

The Office of Cultural & Linguistic Competence, established in August 2008, leads efforts to provide improved services to multicultural consumers and works toward eliminating the disparities within the state's mental health, developmental disability and substance-use disorder system.

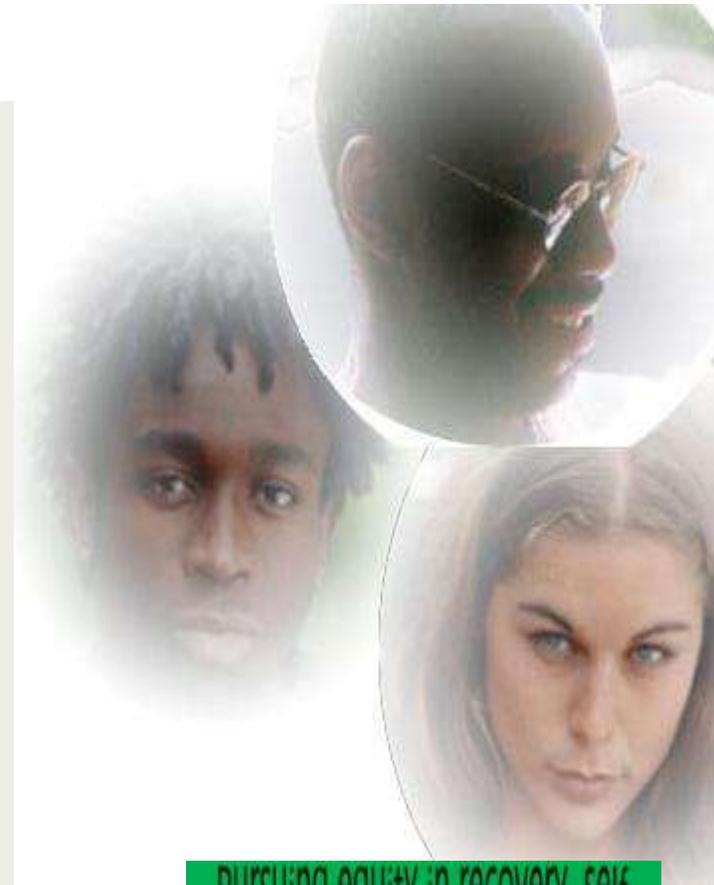
The DBHDS vision for culturally competent care is:

- Care that is given with understanding of and respect for the consumer's health-related beliefs and cultural values
- Staff that respect health related beliefs, interpersonal styles, and attitudes and behaviors of the consumers, families, and communities they serve
- Administrative, management and clinical operations that include routine assessments and implementation of processes which result in a workforce that is culturally and linguistically competent and a system that provides the highest quality of care to all communities



Virginia Department of Behavioral Health & Developmental Services

Office of Cultural & Linguistic Competence



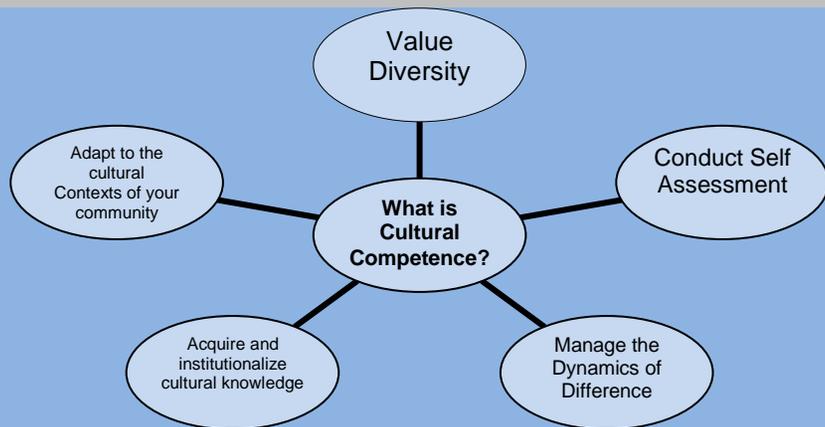
Pursuing equity in recovery, self determination, and wellness

Consultation and training to enhance organizational cultural competence and reduce disparities in care.

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

The National Center for Cultural Competence

What we do

TRAINING

- Coordinate training around cultural and linguistic competence planning, defining culture and language, working with interpreters, attracting and retaining a diverse workforce, working with diverse populations, cultural competence in new employee orientation, adaptations to evidence-based practices, and more.
- Partner with stakeholders to provide regional training

and technical assistance on implementation of cultural and linguistic competent activities and services.

RESOURCE DEVELOPMENT

- Provide educational materials to stakeholders on the CLAS Standards.
- Assist the central office and state facilities with translation needs.
- Build coalitions between stakeholders and provide linkages for people working on cultural and linguistic competence and access to

care.

- Provide nominations to expand the diversity of boards and advisory committees.
- Develop toolkits and train-the-trainer opportunities for capacity building in CLC.
- Provide updated and relevant information and research through the Office of CLC webpage, social networking tools, and system newsletters.

DATA

- Develop mechanisms to collect and analyze data related to disparities in healthcare.

CONSULTATION

- Provide consult and information for individual practitioners.
- Support organizations when developing new programs and initiatives to enhance best practices around working with communities of color.
- Support stakeholders

- with special projects related to limited English proficient consumers and communities.
- Develop targeted recruitment plans for stakeholder organizations.
- Provide consultation for signage in multiple languages.
- Participate in applicant interview panels.
- Develop policy statements and briefs related to CLC.
- Research best practices and recommend local applications.

