

## Consumer-Based Cultural Competence Survey

The Department of Mental Health is interested in opinions about how much your provider pays attention to things that make people alike and different. **It does not matter if you answer “Yes” or “No” to the question below, we are still interested in your opinion.** Please take a few minutes to complete the following questionnaire and return it with the MHSIP survey.

**Do you consider yourself a cultural, racial, ethnic, religious, or sexual minority group member?**     Yes     No

If you answered “yes,” what is your minority group?  
(Specify a cultural, racial, ethnic, religious and/or sexual minority.) \_\_\_\_\_

Think about the main place you receive services and indicate your agreement/disagreement with each of the following statements by filling in or putting a cross (X) in the circle that best represents your opinion. If you don’t know (DK) or the question is Not Applicable (NA) to you, check or fill in the bubble under DK/NA.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	DK / NA
1. Some of the mental health staff are from my minority group.	<input type="radio"/>					
2. The staff listen to me and my family when we talk to them.	<input type="radio"/>					
3. The staff who work directly with me on my mental health needs respect my belief in God, a supreme being, or higher power.	<input type="radio"/>					
4. Some of the staff at my agency understand the difference between their culture and mine.	<input type="radio"/>					
5. Staff understand that people of my racial or ethnic group are not all alike.	<input type="radio"/>					
6. It is easy to get information I need about housing, food, clothing, and other social service from my mental health agency.	<input type="radio"/>					
7. When I first called or came to the agency, it was easy to talk to the staff.	<input type="radio"/>					
8. Most of the time, I feel I can trust the staff who work with me.	<input type="radio"/>					
9. The directions for the medications I take are easy to follow.	<input type="radio"/>					
10. Staff understand some of the different ideas that I, my family, and others from my minority group may have about mental illness.	<input type="radio"/>					
11. Staff are willing to be flexible and provide alternative approaches or services to meet my cultural/ethnic treatment needs.	<input type="radio"/>					
12. Staff understand that I might want to talk to a person from my own minority group about getting the mental health help I want.	<input type="radio"/>					
13. Staff seem to understand the experiences and problems I have in my past life.	<input type="radio"/>					
14. Staff know how to use knowledge of my past experiences and problems to help me deal with my current day-to-day needs.	<input type="radio"/>					
15. Staff who work with me pay attention to what I say about how the medications make me feel.	<input type="radio"/>					
16. The agency waiting room has pictures or reading material that show people from my minority group.	<input type="radio"/>					
17. The agency’s reading materials and handouts are in other languages as well as English.	<input type="radio"/>					
18. The agency advertises on TV stations I and/or my family watch, radio stations we listen to, or in magazines and/or newspapers we read.	<input type="radio"/>					
19. The staff think less of me because of the color of my skin	<input type="radio"/>					
20. Agency staff ask me, my family, or others close to me to fill out forms that tell them what we think of the place and services.	<input type="radio"/>					