



CLAS Courier

(Culturally and Linguistically Appropriate Services)

OFFICE OF CULTURAL AND LINGUISTIC COMPETENCE

"CULTURAL COMPETENCE: IMPROVING VALUE AND INCREASING ACCESS TO SERVICES" A REPORT FROM COMMUNITY HEALTH SOLUTIONS AND THE VIRGINIA ASSOCIATION OF COMMUNITY SERVICES BOARDS

Community Health Solutions examines published research on the potential value of cultural competence policies and practices, and provides a summary of the existing literature about the value of cultural competence as well as innovative approaches to increasing access to care.

The potential value of cultural competence can be defined broadly in terms of potential social, health, and business benefits. The social benefits may include increased patient engagement, health promotion, and engagement with community stakeholders. Health and business benefits to the organization may include cost savings, care efficiency, and compliance with recognition, legal, and regulatory guidelines. Read the full white paper [HERE](#).

Trouble with the hyperlink? www.dbhds.virginia.gov/library/cultural%20and%20linguistic%20competence/jan%202016%20cultural%20competence%20roi%20%20vacsb%20dbhds.pdf

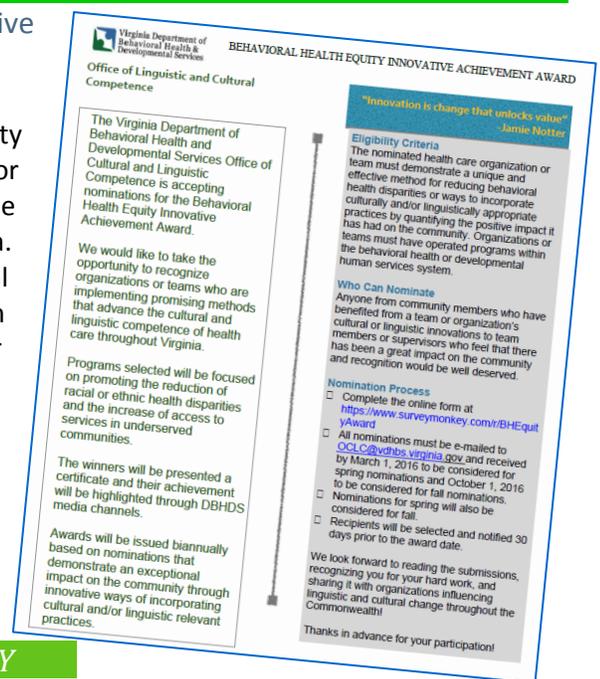
BEHAVIORAL HEALTH EQUITY INNOVATION - GOT A NOMINATION?

Nominate your Program for the Behavioral Health Equity Innovative Achievement Award

DBHDS is accepting nominations for the Behavioral Health Equity Innovative Achievement Award. We are recognizing organizations or teams who are implementing promising methods that advance the cultural and linguistic competence of health care throughout Virginia. Programs selected will be focused on promoting the reduction of racial or ethnic health disparities and the increase of access to services in underserved communities. Awards recognize organizations or programs that demonstrate an exceptional impact on the community through innovative ways of incorporating cultural and/or linguistic relevant practices. To nominate an organization or learn more [HERE](#)

Trouble with the hyperlink? www.dbhds.virginia.gov/professionals-and-service-providers/oclc/equity

