



# **Cultural Competency**

- **For Substance Abuse  
Treatment Services  
Healthcare Professionals**

# Who am I?

- First Impressions about me
- Did your impression of me change?  
Why
- What helped form those impressions?

# ICE BREAKER

Name

Where are you from

What you do

Why you do it

**Team Building and  
Classroom Ice Breaker Activities**



# **WHY ARE WE HERE?**

**Cultural competency is critical to reducing health disparities and improving access to high-quality health care, health care that is respectful of and responsive to the needs of diverse patients. When developed and implemented as a framework, cultural competence enables systems, agencies, and groups of professionals to function effectively to understand the needs of groups accessing health information and health care—or participating in research—in an inclusive partnership where the provider and the user of the information meet on common ground.**

**National Institutes of Health**

# WHY ARE WE HERE?

Delaware Health & Social Services (DHSS) promotes an environment of mutual respect for all people so that everyone, both employees and clients/customers, has the ability to achieve his or her very best. This is predicated on the belief that each individual has value. DHSS celebrates and promotes the value of diversity in an effort to build trust, harmony and understanding among all who are employed by or come in contact with the Department and its programs.

DHSS Beliefs and Principles

# **WHY ARE WE HERE**

**Our mission is to promote health and recovery by ensuring that Delawareans have access to quality prevention and treatment for mental health, substance use, and gambling conditions**

**Our Vision: Always the Right Time, Always the Right Place, To Get the Right Service**

**DSAMH Mission and Vision**

# WHY

**By becoming aware of others and the points of separation and contention, I am forced to look at myself.**

**Only then can you see how the differences become barriers to service.**

**Only then can solutions be found**

# DELAWARE HAS A DIVERSE POPULATION

**Total Population 925,749**

- **New Castle** 549,684
- **Kent** 169,416
- **Sussex** 206,649

**Female** 51.6%

**Age**

- **Under 18** 22%
- **Over 64** 15.9%
- **Between 18- 64** 62.1%

- **White** 68.9%
- **Blk Af/Am** 21.4%
- **Am/Ind Na/Am** 0.5%
- **Asian** 3.2%
- **Na/Hi Pac/Is** 2.7%
- **2 or More** 2.7%
- **Hispanic** 8.2%



# DSAMH ADULT ADMISSIONS

## FY 10

<b>Total</b>	<b>7,496</b>
• <b>Female</b>	<b>31%</b>
• <b>Male</b>	<b>69%</b>
<b>Age</b>	
• <b>18-20</b>	<b>9.61%</b>
• <b>21-24</b>	<b>17.10%</b>
• <b>25-34</b>	<b>36.67%</b>
• <b>35-44</b>	<b>17.72%</b>
• <b>45-54</b>	<b>13.90%</b>
• <b>55-64</b>	<b>3.99%</b>
• <b>65+</b>	<b>0.72%</b>

• <b>Race</b>	
– <b>White</b>	<b>72.75%</b>
– <b>Blk Af/Am</b>	<b>22.9%</b>
– <b>Am/Ind Na/Am</b>	<b>2.12%</b>
– <b>Asian Pac/Is</b>	<b>0.40%</b>
– <b>2 or More</b>	<b>0.97%</b>
– <b>Hispanic</b>	<b>4.72%</b>
– <b>Unknown</b>	<b>1.47%</b>

# Disability

- **State of Delaware**
- **100% of your clients have at least 1 disability**
- **“Drug addiction is an impairment under the ADA.”**
  - **Title II Technical Assistance Manual**

# **HONORING AND RESPECTING CULTURAL DIFFERENCES WITHIN COMMUNITIES.**

**There is a high degree of diversity within any given community. This diversity may not be readily apparent to individuals and organizations that seek to provide services to these communities.**

**National Center for Cultural Competence**

**You Do Not Know What You Do Not Know**

**Defense Equal Opportunity Management Institute**

# TWO UNIVERSAL TRAITS

The need or overriding desire to understand the world that we find ourselves in.

*Cogito, ergo sum* or “I think, therefore I am”  
Descartes, Rene´. *Meditations*.



