

Organizational Diversity Assessment

Organizational Culture, Values, Structure

- Do the organizations mission statement, goals, policies, and procedures incorporate principles and practices that promote diversity and cultural competence?
- 1 _____ 2 _____ 3 _____ 4 _____ 5 _____ 6 _____ 7
Not at all To a great degree
- Has there been an assessment of organizational culture (norms, behaviors, communication styles, and daily routines) and/or an assessment of the staff's training needs in cultural competence?
- Is the organization making use of the Diversity Coalition as a resource for staff education and training?
- Is time provided for staff to participate in training on intercultural communications and cultural competence?
- Have staff attended training programs on cultural competence/diversity in the past two years? (Please describe)

- Are different types of cultural dress, hairstyles, office decorations, mannerisms, and speech encouraged and supported in the office?
- Are holidays and observances celebrated with multi cultures in mind? Do managers encourage people of different faiths and backgrounds to celebrate/share their holidays or take time off if appropriate?

Do staff and clients feel comfortable speaking their native language at legal services?

How would you appraise the climate and culture overall of your program where cultural diversity is concerned?

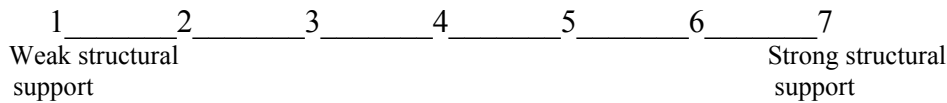
1 _____ 2 _____ 3 _____ 4 _____ 5 _____ 6 _____ 7

Please explain your rating and indicate where there is opportunity for further work and development.

Structural Support for Diversity

- Are the principles of cultural competence included in staff orientation and ongoing training programs?
- Has your organization appointed managers/administrators who take responsibility for, and have authority over, the development, implementation, and monitoring of your program’s pieces of the Diversity Action Plan?
- Has your organization’s PD appointed a standing committee to advise management on issues related to diversity? (An AA Committee, for example)

How would you assess the level of structural support for diversity in your program?



Please discuss any opportunities you believe exist in your program to enhance structural support for diversity in your program.

Leadership Opportunities/Career Development

- Do people of various backgrounds serve on your program’s board of directors, management team or other structures that hold significant power in the organization? Are they influential and instrumental in decision-making and program focus? Are they visible and recognized internally and externally as leaders?

- Does the leadership that has this power place diversity and cultural competency on their priority list?

1 _____ 2 _____ 3 _____ 4 _____ 5 _____ 6 _____ 7 _____
 Not diverse &/or Influential Very diverse & Influential

Explain your rating below.

- Does your organization have an evaluation process for staff that includes development goals such as leadership opportunities, training, etc
- Are diverse groups supported and encouraged to pursue leadership and promotion opportunities? Are they provided with training and coaching to do so?
- Have leadership opportunities outside management been identified for staff?
- Is there a formal or informal mentoring process in place in your organization to support possible future leaders of color? If yes, please describe.
- Are there training or educational opportunities (or reimbursement) available to paralegals and support staff who wish to move into leadership positions in the organization?

If you have answered 'No' to any of the questions in the section above, please indicate where you believe there is need and opportunity for leadership and career development for staff in your program.

Recruitment and Retention

- Have you identified the demographics of your staff composition (ethnicity, age, language, race, gender)? –

In relation to the demographic composition of your service area?
 In relation to the client demographics?

- Is the organization maximizing recruitment efforts for staff who reflect the cultural and linguistic diversity of the client population?
- Do you conduct entrance and exit interviews with all staff? Is that information compiled in a useful manner?
- In the hiring process in your organization, do you actively seek out hiring committee members inclusive of all job categories, races, ethnicities, and languages?
- Do you currently have supervision plans for each staff member? If so, are those plans sensitive to diversity issues?
- Are search committee members trained in culturally competent recruitment, interviewing and selection?
- Do your search committees develop job descriptions, hiring criteria, interview protocols and styles that increase the likelihood that diverse groups will apply for positions?
- Does your program have a specific, targeted, creative and comprehensive outreach plan to reach diverse candidates? For example, a plan that includes creative networking among diverse communities, “word of mouth”, and utilization of community relationships?
- Are people of color and other groups supported with individualized coaching, tailored supervision, professional development planning, mentorship opportunities and ongoing training and education?
- Are people of color receiving honest, direct, practical, consistent, and ongoing feedback and evaluation about their work?
- Are people of color and other groups encouraged to develop supportive working relationships among each other?
- Are people of various backgrounds treated with dignity, value, and respect?
- Are diverse groups recognized for good work in public and privately

How would you rate your programs effectiveness at recruiting for diverse candidates?

1 _____ 2 _____ 3 _____ 4 _____ 5 _____ 6 _____ 7
 Weak _____ Strong

How would you rate your programs attention and effectiveness at retention?

1 _____ 2 _____ 3 _____ 4 _____ 5 _____ 6 _____ 7
 Weak _____ Strong

Building on your responses and ratings above, where do you believe there is need and opportunity to improve on recruitment and retention plans and activities in your program?

Working With the Community

- Have you identified the demographic composition of your service area? If so, which are the largest groups in your community?
- Have you identified the demographic composition of the clients you serve? If so, which are the largest groups you serve?
- Has your organization arranged to provide materials and services in the language of NES/LEP clients?
- Is there collaboration with community leaders, groups, or clergy in order to help develop services and adopt practices that are responsive to the needs and preferences of the communities served?
- Has the organization identified community resources that can exchange information and services with staff and clients?
- Do the organizations policies address involvement in community issues?
- Are the organization's CLE materials in easily readable formats and translated into languages of the client populations?
- Are members of the community/service population who serve on your program's board of directors influential and instrumental in decision-making and program focus?
- Does program staff network with or do outreach to community groups and diverse constituencies outside of the office by attending community events, activities, and forums?
- Does your program hold community celebrations/activities/open houses at legal services or in the community to reach underserved populations? Are these events multilingual, multicultural, wheelchair, hearing, and translation accessible?
- Does your staff receive education and training on your service population?

- Is your program responsive to the diverse cultural and referral needs of clients that contact legal services by telephone for help? If so, please explain.

Rate the competence of your organizational outreach in terms of materials; familiarity with the community served; visibility to and involvement with the community?

1 _____ 2 _____ 3 _____ 4 _____ 5 _____ 6 _____ 7 _____
Not competent Very competent

Please indicate where you believe there is need and opportunity for improving the outreach to and relationships with the communities you served?
