

Why is CLC Important?

Cultural and linguistic competence (CLC) is important for all organizations, and it is essential for health and human service organizations in order to address our growing diversity, persistent disparities, and to promote health and behavioral health equity. The National Center for Cultural Competence has identified six compelling reasons for incorporating CLC:

- ◆ To respond to current and projected demographic changes in the U.S.
- ◆ To **eliminate longstanding disparities** in the health status of people of diverse racial, ethnic, and cultural backgrounds
- ◆ To **improve the quality of services and health outcomes**
- ◆ To meet legislative, regulatory and accreditation mandates
- ◆ To gain a competitive edge in the marketplace
- ◆ To decrease the likelihood of liability / malpractice claims

Cultural & Linguistic Competence

Information for organizations and behavioral health providers



NH Children's
Behavioral Health
Collaborative

Creating a unified system of care



New Hampshire
Health & Equity Partnership

FAST Forward

Families And Systems Together

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What is CLC?

Cultural and Linguistic Competence (CLC) refers to the beliefs, behaviors, knowledge, skills, and systems through which individuals and organizations demonstrate empathy and understanding of and respect for the values, historical context, expectations, language and experiences of diverse populations.

- ◆ **Cultural competence** is the integration of knowledge, information, and data about individuals and groups of people into clinical standards, skills, service approaches and supports, policies, measures, and benchmarks that align with the individual's or group's culture and increases the quality, appropriateness, and acceptability of health care and outcomes. (Adapted from Cross et al., 1989)
- ◆ **Linguistic competence** specifically refers to 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 (LEP), those who have low literacy skills or are illiterate, and individuals with disabilities (Goode & Jones, 2009).

Training Opportunities!

CLC 101 (1 hour)

This training will provide a basic overview of Cultural and Linguistic Competence. Participants will learn about New Hampshire's demographics, key terminology, and elements of a culturally effective organization..

CLAS Standards Training (1 hour)

This training is will introduce participants to the new enhanced Culturally and Linguistically Appropriate Service (CLAS) Standards (April 2013). At the end of this session, participants should be able to: describe the rationale for the development of the CLAS standards; identify the 15 standards; and understand basic strategies for implementation of activities to reach each standard.

Diversity & Cultural Competence in Behavioral Health (6 hours; can be broken into shorter sessions)

This facilitative training will help participants explore the concepts of diversity and culture, and recognize personal values, beliefs, and biases. At the end of this session, participants should be able to: define "diversity" and "culture" and explain the similarities and differences

between these two concepts, and how they relate to behavioral health; identify their own cultural attitudes towards communication, time, health, authority, and work habits; describe how personal cultural attitudes impact their daily interactions; identify behaviors that indicate a lack of cultural competence and those that indicate skill in cultural competence; and explain the importance of cultural competence in behavioral health.

This program has been approved for 5.0 Category I Continuing Education hours for licensure. NH-NASW Authorization Number / workshop number 3134.

All trainings are at no cost to the FAST Forward provider network.

I'm here to help. Email me: for more information and to schedule a training for your organization.

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