



National Alliance on Mental Illness

nami

Kentucky

Cultural Competence Overview

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Training Objectives

- Identify how cultural values and beliefs influence an individual's "worldview" and relationship with others
- Understand what cultural competence is
- Gain knowledge and skills to become culturally competent

Culture

What is culture?

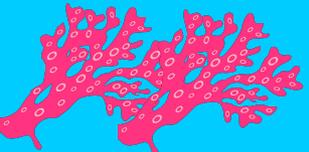
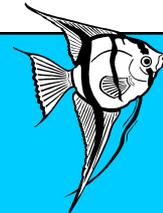
- The integrated pattern of human knowledge, belief, and behavior that depends upon the capacity for learning and transmitting knowledge to succeeding generations.
- The customary beliefs, social forms, and material traits of a racial, religious, or social group.
- The characteristic features of everyday existence (as diversions or a way of life) shared by people in a place or time.

Webster Dictionary

The Iceberg Concept of Culture



**Like an iceberg, nine-tenths of culture is
below the surface.**



The Iceberg Concept of Culture



Notion of Modesty

Child-rearing

Concept of Justice

Religion

Nature of Friendship

Decision-making

Handling Emotions

Superior/Subordinate

Relations

Food

Family Relations

Education

Status of Women

Age

Marriage

Sexual Norms

Perceptual Lenses

We don't see things
the way they are...



WE SEE THEM AS WE ARE.

Culture & Mental Health

In relationship to mental health care, culture defines:

- How mental health care information is received
- **What** is considered to be a mental health problem
- **How** symptoms and concerns about mental illness are expressed.
- The **levels** of stigma attached to mental illness.
- **Whether** or not an individual seeks education and support.
- The **type** of support the person seeks.

Definitions

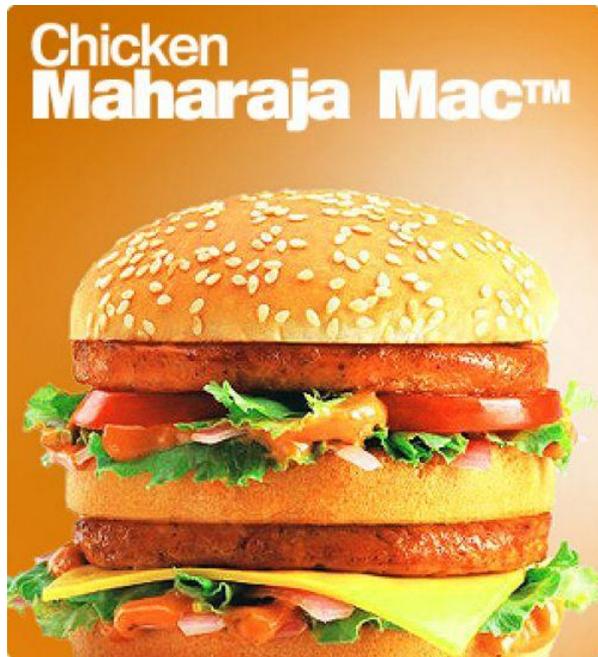
Cultural Diversity: unique characteristics that all of us possess, both distinguishing us as individuals and identifying us as belonging to different groups.

Diversity embraces the richness inherent in people's race, ethnicity, socio-economic status, sex, gender identity, religion, sexual orientation, family identification, immigration status, functional ability, age, etc.

Inclusion: People from diverse communities are meaningfully engaged in an organization. In an inclusive organization everyone feels they belong and have a positive experience.

**Are there any tools
to help us become
more diverse and
inclusive?**







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Cultural Competence

- Cultural Competency is the ability to interact effectively and comfortably with people from different cultures.
 - Ability to adapt programs and practices to fit the cultural context of others.

Cultural Competence Principles

- Each person is a unique individual.
- Individuals exist within a cultural context.
- Differences and similarities between NAMI and people from diverse backgrounds are recognized, honored, respected and validated.

Cultural Self-Awareness

Understanding the assumptions and values upon which our behavior and worldview rest

- What is my own culture like?
- What are my values and assumptions?
- How do they shape our worldviews?
- How they shape how we perceive others?
- What are the values and assumptions of others?

Why is this important?

- We bring our preconceptions about “the other” to all our interactions.
- These pre-conceptions can impact our behaviors and communication styles.

Awareness of the Cultural Context of Our Target Group

- Race/Ethnicity
- Country of origin
- Language
- Acculturation
- Gender
- Age
- Sexual orientation
- Religious and spiritual beliefs
- Socioeconomic class and education.
- Organizational culture



Understanding the Dynamics of the Difference

- Entails respecting and valuing the differences.
- It is important to develop basic knowledge of different cultural groups.
 - Risk of stereotyping
 - Be flexible
 - Always check whether your basic knowledge of the target group's culture fits a person's reality.

Development of Cultural Knowledge

- Become familiar with the diverse cultures you want to work with.

E.g. culturally acceptable behaviors, role of religion, beliefs about causes and treatment of mental illness, communication styles, etc.

- Identify cultural informants
- Host listening sessions

Ability to Adapt and Practice Skills to Fit the Cultural Context of Others

- Adaptation of services to incorporate diverse cultural realities
- After assessing the cultural context of the target community make the necessary changes and adaptations.

Cultural Competence at the Organizational Level

- Commitment displayed by the organization's leadership.
- Diverse leadership.
- Clarity of the organization's goals, objectives and procedures.
- Collaborative planning and communication
- Generation of support from staff and membership.
- Culturally diverse staff

KNOW your target group

- Be realistic and specific when choosing a community.
- Learn as much as you can about their characteristics and history in your area.
- Important questions to ask include:
 - Is this community aware of mental illness?
 - What are the levels of stigma about mental illness?
 - Is there discrimination toward people with mental illness?
 - Does the community see mental illness as an important issue?

Know Your Target Group

- Role of family
- Mistrust of institutions and outsiders
- Role of faith
- Cultural icons
- Traditions, celebrations, etc
- Respect for the elderly
- Humor
- Body language

Q&A