

Minority Fellowship Program Webinar

Providing Culturally Competent Mental and Substance Use Services

Substance Abuse and Mental Health Services Administration
U.S. Department of Health and Human Services

Minority Fellowship Program
Webinar • June 22, 2022



SAMHSA
Substance Abuse and Mental Health
Services Administration

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Webinar Objectives

During this webinar, participants will:

- Understand the disparities in mental health and substance use services in minority populations.
- Discuss the tenets of culturally competent mental and substance use services.
- Explore ways to incorporate cultural competency standards into practice.



Providing Culturally Competent Mental and Substance Use Services

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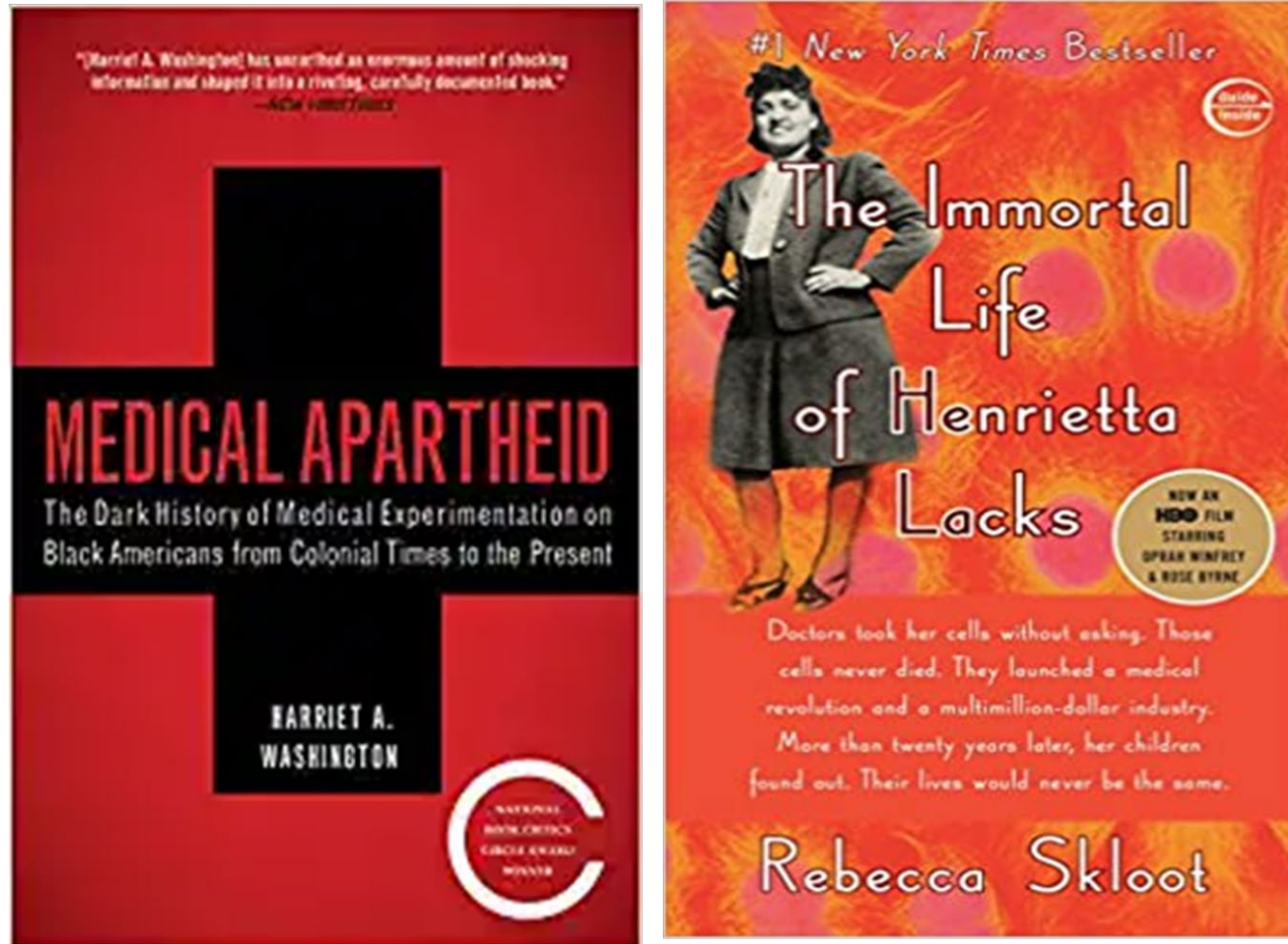
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Disparities in Substance Use and Mental Health Services

Historical experimentation and mistrust of institutions



Source: Amazon.com

Disparities

- Funding
- Lack of quality services
- Racism of service providers
- Services may not reflect the needs of the community
- The absence of culturally competent and culturally responsive services

Cultural Competence

The ability to substantially understand, communicate and interact effectively with people of different cultures.

