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**HOME Sonoma County  
FY 2019 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.

