



Central East (HHS Region 3)

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Addiction Technology Transfer Center Network
Funded by Substance Abuse and Mental Health Services Administration



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MHTTC

Mental Health Technology Transfer Center Network
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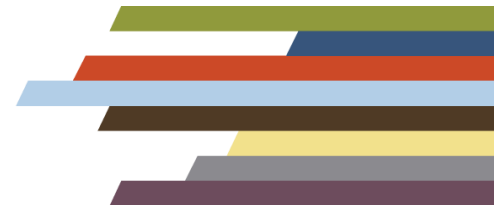
Prevention Technology Transfer Center Network
Funded by Substance Abuse and Mental Health Services Administration

Cultural Humility in the Behavioral Health Space

Improving Health Outcomes for Diverse Populations Part 2

January 26, 2021

Thank you for joining us today.
We will begin promptly at 1:00 PM Eastern.



Technical Information

SAMHSA

Substance Abuse and Mental Health
Services Administration

This training was developed under the Substance Abuse and Mental Health Services Administration's **Addiction**, **Mental Health**, and **Prevention** Technology Transfer Center task orders.

For training use only.

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LIVE

This webinar is now live.



It is being recorded
and archived.



Please remain muted.



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Welcome

Central East ATTC, MHTTC, and PTTC Webinar

Cultural Humility in the Behavioral Health Space



The Central East ATTC, MHTTC, and PTTC are housed at the Danya Institute in Silver Spring, MD

Renata Henry
Executive Director



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Each TTC Network includes 13 centers.*



Network Coordinating Office

National American Indian and Alaska Native Center

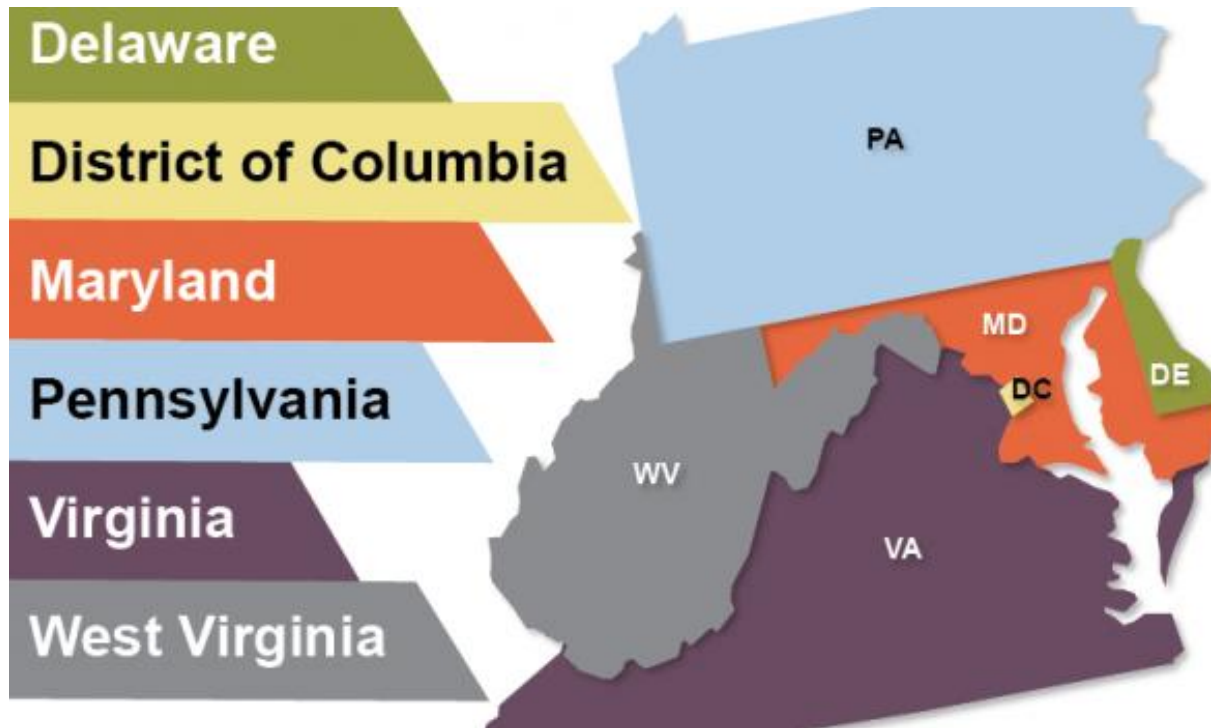
National Hispanic and Latino Center

10 Regional Centers (aligned with HHS regions)

**The ATTC Network also includes 4 international HIV centers funded by the President's Emergency Plan for AIDS Relief.*

Central East Region

HHS REGION 3



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Eligibility

Behavioral health and health care providers, consumers, families, state and local public health systems and other stakeholders

