

CULTURAL AWARENESS MOMENT SATISFACTION SURVEY

PRELIMINARY REPORT

June 8, 2007

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INTRODUCTION

Cultural awareness moments at System of Hope Governing Board meetings are 15-20 minute presentations on specific racial/ethnic/cultural groups or events. These presentations have occurred at the beginning of every Governing Board since June, 2006. All cultural awareness moments are coordinated by Larry, D. Brown, Jr., Systems of Hope Cultural and Linguistic Competency and Training Coordinator, and speakers have included Systems of Hope staff, contractors, and community members who have a unique knowledge of the topic presented. Presentations have included videos, demonstrations with props, and Power Point presentations. At most meetings, Governing Board meeting attendees are presented with paper copies containing more detailed descriptions and additional reference information.

METHODS

In order to assess satisfaction and views regarding cultural awareness moments, Larry Brown coordinated with the Systems of Hope Evaluation Team to present a survey to the Governing Board on June 6, 2007 (see Appendix A). Additional Systems of Hope staff members who were not present at the meeting were also recruited to complete the survey on June 7, 2007.

PARTICIPANTS

A total of 32 individuals completed the survey. Respondents included caregivers, family members, and siblings (34.4%), agency representatives (31.3%), local or state government officials (6.3%), staff (15.6%), concerned citizens (3.1%), contractors (3.1%), youth (3.1%) and individuals in other roles (3.1%). A total of 50.0% of respondents were voting members on the Governing Board and 40.6% were not. An additional 9.4% of respondents left this question blank. The majority of respondents (75.0%) were female. Race/ethnicity and language characteristics are presented in Tables 1. Race/ethnicity and language characteristics for Harris County residents are presented in Appendix B.

Table 1. Demographic Characteristics of Participants

Demographic Characteristics	N	%
<i>Race/Ethnicity</i>		
White/Anglo	19	59.4%
Black/African-American	6	18.8%
Hispanic	3	9.4%
Asian/Pacific Islander	1	3.1%
American Indian/Alaska Native	0	0%
Other	1	3.1%
Missing	2	6.3%
<i>Language</i>		
English	32	100%
Spanish	5	15.6%
Other Language	5	15.6%

The majority of respondents (65.6%) spoke only English, and 15.6% spoke English and Spanish or English, Spanish, and another language. A total 6.3% of were bilingual in English and Spanish, and 3.1% were bilingual in English and another language. A total 12.5% of respondents were multilingual. Other languages spoken included Spanish, French, Russian, Korean, German, Japanese, and Garifuna.

RESULTS

Overall, respondents expressed a high degree of satisfaction with the cultural awareness moments. Over 90% indicated that the moments had been a positive addition to Governing Board meetings and that members benefited from their inclusion. Over 90% of respondents also agreed that cultural awareness moments had increased their knowledge of cultures or topics presented. All respondents reported that they understood the concept of cultural competency, and over 90% considered themselves to be culturally competent. All respondents indicated that they personally valued cultural competency beyond Systems of Hope.

Over 80% of agency representatives, local/state government officials, and Systems of Hope Staff and contractors indicated they were aware of policies that support or promote cultural and

linguistic competency, and over 90% reported that their agency/organization’s executive leadership promoted these competencies. Details on responses by item are summarized in Table 2.

Table 2. Satisfaction Questions by Item

Question	Strongly Agree/ <u>Agree</u>	<u>Not Sure</u>	Strongly Disagree/ <u>Disagree</u>
1. Cultural awareness moments have been a positive addition to the Governing Board meetings.	90.4%	0%	9.7%
2. I believe members of the Governing Board benefit from the inclusion of cultural awareness moments.	90.7%	3.1%	6.2%
3. The cultural awareness moments have increased my knowledge and understanding of the various cultures/topics presented.	90.6%	3.1%	6.2%
4. I understand what it means to be culturally competent.	100%	0%	0%
5. I consider myself to be culturally competent.	93.3%	0%	6.7%
6. Cultural and linguistic competency is important to me personally beyond Systems of Hope and Systems of Care philosophy.	100.0%	0%	0%
For agency representatives, local/state government officials, and Systems of Hope Staff and contractors only			
7. I am aware of policies and procedures within my agency/organization that support or promote cultural and linguistic competency	82.3%	5.9%	11.8%
8. The executive leadership of my agency/organization supports or promotes cultural and linguistic competency.	93.8%	6.3%	0%

A total of 37.5% of respondents has received some kind of diversity training in the previous year. An additional 37.5% had received diversity training over one year ago. Three point one percent

of respondents indicated that had never had diversity training, 9.4% were unsure, and 12.5% left this question blank.

