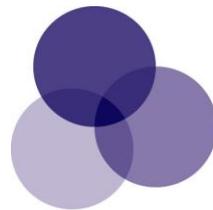
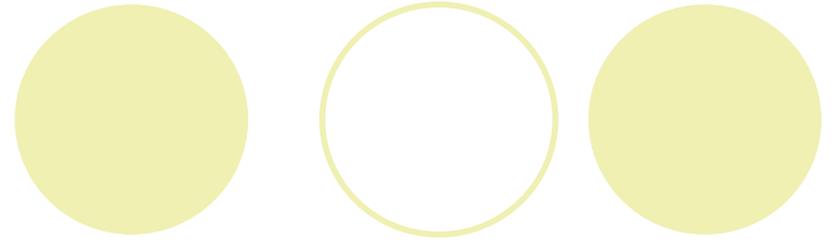
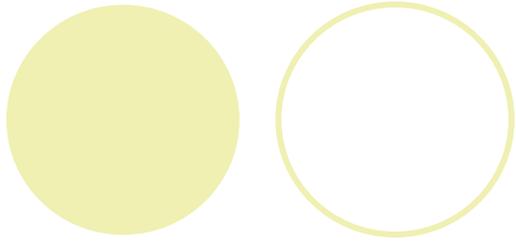


Providing Culturally Competent Services to Members of Diverse Groups

Deborah D. Tucker, MPA
Executive Director

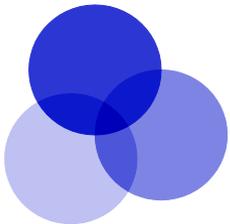


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***Do not judge any man until you
have walked two moons in his
moccasins.***

-Native American Saying



Social Group Distinctions



- Race

- Gender

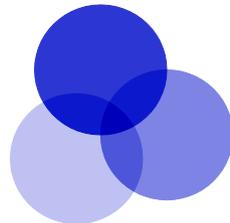
- Sexual
orientation

- Age

- Ability

- Religion

- Socioeconomic



Race Versus Ethnicity

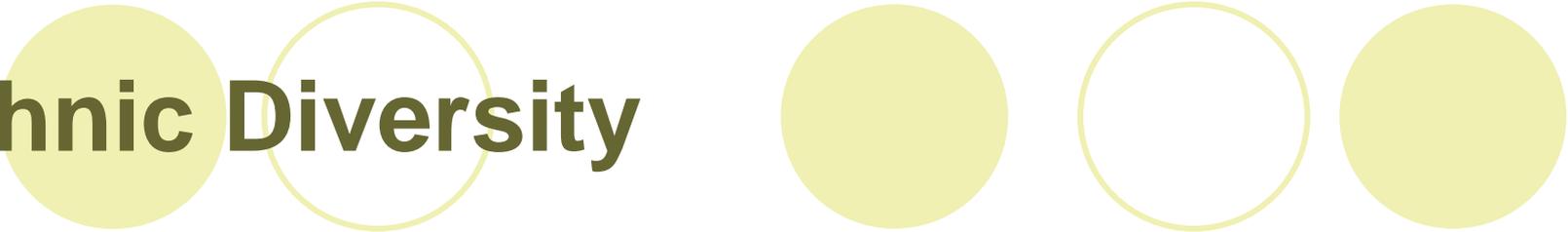
● Race

- Shared physical attributes
- Intellectual, physical & moral “attributes” used to justify the dominance of one group over another

