11.11%	12	11.01%	15	14.02%	7	6.42%	9	8.41%	10	9.17%	18	16.67%	13	12.04%
Gender differences	5	4.63%	12	11.21%	11	10.19%	5	4.59%	8	7.48%	5	4.59%	12	11.21%	15	13.76%	12	11.11%	21	19.44%
Different language or strong accents	40	37.04%	18	16.82%	10	9.26%	12	11.01%	8	7.48%	3	2.75%	6	5.61%	2	1.83%	8	7.41%	3	2.78%

34. Even when your professional or moral viewpoints may differ, how often do you accept individuals and families as the ultimate decision makers for services and supports impacting their lives?



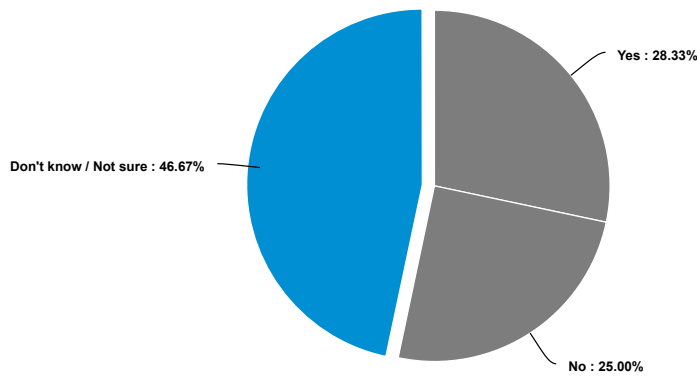
Answer	Count	Percent	20%	40%	60%	80%	100%
Frequently	95	80.51%					
Occasionally	13	11.02%					
Rarely	5	4.24%					
Never	5	4.24%					
Total	118	100 %					

35. Does your agency assess literacy levels of consumer/patient accessing services?



Answer	Count	Percent	20%	40%	60%	80%	100%
Yes	49	40.5%	<div style="width: 40.5%;"></div>				
No	17	14.05%	<div style="width: 14.05%;"></div>				
Don't know / Not sure	55	45.45%	<div style="width: 45.45%;"></div>				
Total	121	100 %					

36. Do you use any tools to assess literacy needs?



Answer	Count	Percent	20%	40%	60%	80%	100%
Yes	34	28.33%	<div style="width: 28.33%;"></div>				
No	30	25%	<div style="width: 25%;"></div>				
Don't know / Not sure	56	46.67%	<div style="width: 46.67%;"></div>				
Total	120	100 %					

37. If yes, what are they?

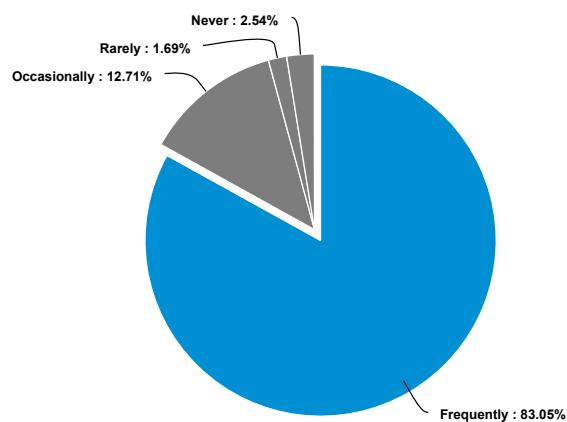
37. If yes, what are they?

10/13/2016	60366460	
10/12/2016	59725962	
10/12/2016	60316699	
10/12/2016	60308409	
10/12/2016	60305179	Pharmacy, and Birth control
10/12/2016	60304999	
10/12/2016	60303285	
10/12/2016	60301405	
10/12/2016	60297778	
10/12/2016	60299230	
10/12/2016	60299052	