Cultural Humility

A lifelong process in which one first increases self-awareness of their own culture, biases, assumptions and stereotypes and the ability to challenge their own beliefs when they interact with others. Cultural humility involves the ability to acknowledge gaps in one's own knowledge of various cultures and an openness to learning more. Cultural humility is a continuous process not a destination.

Culturally Responsive Services

Involves recognizing and incorporating culture, assets and strengths which clients bring to helping relationships. Cultural responsiveness includes responding to the unique needs of individuals, groups and communities served.

10 Characteristics of Culturally Responsive Services

1) Creation of a welcoming environment.

Creating a Welcoming Environment

The NAADAC 2020 Program of the Year

- The décor
- An inviting waiting room

Welcoming Environment – Example 1



Welcoming Environment – Example 2



Creating a Welcoming Environment (cont)

The NAADAC 2020 Program of the Year

- Music
- Snacks
- The receptionist
- Pictures on the walls and magazines
- A tour
- Drop-in Center Model
- Interesting programming
- Vibrance

In creating a welcoming environment

1. What do we need to keep doing with (clients and staff)?
2. What do we need to stop doing with (clients and staff)?
3. What do we need to change?
4. What do we need to start doing that we're not currently doing?

10 Characteristics of Culturally Responsive Services (2)

2) A search for strengths.

- A. What do you do well?
- B. What skills do you have that have enabled you to endure so much?
- C. What do you like to do in your leisure time?
- D. What are the 3 best moments you can recall in your life?
- E. What is the best thing you ever made happen?
- F. What is your current or previous life suffering preparing you to do with the rest of your life?
- G. What have you learned from what you've gone through?

10 Characteristics of Culturally Responsive Services (3)

- 3) The Helper strives to turn their implicit biases into explicit biases.
- 4) The counselor allows the client to be the teacher about their culture.
- 5) The counselor addresses micro-aggressions.

Direct and indirect (conscious and unconscious) insults, slights and discriminatory messages.

Microaggressions Experienced by Majority Groups

- Assumption that I am a racist.
- Assumption that I discriminate.
- Assumption of wealth.
- Assumption that I did not earn what I have.

Microaggressions Experienced by Minority Groups

- Assumption of intellectual inferiority.
- Assumption of second-class citizenship.
- Assumption of criminality.
- Assumption of homogeneity of experiences, beliefs and interpretations.

Case Study

A school counselor is meeting with an Asian mother of a ten-year-old son who was sexually abused and having difficulty at school. The mother is wearing hospital scrubs as she is on her way to work following the session. The counselor states at the beginning of the session, “Oh, are you a nurse?” The mother replies, “No I’m a surgeon.” The mother is bothered by the question. What are some reasons the questions might have bothered her? If you were the counselor, how would you repair this situation? Then what would you do next?

10 Characteristics of Culturally Responsive Services (4)

- 6) The counselor is aware of intersectionality and addresses this with clients. Intersectionality involves an awareness of how the life of the counselor and client are similar and different.
- 7) The counselor advocates for clients.

The Five Things It Takes to be a Great Advocate for Clients

- Passion
- Courage
- Faith
- Love
- Inspirators

Source: Ethical Ambitions by Derek Bell

10 Characteristics of Culturally Responsive Services (5)

8) Incorporation of culture and Evidence Based Practices

Evidence Based Practices

In this era of Evidence Based Practices with mental illness, and co-occurring disorders, few if any models have been intentional about integrating or incorporating cultural competence into the model.

Source: Laura S. Brown

Evidence-Based Practices (2)

“Techniques alone have no therapeutic value. They are only valuable if the client finds it credible and you have a good relationship. Psychotherapy is a process driven by beliefs, expectations and suggestions. Charisma and believability is what makes some herapists much more effective than others in engaging clie” Techniques alone have no therapeutic value. They are only valuable if the client finds it credible and you have a good relationship. Psychotherapy is a process driven by beliefs, expectations and suggestions. Charisma and believability is what makes some therapists much more effective than others in engaging clients and facilitating change.”

