**The Cultural Competence Assessment (CCA) Instrument**

**Cultural Competence Behaviors (CCB subscale)**

*(Measured with a 5-point Likert-like response set of always, often, at times, never, and not sure.)*

1. I include cultural assessment when I do client or family evaluations.
2. I seek information on cultural needs when I identify new clients and families in my practice.
3. I have resource books and other materials available to help me learn about clients and families from different cultures.
4. I use a variety of sources to learn about the cultural heritage of other people.
5. I ask clients and families to tell me about their own explanations of health and illness.
6. I ask clients and families to tell me about their expectations for care.
7. I avoid using generalizations to stereotype groups of people.
8. I recognize potential barriers to service that might be encountered by different people.
9. I act to remove obstacles for people of different cultures when clients and families identify such obstacles to me.
10. I welcome feedback from clients about how I relate to others with different cultures.
11. I welcome feedback from co-workers about how I relate to others with different cultures.
12. I find ways to adapt my services to client and family cultural preferences.
13. I document cultural assessments.
14. I document the adaptations I make with clients and families.
15. I learn from my co-workers about people with different cultural heritages.

**Cultural Awareness and Sensitivity (CAS subscale)**

*(Measured with a 5-point Likert-like response set of strongly agree, agree, disagree, strongly disagree, and no opinion.)*

1. Race is the most important factor in determining a person’s culture.
2. People with a common cultural background think and act alike.
3. Many aspects of culture influence health and healthcare.
4. Aspects of cultural diversity need to be assessed for each individual, group, and organization.
5. If I know about a person’s culture, I do not need to assess their personal preferences for health services.
6. Spirituality and religious beliefs are important aspects of many cultural groups.
7. Individuals may identify with more than one cultural group.
8. Language barriers are the only difficulties for recent immigrants to the United States.
9. I understand that people from different cultures may define the concept of “healthcare” in different ways.
10. I think that knowing about different cultural groups helps direct my work with individuals, families, groups, and organizations.
11. I enjoy working with people who are culturally different from me.