● Ethnicity

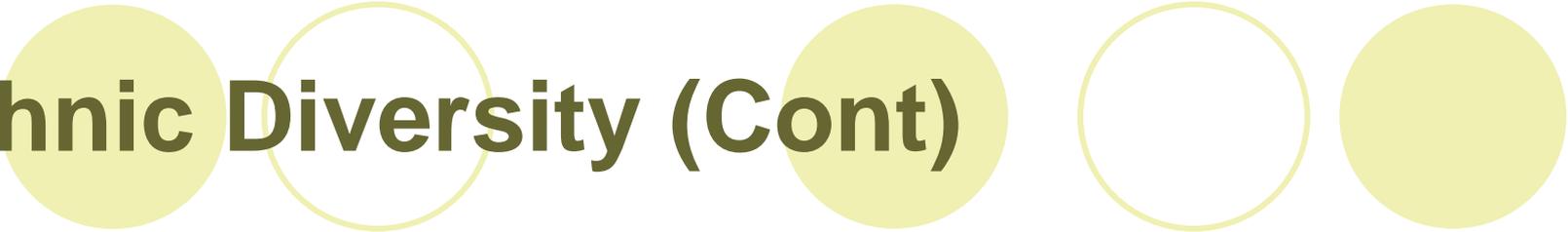
- Often confused with race
- Refers to a common social & cultural heritage

Ethnic Diversity



- A black survivor may be African-American, Haitian, Jamaican, Kenyan or a member of other ethnic groups
- An Asian survivor may be Korean, Chinese, Japanese, Vietnamese, or of other Asian heritage.
- A Native American survivor may be Sioux, Cherokee, Navajo or of another tribe

Ethnic Diversity (Cont)



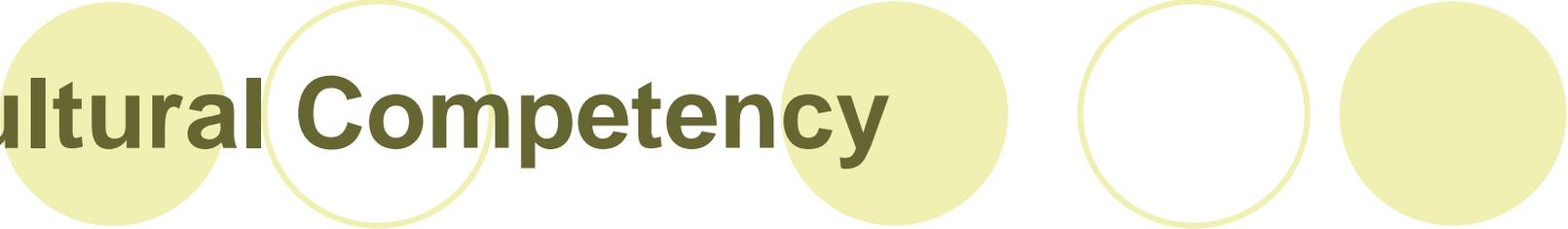
- A Latina may be Puerto Rican, Cuban, Mexican, Ecuadorian, Columbian, Dominican or from another country.
- Latinas may also speak Spanish, a common language, but have different history and culture.
- A white survivor may be Irish, Italian, Polish or Anglo-American, etc.

Culture



● Culture

- Set of values, beliefs, norms, acceptable practices, traditions
- Knowledge shared among a group of people, used to generate meaning and to survive
- Cultural traditions create a level of safety in uncertain times. They illustrate history and hope.



Cultural Competency

A set of congruent behaviors, attitudes, and policies that come together in a system, agency, or among professionals and enables that system, agency, or those professionals to work effectively in cross-cultural situations.

Cultural Competence Continuum

- **Cultural Destructiveness**

- Making people fit the same cultural pattern

- **Cultural Blindness**

- Not seeing or believing there are cultural differences

- **Cultural Awareness**

- Being aware that we live and function within cultures

- **Cultural Sensitivity**

- Knowing, understanding and accepting cultural differences

Developed by Christina Lopez, National Council of La Raza

What is American Culture?

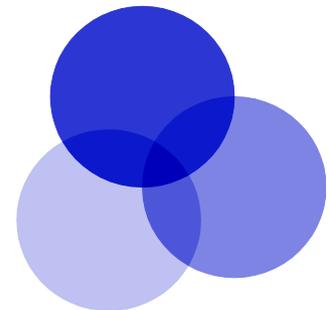
- Mixture of many social groups (more like tossed salad bowl vs. melting pot)
- Domination by white culture; considered mainstream.
- Values of “white, middle-class, male, Christian, heterosexual and able-bodied” are considered traditional and right.