10/11/2016	60276873	
10/11/2016	60273565	Patient's education sheets
10/11/2016	60273188	
10/11/2016	60272375	
10/11/2016	59641838	
10/11/2016	60272394	internet
10/11/2016	60272010	
10/11/2016	60269885	
10/11/2016	60269655	
10/11/2016	60269494	
10/11/2016	60266250	
10/10/2016	60200297	pictures or videos
10/10/2016	60196212	If I notice a patient struggling with reading a form, or filling out a form, or anything similar I offer my assistance if it is wanted.
10/07/2016	60103269	
10/07/2016	60102594	Internet
10/07/2016	60093324	
10/07/2016	60091698	Asking sensitive questions, and asking the patients to repeat back the instructions on taking medicines, orders etc.
10/07/2016	60092146	
10/07/2016	60090805	not sure
10/07/2016	60091108	
10/07/2016	60089460	
10/07/2016	60090251	google
10/06/2016	59899545	Checking out the ability of the patient to do the patient information forms
10/06/2016	60062428	
10/06/2016	60017405	if they really want it
10/06/2016	60062067	
10/06/2016	60061451	patient survey on how well they feel they can communicate and what barriers they identify
10/06/2016	60057945	
10/06/2016	60054620	panflets
10/06/2016	60055752	Standardized question
10/06/2016	60054878	
10/06/2016	60045927	If the patient is not able to read then someone will go ahead and give them the information or education verbally to where they can fully understand.
10/06/2016	60052391	
10/06/2016	60051932	
10/06/2016	60051706	
10/06/2016	60050978	
10/06/2016	60051375	
10/06/2016	60042467	
10/06/2016	60043199	
10/06/2016	60040734	
10/06/2016	60040654	
10/06/2016	60040730	
10/06/2016	60038361	
10/06/2016	60038568	
10/06/2016	59613948	
10/06/2016	60037514	
10/06/2016	59613484	
10/05/2016	60019445	
10/05/2016	60015108	
10/05/2016	60012156	
10/05/2016	59997548	

10/05/2016	59989220	N/A
10/05/2016	59977771	Brochures and reliable source in the internet.
10/04/2016	59905233	
10/04/2016	59900167	
10/03/2016	59863571	
10/03/2016	59838784	1.Barriers to learning/communication 2.Preferred method of learning 3.Preferred Language for commuication
09/30/2016	59753574	
09/30/2016	59713057	n/a
09/30/2016	59702493	
09/29/2016	59675426	
09/29/2016	59666427	
09/29/2016	59644450	
09/29/2016	59634226	
09/29/2016	59631467	
09/29/2016	59625439	
09/29/2016	59621549	
09/29/2016	59620892	forms, interperaters
09/29/2016	59618538	Ask patient how comfortable they are completing forms on their own, following medical instructions.
09/29/2016	59615323	
09/29/2016	59611971	motivational interviewing to gather more information on education levels
09/28/2016	59587109	
09/28/2016	59582666	flyers , front desk , forms, phone #s
09/28/2016	59581067	
09/28/2016	59581273	
09/28/2016	59579479	Asking the patient if they read and write.
09/28/2016	59579143	
09/28/2016	59578421	
09/28/2016	59578446	
09/28/2016	59561981	

38. How often do providers ask questions to ensure consumers/patients have understood what they have been told?



Answer	Count	Percent	20%	40%	60%	80%	100%
Frequently	98	83.05%	[Progress bar showing 83.05%]				
Occasionally	15	12.71%	[Progress bar showing 12.71%]				
Rarely	2	1.69%	[Progress bar showing 1.69%]				
Never	3	2.54%	[Progress bar showing 2.54%]				

