

Culturally Responsive Clinic Level Strategies

The focus of culturally responsiveness practice has historically been on individual providers. However, to increase sustainability and address the systemic nature of inequity, we also provide clinic level strategies. Clinic level strategies to facilitate access to care are beyond the scope of an individual provider's role, and these burdens must be shouldered collectively. Additionally, organizational commitment to allocate resources to promote culturally responsive practices is necessary for meaningful change.

Increase Awareness of Services

- Lead outreach efforts and put flyers in common community settings (e.g., primary care, community religious spaces, refugee centers).
- Host free community events to introduce the clinic's services.
- Specify the focus on cultural responsiveness in advertising materials (i.e., Psychology Today, the clinic's website).
- Provide workshops on anxiety and OCD disorders and treatment modalities at local schools and community programs to reduce mental health stigma and increase awareness of available treatments.
- Offer a free introductory consultation session.

Increase Accessibility of Services

- Provide free or subsidized access to public transportation (e.g., collaborate with case management services as needed).
- Offer telehealth or hybrid options for clients who have barriers to in-person sessions (e.g., work schedule, distance, transportation), if clinically indicated.
 - Offer hotspots to improve internet connection for telehealth sessions.
 - Discuss the potential pros and cons of telehealth with your client.
 - Pros: More flexible and accessible.
 - Cons: Confidentiality, distractions in the home, space limitation.
- Offer a variety of payment options (e.g., sliding scale, insurance, different fees for different clinicians (i.e., interns or externs)).
- Hire bilingual clinicians and certified interpreters for families for whom English is not their first language.
 - Offer interpreter options including on-site, over-the-phone, and video remote services.
 - Provide translated written materials for all family members who need them.
 - Recognize that bilingual therapists may have additional time burdens related to translating materials, clinical terminology, and advocating for their clients. Provide resources for translation or allot extra space in their caseload or compensation to accommodate the additional labor.
- Include a list of free resources on your website (e.g., emergency resources, emotional support, extracurricular activities, outdoor activities, volunteer opportunities).

Create a Safe and Affirming Environment

- Create welcoming and affirming spaces.
 - Provide activities for younger siblings if both caregiver and client are in session.
 - Hire diverse clinicians and support staff, use LGBTQIA-affirming language, provide gender neutral bathrooms, and verify support staff have appropriate DEI training.
- Provide accommodations for clients with disabilities in compliance with ADA regulations (e.g., quiet environments, assistive technology to facilitate therapy (i.e., speech boards,

speech synthesizers, computers, telephone/internet/video relay services), sign language interpreters, elevators/ramps).

- When possible, honor client preference for clinician matching based on social identities, while acknowledging systemic challenges in meeting these needs.
- Ensure transparency and a supportive handoff process for clients when clinicians frequently rotate after a year (e.g., conduct joint session with clinicians where the client and new clinician can ask questions).
- Engage in self-evaluation of clinic wide disparities and create a plan to address them. A tool such as the Self-assessment for Modification of Anti-Racism Tool (SMART) can support clinics in this process.

Support Clinicians from Minoritized Identities

- Intentionally hire an inclusive and diverse group of clinicians and commit to supporting their needs.
- Foster an open and communicative environment where clinicians feel comfortable sharing both positive and constructive feedback (e.g., informal and formal feedback and complaint procedures).
- Provide spaces for clinicians from minoritized identities to process the unique stressors they may experience in client care (e.g., microaggressions from clients/supervisors/staff).
- Schedule weekly staff meetings for case discussions and peer consultation groups to discuss the culturally responsive application of CBT interventions for youth.
- Establish relationships with local community consultants or clinicians with specialties (e.g., religious groups) to build support and resources.

Selected References

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