

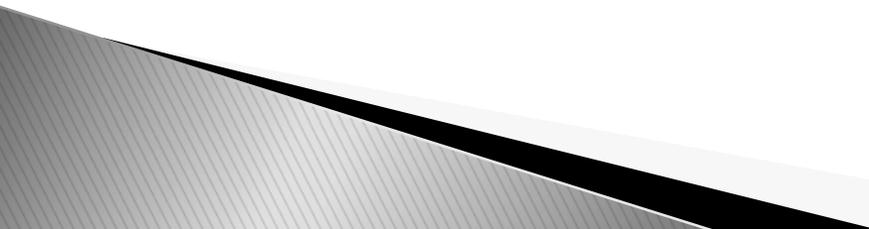
CULTURAL COMPETENCY TRAINING

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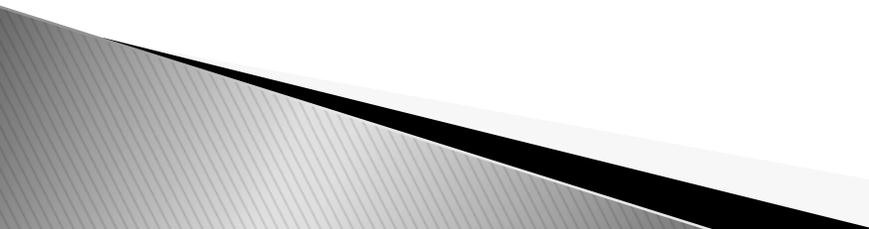
August 10, 2017



Workshop Objectives

- ▶ To define culture and its importance in the process of helping;
 - ▶ To define cultural competence on an individual and organizational level;
 - ▶ To explore tools for assessing cultural competency;
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Workshop Objectives

- ▶ To identify cultural competence practice models;
 - ▶ To explore and identify culturally competent practice approaches & strategies for working with clients experiencing homelessness;
 - ▶ To explore obstacles and challenges in promoting cultural competence; AND
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Workshop Objectives

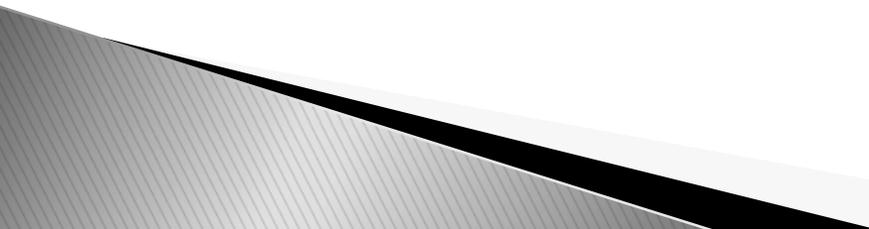
- ▶ To make a meaningful commitment to honoring diversity in your work!



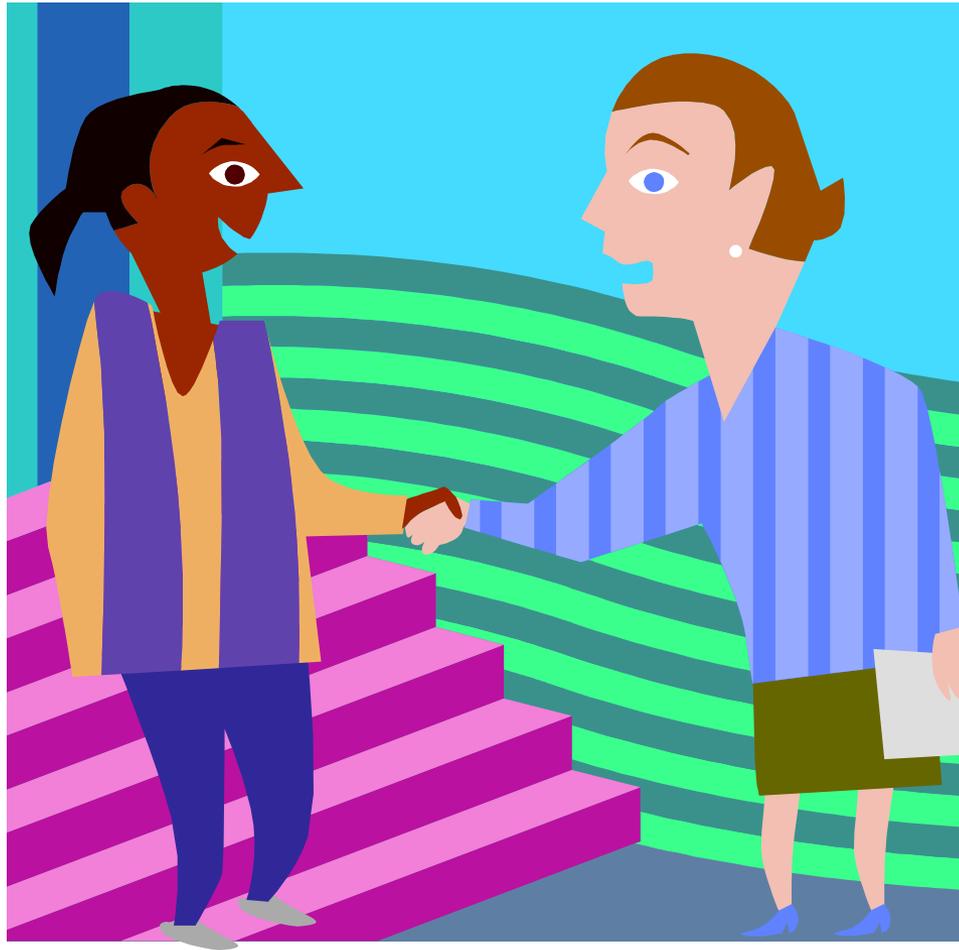
Setting the Stage for Today.....