COMMISSIONER BARBER APPOINTS NEW MEMBERS TO STATEWIDE CULTURAL & LINGUISTIC COMPETENCE ADVISORY



COMMITTEE

Name, Title, Organization	Background
Demetria Brown, Demetria Brown, Psy.D., CRC, CSOTP, Psychologist, Virginia Center for Behavioral Rehabilitation (VCBR)	Dr. Brown is a licensed clinical psychologist who has an interest in expanding culturally sensitive treatment at VCBR. Prior work included a practicum at the International Rescue Committee, Mental Health Center where she facilitated refugee trauma groups (women's group - Africa and Afghanistan and the Lost Boys of Sudan).
Kim Oanh Cook, MSW, Executive Director, Vietnamese Resettlement Association	Ms. Cook has been a Cross Cultural Psychotherapist for 42 years. She speaks five languages and serves a diverse clientele as a clinical social worker, manager, and designer of cross cultural mental health training and treatment in a grass roots nonprofit community organization.
Mayra Rodriguez Creed, Lead Interpreter Riverside Hospital – Parent Nurturing Co Facilitator Center for Child and Family Services – Hispanic Advisory Board Newport News	Ms. Creed is the Chairperson for the Newport News Hispanic Advisory Committee that serves as a bridge between city administrators and the local Hispanic community. She is also a volunteer member of the Newport News System's quarterly roundtable group that meets with local community leaders and the Newport News School Superintendent to discuss educational needs of Newport school aged children.
Dr. Susan Fischer Davis, Henrico County Health District, Virginia Department of Health, Health Director	Dr. Fischer Davis is the Health Director for the Henrico Health District which has one of the largest refugee programs in Virginia. She works with the team of refugee nurses and those involved in Newcomer Health at VDH.
Ted Groves, Director of KIDS COUNT hosted by Voices for Virginia's Children	Mr. Groves was a founding member of Chesterfield County's Diversity Advisory Committee and the Chesterfield CSB's Diversity Committee. He helped to draft the Chesterfield CSB's cultural diversity plan.
Samar Helmstutler, LPC, Senior Clinician for Adult Behavioral Health, Fairfax-Falls Church Community Services Board	Ms. Helmstutler has experience as a multicultural counselor in both mental health and substance abuse. She is fluent in Farsi and English and is very familiar with middle eastern culture. Additionally, she is a DBHDS Qualified Bilingual Staff.
Cherice Jackson, MBA, DBHDS – Fiscal Manager, Central Office	Ms. Jackson is an active member in her church and participates in multiple events each year related to community engagement and multicultural communities.
Raquel Perez-Lopez, certified Spanish interpreter	Ms. Perez-Lopez has been a judicial interpreter since 1994. She is certified by the National Center for State Courts; has a B.A. in Spanish with a K-12 teaching licensure; and an M.A. in Applied Linguistics (TESOL). She is a CCHI CERTIFIED HEALTHCARE INTERPRETER™.
Gisselle Morales, MS, Support Coordinator Rappahannock Rapidan Community Services	Ms. Morales has a Bachelor's in Psychology and Masters in Human Services. She is a DBHDS Qualified Bilingual Staff as well as a DBHDS Certified Cultural Competence Training Facilitator.
Charlene Smith, MSW, DBHDS, Mental Health Program Assistant	Receiving her Master of Social Work in 2014, Ms. Smith has been with the Office of Mental Health at DBHDS for almost 14 months. She has been working as a part time HIV test counselor for three years where she has been responsible for delivering information in a linguistically competent manner to ensure complete understanding for patients.
Vivian Stith-Williams, MSW, Ph.D, School Social Work Specialist, Virginia Department of Education	Dr. Vivian Stith-Williams is responsible for providing cultural competence training and information to staff and school divisions across the state. This training focuses on disproportionality in special education services and suspensions and the integration of culturally responsive practices in instruction and views of units within the agency.

Dr. Mamadou Sy, Program Director, Refugee and Immigrant Services, Lutheran Social Services of the National Capital Area	Dr. Sy oversees LSS/NCA's refugee and immigrant programs in Maryland and Virginia. He is a trained historian with a Ph.D in African Cultural Unity. He is a DBHDS Certified Cultural Competence Facilitator.
Pamela Thorpe Jones, Coordinator of Cultural Services, Mary Washington Healthcare	Ms. Jones is a curriculum developer and trainer of cultural and linguistic competence workforce development programs. She is the language services coordinator for the healthcare system.
Erica Ward, ESH-Instructor/Trainer, Eastern State Hospital.	Reverend Ward is a DBHDS Certified Cultural Competence Trainer of Trainers. She has been a CLC facilitator at Eastern State Hospital for 2 years and was responsible for fully implementing the DBHDS Qualified Bilingual Staff program at the hospital in 2014.
Shareen Young-Chavez, Supervisor, Social Security Administration	Ms. Young-Chavez is a member of DARS Diversity team and is a Certified Social Security Disability interpreter/translator. She is also the mother of a loved one with ID who is also deemed medically complex/fragile.

Statewide Committee Meetings are open to the public.

Meeting Dates:

January 28, 2016 – 10 to 4pm	Richmond
May 19, 2016 – 10 to 4pm	Richmond
August 11, 2016- 10 to 4pm	Staunton
November 10, 2016 – 10 to 4pm	Richmond

CLAS ACADEMY



Do you need training for your workforce on cultural and linguistic competence; health equity; working with interpreter services; cultural frameworks; strategic cultural competence planning; disparities reduction; intercultural development; or other topics? Check out the CLAS Academy catalog, you may find the exact topic you are looking for. We offer training topics from point-in-time intercultural training and long-term developmental programming to multicultural organizational development training and consultation. View the catalog [HERE](#).

Trouble with the hyperlink? www.dbhds.virginia.gov/professionals-and-service-providers/oclc/focus/training/clas-academy

ARTICLES OF INTEREST

[IN SEARCH OF CULTURAL COMPETENCE](#)

Psychologists still know little about what constitutes good treatment for people of diverse cultures. But researchers are getting closer by taking a variety of scientific approaches, including studying cultural adaptations of proven treatments.

[WHAT AMERICA WILL LOOK LIKE DECADES FROM NOW](#)

America might not resemble the country's current demographics very much several decades from now. The majority of Americans will be of a racial or ethnic minority. Retirees and children will make up a larger share of the total population. The foreign born, too, will likely see their numbers multiply significantly.

LOST IN TRANSLATION: DO INTERPRETER APPLS WORK?

Google recently released a real-time translator, while Microsoft-owned Skype is beta-testing its own. Both firms make grand claims about their services, while other smaller rivals offer alternatives, but the question remains: do they actually work?