Consistent with Regional, State and Local Needs

No cost

Data Driven

EBPs provided by Subject Matter Experts



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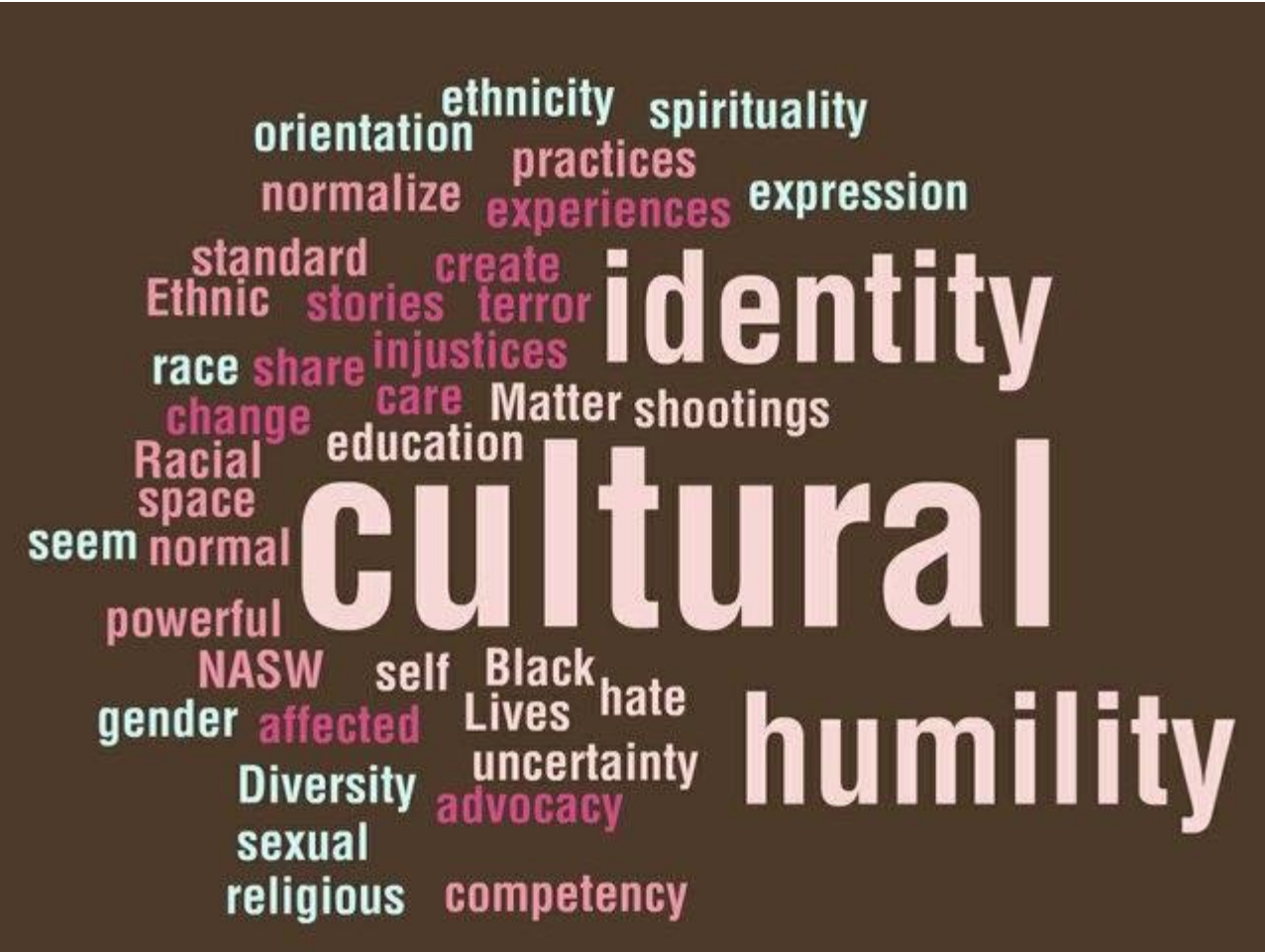
The use of affirming language inspires hope.

LANGUAGE MATTERS.

Words have power.

PEOPLE FIRST.

The PTTC Network uses affirming language to promote the application of evidence-based and culturally informed practices.





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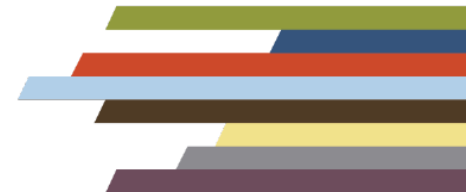
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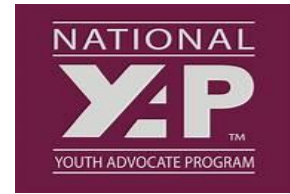
January 26, 2021

Facilitator – Anthony President
Presidential Consultants, LLC





**Anthony
President**





What This Webinar Is...

- A discussion of achieving Cultural Humility through respect, open mindedness, and a willingness to learn about the diversity of those we serve
- A view of Cultural Humility as a dynamic process that can help bridge the gap between Staff & diverse clients
- A Pathway to reducing disparities through culturally sensitive & unbiased quality through empathy & understanding



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What this Webinar is...

My Why

✓ My Goal in Being Here Today is...



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Objectives

- Define cultural humility
- Understand Cultural Humility as a dynamic process that involves self-reflection & self-examination
- Examine potential barriers to achieving cultural humility
- Use strategies to employ cultural humility in client engagement and treatment delivery to reduce behavioral health disparities



Dynamics of Cultures

- Culture regulates social organization
- Assures the Survival & Well Being of Group Members
- Culture is entirely transmitted through learning