39. What would you like to see as a result of this assessment?

39. What would you like to see as a result of this assessment?

10/13/2016	60366460	Not sure
10/13/2016	60354995	I think it would be wonderful if healthcare specialists would uniformly provide the language services that they are required by law to provide.
10/13/2016	60363264	Change. I would like for organizations to implement the necessary tools to better serve our consumers.
10/13/2016	60350955	
10/12/2016	59725962	Cultural training
10/12/2016	60316699	
10/12/2016	60308409	
10/12/2016	60306665	
10/12/2016	60305179	not sure
10/12/2016	60304999	
10/12/2016	60303285	
10/12/2016	60301405	no
10/12/2016	60297778	
10/12/2016	60299230	More training.
10/12/2016	60299052	
10/11/2016	60276873	
10/11/2016	60273565	Improvement on the cultural treatment around the state not only within the facility walls
10/11/2016	60273188	
10/11/2016	60272375	more training
10/11/2016	59641838	Methods for improvement
10/11/2016	60272394	more comunication
10/11/2016	60269885	More cultural awareness
10/11/2016	60272010	
10/11/2016	60269436	
10/11/2016	60270368	
10/11/2016	60269655	funding availability to hire more certified interpreters and translators
10/11/2016	60269494	
10/11/2016	60266250	
10/11/2016	60264706	
10/11/2016	60251812	That's for you to answer, because it depends on the goals that your organization is trying to achieve.
10/10/2016	60217549	Any training available to understand patients we serve
10/10/2016	60200297	
10/10/2016	60196919	I do not expect anything! But, it would be helpful to have a refresher cultural training.
10/10/2016	60196212	As an organization a stronger understanding of the meaning of the word diversity. An active interest taken is becoming a culturally competent organization and inclusive.
10/09/2016	60163750	Not sure
10/07/2016	60105850	Assistance with health literacy testing and training
10/07/2016	60103269	Literature for patients available in their language
10/07/2016	60102594	
10/07/2016	60091698	I would like community action. Whether people come to a literacy class or not there should always be one available. Especially for people in their appropriate language, even indigenous. Mam and Queche now have written books where those who speak Mam and Queche can learn to read and write. If we had more of those classes it would be easier for them to learn English and advance in life. Versus working to death, ending up homeless or dying.
10/07/2016	60093324	
10/07/2016	60092146	
10/07/2016	60090805	Changes about giving the best service to our patients.
10/07/2016	60091108	
10/07/2016	60089460	
10/07/2016	60090251	
10/06/2016	60073708	ways/plan to improve health literacy

10/06/2016	59899545	Maybe a class offered in Medical Spanish or medical picture boards to help with interviewing patient
10/06/2016	60062428	
10/06/2016	60017405	services used
10/06/2016	60062059	
10/06/2016	60062067	Better ways to promote diversity within the organization.
10/06/2016	60060584	Programs and resources that will help providers cater to the differences and cultural needs of the community.
10/06/2016	60061451	More awareness about patients having difficulty understanding medical providers and communication, suggest how to improve
10/06/2016	60058803	More training regarding realistic cultural competency.
10/06/2016	60057945	
10/06/2016	60054620	
10/06/2016	60055752	
10/06/2016	60045927	I would like to see the areas in where we are doing good, the areas in where we could improve on, and tips or help in how we can improve on those areas.
10/06/2016	60054878	The results and subsequent recommendations
10/06/2016	60053507	
10/06/2016	60052391	
10/06/2016	60051932	
10/06/2016	60051706	
10/06/2016	60050978	
10/06/2016	60051375	
10/06/2016	60048688	More formal training for staff in accepting others differences
10/06/2016	60042467	More informational brochures in diverse languages
10/06/2016	60043199	As a result of this assessment there can be more information shared about various cultures in order to serve the population in an even better way.
10/06/2016	60039520	Equal health care and education about the services available at LaRed Health Center to all the people we serve.
10/06/2016	60041667	Interpretation services to be more accessible in the community.
10/06/2016	60037514	
10/06/2016	60040734	more training.
10/06/2016	60040654	More training for employees with little to no prior cultural competency training.
10/06/2016	60040730	Same quality of care we have been given our patients.
10/06/2016	60038361	Opportunity to increase number and diversity of interpreters. Increased availability of multi lingual interpreters.
10/06/2016	60038429	Cultural diversity training would be helpful to some employees, however I feel most are competent. What we desperately need is that the interpreters go through MEDICAL INTERPRETER TRAINING. This is always being offered in the State, but I have not known of any of our interpreters attending this training.
10/06/2016	60038568	
10/06/2016	59613948	
10/06/2016	60037423	
10/06/2016	59613484	
10/06/2016	60037552	more language training for providers/ staff in our health center. more interpreter services. more ESL programs for our patients who are interested.
10/06/2016	60036855	
10/05/2016	60019445	Trainings that will help us better serve our patients. That as an organization we could come up with an "across the table" way of listening to what our patients need without letting our ideas of what they need interfere or delay treatment
10/05/2016	60015108	Diversity training specific for Providers Tools to better access consumers' cultural needs Overall results of the data collected on this survey
10/05/2016	60012156	More trainings concerning this matter.
10/05/2016	59997548	
10/05/2016	59989220	
10/05/2016	59977771	That some commercial business, will follow or at least have the goal to help others in regards of being openly to different communities.
10/04/2016	59905233	
10/04/2016	59900167	
10/04/2016	59899927	More Training
10/03/2016	59863571	Trained interpreters
10/03/2016	59838784	This facility needs real medical interpreters

