

A Foundational Course in Cultural Competence

*Relating Effectively to
People Receiving Mental Health, Developmental Disabilities and Substance
Use Services*



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Purpose



Provide you, the Community Mental Health Workforce, with information to help you effectively relate, provide service, and offer assistance to individuals across dimensions of difference. Whether those differences are cultural, racial, religious, sexual, political, age, or other, you are responsible to provide equitable healthcare for **all** people receiving mental health, developmentally disability, or substance use services.

Issue

Equitable and respectful treatment of people receiving services regardless of their individual or cultural differences

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Purpose *(cont'd.)*



Importance?

- Changing Demographics
 - Getting larger
 - Growing older
 - More diverse

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Purpose *(cont'd.)*



Country	2010	Region	2010
Mexico	139,120	Americas	423,784
China	70,863	Asia	422,058
India	69,162	Africa	101,351
Philippines	58,173	Europe	88,730
Dominican Republic	53,870	All Immigrants	1,042,625

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Objectives



- Identify growing national and county trends that can impact service providers;
- Identify the cultures residing in your service area;
- Define terms to relate and communicate effectively to others;
- Identify behaviors for service providers that indicate respect for cultural differences;
- List tips and techniques to effectively relate to and communicate with others.

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Quote



“Of all the forms of inequality, injustice in health care is the most shocking and inhumane.”

--- Martin Luther King, Jr.

Made in a speech to the Medical Committee for Human Rights in 1966

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Relating Effectively to



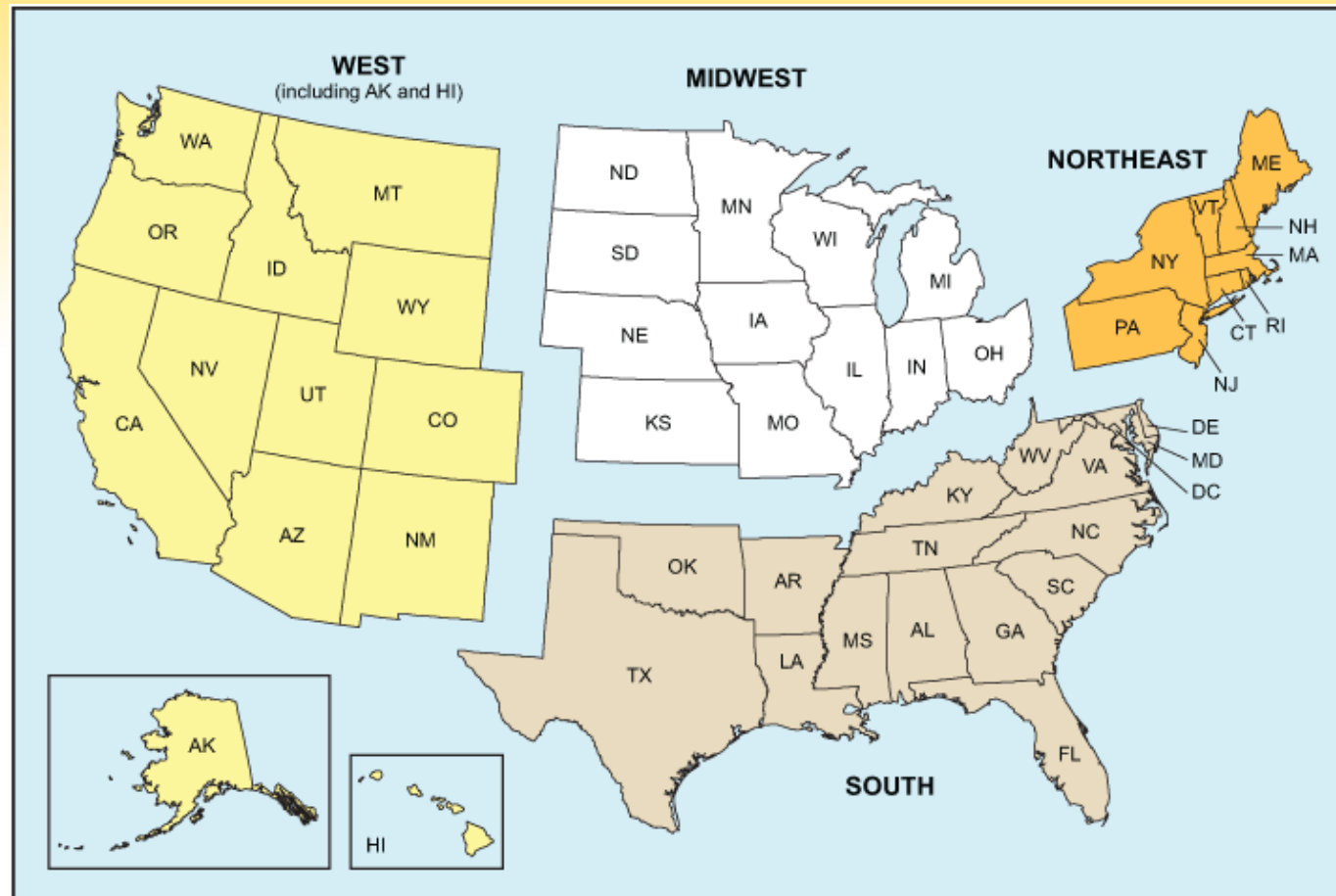
*People Receiving Mental Health, Developmental and Substance Use Services
From Diverse Cultures*