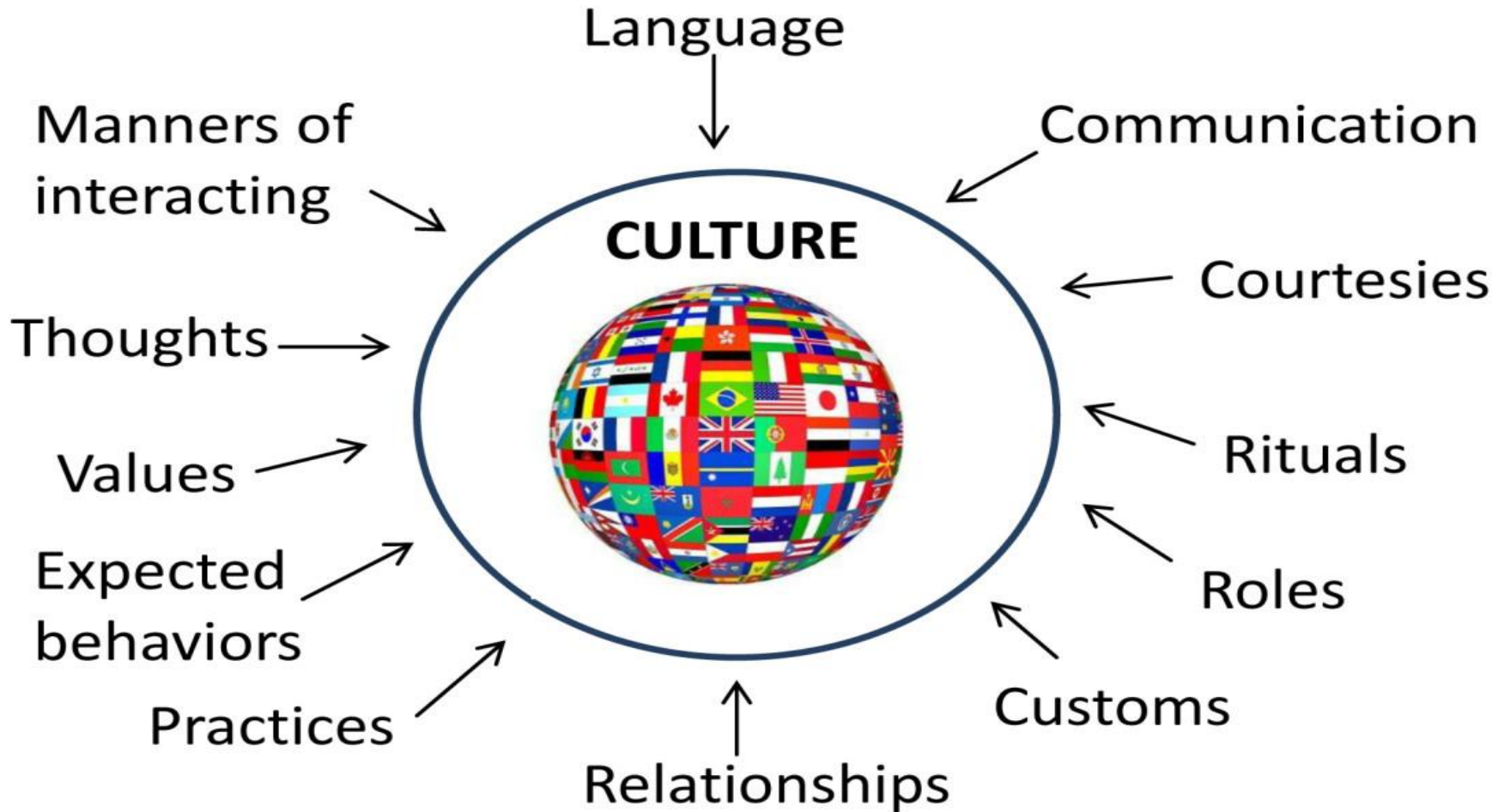


Dynamics of Cultures

- Cultural Behavior once learned, appears to so natural that it is perceived as instinctual or biological
- Once people are conditioned in a culture, change can be perceived as a threat to personal & interpersonal stability
- For Cultures to survive they must be willing to adapt to an ever changing world



Dimensions of Cultures



Dimensions of Diversity



Understanding Cultural Humility

What is Cultural Humility?

Cultural Humility - “a lifelong process of self-reflection and self-critique whereby the individual not only learns about another’s culture, but one starts with an examination of her/his own beliefs and cultural identities- National Institute of Health



Understanding Cultural Humility

Origins of Cultural Humility



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Understanding Cultural Humility

Becoming **culturally competent** and practicing **cultural humility** are ongoing processes that change in response to new situations, experiences and relationships. Cultural competence is a necessary foundation for cultural humility.

CULTURAL HUMILITY

GAINING CULTURAL KNOWLEDGE

What are other cultures like, and what strengths do they have?

DEVELOPING CULTURAL SELF-AWARENESS

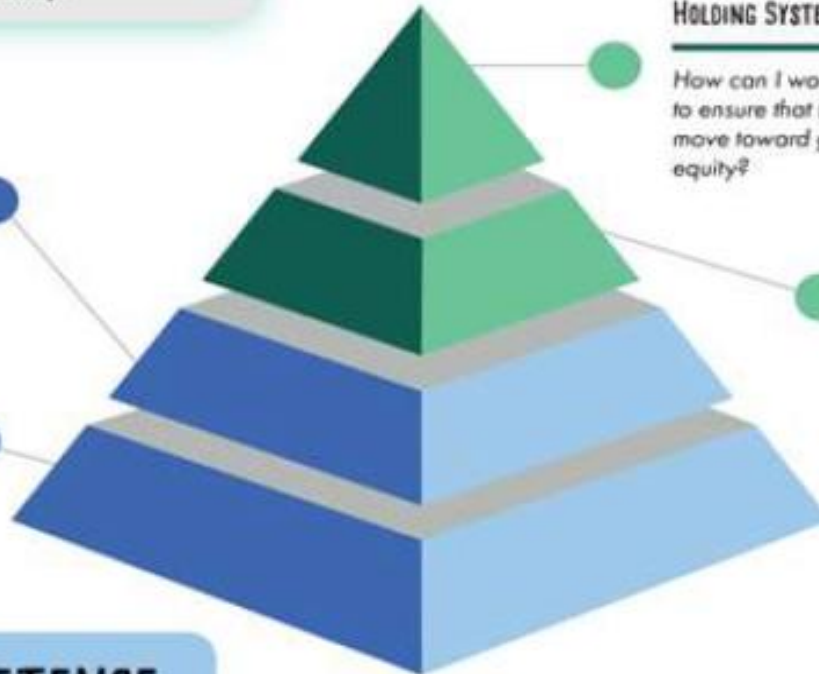
What is my culture, and how does it influence the ways I view and interact with others?