09/30/2016	59753574	Greater respect and acceptance of diversity, that leads to quality care for all,
09/30/2016	59746220	Improvement in services
09/30/2016	59713057	At the State level, I would like to see more Hispanic diversity in decision making positions to give not only a presence but to be available for any issues that need to be addressed at the time.
09/30/2016	59702493	I am not sure at this moment.
09/29/2016	59675426	Increase information available for patients of various abilities and education
09/29/2016	59666427	
09/29/2016	59644450	the real point of view of the patient, and the areas to that need be improve
09/29/2016	59634226	
09/29/2016	59631467	
09/29/2016	59625439	
09/29/2016	59621549	
09/29/2016	59620892	
09/29/2016	59618538	More agencies using interpreter services and language appropriate material and informing consumers that these services are offered.
09/29/2016	59578244	Perhaps a statewide cultural competency certification program.
09/29/2016	59615323	Not sure
09/29/2016	59614102	unsure
09/29/2016	59612019	Increased language opportunities for professionals who work with a LEP community
09/29/2016	59611971	I would like more state agencies be fair with non-english speakers. I would like to have documents translated for pts when they need basic things - food, shelter, clothing.
09/28/2016	59587109	
09/28/2016	59582666	more cultural training
09/28/2016	59581273	yes
09/28/2016	59581067	
09/28/2016	59579479	Spanish training, Sign language interpreters or training for select employees, literacy tools and training offered to patients for reading and writing,
09/28/2016	59579143	
09/28/2016	59578421	
09/28/2016	59578446	
09/28/2016	59578235	more resources and training on diversity and inclusion
09/28/2016	59561981	Funding for interpreting trainings and certifications of staff, reimbursement for interpreting when provided to patients, Cultural-Linguistic trainings available for healthcare professionals, better tools for non-English Speaking patients to obtain the (educational, social/healthcare) assistance they need in their communities.

40. To promote a culture of diversity and inclusion and provide cultural competent services, what should be our number one area of improvement?

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10/13/2016	60366460	Not sure
10/13/2016	60354995	
10/13/2016	60363264	Making sure staff is culturally diverse and open-minded.
10/13/2016	60350955	
10/12/2016	59725962	Educational services
10/12/2016	60316699	
10/12/2016	60308409	
10/12/2016	60306665	
10/12/2016	60305179	providing cultural traing to our company
10/12/2016	60304999	
10/12/2016	60303285	
10/12/2016	60301405	
10/12/2016	60297778	Get the receptionist training in how to offer the best service to the patient
10/12/2016	60299230	Patient care.
10/12/2016	60299052	
10/11/2016	60276873	
10/11/2016	60273565	Educate community that we are all the same, that there is not need to draw a line between us. Most importantly try not to believe on a superior race or right among countries or races throughout the State.