Dominant (Anglo-American) Culture Belief Systems

- The individual is the primary unit of society
- Hard work brings success
- Individuals should plan for the future
- Status is measured by credentials, possessions, titles and/or profession
- The nuclear family is the basic social unit
- Time is a commodity

Other Cultural Belief Systems

- Group needs are primary
- Life is beyond one's control
- Problems stay within the family
- The extended family is the basic social unit
- Time is relative



Culture and Domestic Violence

- Is Victim Part of a Group that Believes...
 - Domestic violence is a secretive family matter?
 - The male partner is the head of the household?
 - Domestic violence only happens to poor people?
 - The victim may have caused the violence?
 - Stress or alcohol may cause violence?

Culture & Sexual Matters

Is Victim Part of a Group that Believes...

- Discussing sexual issues are taboo?
- Rape is not a crime unless a weapon was used?
- Virginity is essential to be married?
- Rape negates marriageability & the future?
- Religious women are pure & obedient?
- A wife must be available sexually to her husband?
- Married women can't be raped?
- Rape survivors are dirty?
- Shame extends to the family?

Challenges to Cultural Competency

- **Class**

- Privileges may be taken for granted by people in higher socio-economic groups.

- **Culture**

- Different meanings and values are attached to behavior, objects, events, and situations by different cultures. Dominant group gets to define the meaning and value.

- **Language**

- Certain words, phrases, or concepts may be difficult or impossible to translate.

- **Nonverbal communications**

- Gestures, physical distance, facial expressions, and eye contact may have varying meanings

Challenges to Cultural Competency (cont)

- **Racism**

- Belief that one race is superior to another

- **Ethnocentricity**

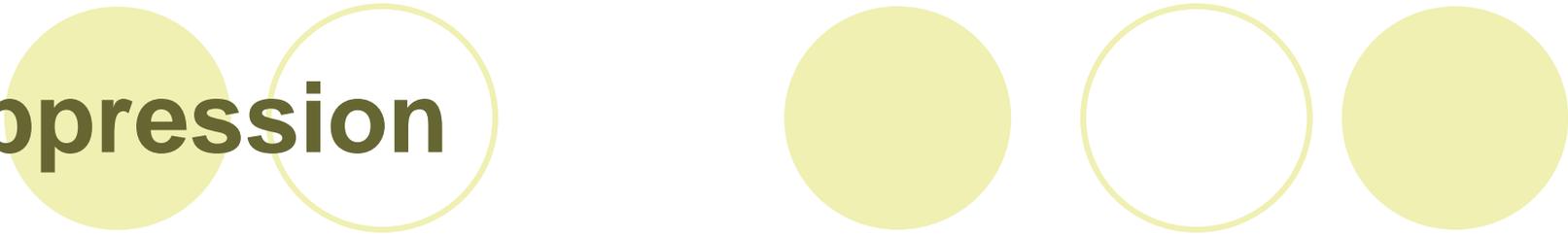
- Belief that one's ethnicity provides the true or correct view of the world

- **Stereotyping**

- The assignment of characteristics or beliefs about another culture based on prejudice or limited exposure

- **Oppression**

Oppression

A decorative graphic at the top of the slide consists of six circles. The first circle on the left is solid light green and contains the word 'Oppression'. The second circle is a light green outline. The third circle is solid light green. The fourth circle is a light green outline. The fifth circle is solid light green. The sixth circle is a light green outline.

