

Initial CLAS Technical Assistance Evaluation

1. Please provide us with your contact information.

Name:

Company:

Email Address:

Phone Number:

2. Please tell us the name of the consultant who provided you with technical assistance:

3. Have you previously recieved any CLAS TA or training in the last year?

Yes

No

APPLICATION PROCESS

The following questions refer to the process of applying for TA.

4. Please rate your satisfaction with the application process.

	Not at all	A little	Somewhat	Mostly	Very
Clarity of the procedure and requirements for receiving TA and/or training.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall ease of paperwork and process.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
CLAS staff's timeliness and responsiveness in assisting you with the completion of the application process.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. Please provide any recommendations for improving the application process.

COMPETENCY COACHING PROCESS

The following questions relate to your experience with the competency coach.

6. Please rate your satisfaction with the competency coach.

	Not at all	A little	Somewhat	Mostly	Very
Promptness of competency coach contact after completion of organizational assessment survey.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Competency coach's knowledge of your organization during the assessment survey review phone call.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Promptness of the competency coach's delivery of the initial TA plan.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Competency coach's demonstration of cultural and linguistic competence.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. Please provide any recommendations for improving the competency coaching process.

SERVICE DELIVERY

8. Please rate the effectiveness of the technical assistance delivered by the consultant.

	Poor	Fair	Adequate	Good	Excellent
Preparedness of consultant.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Consultant's ability to meet your organization's identified service needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Consultant allowed sufficient time for TA.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Consultant was able to clearly explain what cultural competence is, and how your organization can increase capacity.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Consultant maintained timely contact and good follow through.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Consultant was responsive to your particular needs and concerns.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Consultant demonstrated cultural and linguistic competence.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Consultant clearly articulated specific TA goals and objectives.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. Please provide any further comments or suggestions for TA delivery.

10. How were the TA services delivered?

- Onsite
- Email
- Telephone
- Written materials
- Other (please specify)

11. Please check the areas in which you received TA or training.

	Yes	No
Leadership development in cultural competence/board development.	<input type="radio"/>	<input type="radio"/>
Organizational policy development, including staffing, training, and mission statements.	<input type="radio"/>	<input type="radio"/>
Collection/analysis of client demographic information.	<input type="radio"/>	<input type="radio"/>
Staff training in culturally competent communication and community outreach.	<input type="radio"/>	<input type="radio"/>
Staff development in culturally competent service delivery.	<input type="radio"/>	<input type="radio"/>
Assistance with monitoring and evaluating cultural competence performance goals.	<input type="radio"/>	<input type="radio"/>
Other (please specify)	<input type="text"/>	

12. For each area of focus, please rate how much your organization increased its capacity to provide culturally and/or linguistically competent services as a result of the TA. If you DID NOT receive training in this area, please leave it blank.

	Not at all	A little	Somewhat	A good bit	Very much
Leadership development in cultural competence/board development.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Organizational policy development, including staffing, training, and mission statements.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Collection/analysis of client demographic information.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff training in culturally competent communication and community outreach.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff development in culturally competent service delivery.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assistance with monitoring and evaluating cultural competence performance goals.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

OVERALL EFFECTIVENESS

13. Please rate the following.

	Not at all	A little	Somewhat	Mostly	Very
Overall, how helpful were the TA services in building the capacity of your organization to provide culturally and/or linguistically competent services?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, how satisfied are you with this service?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

14. Would you recommend this TA to colleagues?

- Yes
- No

Why or why not?

15. Have you visited the CLAS website?

- Yes
- No

16. How useful was the CLAS website?

- Not at all A little Somewhat Mostly Very

17. Please provide us with any additional comments you would like to make.

