



**Sonoma County Continuum of Care  
FY 2022 Continuum of Care Competition  
Cultural Competency and Disability Access Questionnaire**

Part 1: Please answer the following questions related to your agency's policy and procedure regarding cultural competency

1. How do program participants find out about your programs (CoC project and non-CoC projects)? How are outreach materials made available to potential participants?
2. How do you document rejections of participants in your programs?
3. Describe how your clients are able to access your programs. This includes physical access such as transportation, walk-in hours, referrals through Coordinated Entry, etc.
4. Does your agency have materials in languages other than English? Do you have staff that are bilingual? Please detail any staff with bilingual capability and materials that are available in other languages.
5. Describe your agency's denial of service policy and grievance procedure.

Part 2: Please answer the following questions related to your agency's policy and procedures regarding disability access.

1. How do you notify program participants of their rights under disability rights laws?
2. Describe your training process for staff on their obligations under the Americans with Disability Act, fair housing laws, and other disability rights laws.
3. Do you have a reasonable accommodations policy? Do you have a reasonable accommodation form for clients to fill out? If so, please describe your policy and how participants are informed of the policy.
4. Describe how you have provided (or would provide) accommodations for program participants with the following conditions: participants with hearing impairments,

participants who are blind, participants with mobility impairments, participants with psychiatric impairments, and participants with cognitive impairments.

5. Please include sample copies of:

- Program grievance procedure/form
- Reasonable accommodation policy (client level and staff level)
- Reasonable Accommodation form (if applicable)
- Americans with Disabilities Act procedure
- Outreach materials used for program participants (including bilingual documents)