CULTURAL SENSTIVITY: How staff in an organization explore their own backgrounds and attitudes towards consumers

CULTURAL DIVERSITY: How an organization deals with differences among staff and matches staff to consumers

CULTURAL COMPETENCE:

– Includes cultural sensitivity and cultural diversity

– Goes beyond attitudes and staffing patterns

– Includes skills and program elements which enhance services to a diverse consumer population

Cultural Competence in Community and Training Clinics Serving Latinos/as

Elisabet Revilla, PhD

Cultural sensitivity, Cultural diversity, and Cultural Competence in community agencies

The Iceberg Concept of Culture

Like an iceberg, the majority of culture is below the surface.



Surface Culture

Above sea level
Emotional load: relatively low

food ▪ dress ▪ music ▪
visual arts ▪ drama ▪ crafts
dance ▪ literature ▪ language
celebrations ▪ games

Deep Culture

Unspoken Rules
Partially below sea level
Emotional load: very high

courtesy ▪ contextual conversational patterns ▪ concept of time
personal space ▪ rules of conduct ▪ facial expressions
nonverbal communication ▪ body language ▪ touching ▪ eye contact
patterns of handling emotions ▪ notions of modesty ▪ concept of beauty
courtship practices ▪ relationships to animals ▪ notions of leadership
tempo of work ▪ concepts of food ▪ ideals of childrearing
theory of disease ▪ social interaction rate ▪ nature of friendships
tone of voice ▪ attitudes toward elders ▪ concept of cleanliness
notions of adolescence ▪ patterns of group decision-making
definition of insanity ▪ preference for competition or cooperation
tolerance of physical pain ▪ concept of "self" ▪ concept of past and future
definition of obscenity ▪ attitudes toward dependents ▪ problem-solving
roles in relation to age, sex, class, occupation, kinship, and so forth

Unconscious Rules
Completely below sea level
Emotional load: intense

Framework for the Delivery of Culturally Competent Mental Health Services for Latinos/as

- Program Environment
- Outreach
- Organizational Cultural Competence
- Program Staffing
- Program Delivery System
- Clinical Treatment Programs

Based on the NJMHI model/framework for improving access to and quality of mental health services for Hispanics.

Program Environment

- Having material available in both
- English and Spanish in the waiting areas
- Having bilingual receptionists
- Being located near or easily accessible to mass transportation.
- Having pictures reflecting diverse individuals and key Latin American landmarks
- Having an ethnically diverse staff, including Latinos and bilingual professionals.

Outreach

- Conducting presentations in both English and Spanish in the community.

- Participating in community meetings.

- Advertising in local Latino/a media about mental health issues, services available, and job opportunities.

- Supporting local events sponsored by Latino/a community- based organizations.

Organizational Cultural Competence

- Cultural competence is included in agency's mission statement, core values, and strategic plan.
- Organization conducts needs assessments to obtain understanding of the population's needs and barriers to accessing services.
- Organization regularly completes a cultural competence self- assessment.

Program Staffing

- **Have bilingual and bicultural staff in clinical, administrative & medical positions.**
- ***Recognize the importance of not burning out bilingual and bicultural staff!***
- **Increase staff awareness of barriers that impede Latinos/as use of mental health services**
- **Review policies that tend to be punitive such as charging clients for missed appointments and not allowing client's children and/or other family members to accompany them to visits.**

Program Delivery System

- Services are made available at locations that are easily accessible to transportation and are user-friendly.
- Services are made available on days of the week and times that are both convenient and necessary for Latinos such as, evenings and Saturdays.
- Providing extra time in psycho-education to clients about what therapy is and how the therapeutic process works.

Clinical Treatment Programs

- **Evidence Based Treatments such as Cognitive Behavioral Therapy (CBT), ITP (Interpersonal Psychotherapy); family systems and multi-system approaches for externalizing behaviors in youth.**

- **More psycho-education about psychotropic medications, their effectiveness, and their potential for addiction.**

- **Latinos/as appear healthier when they were interviewed in Spanish than when they were interviewed in English**

- **Assessment: Better protocols for assessing language abilities.**

- **Diagnosis: Need to consider linguistic and cultural issues**

Two examples of training community agencies working with Latino/as

- **Programa Latino CHAC & Clínica Latina (@Gronowski Center)**
- **Since 2006 we have a dedicated Latino/Bilingual Spanish Services Program @ CHAC and since 2012 a Latino/a Focused Training Track.**
- **In June 2014 we started "La Clínica Latina" at the Gronowski Center (PAU)**
- **CHAC Latino/a Program collaborates with several agencies that serve Latinos/as: Day Worker Center of Mountain View; RotaCare Clinics; Momentum Mental Health; Social Services Agency; MayView Clinics; "Kara en Español"; Immigration Services of Mountain View.**

- Both clinics have all psychotherapy documentation and other relevant information available in Spanish
- Both clinics are close to transportation - Some classes and therapy sessions are on Saturdays

Services provided:

- Bilingual/Spanish Individual, Couple, and Family psychotherapy
- Group psychotherapy in Spanish
- Parenting classes in Spanish
- Bilingual school counselingLeadership Group Training
- Peer counseling for grief in Spanish
- Both clinics provide culturally competent bilingual training and clinical supervision