# **WHAT IS THE PROBLEM?**

**We know how to interact with people who are like ourselves**

- **Norms**
- **Beliefs**
- **Commonality**

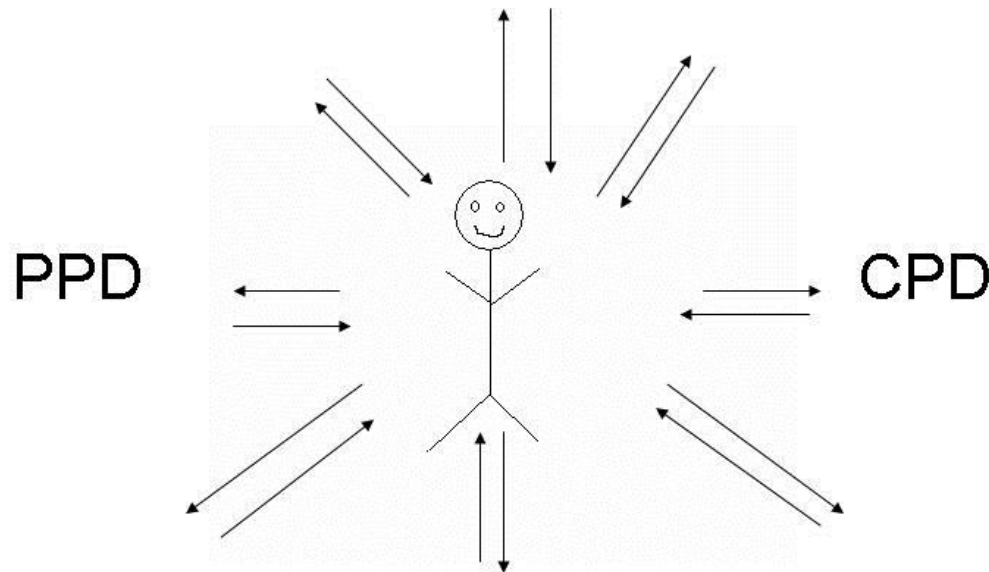
# **WHAT IS CULTURE**

**Defined in terms of racial, ethnic and linguistic groups, as well as geographical, religious and spiritual, biological and sociological characteristics**

- **U.S. Department of Health & Human Services**

# SELF IDENTITY

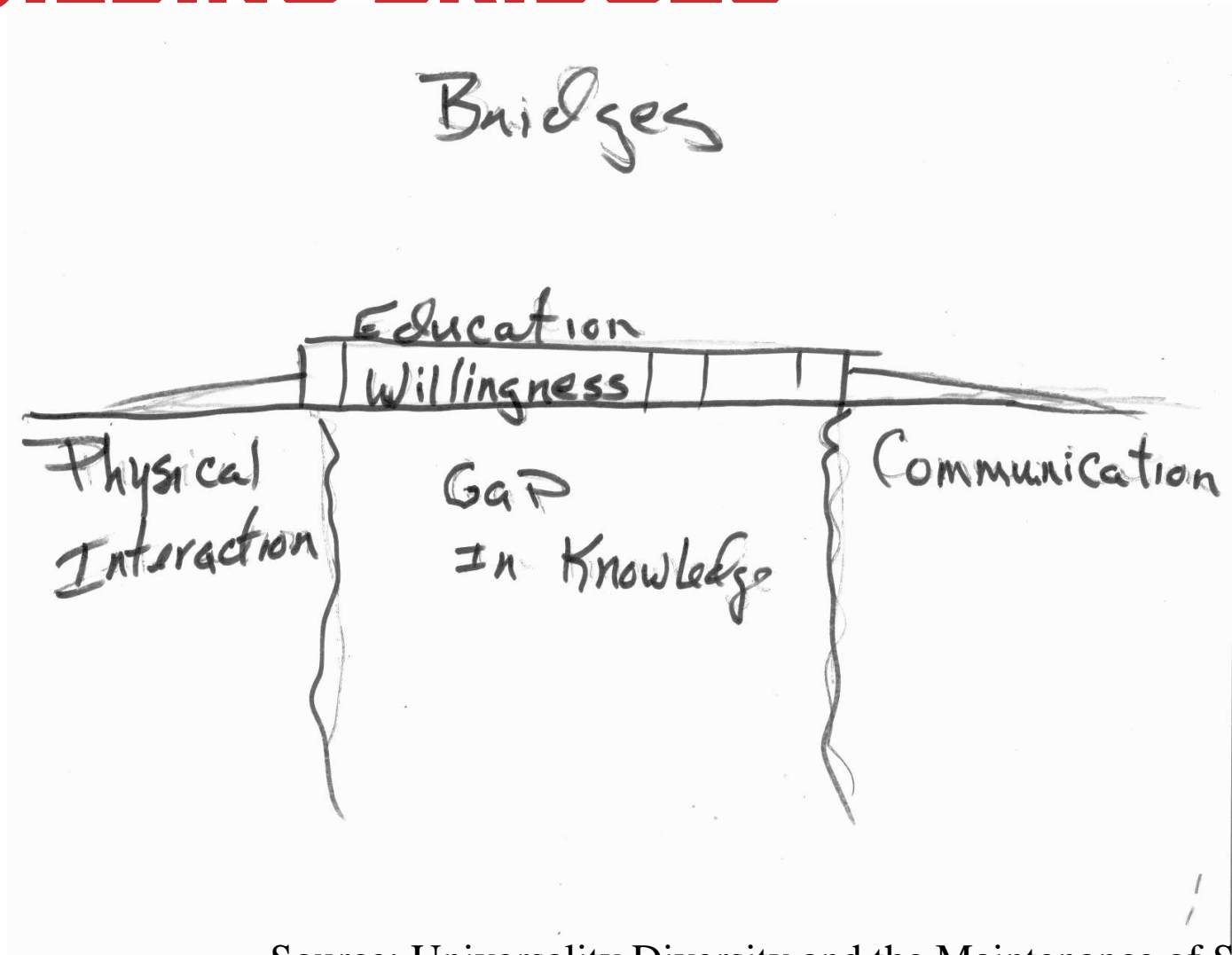
What Does it Mean to Have an Identity?



