

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
institutionali
ze cultural
knowledge

Adapt to
the cultural
contexts of
your
community

What is Linguistic Competence?

The interpreter would like to say...



An example of a translated form

ĐƠN ĐĂNG KÝ CHO NHÂN VIÊN Y TÁU/ FOR NURSING STAFF ONLY
Vaccine Manufacturer and Lot # _____
 L R Other _____
1st / 2nd (circle one)
Date: ____/____/____
 Entered into Logici
ĐƠN ĐĂNG KÝ CHO NHÂN VIÊN NĂNG KỸU/ FOR REGISTRATION STAFF
copy of card)
ment to be made at time of registration)

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.

What Makes an Organizational Culturally Competent?

Do our practices inhibit or prohibit employee engagement?

Do we seek meaningful inclusion of cultural considerations throughout the planning process?

Do we have the skills to manage cross cultural conflict quickly and effectively?

Do we get regular feedback from employees?

Do we have ONGOING training that develops a workforce able to work cross culturally?

Do we maintain demographic, cultural, and epidemiological profiles?

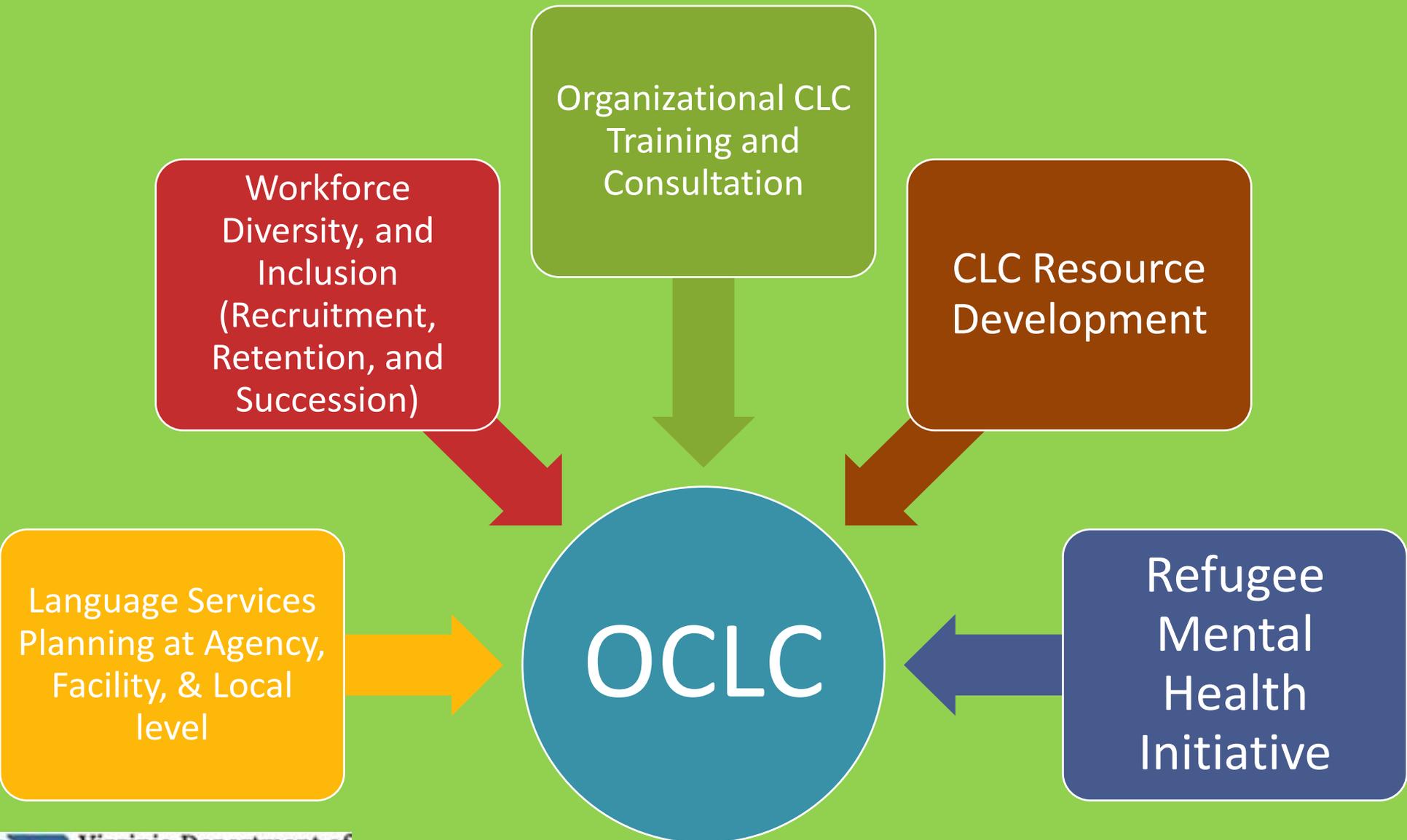
Do we provide safe venues for people to discuss their communication differences?

Do we explore new methods for recruitment and retention of culturally competent staff

Do we utilize outreach strategies and engage cultural brokers?



OCLC Focus Areas



Rationale - Language Access Planning

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.

Rationale - Workforce Diversity & Inclusion



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

LEARNING

TRAINING

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 designs tools, templates, guidance documents and FAQs that help busy organizations understand complex information and implement measures that make an immediate difference.

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

- <http://www.hhs.gov/ocr/civilrights/resources/specialtopics/lep/factsheetguidanceforlep.html>
- <http://www.dbhds.virginia.gov/documents/Adm/adm-SBPolicies1023.PDF>
- <http://www.dbhds.virginia.gov/2008CLC/documents/di209.pdf>
- <https://www.dbhds.virginia.gov/documents/occ-BH-Qual-Improv-Meas-Descrip.pdf>
- <https://www.dbhds.virginia.gov/documents/15%20PC%20Exposure%20Draft%20Partnership%20Agreement.pdf>



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/oclc