- **Oppression**

- Institutional power
- Ideological domination and promulgation of the culture, logic system and ideology of one group over another

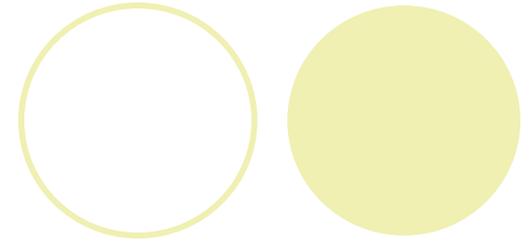
- **Prejudice**

- Attitude, opinion, or feeling formed about individuals or groups without adequate knowledge, thought, or reason

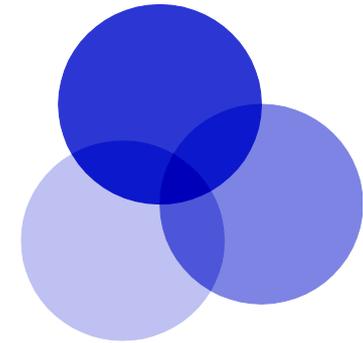
- **Discrimination**

- Manifestation of oppression
- Differential treatment

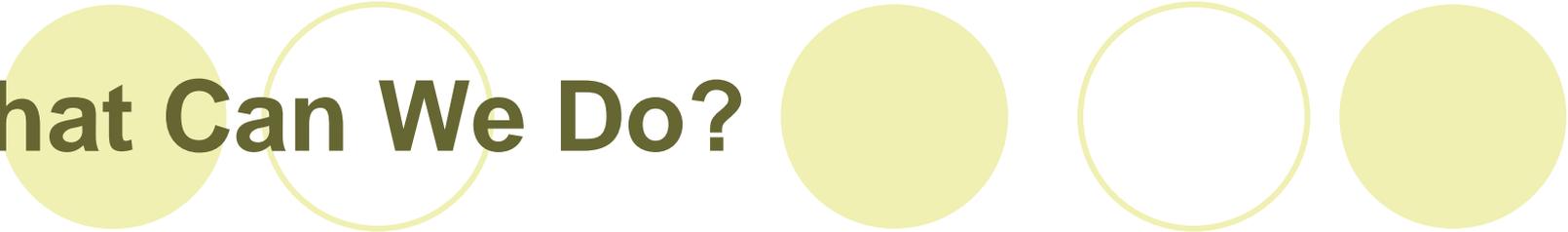
3 Levels of Prejudice & Discrimination



1. Institutional
2. Social/cultural
3. Individual

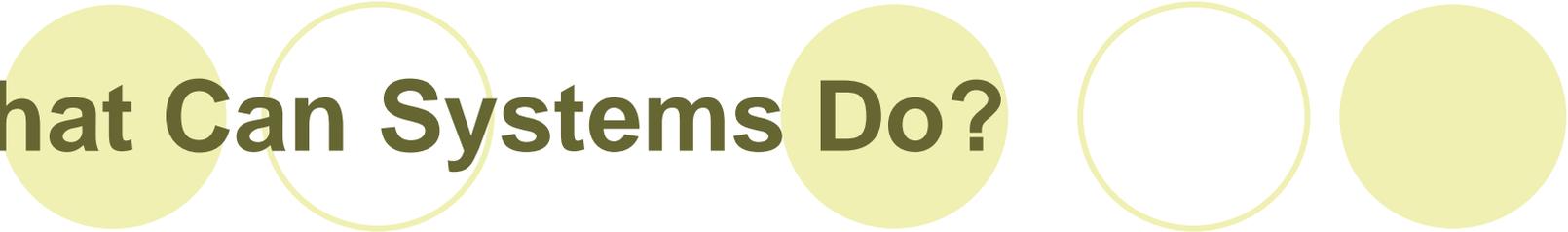


What Can We Do?