Module #1

General Demographics

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U.S. Census Bureau Regions



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Data on Mental Illness



Key Facts:

- Globally more than 450 million people suffer from mental disorders. Many more have mental problems; ¹
- According to the World Health Organization, mental illnesses account for more disability in developed countries than any other group of illnesses, including cancer and heart disease; ¹
- Published studies report that about 25% of all U.S. **adults** have a mental illness and that nearly 50% of U.S. adults will develop at least one mental illness during their lifetime;
- Nationally in 2008-2009, 4.6 percent of adults aged 18 or older had serious mental illness in the past year ²

¹World Health Organization (WHO), Fact Sheet, September, 2010

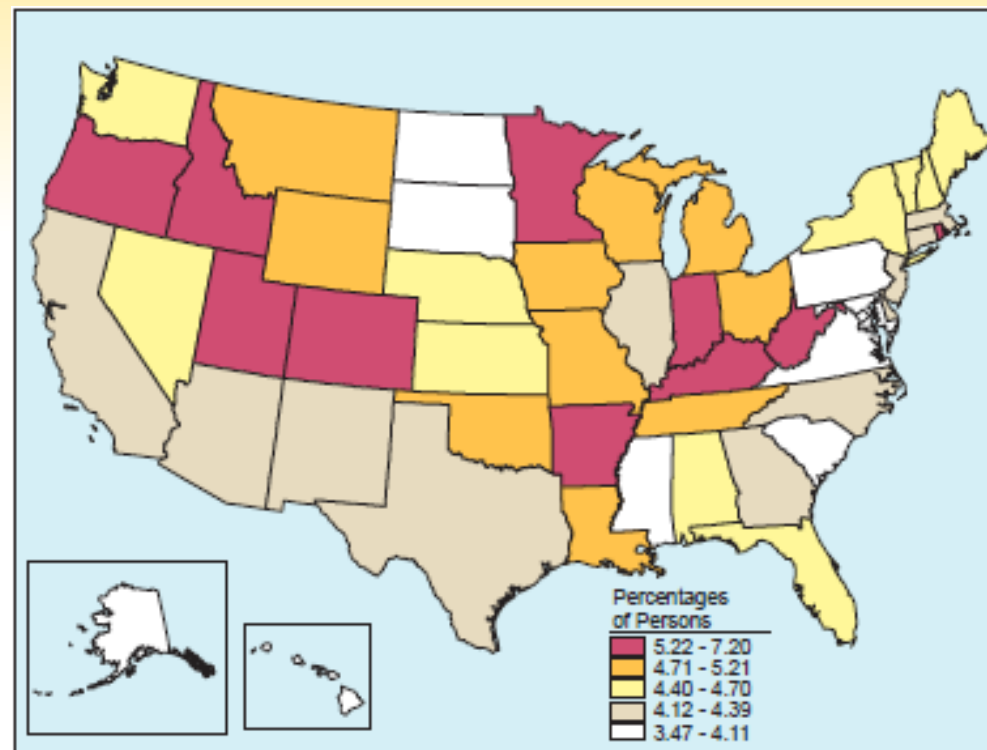
²U.S. Department of Health and Human Services, State Estimates...2009-2009 National Surveys on Drug Use and Health, June 2011

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Data on Mental Illness *(cont'd.)*

- Figure 6.1 Serious Mental Illness in Past Year among Persons Aged 18 or Older, by State: Percentages, Annual Averages Based on 2008 and 2009 NSDUHs



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General Summary of National Findings Highlights

Illicit Drug Use

In 2010, an estimated 22.6 million Americans aged 12 or older were current (past month) illicit drug users, meaning they had used an illicit drug during the month prior to the survey interview.

- Among **youths aged 12 to 17**, the current illicit drug use rate was similar in 2009 (10.0 percent) and 2010 (10.1 percent), but higher than the rate in 2008 (9.3 percent). Between 2002 and 2008, the rate declined from 11.6 to 9.3 percent.
- Among **young adults aged 18 to 25**, the rate of current nonmedical use of prescription-type drugs in 2010 was 5.9 percent, similar to the rate in the years from 2002 to 2009. There were decreases from 2002 to 2010 in the use of cocaine (from 2.0 to 1.5 percent) and methamphetamine (from 0.6 to 0.2 percent).
- Among those **aged 50 to 59**, the rate of past month illicit drug use increased from 2.7 percent in 2002, to 5.8 percent in 2010. This trend partially reflects the aging into this age group of the baby boom cohort (i.e., persons born between 1946 and 1964), whose lifetime rate of illicit drug use has been higher than those of older cohorts.

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General Summary of National Findings Highlights *(cont'd.)*

Illicit Drug Use

- **Geographic Area**

Among persons aged 12 or older, the rate of current illicit drug use in 2010 was:

11.0 percent - West

9.4 percent - Northeast

8.2 percent - Midwest

7.8 percent - South.

