

Service Delivery



Did you know that not everyone has the skills to access the services they need?

Take a moment to think about your organization's practices:

- How welcoming is your space for everyone?
- What unintended barriers might make it difficult for someone to access your services?
- In what ways have you addressed barriers to accessing your services?

Using the following rating scale, please check the ONE response that most accurately describes your organization today:

- A** We are doing this consistently.
- B** We are doing this, but we could make some improvements.
- C** We are not doing this, but we should be.
- N/A** Not applicable.

Service Delivery	A	B	C	N/A
Office environment				
1. Our reception area is clearly marked.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. The atmosphere in our reception area is friendly. People feel they can ask for help without embarrassment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. We provide a quiet, private space for clients to fill out forms or participate in interviews.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Application procedures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. We offer all clients the same help and choices.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. We have simplified our application or admission procedures, so we get the essential information at the first meeting and the details at subsequent meetings.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. We ask all clients if they need access to a translator/interpreter in order to use our services, or if they have a preferred translator/interpreter whom they like to use.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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7. We accommodate clients who may want or need to bring friends, family, Elders, or spokespersons to their meetings with our staff.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. We ask all clients how they would like to receive information from us (e.g., through a verbal conversation, written materials, emails, video or audio clips, texts, websites, or via a specific app such as Facebook,).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. When appropriate for our clients' needs, we have the same information available in visual, written, and auditory forms (e.g., video or audio clips, posters, pamphlets, touchscreen technology, or online interactive formats).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. We offer clients various ways to fill in a form or access our services (e.g., in person, by personal interview, phone interview, an online form from our website, or by an email attachment).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. Our website has clear, easy-to-follow instructions on how to fill out, print, and send forms to us.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. We explain, in plain language , each point in our consent forms to ensure informed consent.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. We use various methods to orient clients to our services (e.g., videos, learning circles, small group orientations, or one-on-one orientations).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. We regularly ask our clients for feedback about the quality and effectiveness of our services and application processes.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communicating with Clients				
15. We use a welcoming, respectful tone when speaking with all of our clients.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. With each initial client interaction, we provide a brief overview of our services, giving only the essential information.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. At subsequent appointments, we review with clients the information gathered at the previous appointment(s) to check our mutual understanding.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. We use gestures, body language, drawings, models, and demonstrations to enhance our communication with clients.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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19. When appropriate, we learn second language equivalents for some of the English key words which describe our services (e.g., if there are many speakers from the Philippines in your community you could ask a translator/interpreter, or bilingually fluent co-worker or client to help you translate the key words into Tagalog or other regional Filipino dialects).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20. When using an interpreter, we are careful to focus on the client as we interact, not the interpreter.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21. When using an interpreter, we leave additional time for the client to ask questions or ask to have information repeated.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
22. We offer the interpreter breaks during appointments to ensure the optimum level of language translation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>