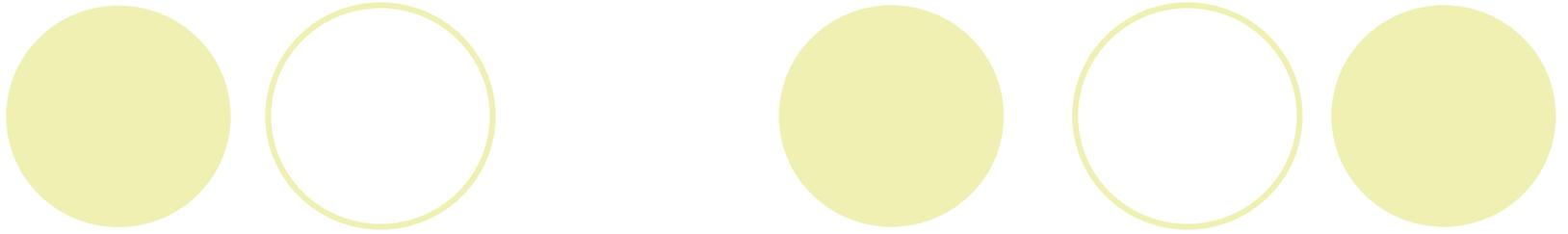


- Become aware of cultural differences
- Understand our own culture
- Become aware of our biases
- Understand sociopolitical systems and barriers
- Be flexible
- Explore with the survivor what will make her comfortable
- Become an ALLY

What Can Systems Do?



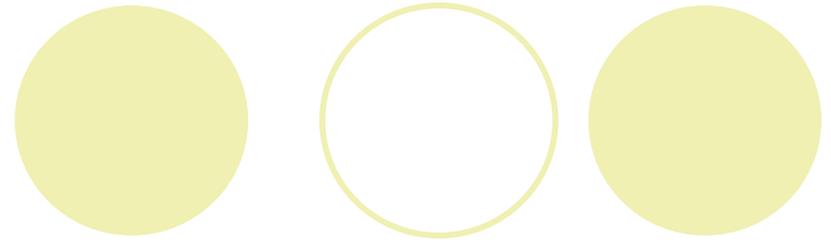
- Create and maintain a staffing pattern that reflects the diversity of the population served
- Develop and implement culturally competent policies and guidelines
- Provide cultural self-assessment at the organizational and individual levels
- Institutionalize cultural knowledge
- Make adaptations to service delivery reflecting an understanding of diversity



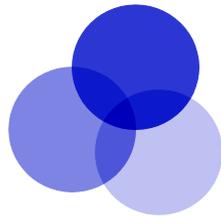
Strive to understand cultural competency as a **process** rather than an end point.

There is no singular path to cultural competence.

What is An Ally?

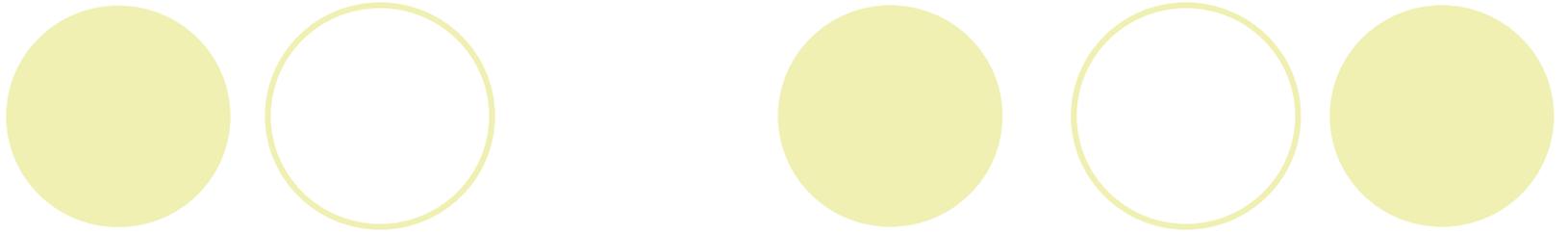


- Someone who takes a stand against social injustice directed at members of an oppressed group
- Agent of social change



Ways We Can Become Allies

- Develop an understanding of how culture can influence the healing process
- Unlearn our own prejudices
- Develop a positive self-identity
- Believe we are making a difference



***Certainly, we have the right to
be proud of the strengths
inherent in our cultures. But
let's not forget that we are no
more and no less than our
brothers and our sisters.***

-Author Unknown

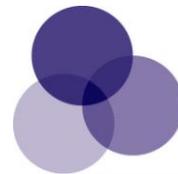
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