Cultural Competency 101

Kim Walker, CSH
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Meet Today’s Team

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What is the Provider Academy?

- Opportunity to train on best practices in case management and service provision
- Chance to collaborate and learn from other providers and experts
- Method by which the County can provide support as the County shifts how it provides homeless assistance services
Using WebEx

All Participants (Content, Comments)

(Technical)
<table>
<thead>
<tr>
<th>Front-Line Service Provider</th>
<th>Spent the holidays abroad</th>
<th>Work in a field besides homelessness</th>
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<tbody>
<tr>
<td>My organization provides CC training.</td>
<td>I’ve been to other Provider Academy events.</td>
<td>I &lt;3 Webinars</td>
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Agenda

1. DEFINE & UNDERSTAND
2. APPLY
3. DISCUSS
DEFINE & UNDERSTAND

The Source for Housing Solutions
"[Culture] is that complex whole which includes knowledge, beliefs, arts, morals, laws, customs, and any other capabilities and habits acquired by [a human] as a member of society."

Culture Includes:

- Socio-economic status
- Gender
- Age
- Sexual Orientation
- Level of Education
- Physical Capacity
- Spirituality and Religion
- Regional Influences

Culture Includes:
Culture

- Is dynamic
- Influences many aspects of care, including decisions about whether care is needed or not
- Influences what concerns are brought to the services setting
- Influences how those concerns are expressed
- Influences what coping strategies are used
- Affects family structure, living arrangements and amount and type of social supports
- Affects help-seeking behavior
- Affects level of trust in services providers
- Affects amount of stigma a person feels
Culture Impacts Our Beliefs, Norms, Values

What is “Healthy”

Diet and Nutrition

Role of Individual vs. the Group

Gender Roles

God, Religion and Spirituality

Language and Communication Styles

Family Traditions
To reduce disparities in **access** to care

To reduce disparities in **use of** care

To reduce disparities in **quality of** care.

Culture impacts virtually every aspect of supportive services delivery.
APPLY

The Source for Housing Solutions
Applying CC Concepts to...

Application

Systems  Programs  Clients  Self
Centralized Intake/Program Applications

- All materials for tenants are written in plain language, and staff assists tenants in understanding the content of written materials, when necessary.
- Any intake/application forms can be completed orally to accommodate persons of varying literacy levels, and written materials are available in multiple languages.
- Multilingual staff, translated materials, and/or interpretation and translation services are available to tenants, as needed.
- If the process requires that applicants come to a particular location, the location and the schedule for receiving applications is convenient for potential applicants.
Tenant-Centered Service Delivery

Services are delivered in a culturally competent manner

Staff actively work to engage tenants in voluntary services that support the Housing First model

Services “start where tenants are at” and can vary in intensity based on tenant needs

Tenants are involved in services implementation, evaluation and policy development.
Establishing A Supportive Environment

- Program information available in different languages
- Consumers are allowed to speak their native language
- Consumers are allowed to have and prepare ethnic foods
- Staff shows acceptance for personal religious and spiritual practices
- Program provides ongoing opportunities to share their cultures with one another
- Outside agencies provide training on cultural competence

Source: National Center on Family Homelessness
Trauma-Informed Care
Impact on Day-to-Day Interactions

- **Communication**
  - Eye contact
  - Interpersonal space
  - Use of gestures
  - Comfort with silence
  - Greetings
  - Topics of Conversation

Impact on Day-to-Day Interactions

- **Employment**
- **Health Care**
  - Perception of wellness
  - Alternative medicine
  - Value of Western medical treatment
- **Setting appointments**
  - Perception of time

Example: Military Competence

- Learning the terms (officer vs. enlisted, active duty vs. reserve)
- Four cardinal rules of service
- Understanding the different branches of service
- Challenges of reintegration
Applying CC with Veterans

**DO**
- Thank veteran for their service
- Keep the politics out
- Be mindful & curious of what branch of service member was in
- Be curious of their lives outside of the military, remember they have other identities and roles.
- Let the veteran tell you their story when they are ready and respect their process

**DON'T**
- Don’t ask when you first meet a veteran “did your friends die? Or “Did you see people die?” Or “Did you kill anyone?”
- Don’t assume every service member was in combat
- Don’t make assumptions about one’s military career
- Remember that the service members is the expert in their own military career
Self-Awareness
Self-Awareness

- Imposing your personal beliefs and value systems
- Participating in or responding to insensitive comments
- Awareness of difference in family roles
- Respecting non traditional family structures

Details of In-Person Training

- **Presenter:** Leticia Nieto

- **Logistics:** Friday, January 30\(^{th}\) @ Bates Technical College

- Confirmation email will go out 2-3 days before the training with all logistical details and parking passes
How do I sign up for future events?

- **In-Person:**
  - [http://www.surveymonkey.com/s/provacad](http://www.surveymonkey.com/s/provacad)

- **Webinars:**
  - Check email for individual links
  - Next webinar: February 23rd on Fair Housing

- **Questions? Email** [Kim.Walker@csh.org](mailto:Kim.Walker@csh.org)
THANK YOU!

Please evaluate!

https://www.surveymonkey.com/s/provacadweb