



## Community Resource Coordination Groups of Texas

### **Tips to Make Your CRCG Culturally and Linguistically Responsive**

#### **Why is cultural and linguistic responsiveness important for CRCGs?**

Acknowledging and adapting to cultural and linguistic differences can make services and supports more accessible while providing understandable, equitable, respectful, and effective quality of care. CRCGs are spaces for all diverse individuals and families to feel included, safe, and heard. The sections below provide cultural and linguistic responsiveness practices that can be implemented throughout the CRCG process.

#### **General Considerations**

- Be patient.
- Ask questions and practice humble curiosity.
- Practice empathy and active listening (pay attention to verbal and non-verbal cues).
- If you feel that there is something you don't know about the person's culture or identity, or there was something you were not able to prepare for, acknowledge this and ask questions (e.g., I don't know much about the [LGBTQ community or Hispanic/Latino culture] but I'd like to know more to be able to guide you through the process. Are there any considerations I should keep in mind?).

#### **Referral**

- Have the referral form available in languages other than English.
- Share why you are asking for this information and how it will be used.
- Consider health literacy. If available, have a CRCG member or the referring organization fill in the form with the individual or family and explain any terms or acronyms.
- Take the information provided into consideration when preparing for the meeting (i.e., if the person has any accessibility requirements, needs language assistance, etc.).

#### **Preparing for the Staffing**

- Suggest inviting people from their support network (i.e., family, friend, pastor, etc.).
- List which organizations may be at their staffing and explain their role.
- Confirm that the staffing date does not conflict with cultural or religious holidays.
- Make sure the place for the meeting is accessible, gender inclusive, and easy to locate.
- Ensure that materials that will be provided during the staffing match the referred person's preferred language.

#### **Hosting the Staffing**

- Set up the meeting place with an open structure, arrange chairs in a circle to avoid isolating the referred person.
- Try to open the staffing with a conversation or activity to help promote a comfortable place before sharing experiences. Psychological safety is key.
- Use language that is understandable for everyone, avoid acronyms or technical terms.
- Ensure there are spaces for the referred person to ask questions.
- Be flexible. Every individual and family are different.

#### **Follow Up**

- Check for representation: Who attended? Who didn't? Why? Can the CRCG process be more accessible for those who couldn't attend?
- Ask for feedback on cultural and linguistic responsiveness specifically and make room for improvements.