



## Is Your Organization a Bridges Organization?

### Client Point of View

Indicator	T	F	Not Applicable
1. Clients do not have to wait long to be seen.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. People are seen even when they are late.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. People are greeted by staff who are bilingual and friendly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Clients participate in evaluating the organization.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. People have an accurate understanding of the purpose and process they are involved in.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. The buildings are clean, restrooms well kept, and rooms are comfortable.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Client advocates are provided when necessary.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Staff Point of View

Indicator	T	F	Not Applicable
1. The staff is well trained.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. All staff are polite and respectful of people they serve.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. All staff participate in solving problems and decision-making processes.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. All staff participate in program development and setting new policies.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Staff are engaged at work and feel valued.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. The staff culture is positive toward people from diverse backgrounds, experiences, and cultures.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. The staff has access to financial, health, emotional, and other services that stabilize their lives.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. The staff is not stressed or overworked.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. The staff is current with research and is knowledgeable.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>





## Organizational Point of View

Indicator	T	F	Not Applicable
1. The organization pays a living wage to hourly staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. The organization utilizes very few part-time, contractual, and sub-contractual workers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Employee benefits are provided to full-time hourly staff and salaried workers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Very few services are outsourced.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. The institution is known for attracting excellent clinical staff and other professionals.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. The institution promotes the growth of all employees.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. The institution has payment options for all economic levels—for example, sliding fee scales, scholarships, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Technology is up to date and functions well.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Training is provided in cultural and economic diversity (racial/ethnic, economic class, gender, age, sexual orientation) and is evidenced in client care.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. The institution provides security that is discreet yet effective and does not impede access to staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Staff is trained to deal with difficult clients and visitors.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. The institution's policies are enforced on a day-to-day basis.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. The institution has open lines of communication across all levels.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. The institution has a positive presence in the community.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. The institution is a member of the Bridges collaborative in the community.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. The institution has an endowment that also sponsors charity fund-raising events for the institution.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. The institution has an active quality improvement process.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. The institution is affiliated with a research institution.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. Clients and others who are served are invited to play leadership roles in improving practices and developing new approaches.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

