



# **Cultural Competency for Behavioral Health Case Management**

Oklahoma Partners in Diversity

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Oklahoma Department of Mental Health  
and Substance Abuse Services

# ODMHSAS MISSION STATEMENT



To Promote Healthy Communities and Provide  
the Highest Quality Care to Enhance  
the Well-being of all Oklahomans

# Oklahoma Partners in Diversity



- Partnership between Governor's Transformation Advisory Board (State Agencies) and National MultiCultural Institute training participants
- Began in Fall in 2008 through the Innovation Center

State Funded Agencies:

•ODMHSAS •DHS •OSDH •OHFA •OSDE •DRS •OCCY •OJA •OHCA •DOC

# Setting Cultural Competency Norms



- Often described as “ground rules”
- Helps to create a safe environment for participants to share personal information
- Creates shared boundaries for the discussion of sensitive information



# Training Objectives

- Defining Culture, Diversity, and why they matter
- Understanding our own values about culture and diversity
- Developing skills for cultural competency
- Setting rules for discussing potentially volatile issues

# Key Cultural Competency Skills



## **Getting Off Automatic**

Process of intervening on assumptions, and moving forward

## **Recognize Triggers / Hot Buttons**

The particular issues that make you respond with increased emotion

## **Recognize Blind Spots**

Triggers of which you are unaware Cultural Lenses

# What is Diversity?



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**Diversity** - Culture is an integrated pattern of human behavior which includes but is not limited to: Communication, rituals, roles, relationships, languages, thought, courtesies, beliefs, practices, customs, manners of interacting, expected behaviors, arts, history, values, traditions, folklore, and institutions of a group of people.

# What is Culture?



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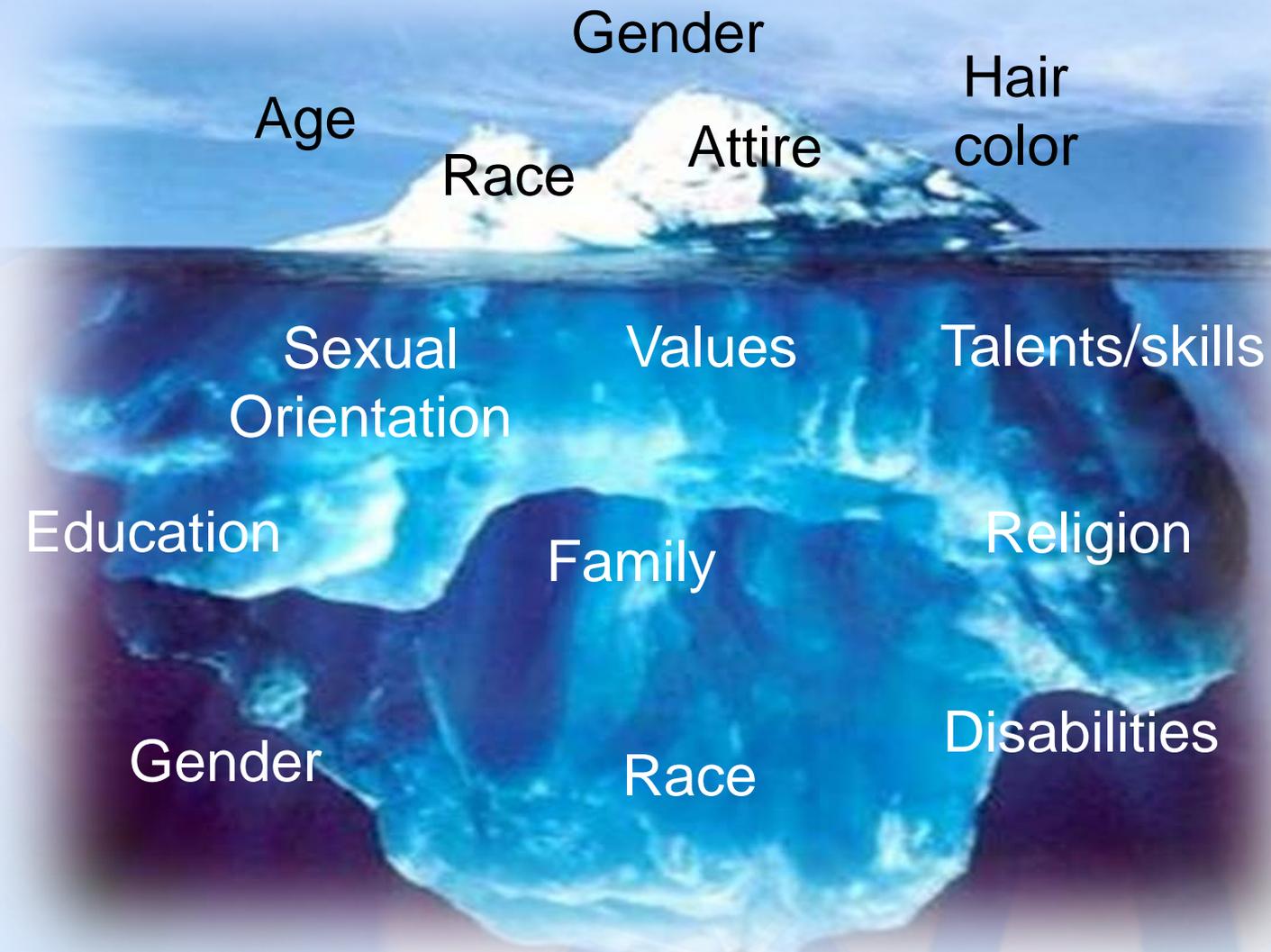
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# Iceberg Analogy





