Contents

Standard 5-1

(from Best Practices Standards 2014-2016 effective through 12/31/16)

5-1. The site has a description of the **cultural characteristics** of its current **service population**.

Intent: The description of the service population is specific to the families who have accepted services. The description may include features and attributes such as the ethnic heritage, race, customs, values, language, age, gender, military service, religion, sexual orientation, social class, and geographic origin among others. Additionally, sites are encouraged to look at other factors such as: domestic violence, substance abuse, mental health and cognitive abilities, criminal history, and physical disabilities as it relates to the families being served.

5-1.		RATING INDICATORS
3	-	No 3 rating indicator for standard 5-1.
2	-	The description of the cultural characteristics of the service population addresses all of the following:
		→ ethnic and/or racial characteristics
		→ language characteristics
		→ demographic characteristics and
		→ other cultural characteristics identified by the site
1	-	The site does not have a description or the description does not address all characteristics as stated above.

☺ Tip: Sites are encouraged to update the description of the cultural characteristics of the service population every time review of cultural sensitivity[1] is completed. Ideally, sites update it annually to identify necessary training for staff as required in 5-3.

Using PIMS to Provide Evidence of Compliance

The reports listed below address this standard. Remember that as with most affiliation standards, you may need to support the quantitative data from PIMS reports with a narrative interpretation.

● **PIMS12A: Intake Characteristics - Participant** provides demographic information for participant mothers.

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[1] **CULTURAL SENSITIVTY REVIEW:** A process the site undertakes to examine critically and deliberately its current ability to provide culturally sensitive services. The Cultural Sensitivity Review (CSR), as a final product, is a written document that summarizes the strengths and needs for improvement in all areas of the service delivery system. The CSR includes recommendations/suggestions for how the site might advance its current level of cultural sensitivity. Sites are encouraged to reference the Cultural Sensitivity Workbook as a resource tool when compiling a CSR.

- **PIMS12B: Intake Characteristics - Father** provides demographic information for the fathers of the target children.
- **PIMS12C: Intake Characteristics - Partner** provides demographic information for mothers' current partners (not the fathers of the target children).
- **PIMS12D: Intake Characteristics - Household** provides additional demographic information for the family.

Typically, sites will use the **PIMS12** group of reports in conjunction with writing their annual Cultural Sensitivity Review. A description of the site's service population – that is, families being served in home visitation – is required in the review. Participant characteristics listed by report are shown below.

	PIMS12A Mother	PIMS12B Father	PIMS12C Partner	PIMS12D Household
Age	●	●	●	
Race/Ethnicity	●	●	●	
Race/Ethnicity Subgroup	●	●	●	
Marital Status	●	●	●	
Education Level	●	●	●	
Currently in School	●			
Employment Status	●	●	●	
Primary Language	●	●	●	
Household Income	●			●
Insurance Status	●			
Insurance Provider[2]	●			
Religion	●			
Income Source				●
Type of Housing				●
Number of other Adults in Home				●
Number of other Children in Home				●

Note: The data categories collected in PIMS are not exhaustive, and sites may want and need to consider other cultural characteristics when analyzing information for the annual review.

Tips for Monitoring PIMS Data Related to Standard

Sites will want to make sure that all demographic information is entered in participants' **Home**, **Intake** and **Baseline** records. **PIMS12** will indicate how many participants for the parameters selected are missing data in each category. Use the **Custom Queries QAMP** reports to identify which participants have missing or invalid data (see example below).

How to Run this Report

1. From the **Reports** screen, select **Standard Reports**.

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[2] Available only for sites with supplemental data systems

2. Select **Category** "Family Intake Characteristic" and **Report** "Baseline Characteristics (Participant, Father, Partner, or Household)".

3. Choose **Case Status filter** "Presumed active between" or "Currently presumed active" with a date range, and choose a cut-off date that is later than the end date. When using **PIMS12** to collect data for the annual Cultural Sensitivity Review, choose a date range for the year you are analyzing data (e.g., the previous calendar year). Consult with your HFA or state support staff for details on what time period is needed for your site.

4. If **PIMS12** indicates missing data, run **Custom Queries QAMP** reports, and look at reports for **Baseline** and **Home**. Enter the missing data, and rerun **PIMS12**.

Example 1 – PIMS12A (Participant): Missing Data

C:\Documents and Settings\Administrator\Desktop\TR...

File Export View Window

	Frequency	% of All Participants
Education		
Missing Data	3	8.33%
Less than 7th grade	2	5.56%
7th grade	1	2.78%
8th grade	3	8.33%
9th grade	1	2.78%
10th grade	3	8.33%
11th grade	5	13.89%
12th grade	0	0.00%
High school diploma	13	36.11%
General Equivalency Diploma (GED)	0	0.00%
Post high school training/some college	1	2.78%
College graduate - associate degree	1	2.78%
College graduate - bachelor's degree	1	2.78%
Some graduate school	0	0.00%
Graduate degree	0	0.00%
Unknown	2	5.56%
Number of Participants with Available Information	**36**	
Currently in School		
Yes	3	8.33%
No	33	91.67%
Unknown	0	0.00%
Number of Participants with Available Information	**36**	
Employment		
Missing Data	4	11.11%
Full-time employed (35+ hrs per wk)	8	22.22%
Part-time employed (<35 hrs per wk)	1	2.78%
Odd jobs/irregular part time	0	0.00%
Unemployed, but looking	4	11.11%
Unemployed, not looking	18	50.00%
Unemployed, full-time student	0	0.00%
Unemployed, part-time student	0	0.00%
Medical leave/disability	0	0.00%

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Ready   NUM

The above example is a portion of **PIMS12A**, showing that three participants are missing education information, and four participants are missing employment information.