HOLDING SYSTEMS ACCOUNTABLE

How can I work on an institutional level to ensure that the systems I'm part of move toward greater inclusion and equity?

UNDERSTANDING AND REDRESSING POWER IMBALANCES

How can I use my understanding of my own and others' cultures to identify and work to disrupt inequitable systems?



CULTURAL COMPETENCE

PROJECT
READY



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Cultural Competence

Cultural Competence



Key Principles

- Gaining knowledge of different cultural practices and world views
- Being aware of one's own world view
- Developing positive attitudes towards cultural differences understands that a strong sense of cultural identity and belonging is central to developing a positive self-esteem of those we serve
- Developing skills for communication and interaction across cultures

Key Attributes of Those Striving for Cultural Competence

- Understands and honors the histories, cultures, languages, and traditions of diverse communities and respects differences
- Builds on the different ways of knowing and expertise found in different cultures and communities
- Recognizes that diversity contributes to the richness of our society and provides a valid evidence base about ways of knowing
- Demonstrates an ongoing commitment to developing their own cultural competence

Cooke, N.A. (2017). Information services to diverse populations: Developing culturally competent library professionals. Santa Barbara, CA:

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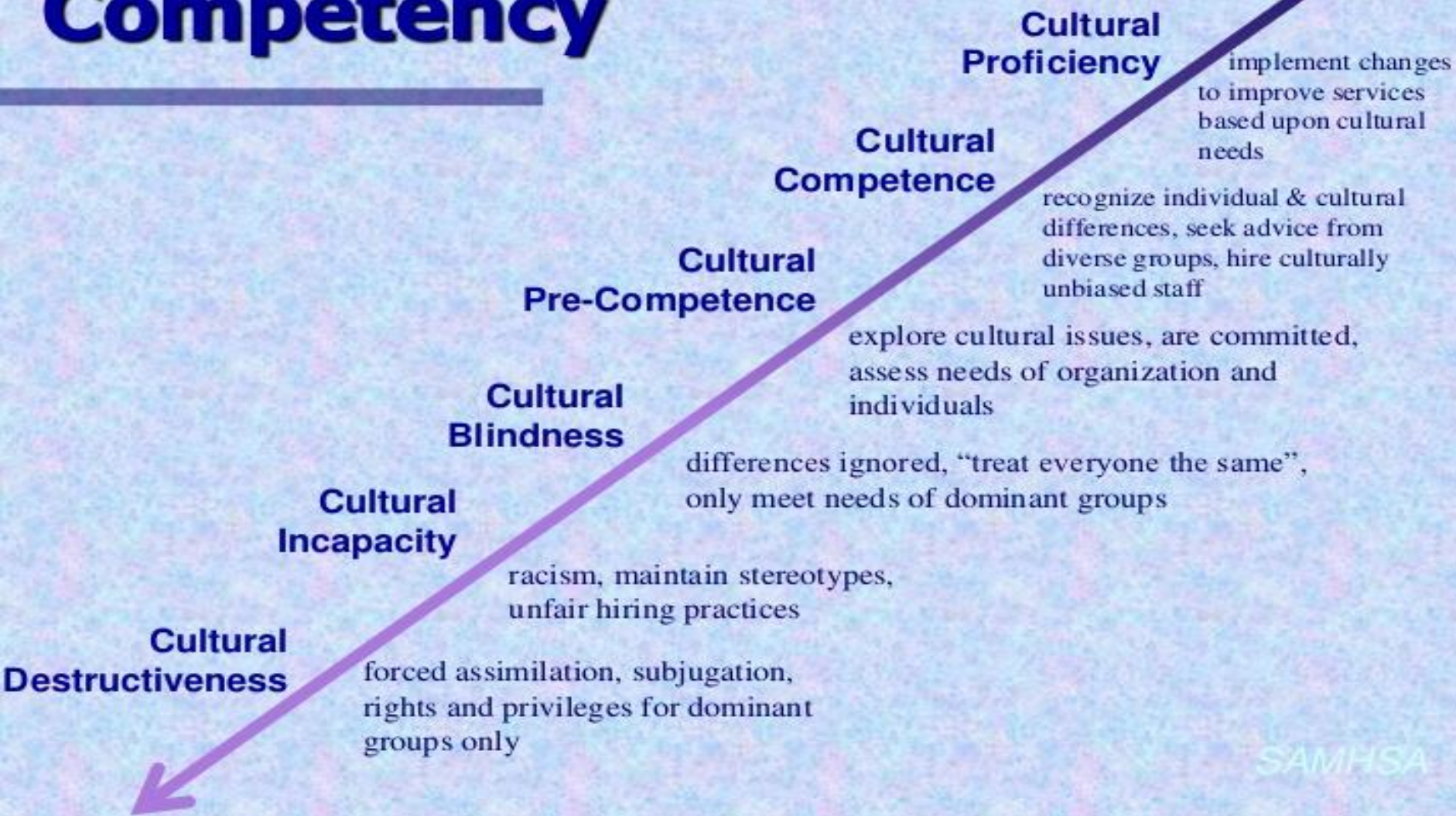
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Continuum of Cultural Competency