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General Summary of National Findings Highlights *(cont'd.)*

Alcohol Use

- Slightly more than half of Americans aged 12 or older reported being current drinkers of alcohol in the 2010 survey (51.8 percent).
- Among young adults aged 18 to 25 in 2010, the rate of binge drinking was 40.6 percent, and the rate of heavy drinking was 13.6 percent.
- In 2010, heavy drinking was reported by 6.7 percent of the population aged 12 or older, or 16.9 million people.
- There were an estimated 10.0 million underage (aged 12 to 20) drinkers in 2010, including 6.5 million binge drinkers and 2.0 million heavy drinkers.

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General Summary of National Findings Highlights *(cont'd.)*

Alcohol Use

- **Geographic Area**

The rate of past month alcohol use for people aged 12 or older in 2010 was:

47.5 percent - South

57.8 percent - Northeast

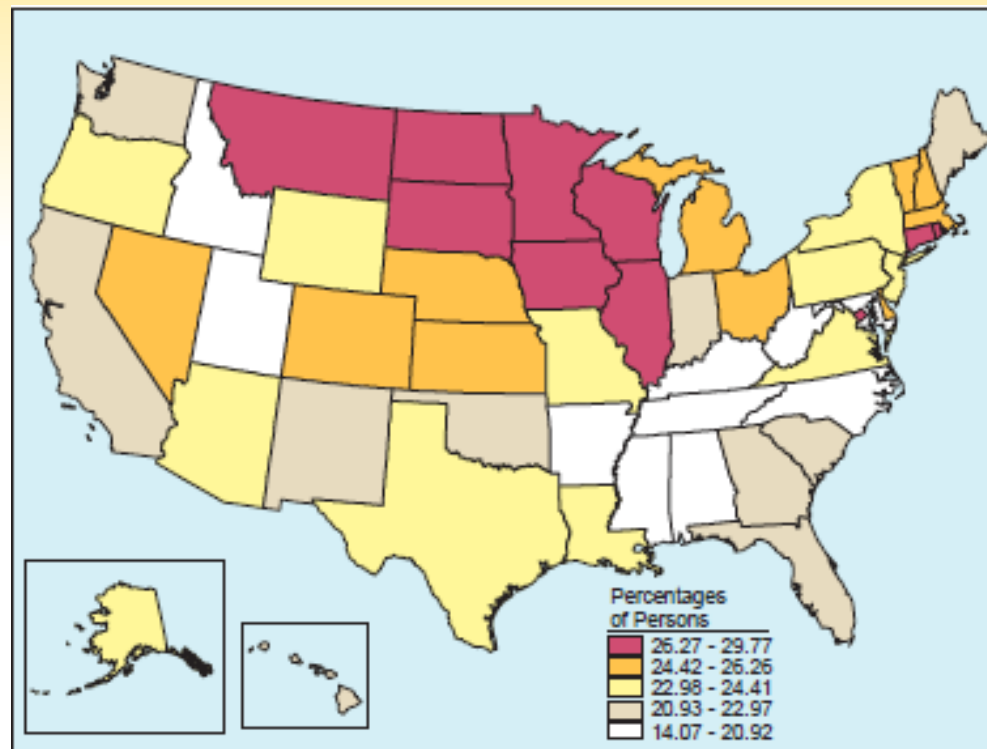
54.7 percent - Midwest

51.0 percent - West

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Binge Alcohol Use

- Figure 3.5 Binge Alcohol Use in Past Month among Persons Aged 12 or Older, by State: Percentages, Annual Averages Based on 2008 and 2009 NSDUHs



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Developmental Disabilities

Quote

The Americans with Disabilities Act of 1990 (as amended in 2008) begins by stating that:

“The Congress finds that physical or mental disabilities in no way diminish a person’s right to fully participate in all aspects of society, yet many people with physical or mental disabilities have been precluded from doing so because of discrimination; others who have a record of a disability or are regarded as having a disability also have been subjected to discrimination”.

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Developmental Disabilities *(cont'd.)*

- Over a billion people, about 15% of the world's population, have some form of disability.¹
- Between 110 million and 190 million people have significant difficulties in functioning.¹
- Rates of disability are increasing due to population aging and increases in chronic health conditions, among other causes.¹
- People with disabilities have less access to health care services and therefore experience unmet health care needs.¹
- In the year 2009, an estimated **11.5** percent (plus or minus 0.35 percentage points) of non-institutionalized, male or female, all ages, some other race(s), non-Hispanic, with all education levels in the United States reported a disability.²

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Developmental Disabilities *(cont'd.)*