10/11/2016	60273188	Learn about the culture and languages
10/11/2016	60272375	more training
10/11/2016	59641838	social service employees trained in cultural competency and language services/bi-lingual workers available
10/11/2016	60272394	communication
10/11/2016	60269885	Awareness
10/11/2016	60272010	
10/11/2016	60269436	
10/11/2016	60270368	
10/11/2016	60269655	standard trainings
10/11/2016	60269494	
10/11/2016	60266250	
10/11/2016	60264706	diversity education
10/11/2016	60251812	To answer your question you should clarify to what extent are we willing to be inclusive. Are we going to accept cultural costumes such as adults marrying children? Who is it going to set the standard of truth? Are we going to leave this to the majorities? Be careful, one day the majorities might deem as acceptable some that is utter unacceptable and deviant.
10/10/2016	60217549	Any training to improve in this area
10/10/2016	60200297	
10/10/2016	60196919	To eliminate race and ethnicity and treat every one equally!
10/10/2016	60196212	CUSTOMER SERVICE! Employee Moral, employees should at a minimum enjoy working for the organization, but that is NOT the case.
10/09/2016	60163750	Offer language classes
10/07/2016	60105850	Health literacy training
10/07/2016	60103269	Literature for patients in their own language
10/07/2016	60102594	
10/07/2016	60091698	Teaching what Tolerance really means: we may not agree and that is ok, we however, cannot disrespect, and this whole thing with "being different". A person with a different religion, gender, age or bias is not any different than me, they are human. They made different choices. Most people who have come to the United States have accepted that our culture is different. We should be sensitive to the things that are harder for them to understand and be understanding with their choices unless they are morally/ethically unacceptable; i.e. killing someone, euthenization, recreational drugs etc.
10/07/2016	60093324	
10/07/2016	60092146	
10/07/2016	60090805	The education on cultural sensitivity.
10/07/2016	60091108	i dont understand this question
10/07/2016	60089460	
10/07/2016	60090251	
10/06/2016	60073708	
10/06/2016	59899545	not sure exactly
10/06/2016	60062428	
10/06/2016	60017405	nothing we do our best already.
10/06/2016	60062059	
10/06/2016	60062067	Teaching/trainings
10/06/2016	60060584	Resources that helps to bridge the gap created by cultural differences and diversities.
10/06/2016	60061451	more community events
10/06/2016	60058803	Biases in general.
10/06/2016	60057945	Better communication services
10/06/2016	60054620	
10/06/2016	60055752	
10/06/2016	60045927	I think that in the point where we stand right now we are doing alright. We have interpreters and the phone line just in case if we need more help. We have a lot of resources.
10/06/2016	60054878	Knowledge
10/06/2016	60053507	
10/06/2016	60052391	
10/06/2016	60051932	
10/06/2016	60051706	
10/06/2016	60050978	
10/06/2016	60051375	
10/06/2016	60048688	Unsure

10/06/2016	60042467	
10/06/2016	60043199	Improvement information about different cultures.
10/06/2016	60039520	More training for non-hispanic speaking employees to learn the language.
10/06/2016	60041667	Interpretation accessibility.
10/06/2016	60037514	
10/06/2016	60040734	Different races working together.
10/06/2016	60040654	Being able to have more face to face interpreters that speak other languages. We have access to an interpreter line but having a person who is present at the time of the encounter is more efficient.
10/06/2016	60040730	Continue with culture care
10/06/2016	60038361	Increase ESL classes and other English speaking/understanding training.
10/06/2016	60038429	Interpreter training. Should not allow children to interpret for their parents.
10/06/2016	60038568	
10/06/2016	59613948	Language barrier
10/06/2016	60037423	
10/06/2016	59613484	
10/06/2016	60037552	more language training - we have no funding for this. I have done a lot of training on my own but need more.
10/06/2016	60036855	
10/05/2016	60019445	Creat a training dept and refresher courses. We learn everyday but, how else can the organization be certain that we are learning what we need and not what someone else though it was important to share on their behave.
10/05/2016	60015108	Ongoing training for front line staff (webinars, classroom, workshops). Resources (easy access to trained interpreters, affordable sign language interpreters)
10/05/2016	60012156	Making more jobs available involving interpreters of different nationalities to join offices, and not using a lot of times the phone. It is hard to understand sometimes, even with speaker.
10/05/2016	59997548	Everything is done in a good matter. No area need improvement
10/05/2016	59989220	
10/05/2016	59977771	
10/04/2016	59905233	
10/04/2016	59900167	
10/04/2016	59899927	Having English speaking workers o be trained in Spanish
10/03/2016	59863571	Educating staff
10/03/2016	59838784	Getting certified interpreters and translators instead of depending on other staff members.
09/30/2016	59753574	The intake process of obtaining access to quality treatment and making certain that everyone has equal access: with forms available in multiple languages, directional signage for the hearing and visual impaired and
09/30/2016	59746220	Cultural competency training
09/30/2016	59713057	Inclusion of minorities in the majority of agencies departments at decision making positions
09/30/2016	59702493	Maybe we could start teaching children in elementary schools, and all through High School, to help improve understanding of differences.
09/29/2016	59675426	Accepting of all
09/29/2016	59666427	
09/29/2016	59644450	100%
09/29/2016	59634226	
09/29/2016	59631467	
09/29/2016	59625439	
09/29/2016	59621549	
09/29/2016	59620892	
09/29/2016	59618538	-High quality interpretation and translation services -Cultural sensitivity and inclusion trainings -Constant collaboration between consumers and providers to obtain feedback and learn from each others' experiences, views
09/29/2016	59578244	Developing a certification program with periodic renewal requirements.
09/29/2016	59615323	Diversity training opportunities are very helpful
09/29/2016	59614102	unsure
09/29/2016	59612019	LaRed is all about diversity and inclusion
09/29/2016	59611971	Mandatory use of interpreters at state service centers
09/28/2016	59587109	
09/28/2016	59582666	how we treat people w/ different cultures or other languages
09/28/2016	59581273	Language barrier to our patient