SAMHSA



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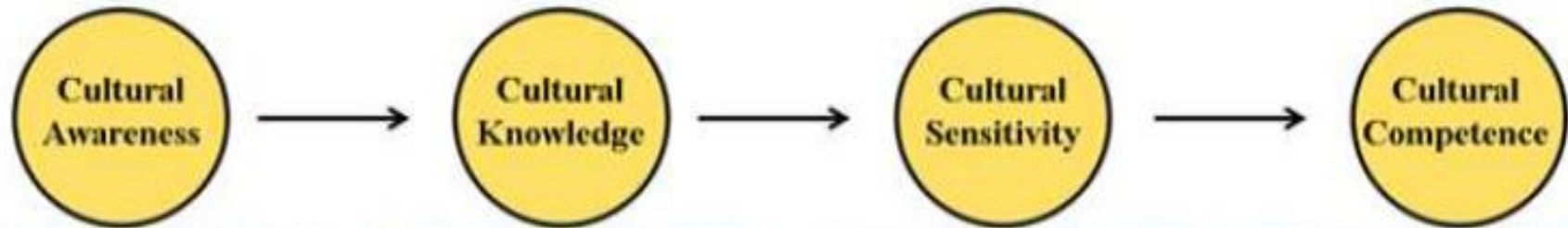
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Cultural Competence Model™



“Me-Centered” Analysis

What are my values, beliefs, norms, customs, traditions, styles, biases, stereotypes, and behaviors? (Who am I?)

“Other-Centered” Analysis

What are other’s values, beliefs, norms, customs, traditions, styles, biases, stereotypes, and behaviors

Knowledge Analysis

How are my values, beliefs, norms, customs, traditions, styles, biases, stereotypes, and behaviors the same or different from others ?

What additional cultural knowledge, awareness, and/understanding do I need?

Sensitivity Analysis

Am I open to accepting and respecting differences? Why or why not? What are the benefits? What are the challenges for me?

Can I avoid assigning judgments, be better or worse, right or wrong, to cultural differences? Why or why not?

Competence Analysis

What adjustments both in the way I think and behave do I need to make in order to effectively operate in a different cultural context?

This four-part cycle is a continuous developmental process.

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Cultural Reflexivity

- The lens of cultural reflexivity is central to inquiries about how and why people act in certain ways and not others , culture does not exist separately from social structure.
- Putting culture into context requires paying close attention to local practices, social interactions, and shared meanings
- Trying to understand people on their own terms, observing how social actors make sense of and inhabit their environments
- Observing what individuals do, the symbols and meanings they value and share, and the beliefs, speech patterns, rationalities, and frameworks that resonate in certain groups and places

Aronowitz, Robert et al. "Cultural reflexivity in health research and practice." *American journal of public health* vol. 105 Suppl 3,Suppl 3 (2015): S403-8. doi:10.2105/AJPH.2015.302551



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Historical Awareness

- A person must also be aware of and sensitive to historic realities of certain groups of people (legacies of violence and oppression, history of mistrust of vulnerable populations)
- Awareness of historic, systemic reasons for mistrust and failures of the past
- Building a better future founded in the practices of cultural humility

Hogg Foundation for Mental Health



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Cultural Humility Principles

1. Lifelong commitment to learning and critical self-reflection

2. Desire to fix power imbalances within provider-client dynamic

3. Institutional accountability & mutual respectful partnership based on trust

Tervalen & Merry-Garcia, 1998



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To Understand
Others, we must
explore
ourselves



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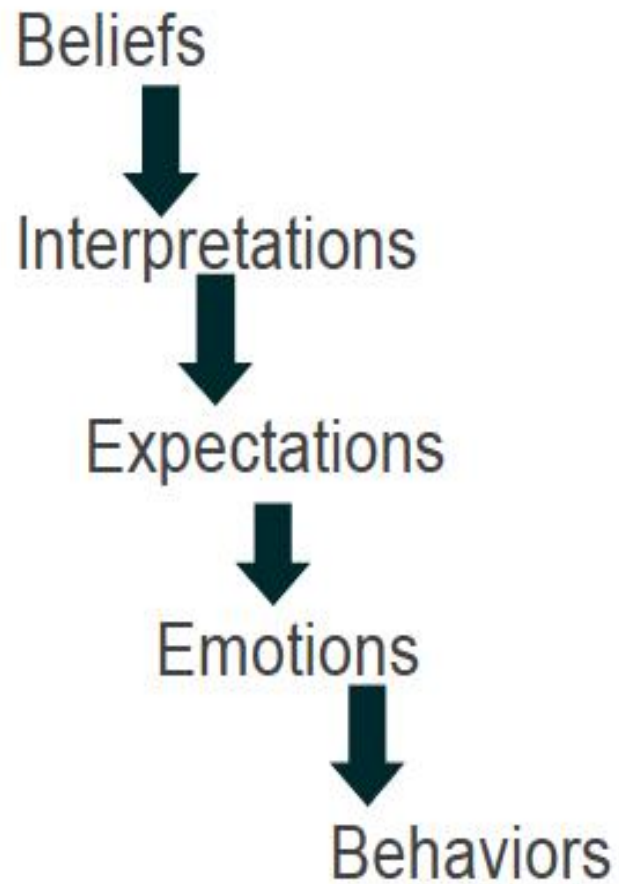