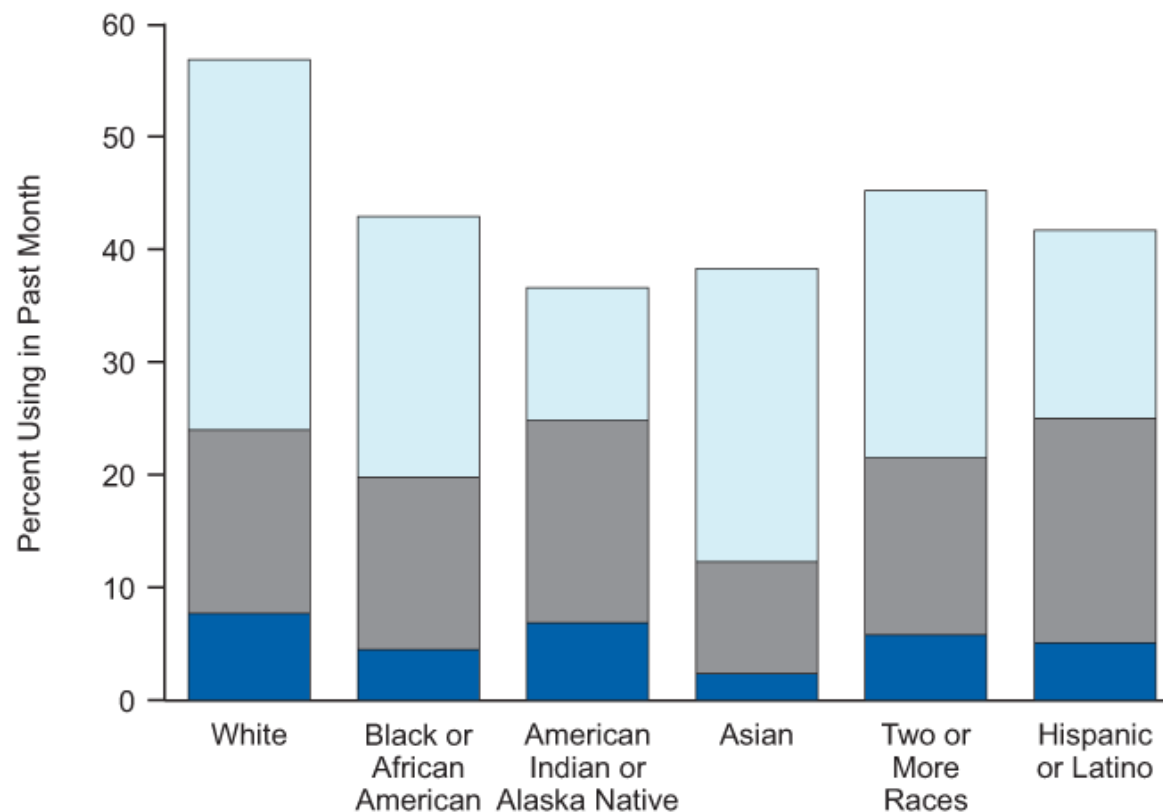
- In the year 2009, the percents below were estimated for non-institutionalized, male or female, all ages, non-Hispanic, with all education levels in the United States as reporting a disability:

Category	Percent
Caucasian	12.9 ± 0.07
African American	13.6 ± 0.16
Native American	17.1 ± 0.76
Asian American	6.6 ± 0.19
Other	11.5 ± 0.35

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Current, Binge, and Heavy Alcohol Use-Persons 12 or Older

