



Family and Community Services
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Cultural and Linguistic Competency Plan

Introduction

The Mission of DePaul Family and Community Services (FCS) articulates that FCS “strengthens and empowers families and communities through innovative, evidenced-based, community-oriented services and the training of culturally competent, socially responsible professionals.” As such, providing culturally and linguistically competent services is not only core to our mission, but critical to achieving positive outcomes for the children and families served by FCS.

Access to quality, culturally-competent mental health services has been shown to differ for different racial, ethnic, linguistic, and socio-economic groups (Disparities in Mental Health Status and Mental Health Care: APA, 2017; Mental Health: Culture, Race, and Ethnicity: A Supplement to Mental Health: A Report of the Surgeon General, 2001; U.S Department of Health and Human Services, 2011).

<https://www.apa.org/advocacy/health-disparities/health-care-reform>

<http://www.cdc.gov/nchs/data/hus/hus11.pdf>

<http://www.ct.gov/dmhas/lib/dmhas/publications/mhethnicity.pdf>

Given the context of mental health care for the diverse populations that FCS serves, this Cultural and Linguistic Competency Plan addresses the organizational and operational actions and activities that FCS employs to address health disparities.

Leadership

- FCS Leadership embraces and embodies a commitment to diversity and the provision of culturally- and linguistically-competent services.
- FCS Leadership develops strategic actions and goals that are aligned with the mission to not only provide culturally competent services, but also in training future professionals through its internship programming.
- FCS Leadership supports and endorses a “Diversity Committee” whose main function is the plan and implement diversity training and professional development throughout the year. The Diversity Committee also evaluates the effectiveness of the diversity training offered and makes recommendations for changes in future years.

- FCS Leadership aims to survey and assess various stakeholders, including children and families about satisfaction with service offerings.

Human Resource Management

- FCS works closely with the university at large, and in particular the Office of Institutional Diversity and Equity to ensure that it complies with all applicable policies, procedures, and practices that support a diverse and equitable workplace. <http://offices.depaul.edu/diversity/Pages/default.aspx>
- It is the policy of DePaul University that no person shall be the object of discrimination on the basis of race, color, ethnicity, religion, sex, gender, sexual orientation, national origin, age, marital status, parental status, family relationship status, physical or mental disability, military status, or other status protected by local, state, or federal law in its employment or its education settings.
- **Filing a Complaint: Contact the Office of Institutional Diversity and Equity**
14 East Jackson Boulevard
Suite 800
Chicago, Illinois 60604
(312) 362-6872

Staff Development

- FCS has created a Diversity Committee whose main charge is to develop and implement diversity training and professional development related to reflecting upon micro- and macro-issues that impact the professional delivery of mental health services to a diverse client base.
- Annually, as part of the Staff Performance Appraisal, staff reflect upon their alignment with DePaul University's mission to serve all in need, particularly those that are under-served and disadvantaged.

Data-Driven Evaluation and Decision-Making

- FCS is committed to tracking data related to racial/ethnic/socio-economic and other variables related to diversity. Whenever possible, FCS uses this data to drive decision making about such things as program development and staff/student training.

Language Access

- FCS has translated all clinical documents into Spanish to better serve the needs of our Spanish-speaking families
- FCS has hired Spanish-speaking staff and recruits Spanish-speaking interns to provide linguistically-competent mental health services to families

Community Engagement and Collaboration

- FCS has established partnerships with various community organizations and provides services flexibly in order to meet the needs of various communities and settings
- FCS provides services that are community-based in addition to those that are clinic-based in order to improve access to quality, culturally-competent mental health services