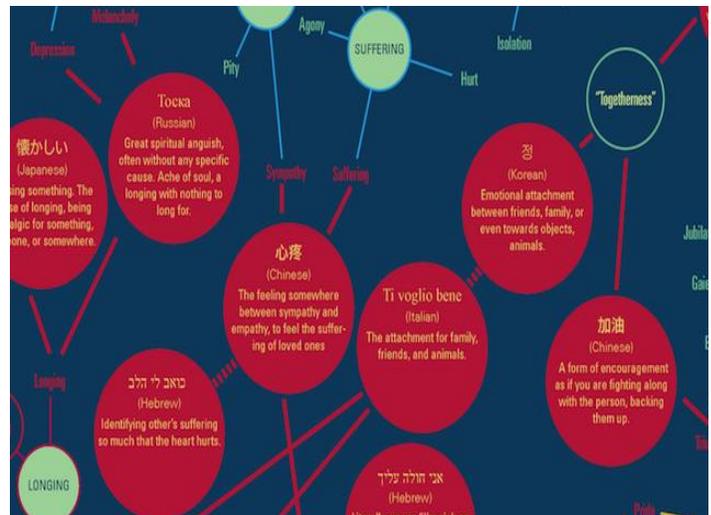
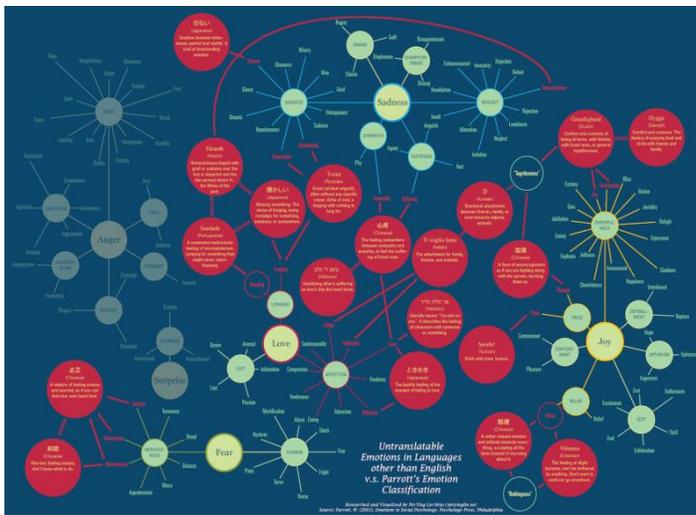
DID YOU KNOW...

that OCLC has a ton of information on diverse communities on the web? If you are looking for cultural frameworks, value systems, and community characteristics to give you a basic cultural orientation from which to begin your work with a particular individual, be sure to see if we have any useful material [here](#).

[Trouble with the hyperlink? www.dbhds.virginia.gov/professionals-and-service-providers/oclc/focus/clinicians/diverse-communities](http://www.dbhds.virginia.gov/professionals-and-service-providers/oclc/focus/clinicians/diverse-communities)

A CHART OF EMOTIONS THAT HAVE NO NAMES IN ENGLISH

In a project entitled "The Untranslatable Words", designer Pei Yeng Lin asked colleagues for emotional words from various languages that have no English equivalent. Then, using W. Gerrod Parrott's classification of human emotions as a starting point, Lin charted these complex emotions, giving English speakers a sense of where they fit with more familiar emotional words, using named emotions to explain unnamed ones. What becomes clear with this project is that many emotions are not translatable into other languages. This can have big implications for clinicians attempting to work across languages with individuals they serve. Read more about the project [here](#).



Lauren Davis (1-12-13)

RESOURCES

We are proud to announce that Launchpad Counseling, National Counseling Group, and the Virginia Department of Behavioral Health and Developmental Services have partnered to create a space where behavioral health providers can collect and share information regarding culturally and linguistically appropriate services for Latinos seeking mental health, substance use, and other behavioral health services. Here we hope to share research, web links, pose questions, and share local resources.

JOIN US TODAY!

Join the OCLC Google Group - Do you want to keep up with the latest research, articles, events, and information related to cultural competence, language access, and health equity in the state and the nation?

We have other Learning Communities too!

- [RVA Latino Mental Health Community](#)
- [Virginia Refugee Wellness Partnership](#)
- [Qualified Bilingual Staff Continuing Education Community](#)

Upcoming Training and Conferences

QUALIFIED BILINGUAL STAFF TRAINING

- Fairfax - February 8 -10, 2016 [Application here](#)
- Qualified Bilingual Staff Training - Hampton Newport News Community Services Board - April 19- April 21 2016 [Application here](#)
- Qualified Bilingual Staff Training - Roanoke - June 28 - June 30 2016 [Application Here](#)

SAVE THE DATES!

- Mental Health Interpreter Training - March 22 - March 24, 2016
- Northern Virginia Language Access Leadership Conference April 7, 2016
- Refugee Case Manager Conference – May 17, 2016
- Statewide Refugee Wellness Partnership Conference – July 7, 2016
- [Roanoke Mental Health Council hosts Language Access Conference - 2016](#)

Got Questions? Email at oclc@dbhds.virginia.gov