Example 2 – QAMP Report Baseline: Missing Demographics

The example above shows a portion of the **Custom Query** for missing **Baseline** demographics for the participant. Enter the missing data and rerun **PIMS12.**

Standard 5-3

(from Best Practices Standards 2014-2016 effective through 12/31/16)

5-3.   The site ensures staff receives annual training designed to increase understanding and sensitivity of the unique characteristics of the service population. **Please Note:** During the first year of hire, standard 11-4.E. (The Role of Culture in Parenting), may be used to satisfy this standard.

Intent: *Staff is better prepared to serve and interact with families when they have increased understanding of culturally sensitive practices linked to the family's unique characteristics and values. Sites are encouraged to reflect on a broad definition of culture and identify training related to characteristics beyond race and ethnicity. This could include a variety of training topics such as the cultural dynamics of substance-abusing parents, or parenting in households where there is domestic violence. It could also include topics such as working with military families, immigrant families, grandparents raising grandchildren, etc. Essentially, helping staff develop and enhance skills that allow them to work most effectively with families being served.*

5-3.   RATING INDICATORS

3   -   All staff receives training related to the unique characteristics of the service population at least annually.

2   -   Past instances may have occurred when training related to the unique characteristics of the service population on an annual basis was not received; however, recent practice indicates the site is now ensuring all staff receives training annually.

1   -   Staff do not complete training related to the service population on an annual basis.

☺ Tip: Use the information gathered in 5-1 to identify training based on the unique characteristics of the service population.

Using PIMS to Provide Evidence of Compliance

The report **PIMS46: Staff Training on Annual Topics** addresses this standard. Remember that as with most accreditation standards, you may need to support the quantitative data from PIMS reports with a narrative interpretation.

Tips for Monitoring PIMS Data Related to Standard

For the report to yield useful data, make sure that all training logs are entered and current for staff.

Use **PIMS46: Staff Training on Annual Topics** to create a list of staff and the dates of cultural sensitivity trainings completed.

How to Run this Report

5. From the **Reports** screen, select **Standard Reports**.
6. Select **Category** "Program and Staff" and **Report** "Staff Training on Annual Topics".
7. Choose a cut-off date of today and a **Case Status** filter of "Presumed Active Between" with a date range of the most recent one-year period.

Example

In the above example, Staff 101 has completed three annual trainings on cultural sensitivity.

Standard 5-4.A

(from Best Practices Standards 2014-2016 effective through 12/31/16)

5-4.A   The ***Cultural Sensitivity Review*** is completed at least every other year and it addresses the following components: materials, training and the service delivery system.

Intent: *A Cultural Sensitivity Review allows a site to continually modify or tailor its system of service delivery based on the cultural characteristics of families being served. The review is in narrative format and includes information about the site's materials, training, and all aspects of the delivery system (assessment, home visiting and supervision). It should include input from families and staff and identify patterns and trends related to site strengths as well as areas to improve upon.*

5-4.A	RATING INDICATORS
3	- The Cultural Sensitivity Review is completed at least every other year and comprehensively addresses the following: - materials, - training, and - the service delivery system (assessment, home visiting, and supervision).
2	- The Cultural Sensitivity Review is completed at least every other year and addresses all the items listed in a 3 rating, but could be more comprehensive.
1	- Any of the following: there is no Cultural Sensitivity Review; it does not address the components listed above; and/or it is not completed at least every two years.

☺ Tip: Sites are encouraged to reference the HFA Cultural Sensitivity Workbook for guidance on all required components of the Cultural Sensitivity Review

☺ Tip: As it relates to cultural sensitivity of supervision, sites could consider the following:

- how they assign families to staff
- how unique cultural characteristics of families and staff are taken into account
- cultural aspects of staff retention
- supervisory support for additional training on various aspects of culture
- diversity of the advisory group, etc.

Using PIMS to Provide Evidence of Compliance

Many reports in PIMS can help sites compile their Cultural Sensitivity Review (CSR). For example, from **Standard Reports**:
- **Screening** category, you can run a summary of screening statistics.
- **Assessment** category, you can run a summary of assessment outcomes and look at demographics of families who accept vs. refuse home visiting services.
- **Family Characteristics** category, you can run reports that summarize **Baseline** demographics of mothers, fathers, and partners; and household demographics.
- **Retention** category, you can run a report that look at the demographics of families retained vs. terminating services, retention by FSW, and a termination analysis.

In addition, the site may want to use the **Custom Reports** function to create custom queries to mine demographic data. For example:
- Analyzing data collected at screening (**Screening** and **Home Forms**) to count mothers by age, race/ethnicity, religion; or by screen risk factors, such as history of drug use, less than a high school education, late prenatal care, etc.

The CSR is intended to be a narrative of how the site addresses the unique characteristics of its service population. Therefore, any data collected via PIMS reports would be summarized within the context of this narrative.

For information on how to run the reports listed above, see the tip sheets for Standards 1, 3, and 5-1.