Dr. Stephen Bacon www.drstephenbacon.com

Evidence-Based Practices (3)

If therapists do not understand their own diverse identities, do not examine their own ism's, do not strive to practice cultural humility, do not learn from counter-transference reactions, no training in CBT, Motivational Interviewing, EMDR, DBT, prolonged exposure therapy etc., will allow them to do their best work with clients.

Questions

1. What is your ethnicity(s) and what has it meant for you to be a member of your cultural group?
2. What traumatic experiences has your ethnic or cultural group endured?
3. As a member of your ethnic or cultural group, what are you most proud of?
4. When did you first become aware of differences?
5. When you were growing up, how did your community view members of other ethnic groups that did not reside in the community? (admiration, fear, hate, etc.,?)
6. Where and how did you learn biases, assumptions and stereotypes?

Feedback Informed Treatment

Session Rating Scale



(Included in the SAMHSA Registry of Evidence Based Practices)

Feedback

- How was the session today?
- What worked?
- What did not work?
- What would you like to see different in the next session?

Additional Feedback Questions

- 1) What questions do you think I have avoided asking you that are important for me to ask?
- 2) What do I need to know that would make you believe we were more on the same page and have more faith in my ability to help you?
- 3) What do you think I am missing that would make a big difference in your situation?

(Selekman, 2015)

Cultural Feedback

- How do you view this challenge from your cultural perspective?
- From your cultural perspective, what causes this challenge?
- From your cultural perspective, how should the challenge be addressed?

The Use of Motivational Incentives

Included in the SAMHSA Registry of Evidence Based Practices



Source: Flickr Commons

Incentives - The Fishbowl Technique

The Fishbowl
Technique With Men of
Color Living With HIV,
mental illness,
Substance Use
Disorders and Poverty



Source: Flickr Commons

Incentives - 250 Raffle Tickets

Incentive Values

- 125 “Congratulations for attending the group today. Keep up the Good Work!”
- 50 - \$5.00 prizes
- 50 - \$10.00 prizes
- 24 - \$15.00 - \$20.00 prizes
- 1 - Grand Prize

Incentives - The Fishbowl Technique (cont)

African American and Latino/Hispanic Adolescents With Traumatic Stress Disorders and Substance Use Disorders



Source: Flickr Commons

Incentives



Source: Flickr Commons

10 Characteristics of Culturally Responsive Services (6)

- 9) The counselor incorporates aspects of the client's culture into the recovery process.

From 100% Alcohol Use Disorders to 95% recovery

- One recovery at a time
- Alcoholics Anonymous
- Treatment
- Community development

Alkali Lake (cont)

- Return to tribal religion and cultural practices
- Reinstitution of the chief and tribal council
- Improvement of schools
- Prevention and treatment simultaneously
- Personal growth seminars
- Spreading the approach to other indigenous communities

Young African American Male Rites of Passages

1. Group name, mission statement, and logo
2. Explore the history of your own name.
3. Family tree
4. Secure a library card, Social Security card, and identification.
5. Read two books (one on African American culture).
6. Community project
7. Personal growth work

10 Characteristics of Culturally Responsive Services (7)

10) The counselor works to build cohesion in groups with multicultural membership .

Facilitating Groups With Multicultural Membership

Four Important Terms

1. Actual minority
2. Actual majority
3. Psychological minority
4. Psychological majority

Building Cohesion With Multicultural Membership

1. You are the bridge initially.
2. Be available to all.
3. Help those in the psychological minority feel more comfortable.
4. Try to avoid “tokenism.”
5. Be aware of how issues occurring in the larger society can impact group process.
6. Be willing to have an open discussion of issues connected to differences.

References/Resources

- Hook, J. Davis, D. Cultural Humility: Engaging Diverse Identities in Therapy. (2017). American Psychological Association. Washington, D.C.
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- Wing Sue, D. and Sue, D. Counseling the Culturally Diverse. (2019). John Wiley and Sons. Hoboken, NJ.

Thank You

SAMHSA's mission is to reduce the impact of substance abuse and mental illness on America's communities.

If you have questions or need additional information about this or other webinars
Contact the Minority Fellowship Program Coordinating Center: MFPCC@mayatech.com

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