# Iceberg Analogy



# The Ten Lenses



How do you see the world?

# The Ten Lenses



**Assimilationist** - Immigrants and other subcultures should adopt the lifestyles, values, customs, and language of the dominant/majority culture.

**Colorblind** - All men and women are created equal. They believe that ignoring race and color will have an equalizing effect.

**Culturalcentrist** - Racial minorities and ethnic groups should detach from the dominant culture to survive, rebuild, and/or maintain their cultural norms, customs and traditions.

**Elitist** - Lineage and innate qualities entitle some members of the culture to be advantaged within society.

**Integrationist** - Achieving greater racial and cultural equality, understanding, and harmony through working, living and socializing side by side.



# The Ten Lenses

**Meritocratist** - Opportunity should be based only on an individual's initiative, competence, and accomplishments.

**Multiculturalist** - Celebrate the diversity of cultures in the United States and the contributions they make to our national character and history.

**Seclusionist** - It is best for our race to remain separate from other racial groups to preserve our position and control.

**Transcendent** - Our common divine origin transcends racial, national, ethnic, or cultural identity.

**Victim/Caretaker** - People are still suffering from the generational impact of previous oppression. Therefore, they continue to deserve compensation from society and the dominant culture.



# Getting Off Automatic

- Are human beings born needing diversity workshops?
- Aren't stereotypes often true?
- What about messages from the larger society?
- When did these messages become ingrained?



# Getting Off Automatic

- Most adults are inclined to react automatically, which may or may not be effective in the workplace
- In some cases, being on “automatic” can take a tremendous toll on us and our work relationships
- We can get off automatic by being conscious of our reactions, and making choices about how we wish to behave

# Understanding Cultural **Hot** Buttons



**DON'T**

**PUSH**

**MY**

**BUTTONS!**



# Blind Spots

**I get annoyed and might not even know why when someone...**

# Ouch and Educate





# Overview

Self-Assessment

# Conclusion



## We Came Here

We didn't come here to fit in.  
We came here to be who we are.  
We didn't come here to work.  
We came here to live our dreams.  
We didn't come here for the stuff.  
We came here to love each other.  
We didn't come here by accident.  
We each came here with a purpose  
that is uniquely our own.