“ For dialogue to be fruitful, we need to live deeply our own tradition and, at the same time, look and listen deeply to others. We can appreciate the beauty and value of our own and the other’s tradition.”

(Thich Nhat Hanh)



Participant Introduction



Defining Culture & Its Importance in Process of Helping



Current Realities



Definition of Culture

- ▶ Culture deals with the social heritage of a person. It has been defined as the way of life of a society, consisting of prescribed ways of behaving or norms of conduct, beliefs, values, and skills.
- ▶ Culture is the sum total of life patterns passed from generation to generation.



Components of Culture

- ▶ Collective Cultural Influences
- ▶ Cultural Choices
- ▶ Cultural Arts
- ▶ Cultural Coping Systems



Collective Cultural Influences

- ▶ Ways of relating within the group view and use of time, language, beliefs, group experience, group identity, and way of life



Cultural Choices



- ▶ Food, dress, accepted norms and values, lifestyle, religion, emphasis on education



Cultural Arts



- ▶ Music, dancing, architecture, and other forms of expression



Cultural Coping Systems

- ▶ Child rearing practices, health care practices, family structure and network, ways of identifying problems, ways of problem solving, and use of available resources



The Culture of Homelessness

HAVE
YOU EVER
FELT
INVISIBLE
BEFORE?



Exercise: Defining Your Culture (s)

- ▶ Identify your ethnic/cultural background and affiliations
- ▶ Identify key values of your cultural group
- ▶ Explore how culture influences your personal/professional life



Defining Cultural Competence



Cultural Competence

- ▶ Cultural Competence refers to a set of congruent behaviors, attitudes, and policies that come together in a system, agency, or among professionals and enable that system, agency or those professionals to work effectively in cross-cultural situations.

(Cross, et al., 1989)

Cultural Competence

- ▶ The ability to engage in actions or create conditions that maximize the optimal development of client and client systems.
(Sue, D., 2006)



Tools for Assessing Cultural Competence



Exercise:

Assess your cultural competence



Continuum of Competence (Cross, et al, 1989)

- ▶ Cultural destructiveness
- ▶ Cultural incapacity
- ▶ Cultural blindness
- ▶ Cultural pre-competence
- ▶ Cultural competence
- ▶ Cultural proficiency



Cultural Destructiveness

- ▶ The most negative end of the continuum is indicated by attitudes, policies, and practices that are ruinous to individuals and their cultures.



Cultural Incapacity

- ▶ The system or agency does not intentionally seek to be culturally ruinous or destructive, however, the system may lack the capacity to assist different cultures of individuals and/or communities.