09/28/2016	59581067	
09/28/2016	59579479	The language barriers and providing assistance to patients that can not read or write.
09/28/2016	59579143	
09/28/2016	59578421	
09/28/2016	59578446	
09/28/2016	59578235	language barriers
09/28/2016	59561981	Evaluate current trainings and reccomend the minimum standards these trainings should have to ensure all professionals in Delaware receive the same message.



41. What are the barriers to promote health equity and culturally competent care?

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10/13/2016	60366460	No sure
10/13/2016	60354995	Time (training), many competing priorities, lack of expertise (in certain areas/cultures)
10/13/2016	60363264	Close-mindedness, lack of care and support.
10/13/2016	60350955	
10/12/2016	59725962	Knowledge of cultural differences
10/12/2016	60316699	
10/12/2016	60308409	
10/12/2016	60306665	
10/12/2016	60305179	education
10/12/2016	60304999	
10/12/2016	60303285	
10/12/2016	60301405	
10/12/2016	60297778	
10/12/2016	60299230	language, access to care, cost.
10/12/2016	60299052	
10/11/2016	60276873	
10/11/2016	60273565	Personal bias and traditions
10/11/2016	60273188	languages
10/11/2016	60272375	not enough training
10/11/2016	59641838	lack of understanding, not sure where to get started
10/11/2016	60272394	communication
10/11/2016	60269885	
10/11/2016	60272010	
10/11/2016	60269436	
10/11/2016	60270368	
10/11/2016	60269655	lack of funding, interpreters, translators and resources
10/11/2016	60269494	
10/11/2016	60266250	
10/11/2016	60264706	language
10/11/2016	60251812	Financial challenges.
10/10/2016	60217549	Language barriers. Even though we have a Spanish translator, we are need of a Creole/French interpreter in each location. Despite the language line we can use, it is too much hassle for the workflow and patients having to spend extra unecessary time waiting for the language line to connect and find the appropriate translator. Patients feel more comfortable having someone in the room as it is easier than waiting 10-15 minutes for us to connect with the language line. We have one Creole/French speaking translator in another location. We have tried calling her but it's difficult when she sin a room with another patient.
10/10/2016	60200297	
10/10/2016	60196919	The believes that I am better!
10/10/2016	60196212	Higher ups who don't understand how to properly promote the 2.
10/09/2016	60163750	Apathy
10/07/2016	60105850	Staff awareness and patience with speakers of other languages
10/07/2016	60103269	The only barrier is what we don't understand so training is the key to providing our patients with what they need and proper care.
10/07/2016	60102594	
10/07/2016	60091698	Literacy, not encouraging the patient with baby steps into a better life style (healthy habits). Employing a fix it mentality vs. a healing attitude.
10/07/2016	60093324	
10/07/2016	60092146	
10/07/2016	60090805	The language barrier, and understanding their culture .
10/07/2016	60091108	i dont understand this question
10/07/2016	60089460	
10/07/2016	60090251	