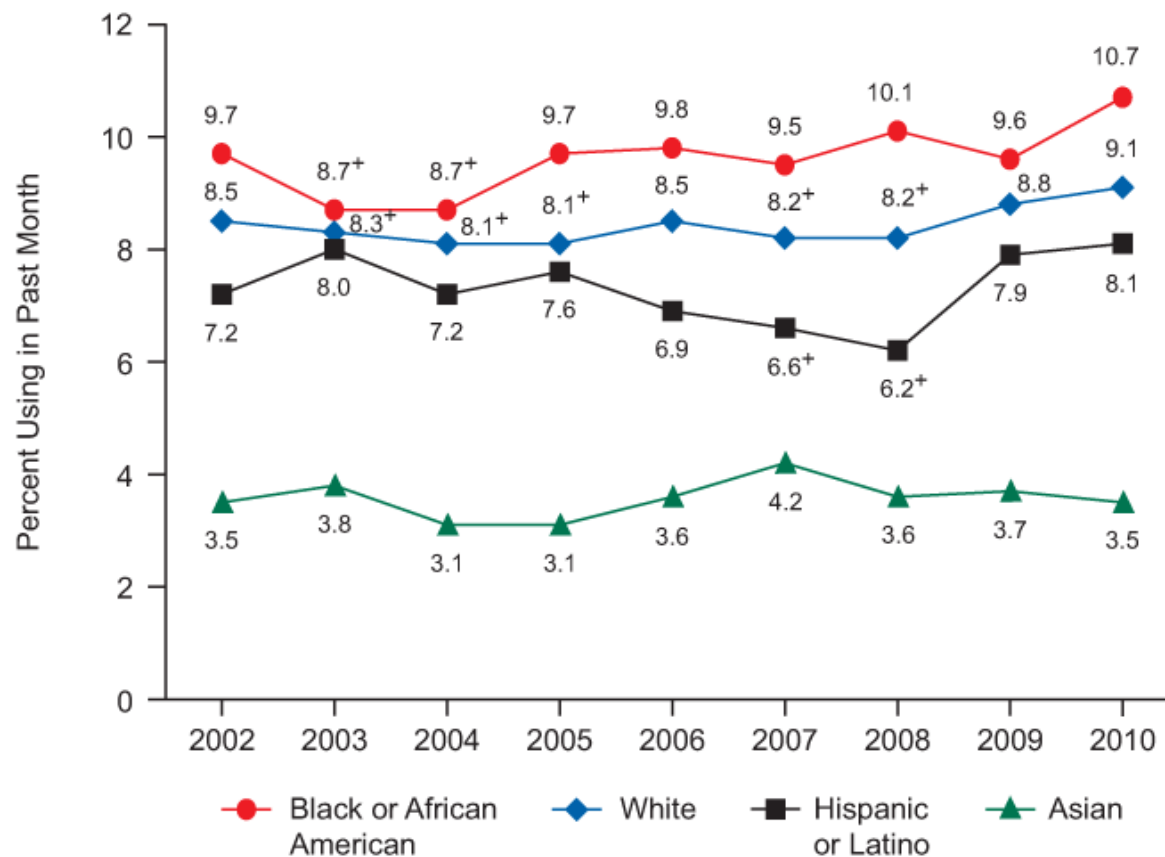
Figure 3.2



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Past Month Illicit Drug Use-Persons Aged 12 or Older

Figure 2.10



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Module#1 - Review

Culture is comprised of numerous factors, including geographic location, and age

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Module #1 - Quiz

1. Globally more than 450 million people suffer from mental disorders. Many more have mental problems
T_____ F_____
2. Published studies report that about 25% of all U.S. adults have a mental illness and that nearly 50% of U.S. adults will develop at least one mental illness their lifetime.
T_____ F_____
3. Nationally in 2008-2009 _____ percent of adults aged 18 or older had serious mental illness in the past year.
 - a. 4.2
 - b. 4.6
 - c. 5.2
 - d. 5.6
4. The baby boom cohort (i.e. persons born between 1946 and 1964) whose lifetime rate of illicit drug use has been _____ those of older cohorts.
 - a. Lower than
 - b. Equal to
 - c. Older than
5. Among persons aged 12 or older, the highest rate of illicit drug use in 2010 occurred in the:
 - a. West
 - b. Northeast
 - c. Midwest
 - d. South

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Module #1 - Quiz

6. Among persons aged 12 or older, the highest rate of heavy alcohol use in 2010 occurred in the:
 - a. West
 - b. Northeast
 - c. Midwest
 - d. South
7. In the year 2009, as estimated _____ percent (plus or minus 0.35 percentage points) of non-institutionalized, male or female, all ages, some other race(s), non-Hispanic, with all education levels in the United States reported a disability.
 - a. 10.0
 - b. 10.5
 - c. 11.0
 - d. 11.5
8. In the year 2009, the largest percentage rate of non-institutionalized, male or female, all ages, non-Hispanic, all education levels reporting a disability in the United States was for:
 - a. Caucasian
 - b. African American
 - c. Native American
 - d. Asian American
 - e. Other
9. According to the 2010 National Survey on Drug use and Health: Summary of National Findings, Asians rank lowest for percent using illicit drugs in the past month.
T_____ F_____
10. According to the 2010 National Survey on Drug use and Health: Summary of National Findings, American Indians or Alaska Natives rank lowest for percent using alcohol in the past month.
T_____ F_____

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Module #1

Definition of Terms

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Definitions

Dimensions of
Diversity:

The complex filters through which all of us process stimuli and information.

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Dimensions of Diversity

Iceberg Model

Waterline of visibility



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Wayne County *(cont'd.)*

Quick Facts	Wayne County	Michigan
Population, 2010	1,820,584	9,883,640
Persons under 5 years, percent, 2010	6.5%	6.0%
Persons under 18 years, percent, 2010	25.4%	23.7%
Persons 65 years and over, percent, 2010	12.7%	13.8%
Persons 19-64 years	55.4%	56.5%
Female persons, percent, 2010	52.0%	50.9%

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Wayne County *(cont'd.)*

Quick Facts	Wayne County	Michigan
Population, 2010	1,820,584	9,883,640
White persons, percent, 2010	52.3%	78.9%
Black persons, percent, 2010	40.5%	14.2%
American Indian and Alaska Native persons, percent, 2010	0.4%	0.6%
Asian persons, percent, 2010	2.5%	2.4%
Native Hawaiian and Other Pacific Islander, percent, 2010	0.0%	Z
Persons reporting two or more races, percent, 2010	2.4%	2.3%
Persons of Hispanic or Latino origin, percent, 2010	5.2%	4.4%
White persons not Hispanic, percent, 2010	49.6%	76.6%

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Wayne County *(cont'd.)*



Asian American Family



African American Family



European Family



Hispanic Family

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Beliefs Model

Beliefs → Attitudes → Behaviors →

Beliefs: The assumptions we make about ourselves, about others in the world and about how we expect things to be.

Attitudes: The opinions or general feelings about something or someone.

Behaviors: The actions or reactions of a person (or animal) in response to external or internal stimuli.

Confront your own biases about what you believe!