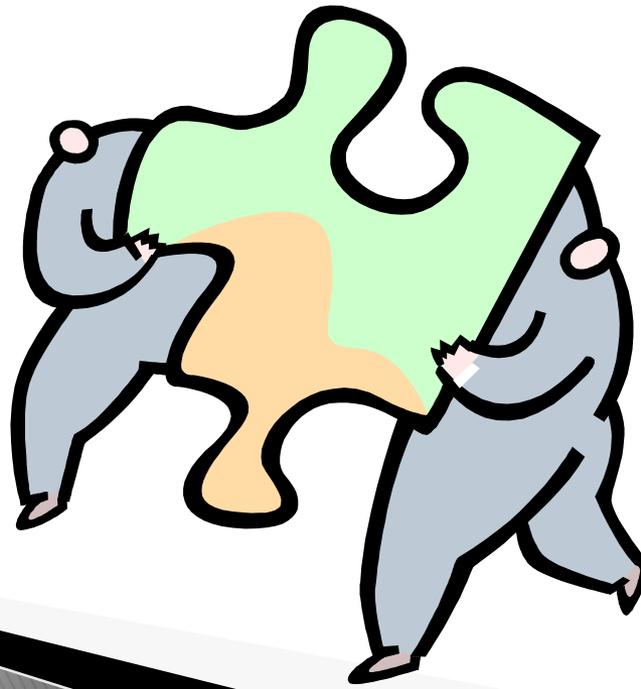
Cultural Blindness

- ▶ At the midpoint of the continuum, the system and its agencies provide services with the expressed interest of being unbiased. They function as if the culture makes no difference and all the people are the same.



Cultural Pre-Competence

- ▶ Individuals and organizations move toward the positive end of the continuum by acknowledging cultural differences and making documented efforts to improve.



Cultural Competence

- ▶ Individuals and organizations are closer to the most positive end of the continuum. This point is indicated by acceptance and respect of cultural differences, continual expansion of cultural knowledge, continued cultural self-assessment, attention to the dynamics of cultural differences, and adoption of culturally relevant service delivery models to better meet needs.



Cultural Proficiency



- ▶ The most positive end of the continuum, this is considered to be advanced cultural competency and is characterized by holding culture in high esteem.

Culturally proficient agencies seek to add to the knowledge base of culturally competent practice by conducting research, developing new therapeutic approaches based on culture; they also hire staff who are specialists in culturally competent practice.

Organizational Cultural Competence

- ▶ Policymaking
- ▶ Administration
- ▶ Practice
- ▶ Attitudes
- ▶ Structures
- ▶ Policies
- ▶ Services



Exercise: What about your organization?



What can Cultural Competency accomplish?

- ▶ Can help reduce barriers to effective treatment utilization and address long-standing disparities



What can Cultural Competency accomplish?

- ▶ Facilitate trust and enhance individual's investment in treatment



What can Cultural Competency accomplish?

- ▶ Demonstrates responsiveness to growing diversity in our community and our nation



What can Cultural Competency accomplish?

- ▶ Improve quality of services and outcomes



Cultural Competence Models



Cultural Competence Standards

- ▶ American Psychiatric Association
- ▶ National Association of Social Workers
- ▶ American Psychological Association
- ▶ American Counseling Association
- ▶ American Psychiatric Nurses Association



Culturally Competent Practice Model (Lum, 2003)

- ▶ Cultural Awareness
- ▶ Knowledge Acquisition
- ▶ Skill Development
- ▶ Inductive Learning



Four Components of Cultural Competence (Sue, 2006)

- ▶ Competency 1: Becoming aware of one's own assumptions, values, and biases about human behavior;
- ▶ Competency 2: Understanding the worldview of culturally diverse clients;



Culturally Competent Practice (Sue)

- ▶ Competency 3: Developing appropriate strategies & techniques;
- ▶ Competency 4: Understanding organizational and institutional forces that enhance or negate cultural competence

Vital Ingredients for Cultural Competence



- ▶ Self-knowledge/awareness
- ▶ Experience and knowledge about a particular culture
- ▶ Positive change or action for successful interaction with identified culture (s)

Self-Awareness



- ▶ Most important element in developing effective collaboration with diverse groups;
- ▶ The bridge to learning about other diverse groups;
- ▶ May influence our impression and assumptions of diverse others.

Experience & Knowledge

- ▶ Requires stepping outside of your own framework;
- ▶ Allows us to see differences in others as strengths;
- ▶ Helps in developing our strategies for working effectively with diverse groups

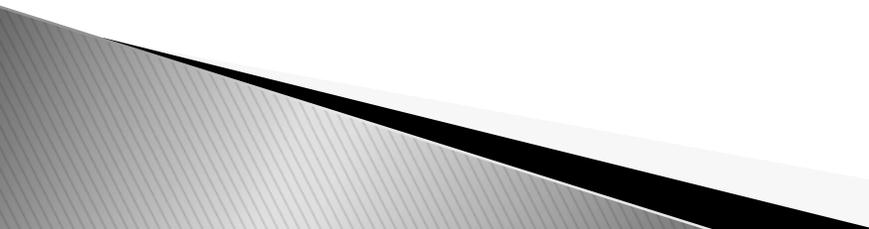


Successful Interaction

- ▶ Requires a willingness to appreciate and honor diversity; and
- ▶ Challenges us to use the knowledge we develop to effectively work with diverse groups.



