

Training Available through the Office of Cultural and Linguistic Competence

- **Building CLAS in your Organization-** *Using the CLAS as a Framework for CLC*
- **Building Cultural and Linguistic Competency Capacity in Behavioral Health & Disability Services-** *Overview of best practices related to organizational cultural competence.*
- **Cultural Competence in Peer-Run Organizations-***Effective strategies for consumer- run organizations in engaging and working with diverse communities.*
- **Cultural Awareness-** *Exploring Personal Values and Beliefs*
- **Cross Cultural Communication and Conflict Resolution-** *How to developed a capacity to avoid misunderstandings based on cultural differences and methods for managing relationships*
- **DBHDS System Legal Requirements for Language Access-** *Understanding what has to be done to be in compliance with language access laws related to discrimination on the basis of national origin.*
- **Departmental Instruction 209-** *This training will explain the changes found in DI 209- Language Access Services for Individuals with Limited English Proficiency or Other Communication or Language Barriers, identify ways that facilities should comply with the DI, and clarify how the OCLC can support this compliance.*
- **Developing a Plan for Cultural and Linguistic Competence-** *This training is an overview of the important components of a success plan for culturally and linguistically appropriate services and examples of best practices in policies and procedures.*
- **Effective Health Communication is Everyone's Job-** *Articulate the importance of health communication, identify how health literacy, cultural competency, and patients' limited English proficiency impact health communication and how to improve them and provide tools to help you cross communication boundaries.*
- **Enhancing First Impressions for Latinos seeking services-** *Tips for working with the Latino community*
- **Ensuring language access in your organization-** *How language access reduces disparities for limited English proficient consumers.*
- **Ensuring Quality Service Provision for the Latino Community-** *An exploration of the Latino community and how their culture impacts the way that they seek services*
- **Health and Human Services for First-Generation Latinos: A Cultural Context**
- **How to Work Effectively Using an Interpreter-** *Understanding the importance of using an interpreter when working with limited English proficient consumers and how to get the most out your encounter with a consumer using a trained or untrained interpreter*

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- **It all Starts at the Front Desk-** *How to enhance your First Impressions in Diverse Communities*
- **Office of Cultural and Linguistic Competence-** *What We Do*
- **Patient and Family Involvement-** *How Culture and Family Influences our Recovery*
- **Recruiting and Retention Strategies for Diversifying Your Workforce-** *Ideas and tips for thinking out of the box when recruiting and retaining minority employees.*
- **Racism and White Privilege-** *An exploration of how race and white privilege impacts service delivery and outcomes.*
- **Train-the-Trainer Workshop series-** *Three day train- the- trainer curricula on cultural and linguistic competence*
- **Understanding Ourselves to Ensure Equitable Services in Behavioral Health and Developmental Services-** *How to move beyond diversity to explore the meaning of the terms culture and cultural competency and make the connection between individual cultural competency and organizational culture.*
- **Utilizing Cultural Brokers in your Organization-** *Explore the traits of a cultural broker and how they may be utilized in an organization*
- **Volunteer Management and CLC-** *How to create culturally competent volunteers and bring diversity to your volunteer team.*
- **What is Culture and Cultural Competence-** *Establish common definitions and first steps toward cultural competence.*

For more information contact

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<http://www.dbhds.virginia.gov/OHRDM-CLC.htm>