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Definitions

Culture: The behaviors, values and beliefs shared by a group of people, such as an ethnic, racial, geographical, religious, gender, class or age group.

Cultural Competence: the ability to relate effectively to individuals from various groups and backgrounds.

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Definitions

Discrimination: Treatment or consideration of, or making a distinction in favor of or against, a person or thing based on the group, class, or category to which that person or thing belongs rather than on individual merit.

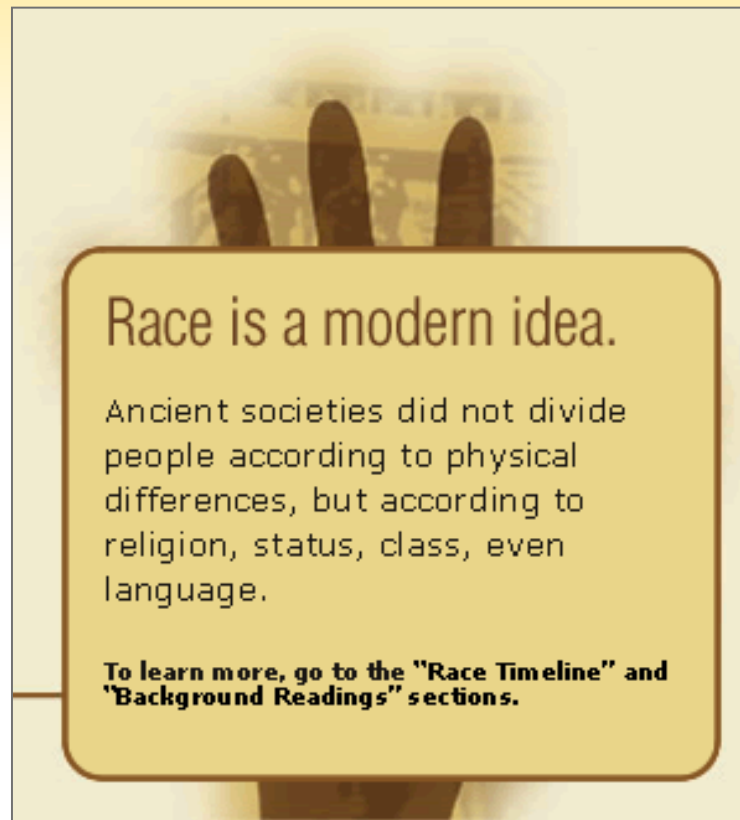
Prejudice: Preconceived judgment or opinion; an adverse opinion or leaning formed without just grounds or before sufficient knowledge.

Race: A category of humankind that shares certain distinctive physical traits.

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Definitions *(cont'd.)*

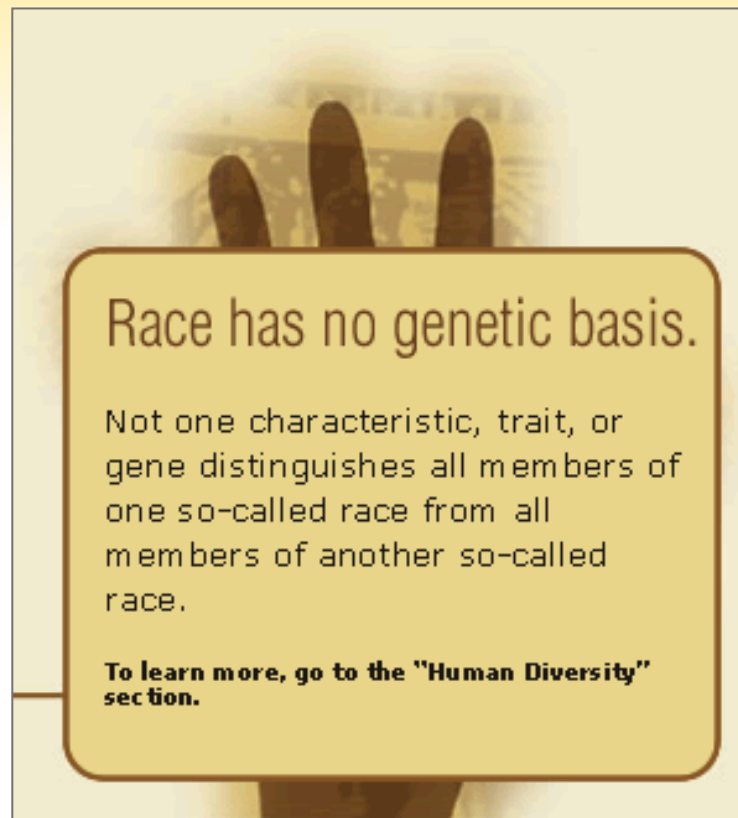
The Drivers: Race *(cont'd.)*



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Definitions *(cont'd.)*

Race *(cont'd.)*



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Definitions *(cont'd.)*

Race *(cont'd.)*



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Definitions *(cont'd.)*

Stereotype: A standardized conception or mental picture given meaning and held by an individual or group.

Stigma: Attitudes and beliefs that lead people to reject, avoid or fear those they perceive as being different.