Culturally Competent Practice Approaches & Strategies

- ▶ Step 1: Engage clients
 - ▶ Step 2: Familiarize clients with services
 - ▶ Step 3: Endorse collaboration in all aspects of work
 - ▶ Step 4: Integrate culturally relevant information
 - ▶ Step 5: Gather culturally relevant collateral information
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Culturally Competent Practice Approaches & Strategies

- ▶ Step 6: Select culturally appropriate screening and assessment tools
- ▶ Step 7: Determine readiness and motivation for change
- ▶ Step 8: Provide culturally responsive case management
- ▶ Step 9: Incorporate cultural factors into helping process

(SAMHSA, 2014)



Utilize LEARN Model

- ▶ Listen to clients from their cultural perspective;
- ▶ Explain the overall purpose and process;
- ▶ Acknowledge client concerns;
- ▶ Recommend action based on collaboration;
- ▶ Negotiate a plan that weaves client's cultural norms and lifeways into goals and plans.



Identifying Obstacles & Challenges

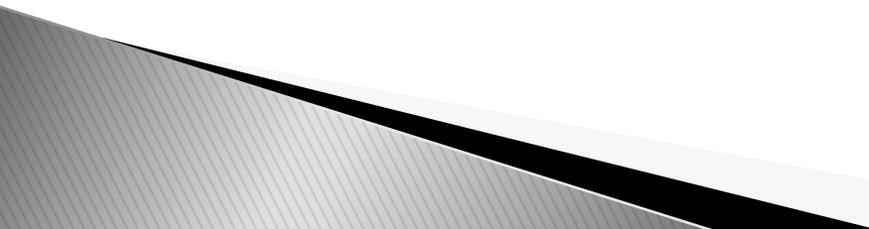


Blocks to Cultural Competence

- ▶ Cultural biases
- ▶ Cultural assumptions
- ▶ Cultural ignorance
- ▶ Cultural blindness & focused on “sameness”
- ▶ Unwillingness to learn
- ▶ Lack of appreciation of diversity



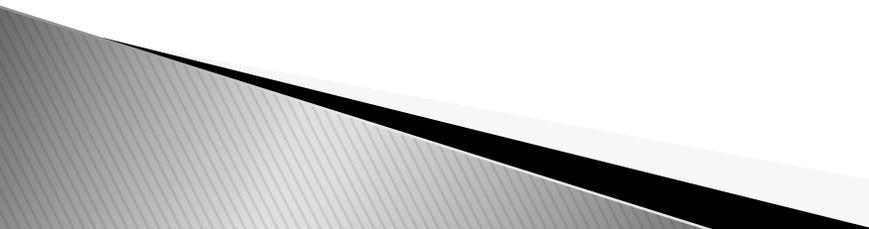
Cultural Considerations

- ▶ Language
 - ▶ Cultural values, beliefs & accepted practices
 - ▶ Perception of illness/mental illness
 - ▶ Help-seeking behaviors & use of resources
 - ▶ Role of family
 - ▶ Process of communication
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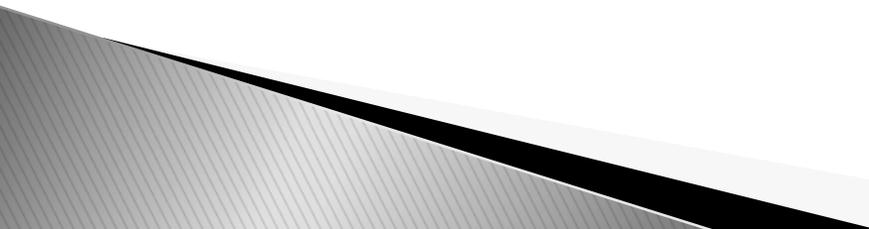
Engaging in a Meaningful Commitment to Honoring Diversity



Promoting Cultural Competence

- ▶ Explore your own personal & professional biases.
 - ▶ Understand the diversity within diversity.
 - ▶ Allow individuals and families to self-identify their grouping.
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Promoting Cultural Competence

- ▶ Develop an awareness of beliefs and values of person's culture.
 - ▶ Acknowledge and value the uniqueness of person's culture.
 - ▶ Develop culturally sensitive and competent approaches.
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The Key: Make a Commitment

