DBHDS
Office of Cultural & Linguistic Competence

Cecily Rodriguez
Director
Established in 2008, The OCLC leads efforts to provide improved services to all communities in the Commonwealth with a goal of eliminating the disparities in care within the state’s mental health, intellectual disability and substance-use disorder system.

During the past five years, key areas have been:

- Expanding the number of organizations who are addressing disparities in services and access to care.
- Identifying issues and providing technical support for language access needs.
- Developing initiatives that drive the incorporation of cultural & linguistic competence as a key component in planning, quality, contracts and workforce development.
- Identifying and supporting the collection of relevant data elements needed to measure disparities in services and programs.
What is Cultural Competence

National Center for Cultural Competence

Value Diversity
Conduct Self Assessment
Manage the Dynamics of difference
Acquire and institutionalize cultural knowledge
Adapt to the cultural contexts of your community

And incorporate the above in all aspects of policy making, administration, practice, service delivery and involve systematically consumers, key stakeholders and communities.
What is Linguistic Competence?

The capacity of an organization and its personnel to communicate effectively, and convey information in a manner that is easily understood by diverse audiences including persons of limited English proficiency, those who have low literacy skills or are not literate, and individuals with disabilities.
<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do our practices inhibit or prohibit employee engagement?</td>
<td>Do we seek meaningful inclusion of cultural considerations throughout the planning process?</td>
</tr>
<tr>
<td>Do we get regular feedback from employees?</td>
<td>Do we have the skills to manage cross cultural conflict quickly and effectively?</td>
</tr>
<tr>
<td>Do we provide safe venues for people to discuss their communication differences?</td>
<td>Do we have ONGOING training that develops a workforce able to work cross culturally?</td>
</tr>
<tr>
<td>Do we explore new methods for recruitment and retention of culturally competent staff?</td>
<td>Do we maintain demographic, cultural, and epidemiological profiles?</td>
</tr>
<tr>
<td>Do we utilize outreach strategies and engage cultural brokers?</td>
<td></td>
</tr>
</tbody>
</table>
The proper assessment of communication needs, preferences, and skills is critical for making determinations around diagnosis, service delivery, and treatment approach. BH, SUD, and ID/DD services system are expected to provide equal opportunity for all individuals to provide “meaningful access” under the law.

These policies include:

- DBHDS State Board Policy
- DBHDS facility policy DI209
- §51.5-40 of the Code of Virginia
- Title VI of the Civil Rights Act of 1964
- Americans with Disabilities Act (ADA) of 1990
- Joint Commission Standards
- Center for Medicaid and Medicare (CMS) policies, and others.

Language access plans help organizations establish guidelines & procedures that outline communication supports for individuals who have language barriers, deaf, hard of hearing, late deafened, or DeafBlind, or who may have other barriers to communication.
Racial and ethnic minority groups are significantly underrepresented among health professionals in the United States.

Research has shown that individual & community engagement is enhanced when the workforce is reflective of the communities served.

Workforce diversity planning can dramatically improve an organizations ability to recruit, retain and advance cultural and linguistically competence staff who are often in high demand because of these intercultural skill sets.
Rationale - Organizational CLC Training and TA

Organizations have a "culture" of policies, procedures, programs, and processes, and they incorporate certain values, beliefs, assumptions, and customs. These cultures largely echo the mainstream culture in their its of time orientation, perception, and use of time. This doesn’t always lend itself to effective cross-cultural work.

That’s where skill building and behavior change comes in. A culturally competent organization brings together knowledge about different groups of people -- and transforms it into standards, policies, and practices that make everything work.

BUT training should be a small piece of a larger developmental initiative that allows individuals and organizations who are at various levels of awareness, knowledge and skills to develop over an extended period of time.
Rationale - CLC Resource Development

- Mental health and developmental disability service organizations have tremendous workloads.

- While their primary role is to provide services and treatment to individuals in their communities, they are also working continuously on policies and procedures for community services, responding to federal and state audits and inquiries, ensuring compliance with regulations from accreditation and licensing entities, and interfacing with justice, educational, and health systems.
OCLC Services

- Short term/long term consultation related to intercultural development, language access, or implementing a qualified bilingual staff program
- Technical assistance for special cases involving immigrant and refugee communities
- Strategic planning, organizational development, focus group facilitation, outcomes measurement identification, data collection
- Interpreter and translation vendor search
- Bilingual provider search
- Cultural adaptations to programs and activities
- Organizational cultural competence training
- Organizational audits and feedback activities
- Interpreter evaluations and observations
- Partnership coordination and community engagement support
- Cultural brokering and conflict resolution
Connecting CLC to Policy/Quality

Contact Us

Office of Cultural & Linguistic Competence
Department of Behavioral Health and Developmental Services
Central Office
1220 Bank Street Rm. 432
Richmond, VA 23218
804.786.5872

cecily.rodriguez@dbhds.virginia.gov
www.dbhds.virginia.gov/professionals-and-service-providers/ocl