- **Public:** attitudes and feelings expressed by many in the general public.
- **Institutional:** negative attitudes and behaviors about mental illness are incorporated into the policies, practices, and cultures of organizations and social systems.
- **Self:** occurs when individuals internalize the disrespectful images that society, a community, or a peer group perpetuate.

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Module #2 - Quiz

Matching

Directions: Place the correct letter on the line that defines each term below.

1. _____ Attitudes
2. _____ Behaviors
3. _____ Beliefs
4. _____ Culture
5. _____ Cultural Competence
6. _____ Dimensions of Diversity
7. _____ Discrimination
8. _____ Prejudice
9. _____ Race
10. _____ Stereotype
11. _____ Stigma

- a. A standardized conception or mental picture given meaning and held by an individual or group.
- b. Treatment or consideration of, or making a distinction in favor of or against, a person or thing based on the group, class, or category to which that person or thing belongs rather than on individual merit.
- c. The complex filters through which all of us process stimuli and information.
- d. The assumptions we make about ourselves, about others in the world and about how we expect things to be.
- e. The opinions or general feelings about something.
- f. The behaviors, values and beliefs shared by a group of people, such as an ethnic, racial, geographical, religious, gender, class or age group.
- g. The ability to relate effectively to individuals from various groups and backgrounds.
- h. Preconceived judgment or opinion; an adverse opinion or leaning formed without just grounds or before sufficient knowledge.
- i. A category of humankind that shares certain distinctive physical traits.
- j. Attitudes and beliefs that lead people to reject, avoid or fear those they perceive as being different.
- k. The actions or reactions of a person (or animal) in response to external or internal stimuli.

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Module #2

About the People You Serve

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Wayne County

People QuickFacts	Wayne County	Michigan
Population, 2011 estimate	NA	9,876,187
Population, 2010	1,820,584	9,883,640
Population, percent change, 2000 to 2010	-11.7%	-0.6%
Population, 2000	2,061,162	9,938,444
Persons under 5 years, percent, 2010	6.5%	6.0%
Persons under 18 years, percent, 2010	25.4%	23.7%
Persons 65 years and over, percent, 2010	12.7%	13.8%
Female persons, percent, 2010	52.0%	50.9%

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Wayne County *(cont'd.)*

i White persons, percent, 2010 (a)	52.3%	78.9%
i Black persons, percent, 2010 (a)	40.5%	14.2%
i American Indian and Alaska Native persons, percent, 2010 (a)	0.4%	0.6%
i Asian persons, percent, 2010 (a)	2.5%	2.4%
i Native Hawaiian and Other Pacific Islander, percent, 2010 (a)	0.0%	Z
i Persons reporting two or more races, percent, 2010	2.4%	2.3%
i Persons of Hispanic or Latino origin, percent, 2010 (b)	5.2%	4.4%
i White persons not Hispanic, percent, 2010	49.6%	76.6%

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Ethnocentrism

Definition: a psychological phenomenon, characterized by the belief in the superiority of a set of values and a worldview that evolves from one's own cultural, ethnic, or racial group.

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General Multi-Cultural Data

- Many non-Western cultures of the world have a more collectivistic notion, vs. an individualist, notion of identity.
- The value of “individualism” affects how Western psychologists view the world and therefore counseling and therapy sessions.
- The most salient information a helping professional can know about the culture of a person receiving service is how their various rules for living and patterns for interpreting reality affect that persons view of the world.
- There is a need for service providers to define the personalities of persons receiving service from diverse cultures. Service providers cannot treat what they do not understand.

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Wayne County *(cont'd.)*

	Greeting / Addressing / Communicating	General Data / Values	Traditional Healing / Additional Tips
European	<ul style="list-style-type: none"> • Direct eye contact • Greet with a handshake • Maintain distance • Will share personal information and communication on a first name basis. 	<ul style="list-style-type: none"> • Individualism and self-reliance. • Competition, assertiveness, achievement. • Reliance on scientific facts and numbers. 	<ul style="list-style-type: none"> • Euro-American psychology has ignored the historical influences of other cultures on Western civilization and defined many of the current health concepts. • Trust in science and logic. <p>Tip:</p> <ul style="list-style-type: none"> • Listen carefully and share rationale for recommendations.
African American	<ul style="list-style-type: none"> • Begin with small talk. • Use title (Mr. Mrs. Ms. etc.) 	<ul style="list-style-type: none"> • General worldview that things in the universe are interconnected. • Recognizes a spiritual essence or life force that permeates everything. • Focus on group vs. individual. • May harbor distrust for unconditional disclosure. 	<ul style="list-style-type: none"> • Beliefs from ethnic heritage and strong Christian beliefs are held. <p>Tip:</p> <ul style="list-style-type: none"> • Don't disregard but acknowledge and work with person's faith as part of treatment. • Do behavioral analysis within the context of belief of interconnectedness.
Native American	<ul style="list-style-type: none"> • Usually avoid eye contact • Greet with light handshake • Rushing elders is considered rude • Calm, Polite - Loudness is associated with aggressiveness 	<ul style="list-style-type: none"> • General worldview holds more spiritual, holistic, harmonious and collective beliefs about health. • Wellness is harmony and lack of wellness is disharmony in spirit, mind and body. • Many identify self in relation to community or family. 	<ul style="list-style-type: none"> • Traditional healing process usually involves the person receiving services, therapist or healer, significant others, and community members. <p>Tip:</p> <ul style="list-style-type: none"> • Start from a conceptually grounded framework that includes an understanding of the sociopolitical history of oppression and current constraints that form the cultural context for the persons presenting concerns.