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Self-Reflection



Origins of our Ideas about Difference

- Family (what were my parent's attitudes towards people of other cultures)
- Education (what at school did I learn about people of other cultures?)
- Personal Experiences (what personal experiences did I have with people of other cultures and how did they shape my thinking?)
- Media Influences (what did media teach me about people of other cultures?)
- Peer Influences (what were my friend's attitudes about people of other cultures?)
- Institutional Influences (what did my school, clubs, civic groups, religious institutions teach me about other cultures)



Individual Reflection



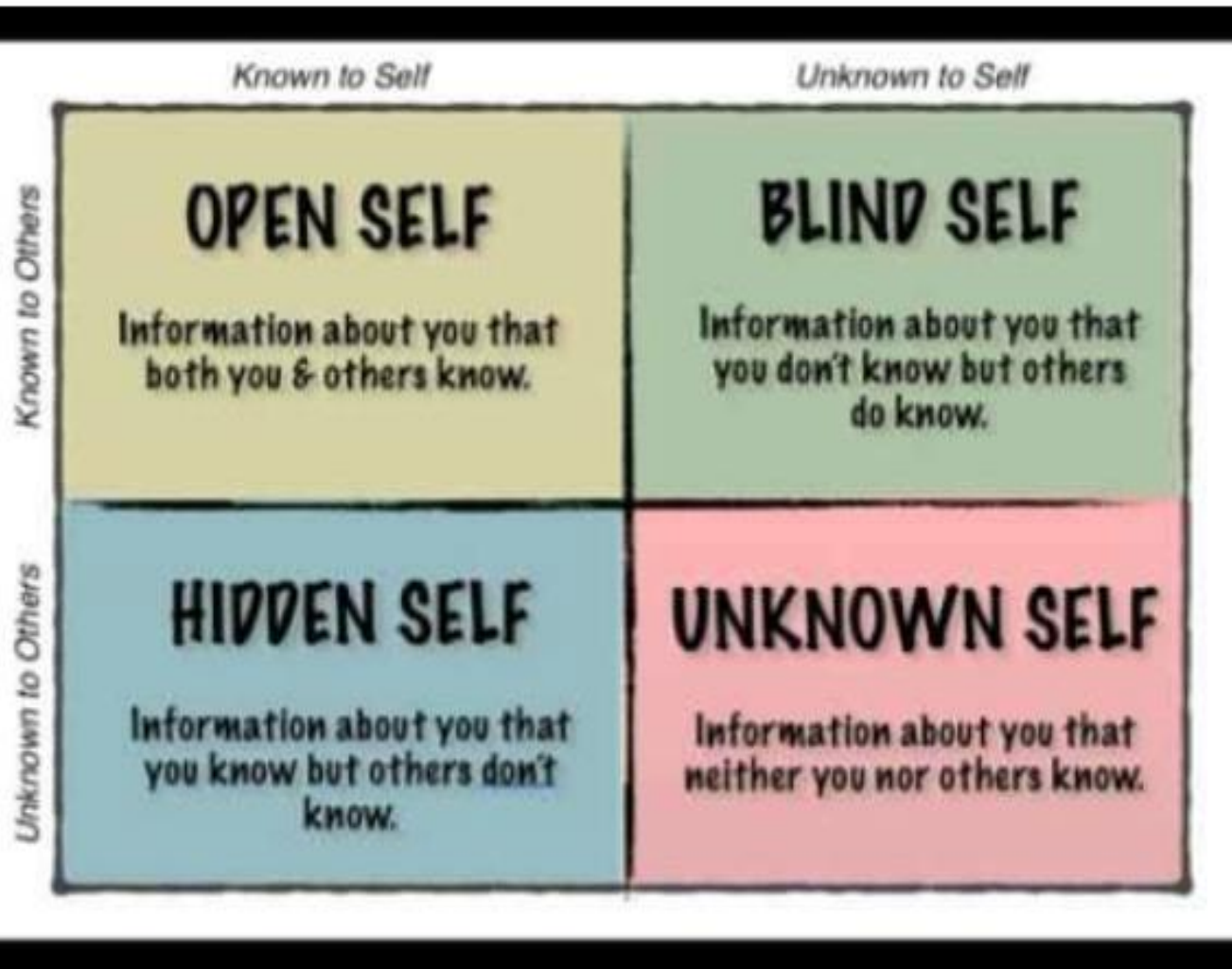
Is there anything that I learned growing up from family, my education, personal experiences, media influences, peer influences, or institutional influences that does not support Cultural Humility?

If so, today is the day to release those learnings.

Learning to be Released...

Positive Idea Replacement...

Self-Reflection- The Johari window



 SEE
THEIR WORLD

 APPRECIATE THEM
AS HUMAN BEINGS

~~JUDGEMENT~~

4 ELEMENTS
OF EMPATHY

  
UNDERSTAND
FEELINGS

 COMMUNICATE
UNDERSTANDING

CC Michael Sahota 2012

A Bridge of Understanding

- We must make the uncomfortable, comfortable in order to grow in cultural humility
- It's okay to have discomfort
- It's okay to not know.
- When in doubt, ask it out
- It is impossible to be an expert in all cultures
- Each person is an expert in his/her own experience
- Complete cultural competence is a life long journey that requires commitment to learning and learning even more



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Institutional Accountability

Organizations Should Strive to...

- Have a defined set of Values, Principles and Policies and demonstrate behaviors that enable effective cross cultural work
- Have the ability to value diversity, manage the dynamics of difference, acquire and institutionalize cultural knowledge, and adapt to the diversity & cultural context of the individuals, families and communities that they serve
- Incorporate all the above in service delivery, policy making and administration and include consumers, family, and the communities.

