**COMPANION RESOURCE**

This document is customizable to meet the needs of each team. Use the ***Action Plan Template*** for each priority area that will have a goal.

## **COACHING QUESTIONS**

#### **SYSTEMWIDE VALUES, INFRASTRUCTURE, AND ORGANIZATION**

1. Why is cultural diversity important in our DR system?
2. How might a DR system that values cultural diversity look? How might cultural diversity values show up in DR policies, procedures, and practices?
3. Where might there be opportunities to increase cultural diversity in our DR system?

### PROGRAM ACCESS AND DELIVERY QUESTIONS

1. What are some demographic characteristics of the families in our state (e.g., race, ethnicity, age, gender identity, sexual orientation, education, socioeconomic status, geographic location, immigration status)?
2. Who are the families accessing our various dispute resolution options? Who isn’t accessing our DR services? Why might they not be accessing them? How might barriers to access be minimized?
3. What partnerships might support us in developing and maintaining relationships with underserved populations?

#### **PRACTITIONER STANDARDS AND PROFESSIONAL DEVELOPMENT**

#### How culturally diverse is the makeup of our DR staff, practitioners, and partners? Are they representative of our population?

#### What experience, knowledge, and skills related to cultural and linguistic competence do our DR staff, practitioners, and partners bring through lived experiences and professional and personal development?

#### What opportunities exist to expand the cultural and linguistic capacity of DR staff, practitioners, and partners?

#### **PUBLIC AWARENESS AND OUTREACH**

#### What opportunities exist to help us understand the experiences and interests of the families we serve, as well as those who don’t typically access DR services?

#### How do underserved populations currently receive information on our state’s dispute resolution options? What languages are materials translated into, and are these languages representative of our state’s demographics? Are our materials culturally relevant to these families? Are these materials made 508 accessible?

#### Who might we partner with to improve families’ access to information?

#### **EVALUATION AND CONTINUOUS QUALITY IMPROVEMENT**

1. What data do we currently collect to understand who is using your State’s DR system, their experiences, and interests?
2. What is this data revealing?
3. What information do we still need to collect to inform efforts to improve the cultural and linguistic competency of our State’s DR system?