10/06/2016	60073708	healthy literacy
10/06/2016	59899545	Language and education level
10/06/2016	60062428	
10/06/2016	60017405	None
10/06/2016	60062059	Money, job
10/06/2016	60062067	Money, jobs, training,
10/06/2016	60060584	Providing adequate resources like interpretation to help minimize the cost of these resources to providers that try to accommodate culture differences.
10/06/2016	60061451	communication
10/06/2016	60058803	Understanding of other cultures.
10/06/2016	60057945	
10/06/2016	60054620	
10/06/2016	60055752	
10/06/2016	60045927	I don't think that we encounter barriers that we cannot overcome. It might take a while longer but we try to come down to a satisfying solution.
10/06/2016	60054878	Ingnorance
10/06/2016	60053507	language, cost,
10/06/2016	60052391	
10/06/2016	60051932	
10/06/2016	60051706	
10/06/2016	60050978	
10/06/2016	60051375	
10/06/2016	60048688	Bias and lack of knowledge
10/06/2016	60042467	
10/06/2016	60043199	It can be resources, communication, and/or knowledge.
10/06/2016	60039520	Training, Classes on the different languages.
10/06/2016	60041667	Cost, transportation, interpretation
10/06/2016	60037514	
10/06/2016	60040734	The big number of Hispanic patients that we have.
10/06/2016	60040654	Remaining unfamiliar of different cultures and assuming that cultural groups may fit into one specific category. There is no specific handbook or training to let us know what to expect and how to exactly help a cultural group. Groups vary within themselves.
10/06/2016	60040730	Language and culture
10/06/2016	60038361	Shortage of bilingual nurses and physicians. Need for ESL and reading classes for many of the patients.
10/06/2016	60038429	Need to hire bilingual staff when at all possible at this agency.
10/06/2016	60038568	
10/06/2016	59613948	Language, affordable cost
10/06/2016	60037423	
10/06/2016	59613484	
10/06/2016	60037552	I think once we can communicate, we do just fine. but we have language barriers that pose problems in the clinic- we have delays and miscommunication. we need good professional interpretation. providers would like to learn to speak directly to patients.
10/06/2016	60036855	
10/05/2016	60019445	Lack of knowledge of what those terms mean and how to implement them for the better of both patients and organization across the table
10/05/2016	60015108	Recognition that there is a problem with the delivery of care. Lack of resources for small offices. Willingness of the staff to want to provide services that are culturally competent. Partial / Full reimbursement for the offices that are providing services and are incurring additional costs (interpreting, language line, sign language, etc)
10/05/2016	60012156	A language/dialect not spoken in the office, making us use the phone to have an interpreter. Or sometimes attempting without an interpreter because patient understands language spoken in the office a little bit.
10/05/2016	59997548	
10/05/2016	59989220	Some patient's really dont understand what they are being told. I think its the medical terminology. With a lot of our patient's, the clerical staff have to use very simple word and short sentences.
10/05/2016	59977771	Some culture's don't follow the recommendation's form doctors/providers they trust a lot of there own methods. It's challenging.
10/04/2016	59905233	
10/04/2016	59900167	
10/04/2016	59899927	n/a
10/03/2016	59863571	language barrier
10/03/2016	59838784	

09/30/2016	59753574	limited interpreters, limited means to assess intellectual capabilities
09/30/2016	59746220	Finances
09/30/2016	59713057	Lack of understanding; lack of sensitivity. I know that LRHC has all this, but others do not.
09/30/2016	59702493	People need to know that there are services out there that will help them, whether it be health insurance, medication, transportation, affordable health care.
09/29/2016	59675426	Mostly the patients - beliefs and culture (male dominance or decision making)
09/29/2016	59666427	
09/29/2016	59644450	find the providers that speak and have the same culture of the patients
09/29/2016	59634226	
09/29/2016	59631467	
09/29/2016	59625439	
09/29/2016	59621549	
09/29/2016	59620892	
09/29/2016	59618538	-Time -Funding -Unwillingness to learn, adapt
09/29/2016	59578244	Lack of knowledge of other cultures and lack of exposure to those who are different -- especially in southern Delaware.
09/29/2016	59615323	Using the language line can double the time for the office visit.
09/29/2016	59614102	unsure
09/29/2016	59612019	None
09/29/2016	59611971	Individuals are not held responsible for acting out inappropriately with different cultures or non-English speakers.
09/28/2016	59587109	
09/28/2016	59582666	lack of communication, little knowledge of different cultures
09/28/2016	59581273	language
09/28/2016	59581067	
09/28/2016	59579479	Language, education
09/28/2016	59579143	
09/28/2016	59578421	
09/28/2016	59578446	
09/28/2016	59578235	staff culture/ personal beliefs language accessible and inclusive materials
09/28/2016	59561981	limited and expensive resources for non-English speaking patients

