



CLAS Client Satisfaction Survey

Minority Health Initiative Grantee: Yes No

Organization's Name: (Staff, please pre-fill this question)

(If not Limited English Proficient, please jump to question 5)

1. **If I do not speak English:** This agency has provided me with **verbal and written notices** about my right to language assistance services. **Check ALL that apply.**

- I have been provided with **verbal** notices.
 I have been provided with **written** notices.
 I **have never been provided** with any notices about my right to language assistance services.

2. The people who work here reflects the (cultural) diversity of my community. **Check one.**

- This agency always reflects the cultural diversity of my community.
 This agency somewhat reflects the cultural diversity of my community.
 This agency does not reflect the cultural diversity of my community.

3. Regardless of the outcome, I can see this agency's efforts to provide culturally and linguistically appropriate services. **Check one.**

- Always
 Sometimes
 Never

4. When I receive services here, I always receive **timely professional interpreter** services, at no cost. **Check one.**

- Always
 Sometimes
 Never

(If not Deaf/ Hard of Hearing or with Disability(ies) please jump to question 7)

5. **If I am Deaf / Hard of Hearing or have a disability:** At every visit, I have been provided with copy of the agencies' **Disability Access notice?** **Check one.**

- Always
 Sometimes
 Never

6. When I come to this agency, I always receive timely professional interpretation services in **American Sign Language** at no cost.

- Always
 Sometimes
 Never

7. This agency and its programs clearly **display images / post signage visibly** including my culture and in a language, I can understand. **Check one.**

Images / signage visibly posted in a context and language I can understand (please write language) _____

This agency **does not** currently post images / signage visibly in a context and language I can understand (please write language) _____

8. This agency makes an effort to learn about the culturally and linguistically needs of my community, including disadvantaged populations. **Check one.**

I often see and hear people in my community talking about how this agency makes an effort and succeeds in learning about our needs.

I often see and hear people in my community talking about how this agency makes an effort to learn about our needs, but it has not been successful.

I do not see any efforts from this agency to try to learn about the needs of disadvantaged populations in my community.

9. This agency asks for my feedback regarding the delivery of their services related to culture, language, and disabilities. **Check one.**

Always

Sometimes

Never

10. This agency's' services are designed and delivered reflecting diverse cultures, languages, and disabilities. **Check one.**

Always.

Sometimes

Never

Comments: