Culturally Responsive Services

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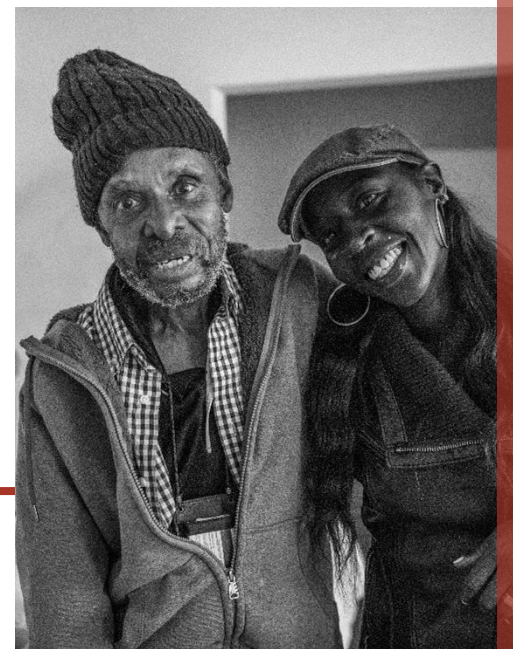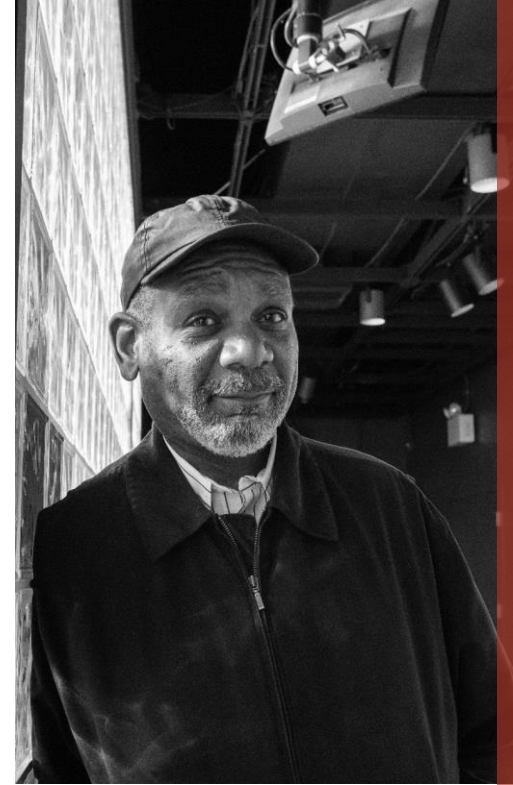
Housekeeping

- We invite you to be present with us!
- Questions and comments welcome throughout
- We will take a 5 minute break around mid-way through the session
- Let us know about any accessibility accommodations you may need
- If you are seeking CEUs…
  - Stay for the duration of the training
  - Participate in discussion
  - Cameras on!
- Course evaluation is required to receive a certificate

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Today's Agenda

✓ Welcome, introductions & check-in activity

✓ Culture & identity

✓ Barriers to care

✓ Implicit bias

✓ Cultural competence & cultural humility

✓ Key strategies

✓ Case study

✓ Summary, closing remarks, & Q&A

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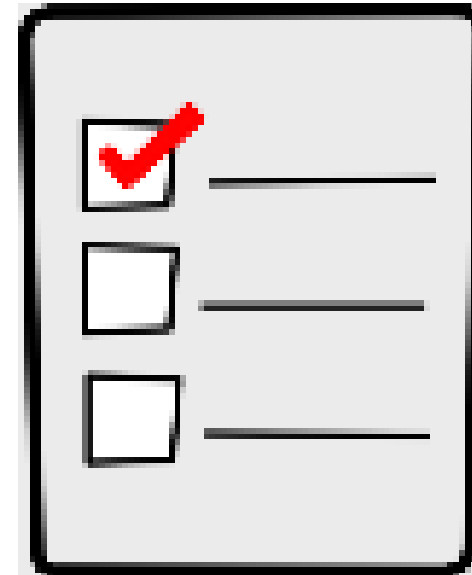
Learning Objectives

- Define the need to implement culturally responsive services
- Define cultural humility and contrast it with cultural competence
- Identify at least 3 ways to adjust current practice to align with a cultural humility framework

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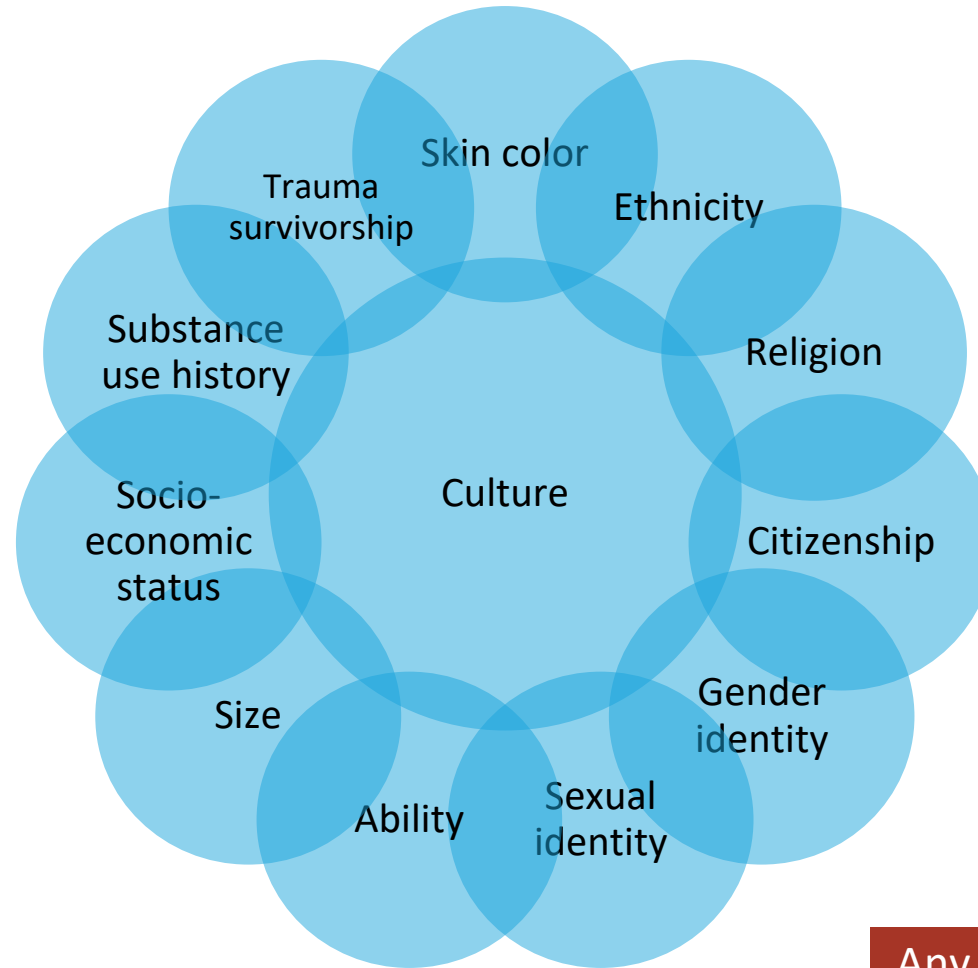A program of Pathways to Housing PA

Who Are We?

Let us know in the chat…

- A few words to describe your cultural identity

Culture

Defining Culture

Culture

- Skin color
- Ethnicity
- Religion
- Citizenship
- Gender identity
- Sexual identity
- Ability
- Size
- Socio-economic status
- Substance use history
- Trauma survivorship

Any identity that holds a common set of values, beliefs or practices

Expanding the Definition of Culture

Outside of my family, who do I associate myself with & why?

Do the people I spend the most time with share similar values?

What do I wish people understood more about me?

Who do I find it challenging to associate with?
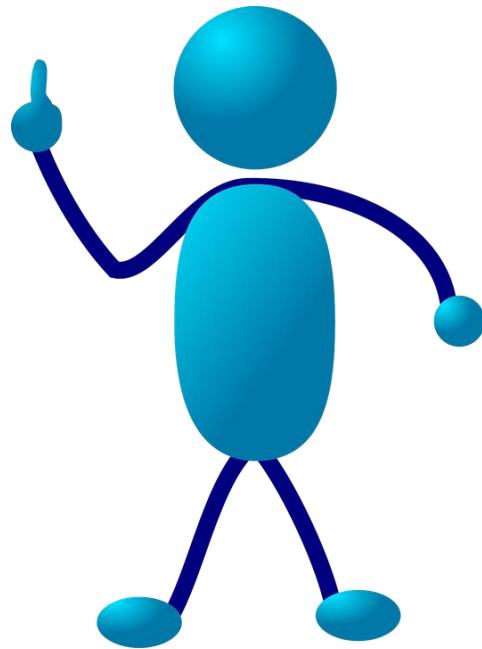
What am I passionate about?

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Cultural Identity

- Constantly shifting understanding
- Exists in relation to others
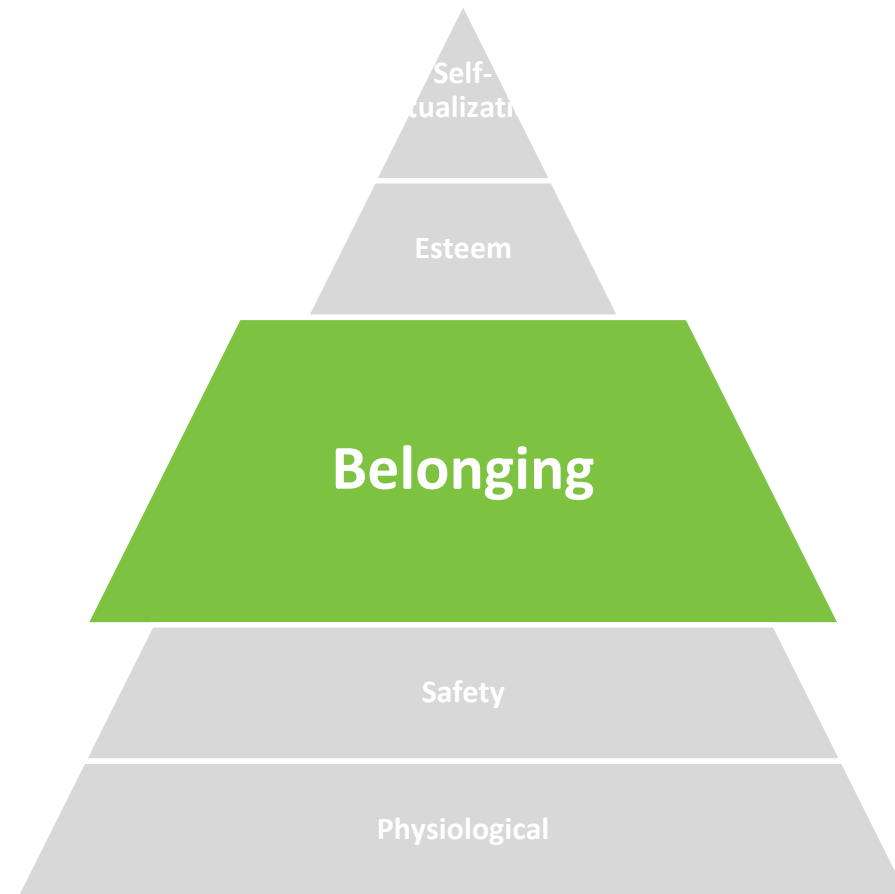- Sense of belonging to a group
- Self-determined

Barriers to care

Ingroups & Outgroups

- People tend to favor people who exist in similar groups as them
- Ingroup favoritism plays a bigger role in discrimination than outgroup hostility
- Dominant culture

Self-actualization

Esteem

Belonging

Safety

Physiological

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Barriers to care

- Prejudice
- Stereotype
- Discrimination
- Assimilation vs Acculturation
- Marginalization
- Microaggression

Expressing Power

- What ways might a service provider represent dominant culture?
- What examples of power dynamics exist in your agency?

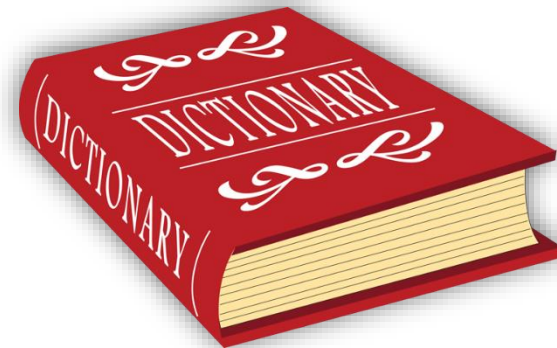# Implicit Bias

Defining <u>Implicit</u> Bias

- im•plic•it bi•as /im `plisit `bīas/: Attitudes or stereotypes that affect our understanding, actions, and decisions in an unconscious manner.
  - Positive or negative
  - Activated involuntarily
  - Without awareness or intentional control
  - Everyone is susceptible

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Implicit Bias Across Domains

- Criminal legal system
  - Police, Courtrooms
- Education
- Employment
- Housing
- Healthcare

Multicultural Competence

Cultural competence
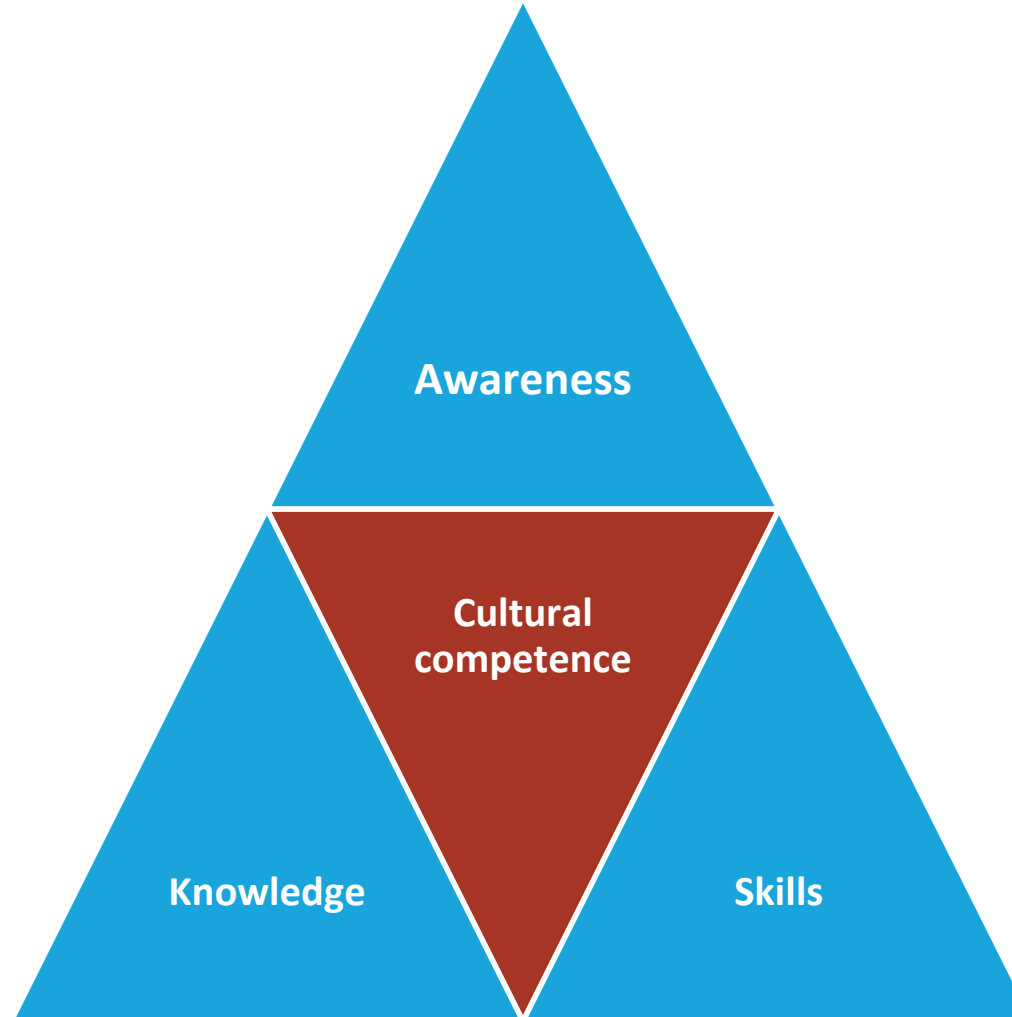
Limitations of CC

- A narrow definition of culture

- Can promote stereotypes and assumptions

- Focuses heavily on effectiveness

- Self-awareness exclusively about one's comfort

- Is it possible to really "know" and become "competent" in another, especially marginalized culture? Multiple cultures?

Multicultural Orientation

Cultural Humility

A Humble Call to Action

- Resist the allure of "knowing"

- Be flexible and humble enough to assess anew the cultural dimensions of the experiences of a participant

- Approach clients with respectful openness and explore collaboratively the client's cultural identities

- Identify and remove power imbalances

"We cannot know the outcome of our work together, only that it will transform both us"
- Mara Gottlieb

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Cultural opportunities

- Moment to directly attend to cultural identity
- Purposeful dialogue about client's identity
- No abrupt transitions - naturally unfolding process
- High cultural humility = fewer missed cultural opportunities + clients are more forgiving

What's the difference?

Cultural humility

- Flexible
- Ongoing
- A mindset
- Diminishing power dynamics
- Co-learning

Overlap

- Working with difference
- Addressing inequalities
- Working collaboratively
- Bringing our own stories to the situation

Cultural competence

- Static
- Discrete mastery
- A goal
- Expertise
- Knowledge
- Skill-building

A solid foundation

Holding systems accountable

Understanding and redressing power imbalances

Gaining cultural knowledge

Developing cultural awareness

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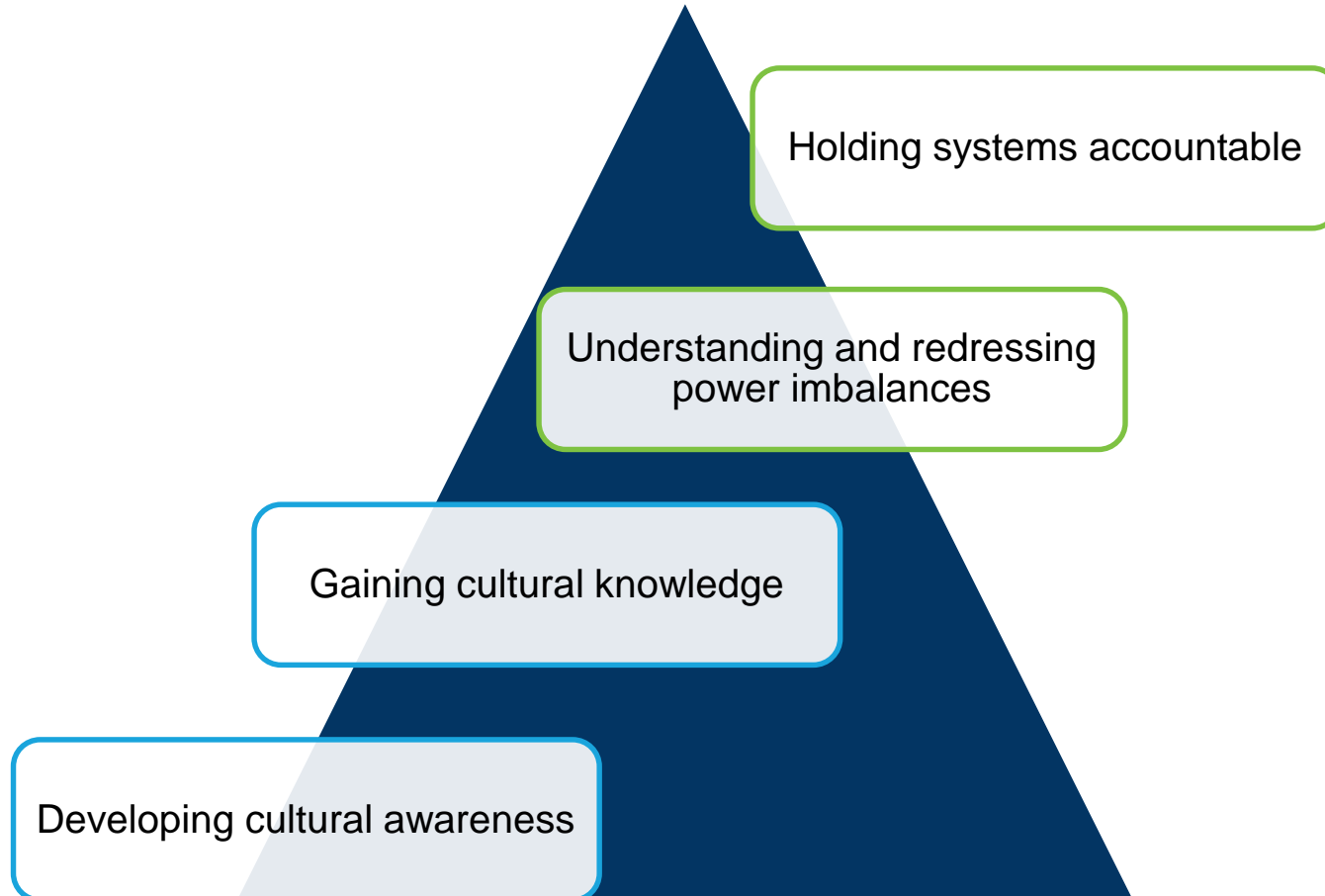
Putting it into Practice

3 Key Strategies

Compassionate self-awareness and inquiry

Be open and teachable

Bear in mind the social structures
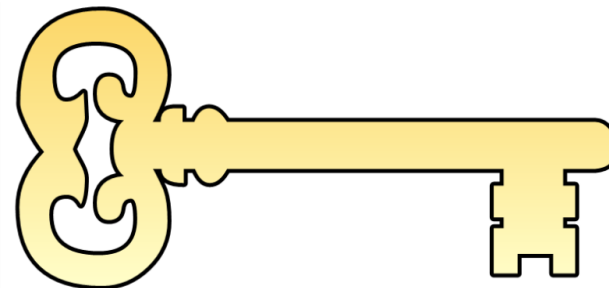
Compassionate self-awareness & inquiry

- Identify stereotypes and biases we hold
    - Perspective taking
    - Mindfulness
    - Building new associations
- Peer supervision groups with people from different cultural backgrounds

"Any assessment of the self that is based on self-awareness is made by the same self who is being assessed."
- Miu Chung Yan & Yuk-Lin Renita Wong

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Be open and teachable

- Assessment
  - CFI (A. Sanchez, personal communication, August, 2021).
  - Informed consent includes acknowledgement of cultural differences
  - Ecomaps, Culturagrams
  - Kleinman's 8 questions
- Unconditional positive regard
- Culture of feedback

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Bear in mind the social structures

- Being attuned to recognizing power dynamics
  - Power Over vs Power To
  - Client led goals and documentation
- Trauma-informed approach
- Own our cultural biases

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Case Study

- Emma is a homeless 35 year-old African American mother of 4 children between the age of 4 - 10, diagnosed with HIV three months ago. Her HIV last test was five years ago, and she did not return for the results.

- Emma has a 15 year history of intravenous drug use. She stated that her last use of drugs was 12 hours ago. The highest grade Emma achieved in school was the 10th and she has a history of Schizophrenia.

- Emma has had several close friends die of AIDS. She receives care at an urban community clinic where all her providers are of European descent. She is very cautious about starting any drug therapy for HIV because of the stories she has heard of other African Americans being used in an experimental way without their consent. She has not expressed her concerns to her provider.

1. What barriers might Emma face in receiving services?

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2. Are there any assumptions the case manager might have about Emma?

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3. What themes of dominant culture are present here?

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4. What responsibilities does the clinic have in regard to cultural humility?

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Incorporating Cultural Responsiveness

- Culturally-modified Trauma-Focused Treatment

- Womanist and Mujerista Psychologies

- Emotional Emancipation Circles

- Culturally Modified Mindfulness Cognitive Therapy

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Review

- People with marginalized identities face dire outcomes in mental health treatment and homelessness
- Cultural competence is a useful concept that has key limitations that cultural humility can move us past
- Cultural opportunities are key moments to explore and affirm client's cultural identities
- Cultural humility is an approach that requires lifelong learning and self-awareness, being open and teachable, and keeping in mind social structures

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Course Evaluation

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