Competing forces shape how a person sees them self

Source: Universality Diversity and the Maintenance of Self-Identity

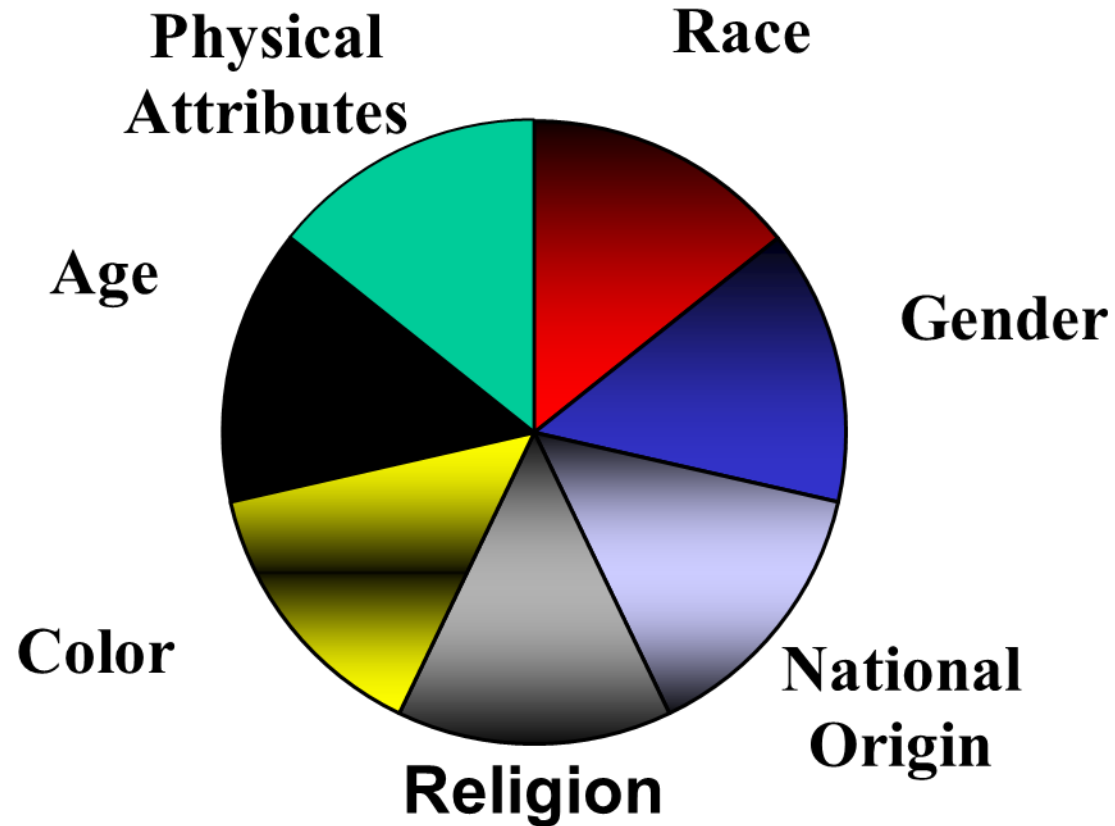
# BUILDING BRIDGES



Source: Universality Diversity and the Maintenance of Self-Identity

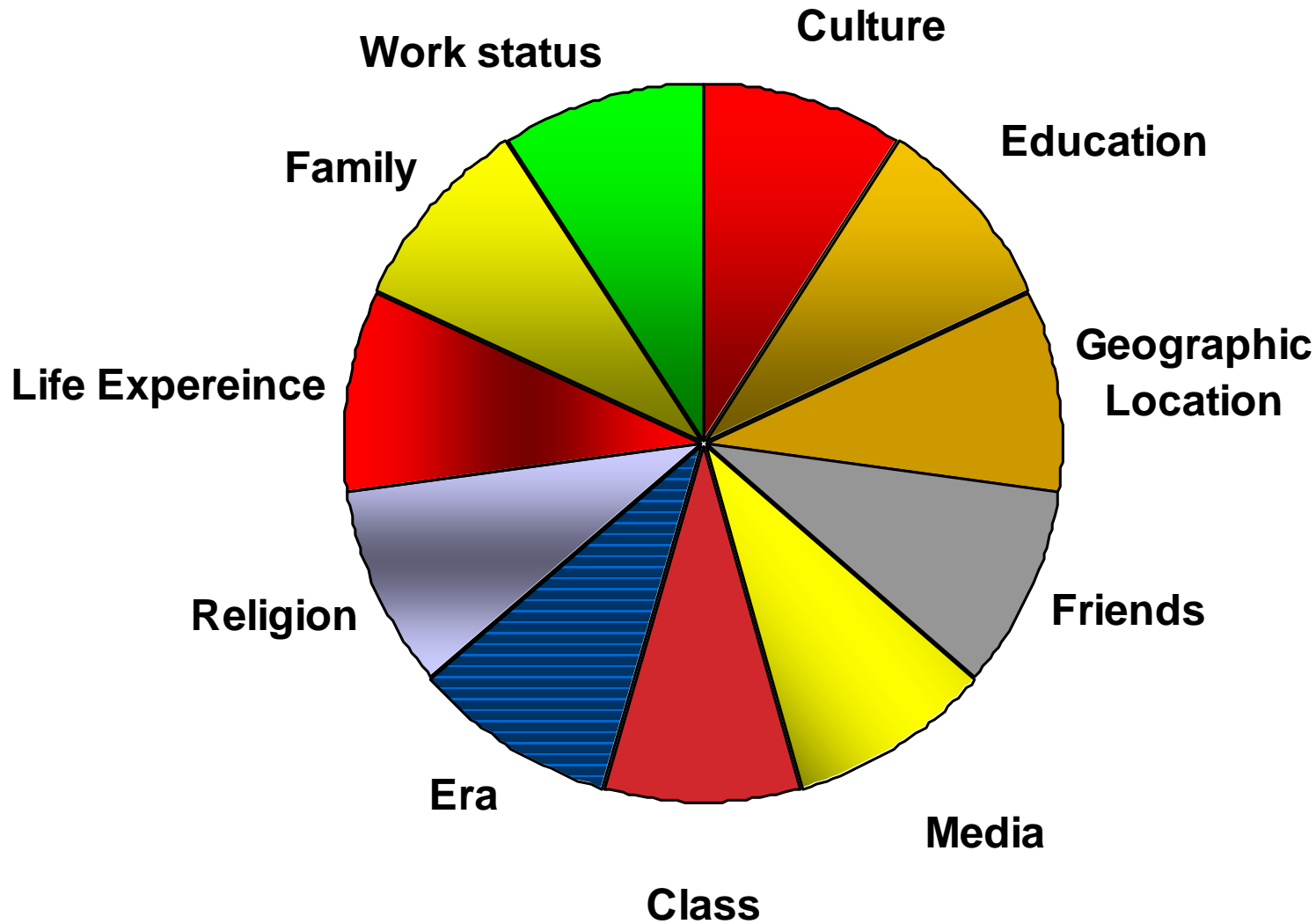


# PHYSICAL POINTS OF DIFFERENCE (PPD)

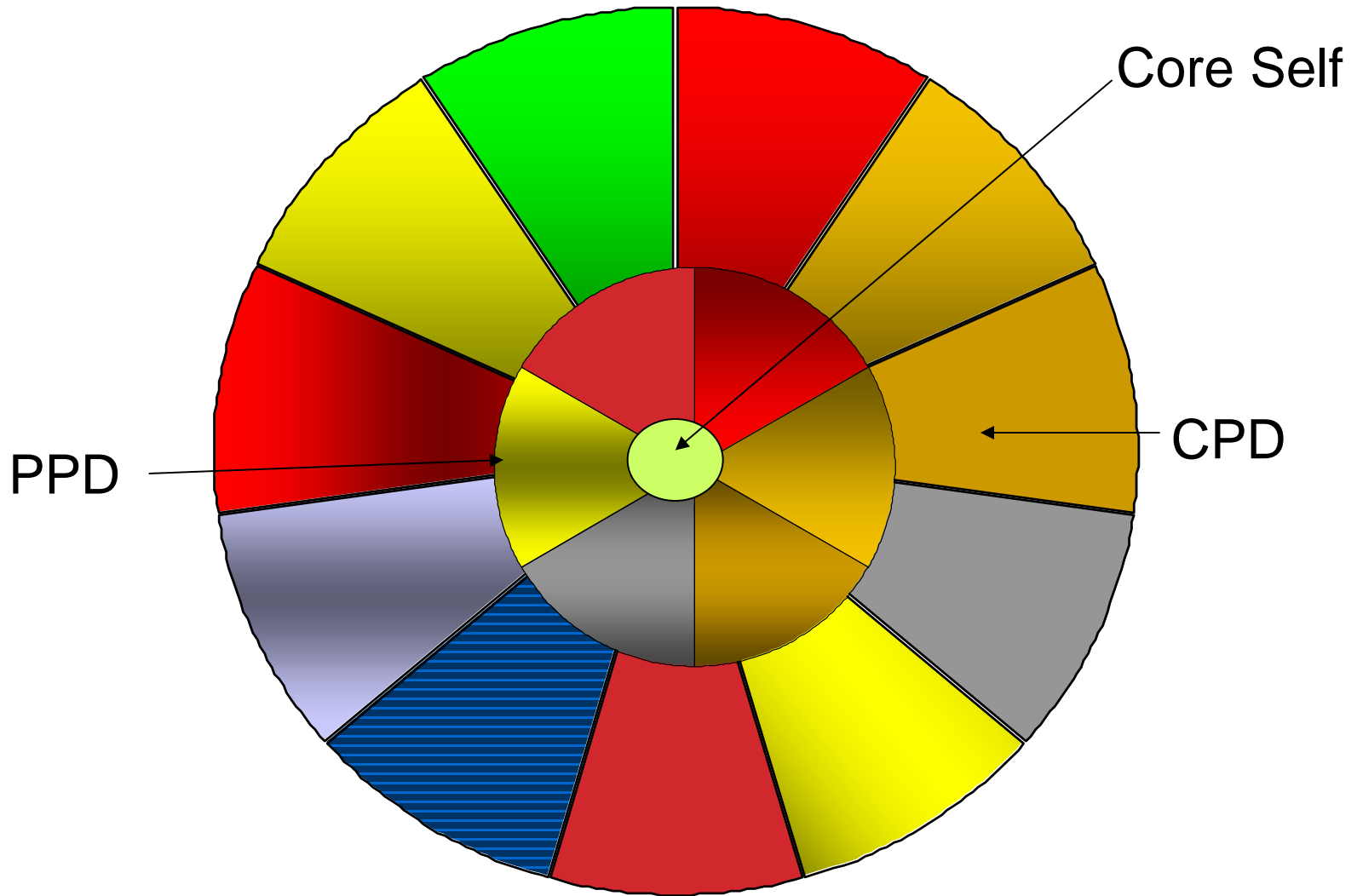


Source: Diversity the Art of Useful Disagreement

# CULTURAL POINTS OF DIFFERENCE (CPD)

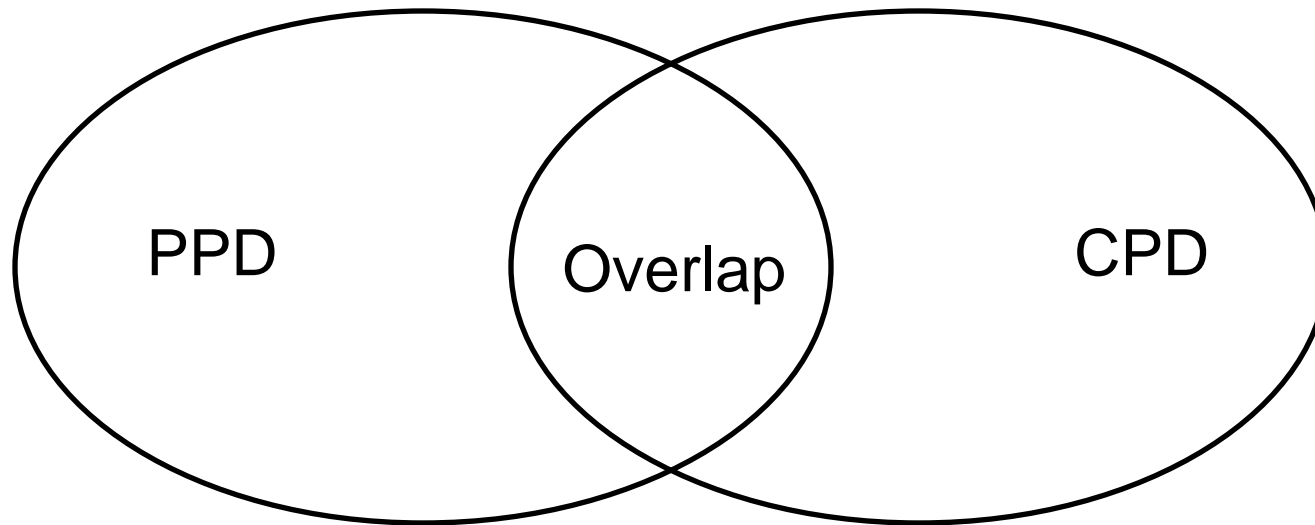