Organizations Should Utilize...

- Bilingual/Multi-Cultural Staff
- Cross Cultural Communication Approaches
- Interpreting Services (including sign language)
- Cultural Brokers in the Community
- Ethnic Media in languages other than English

National Center for Cultural Competence-http://www.gaschoolgeorgetown.net/NOCCCLCFOA/NOCC_CLCFOAAssessment.pdf

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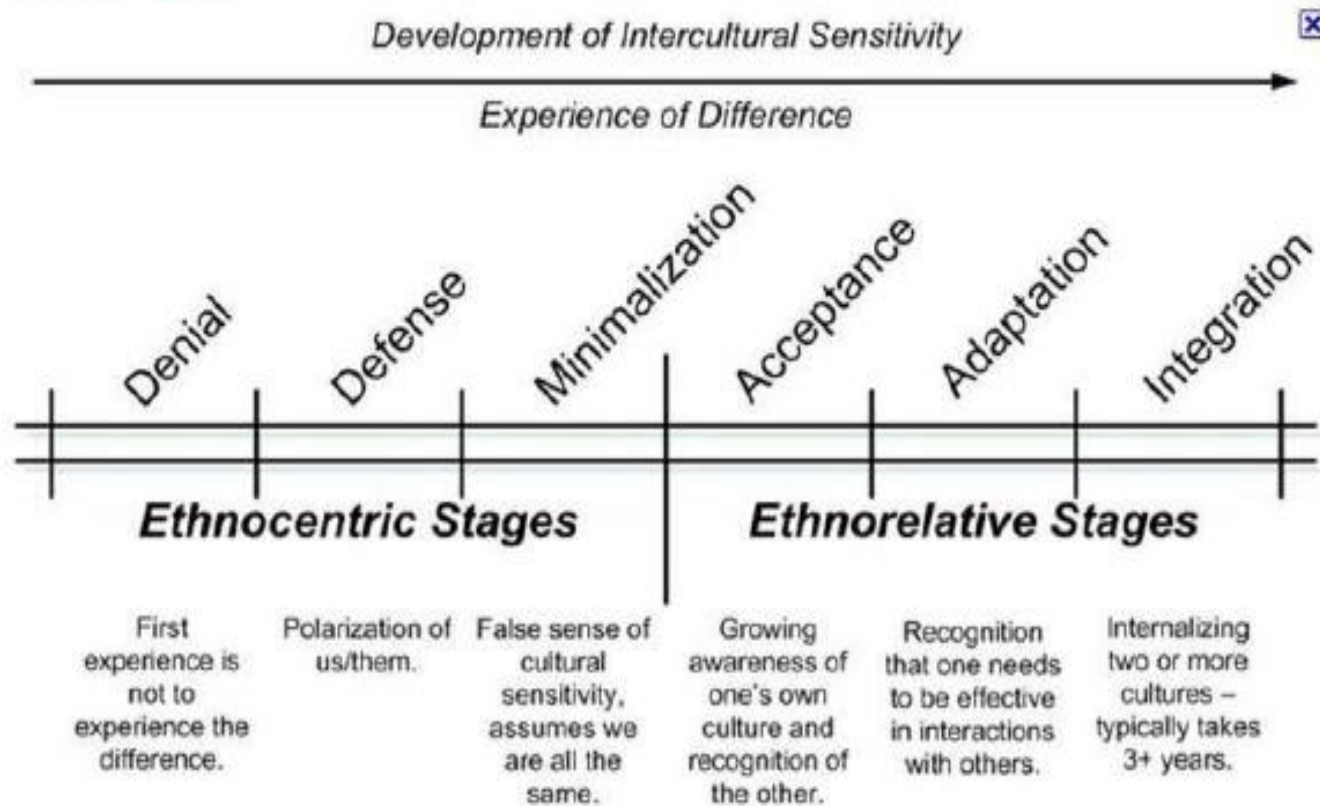


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Potential Barriers to Cultural Humility...





Potential Barriers to Cultural Humility

7 Errors in Assessing Difference

- **Bias**- a general pattern or tendency to think a certain way. It is essentially a quick route our brains can use in order to make decisions quickly.
- **Prejudice**- negative attitude toward an entire category of people, often an ethnic or racial minority.
- **Racism**- the belief that one race is supreme and all others are innately inferior.
- **Stereotype**- an unreliable generalization about all members of a group that does not recognize individual differences within the group.

- **Ethnocentrism**- tendency to believe that one's own culture is superior to others.
- **Discrimination**- the denial of opportunities and equal rights to individuals based on prejudice or other arbitrary reasons that could be caused by;

Xenophobia	Fear	Defensiveness
Lack of information & Understanding of others	Bigotry	Labeling
Bias	Suspicion	Racism



A Case Study - Starbucks



Video Process

<https://www.youtube.com/watch?v=eDPTVEqkGa4>



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Video Debrief

How Do You Feel?

What did you Learn?

What Will You Do?



