Wisconsin Public Psychiatry Network Teleconference (WPPNT)

• This teleconference is brought to you by the Wisconsin Department of Health Services (DHS), Division of Care and Treatment Services, Bureau of Prevention Treatment and Recovery and the University of Wisconsin-Madison, Department of Psychiatry.

• Use of information contained in this presentation may require express authority from a third party.
WPPNT Reminders

• Call 877-820-7831 before 11:00 a.m.
• Enter passcode 107633#, when prompted.
• Questions may be asked, if time allows.
• To ask a question, press *6 on your phone to un-mute yourself. *6 to remote.
Cultural Competency
Towards Cultural Humility

Mai Zong Vue, MSSW
June 21, 2018
Presentation Guidelines

• Share responsibility for the experience and learning.
• Recognize that we are all experts in our own experience.
• Maintain confidentiality.
• Respect diversity.
• Listen actively.
Presentation Guidelines

• Be vulnerable.
• Expect unfinished business.
• Step forward.
• Have fun.
Presentation Objectives

• To establish a broad definition of diversity, culture, and equity
• To raise awareness of the different culture, ethnicity, and population in Wisconsin
• To raise culturally and linguistically appropriate services (CLAS) implementation awareness
• To work toward Healthiest Wisconsin 2020 goal of equitable services for all
“Some people when they hear your story. Contract.
Others upon hearing your story. Expand.
And this is how you know.”

- Nayyirah Waheed
Part 1: Culture, Ethnicity & Race

What are culture, ethnicity and race?
“We prefer to speak of culture not as an entity but as a whole of phenomena. Much like the cells of the body constitute a living thing.”

– Kroeber-Kluckhohn, 1963
What is culture?

“Culture is a fuzzy set of basic assumptions and values, orientations to life, beliefs, policies, procedures and behavioral conventions that are shared by a group of people, and that influence (but do not determine) each member’s behavior and his/her interpretations of ‘meaning’ of other people’s behavior.”

– Spencer-Oatey, 2008
“The world in which you were born is just one model of reality. Other cultures are not failed attempts at being you; they are unique manifestations of the human spirit.”

- Wade Davis
Characteristics of Culture

- Culture is manifested at different layers of depth.
- Culture affects behavior and interpretations of behavior.
- Culture is learned.
- Culture is subject to gradual change.

— CCHPC
Cultures in Wisconsin

• How many culture, language, or ethnic groups are in Wisconsin?
• How many bars or types of beers do we have in Wisconsin?
• Does our workforce reflect the different culture and language in the office, county, or state?
• What is the service delivery culture of our local agency, county, or state?
We are complex cultural beings!

Complex Cultural Being/Current Reality
"C"

- Language
- Sexual Orientation
- Color
- Ability/Disability
- Race
- Health
- Ethnicity
- Spiritual Beliefs
- Education
- Gender Identity
- Income
- Values
- Profession/Work
- Economic Realities
- Age

– Ira SenGupta, CCHCP, 2006
Cultural competency is not a destination; it’s a practice.

– 2016-2017 CCHCP
Cultural Competence

“The state of being capable of functioning effectively in the context of cultural differences.”

– Terry Cross, Ph.D.
“To be culturally competent doesn’t mean you are an authority in the values and beliefs of every culture. What it means is that you hold a deep respect for cultural differences and are eager to learn, and willing to accept, that there are many ways of viewing the world.”

- Okokon O. Udo, Ph.D.
What is ethnicity?

A social group that shares a common and distinctive culture, religion, language, or the like.

– 2016-2017 CCHCP
What is Race?

• Race is a social construct.
• What are the unintended consequences of race?
• What are we doing about it in our home, community, and work?

(See Handout)
Part 2: Diversity and Inclusion

• What is diversity?
• Why do we need a diverse workforce?
• What is inclusion?
“Diversity means all the ways we differ. All of the complex differences and similarities in perspectives, identities, and points of view among members of an institution as well as among individuals who make up the wider community.”

– Luther College Diversity Center Diversity Journal
“Inclusion involves bringing together and harnessing these diverse forces and resources, in a way that is beneficial. Inclusion puts the concept and practice of diversity into action by creating an environment of involvement, respect, and connection—....
Inclusion

...where the richness of ideas, backgrounds, and perspectives are harnessed to create business/organizational value. Organizations need both diversity and inclusion to be successful.”

– Luther College Diversity Center Diversity Journal
Wisconsin Demographics

- Growing population of Hispanics, Africans, Asians, and refugees
- Large gap in mental health and substance use services for minority communities
Figure 3
Health Literacy by Race and Ethnicity, U.S. Population

Race/ethnicity

- White: 9% Below Basic, 19% Basic, 58% Intermediate, 14% Proficient
- Black: 24% Below Basic, 34% Basic, 41% Intermediate, 2% Proficient
- Hispanic: 41% Below Basic, 25% Basic, 31% Intermediate, 4% Proficient
- Asian/Pacific Islander: 13% Below Basic, 18% Basic, 52% Intermediate, 18% Proficient
- American Indian/Alaska Native: 25% Below Basic, 23% Basic, 45% Intermediate, 7% Proficient
- Multiracial: 9% Below Basic, 28% Basic, 59% Intermediate, 3% Proficient

Population with Basic and Below Basic Skills

- Total: 59,208,975
- White: 20,101,750
- Black: 23,301,839
- Hispanic: 3,298,968
- Asian/Pacific Islander: 1,188,458
- American Indian/Alaska Native: 2,525,704
- Multiracial:
Poverty Differs Across Subgroups

27% of blacks and Hispanics were poor in 2010

Compared to:

10% non-Hispanic whites
and
12% Asians

– National Poverty Center, 2010
Visible and Invisible Diversity

The Cultural Iceberg

**Behaviors & Practices**
Characteristics which are apparent to the casual observer

**Attitudes**
How the core values are reflected in specific situations in daily life such as working or socializing.

**Core Values**
Learned ideas of what is considered good or bad, desirable or undesirable, acceptable or unacceptable

**Institutions of Influence**
The forces which create, define, and mold a culture's core values

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Part 3: Equity

• What is equity?
• Why work toward equity?
• Who should be involved?
• How do we achieve equitable services for all people in Wisconsin?
What is equity?
Where are we?

Equality
Equity
Reality
Our Equity Road

Training: Diversity, culture, and equity awareness

Policy: Implementing CLAS standards

Diverse workforce, knowledge, and skills = Health equity for All
Part 4: CLAS Standards

• What is it?
• Why implement it?
• What are the benefits?
• Substance Abuse and Mental Health Services Administration (SAMHSA) requirements
• State Council on Alcohol and Other Drug Abuse (SCAODA) recommendation
Benefits of CLAS Standards

- Build awareness of equity, diversity, and culture
- Bridge gaps in demographic shift
- Harness creative and economic value of diversity
- Address health disparities
- Comply with SAMHSA requirements and SCAODA recommendation
Our Challenges

- Children
- Gender
- Age
- Sexual orientation
- Language
- Culture groups
- Systemic barriers
- Others
Part 5: Cultural Considerations

- Cultural context
- Language and dialects
- Interpreter training
- Treatment through an interpreter
- The liver or the heart
Case Studies
What does equity mean to us?

• Serving all clients well?
• Trust and creditability (in-house experts and experience)?
• Cost-effective services?
Thank you!

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