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Wayne County *(cont'd.)*

	Greeting / Addressing / Communicating	General Data / Values	Traditional Healing / Additional Tips
Asian	<ul style="list-style-type: none"> Use title (Mr. Mrs. Miss. etc.). Avoid first names unless given permission. “Yes” may mean I heard you rather than “I agree” or “I will do it”. May avoid physical contact (bowing vs. shaking hand unless they extend their hand first). 	<ul style="list-style-type: none"> Japanese have no personal pronoun for “I”. Indian term “atman” refers to a universal self. May consider is inappropriate to reveal personal matters. Direct eye contact <i>usually</i> considered rude or aggressive. 	<ul style="list-style-type: none"> Those who are “traditional” or less acculturated will tend to expect a hierarchical relationship with mental-health professionals and physicians. <p>Tip:</p> <ul style="list-style-type: none"> Recognize that the term Asian-American represents a diverse set of ethnic groups with as much between-group as within-group variation. Focus on ethnic identity and acculturation.
Hispanic / Latino(a)	<ul style="list-style-type: none"> Handshaking and embracing are common. Converse with less personal space than Americans. Use frequent gestures and touching during conversation. 	<ul style="list-style-type: none"> Are of African, Asian, European and Indian heritage and many shades of skin color and phenotype. Religion and spirituality impact their belief systems and practices regarding physical and mental health. 	<ul style="list-style-type: none"> One’s behavior causes ones health or illness. <p>Tips:</p> <ul style="list-style-type: none"> There is tremendous diversity so generalizations should be avoided. Avoid prolonged eye contact as it is rude or aggressive.
People with Disabilities	<ul style="list-style-type: none"> offer to shake hands Treat adults as adults. Address people by their first names when extending the same familiarity to all others 	<ul style="list-style-type: none"> People with disabilities are the national’s largest minority representing 20%-22% of Americans. Individuals want to be approached in an open, non-judgmental and emotionally supportive way and spoken to directly. 	<p>Tips:</p> <ul style="list-style-type: none"> Use language that affirms (a person with cognitive or development disability vs. retarded or mentally defective). A person with psychiatric disability vs. “crazy” or “nuts”. A person with a disability vs. “handicapped”.

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Tips for Service Providers

What everyone can do:

- **Communication:** Make sure your speech and body language do not reflect a lack of acceptance or disrespect.
- **Self Awareness:** be aware of your own frame of reference and worldview.
- **Encourage hope and recovery.**
- **Make sure your speech and body language do not reflect a lack of acceptance or disrespect.**

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Tips for Service Providers *(cont'd.)*

What everyone can do:

- Refuse to use discriminating or stigmatizing labels, e.g., crazy, psycho, loony, to describe yourself or other.
- Treat all individuals with respect.
- Networking / Data Gathering: Join associations or review publications.

Do No Harm!

Source: Michigan Department of Community Health

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Module #2- Quiz

1. The top two racial/ethnic population in Wayne County according to the 2010 census are>
 - a. African American and Latino
 - b. Caucasian and Latino
 - c. Caucasian and African American
 - d. Native American and Pacific Islander

2. *Ethnocentrism is a psychological phenomenon, characterized by the belief in the superiority of a set of values and a worldview that evolves from one's own cultural, ethnic, or racial group.*
T_____ F_____

3. Many non-Western cultures of the world have a more individualist notion, vs. a collectivistic notion of identity.
T_____ F_____

4. Ethnocentric service providers may label culturally different people with a collectivistic worldview who are receiving services as immature, or excessively dependent, and recommend a need to break from family members or groups.
T_____ F_____

5. In this culture "Yes" may mean I heard you rather than "I agree" or "I will do it".
 - a. European _____
 - b. African American _____
 - c. Asian _____
 - d. Native American _____

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Module #2 - Quiz

6. In this culture it is common to use frequent gestures and touching during conversation.
- | | |
|------------------------|--------------------------------|
| European _____ | Native American _____ |
| African American _____ | Hispanic _____ |
| Asian _____ | People with Disabilities _____ |
7. This culture represents the national's largest minority representing 20%-22% of Americans.
- | | |
|------------------------|--------------------------------|
| European _____ | Native American _____ |
| African American _____ | Hispanic _____ |
| Asian _____ | People with Disabilities _____ |
8. In this culture, a traditional healing process usually involves the client, therapist or healer, significant others, and community members.
- | | |
|------------------------|--------------------------------|
| European _____ | Native American _____ |
| African American _____ | Hispanic _____ |
| Asian _____ | People with Disabilities _____ |
9. The person of the African American culture may harbor a distrust for unconditional disclosure.
- True _____ False _____

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