Continuing Today



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Case Management Strategies

- 1) Review every aspect of the case process for hidden bias and with intentional focus on respect and fair treatment for all.
- 2) Support, get involved and create Agency efforts that portray stereotype smashing images, stories and learnings on a consistent basis.
- 3) Leadership conducting an Organizational Diversity Audit (what do Staff/Clients/Families/Community Partners/Volunteers) feel about how the agency manages diversity. This could be achieved via exit interviews, anonymous surveys, third party lead quality circles



Bias in Action

Microaggressions - everyday, subtle putdown or indignities primarily directed towards marginalized people based upon dimensions of diversity such as;

- Race
- Gender Identity & Expression
- Social Class
- Religion
- Sexual Orientation/Identification
- Disability
- Citizenship Status
- Ethnicity

- Microinsults (often unconscious)- communications that demean a person's heritage or identity
- Microassaults- discriminatory actions
- Microinvalidations (often unconscious)-statements that invalidate the experiential reality of people of color



Racial Microaggression in Everyday Life <http://www.psychologytoday.com/us/blog/microaggressions-in-everyday-life/201010/racial-microaggressions-in-everyday-life>

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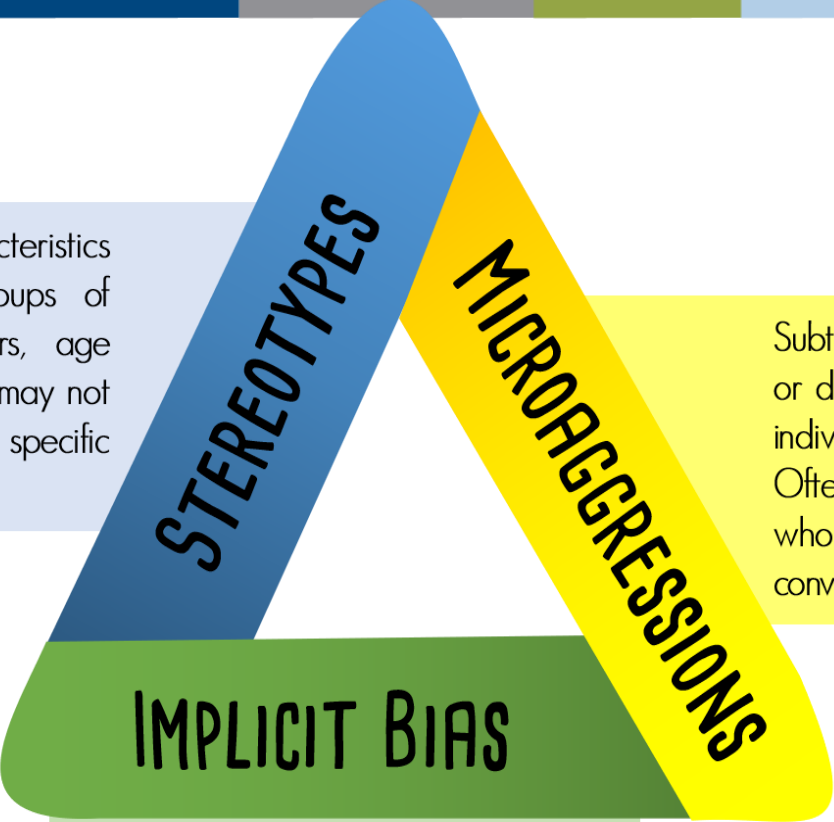
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Ethnocentric Ways of Experiencing Difference



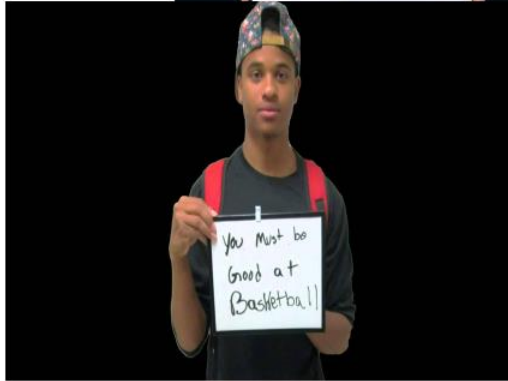
Judgements or characteristics attributed to specific groups of people – races, genders, age groups, etc. – that may or may not be true for any one specific individual within that group.

Subtle verbal or nonverbal insults, indignities, or denigrating messages directed toward an individual due to their marginalized identity. Often committed by well-intentioned people who are unaware of the hidden messages conveyed or the impact of their statements.

Subconscious attitudes, perceptions and stereotypes that influence our understanding, actions, and behavior when interacting with various identities.



Microaggressions



How You Could Be Using A Microaggression and May Not Know It

<https://www.youtube.com/watch?v=9bqtfRKZkRE>



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Personal Strategies

- When confronted by others of your bias & microaggressions notice your defensiveness and accept the discomfort of unlearning and relearning
- To Combat Microaggressions, Use Micro Affirmations- consistent clear feedback that can help a person;
 - ✓ Feel inclusion & Caring
 - ✓ Comforted & Supported
 - ✓ Listened to & Encouraged



Personal Strategies

3 Step Process if You Commit a Microaggression

- 1) If we feel we have committed a microaggression, own up to it
- 2) Actively listen to the feedback w/o judging, blaming or criticizing the offended person
- 3) Validate the person and genuinely apologize
- 4) Proactively learn and educate others about diversity, inclusion and equity



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Engagement Strategies



Engage Clients by Asking Genuine Open Ended Question and use Mindful Active Listening

O = Open Ended Questions (Tell me what a typical day is line for you, Suppose...?
(What might you do if...? What would happen if?)

A = Affirmations (“I can tell you have...” “I get the sense that family is very important to you.” “Sounds like you are willing to explore the options of...”)

R = Reflection (“If I understand you correctly, sounds like...” “Do you feel...because of...?”)

S = Support (“It’s been our experience that people need to sleep on such a life changing decision, you are not wrong for wanting a night to think things through”. “Others have expressed apprehension; you are not alone in that feeling.”

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Take Back to the Desk Action Plan

Based on the ideas discussed today, please create your person plan to...

Start

Stop

Continue

Change

Resume



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Moving Forward



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