Qualitative comments were also solicited, and included several points. One respondent indicated that culture should be broadened to include those with severe emotional disturbance. Another respondent reported that training should go beyond increasing knowledge, and also include information on assessing one's personal attitudes towards different groups of people, and skills training on culturally competent behavior. This respondent added "knowledge does not equal cultural competence." Another respondent commented on the need to increase the diversity of the Board and to address disproportionality in the system. One respondent complained that the moments were "sometimes to the detriment of qualified employees." Another reported that not enough time was spent on the awareness moments, which makes them appear "to be minimized or token moment."

DISCUSSION

Overall, Governing Board attendees in this sample appear to be very satisfied with the cultural awareness moments at the Governing Board. All respondents reported that they are personally invested in cultural competency and understand the concept. Areas for additional exploration might be the question "Cultural awareness moments have been a positive addition to the Governing Board meetings." Almost 10% of respondents disagreed or strongly disagreed with this statement, so it may be helpful to further assess why some individuals do not find the moments to be a positive addition. Also, over 11% of agency representatives, local/state government officials, and Systems of Hope Staff and contractors disagreed or strongly disagreed that they were aware of policies and procedures within their agencies that support or promote cultural and linguistic competency. Further exploration of this item might reveal what agencies/organizations in the system may need to better define these policies for their employees.

In terms of demographic composition of the board, this sample seems to indicate some disparities in relation to the population of Harris County and the currently served population (see Appendix B). The Board has an under-representation of Hispanics, with only 9.4% of the Board claiming Hispanic ethnicity, though the served population is 35.8% Hispanic and Harris County

is 37.8% Hispanic. There is also an under-representation of Asians in both the service population and the Governing Board. In addition, African-Americans are disproportionately represented in the service population, (likely reflective to the general disproportionality in the system) and perhaps highlight the need for a greater representation of African-Americans on the Board.

Appendix A

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Cultural Awareness Moment Survey

This survey is intended to assess your feelings and opinions about the cultural awareness moment presentations during Governing Board Meetings. Mark the bubble that best describes your opinions.

Please mark the characteristics that best describe you:

- Male
- Female

Mark all that apply:

- White/Anglo
- Black/African-American
- Hispanic
- Asian/Pacific Islander
- American Indian/Alaska Native
- Other Specify _____

Mark all that apply:

- I speak English.
- I speak Spanish.
- I speak another language. Specify _____

Which of the following describes your role on the Governing Board?

- Youth/Successful Graduate
- Caregiver/Parent/Family Member/Sibling
- Agency/Organization Representative
- Local/State Government Official
- Concerned Citizen or Neighborhood/Community Representative
- Harris County Systems of Hope Staff Member
- Harris County Systems of Hope Contractor
- Other

Are you a voting member on the Governing Board?

- Yes
- No
- Unsure

Have you ever participated in any type of diversity training?

- Yes, within the last year
- Yes, over a year ago
- No
- Unsure

	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
1. The cultural awareness moments have been a positive addition to the Governing Board meetings.	<input type="radio"/>				
2. I believe members of the Governing Board benefit from the inclusion of cultural awareness moments.	<input type="radio"/>				
3. The cultural awareness moments have increased my knowledge and understanding of the various cultures/topics presented.	<input type="radio"/>				
4. I understand what it means to be culturally competent.	<input type="radio"/>				
5. I consider myself to be culturally competent.	<input type="radio"/>				
6. Cultural and linguistic competency is important to me personally beyond Systems of Hope and the Systems of Care philosophy.	<input type="radio"/>				

Please answer the following questions *only* if you are an agency/organization representative, local/state government official, or Harris County System of Hope Staff Member or Contractor.

7. I am aware of policies and procedures within my agency/ organization that support or promote cultural and linguistic competency.	<input type="radio"/>				
8. The executive leadership of my agency/organization supports or promotes cultural and linguistic competency.	<input type="radio"/>				

Additional comments: _____

Appendix B

Table 3. Race/Ethnicity of Program Participants, Governing Board, and Harris County

	Program Participants (by child)	Governing Board	Harris County ¹
One Race			
<i>White</i>	11.3%	59.4%	62.7%
<i>Black/African-American</i>	58.5%	18.8%	17.8%
<i>American Indian/Alaska Native</i>	0	0	0.4%
<i>Asian</i>	0	3.1%	5.5%
<i>Native Hawaiian/Pacific Islander</i>	0	0	0.1%
<i>Other</i>	15%	3.1%	12.1%
Two or More Races	1.9%	0	1.4%
Missing	13.2%	6.3%	--
Hispanic/Latino (of any Race)	35.8%	9.4%	37.8%

¹American Community Survey Data Profile Highlights, United States Census Bureau, 2005
 Program Participants based on 53 ever-served youth through May 18, 2007