# TRADITIONAL VIEW OF DIVERSITY AWARENESS

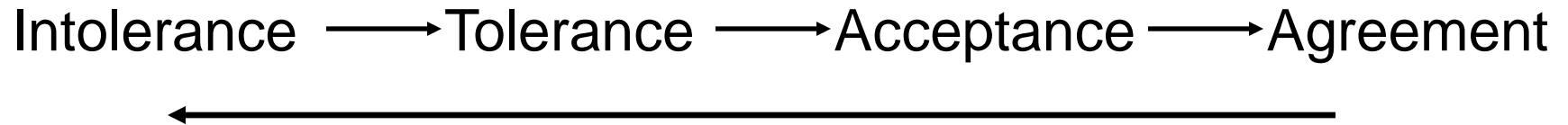


Source: Diversity the Art of Useful Disagreement

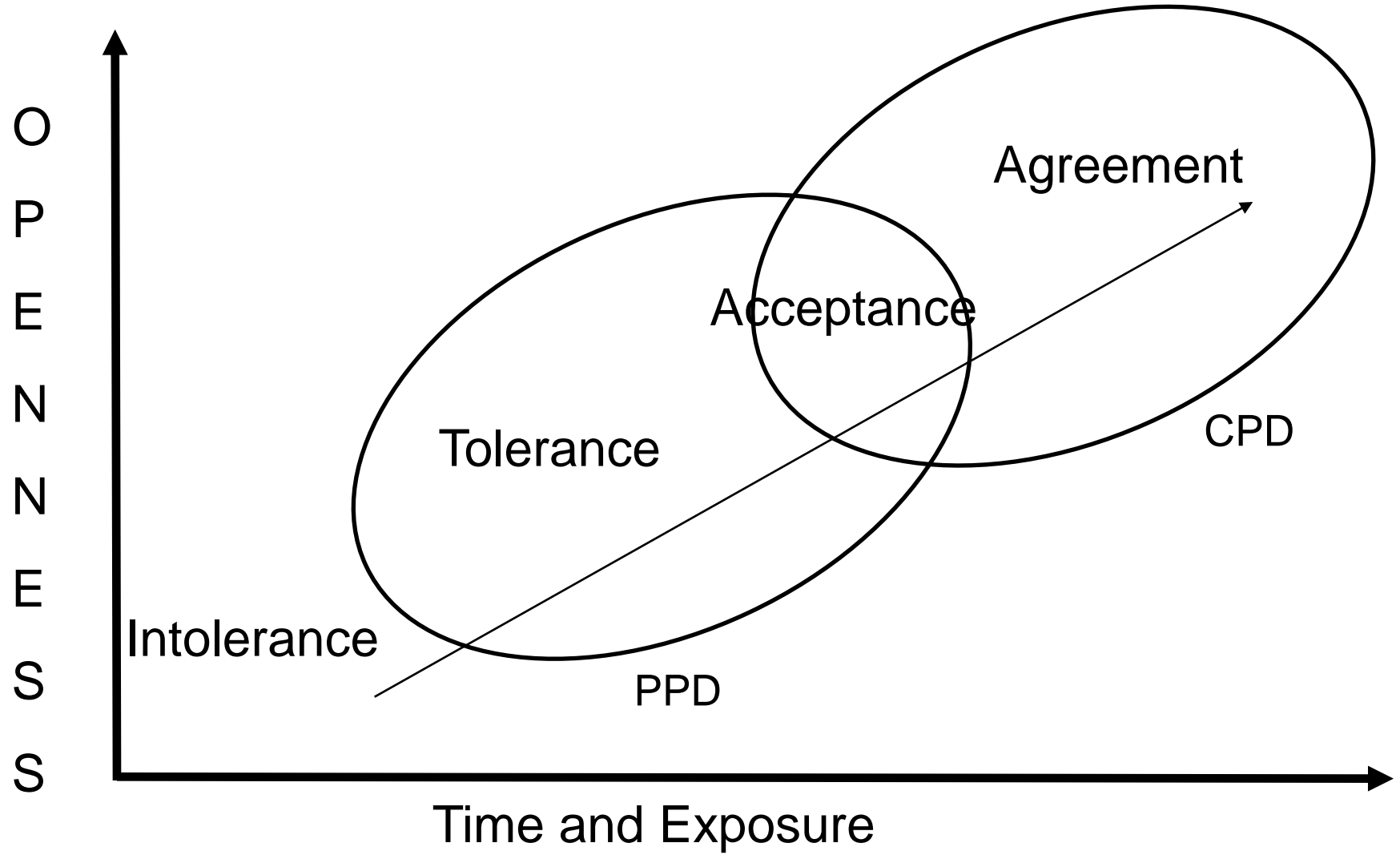
# NO CLEAR LINE



# FOUR PHASES OF UNDERSTANDING



# THE RELATIONSHIP BETWEEN THE LEVELS AND THE PHASES



# **CULTURAL COMPETENCIES ARE NOT**

**Political Correctness**

**Color Blindness**

**Patronizing**

# **COMMUNICATION**

**Including people from diverse backgrounds with a diverse way of looking at the world, also means they will have a diverse way of communicating to that world.**

**Next to our physical appearance, how we communicate is the biggest barrier to an effective diverse workforce.**



# STEPS

## Cultural Awareness

- **Step One: Recognize and Acknowledge the Difference**
- **Step Two: Recognize potential points of contention**
- **Step Three: Recognize your value judgments**
- **Step Four: Develop a plan of action**

# **BENEFITS TO PATIENT/CONSUMER**

**More likely to continue to access services**

**Recognize DSAMH commitment to deliver services in a manner that respects and incorporates their cultural perspectives**

**Patients/consumers may be motivated to seek care sooner**

**Patients/consumers may be able to communicate their health care needs more effectively and better understand their diagnoses and treatment.**

**Patients/consumers who benefit from this approach may also encourage others within their community**

**National Center for Cultural Competence**

# **IN CLOSING**

**It is all about the client**

**Your are providing an important service**

**You are the key to effective communication**

# Thank-you!

Upon completion of this curriculum, please send your name and that of your supervisor to the e-mail box: [dsamhpromise@state.de.us](mailto:dsamhpromise@state.de.us) as proof of your task completion.

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