

# **Bridging the Cultural Divide of Addiction Professionals & Service Recipients**

**NJPN 19<sup>TH</sup> ANNUAL ADDICTION CONFERENCE**



**CREATING  
CONNECTIONS**  
THE PATH TO WELLNESS

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# Bridging the Cultural Divide of Addiction Professionals and Service Recipients

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# Housekeeping

- Get comfortable with being uncomfortable
- This is a process not a defining act
- Information is neither good nor bad; it is what is done with information that determines its value

# Objectives

- Define Pillars of Identity and be able to assess one's own biases and level of cultural competency
- Demonstrate an understanding of cultural diversity and the importance of cultural sensitivity
- Demonstrate an understanding of health disparities in diverse populations
- Understand strategies in effective communication as an addiction professional

# One word to describe the culture of...

Your profession	The population you serve
Your upbringing	

# Personal Identity

*"... how one construes oneself in the present expresses the continuity between how one construes oneself as one was in the past and how one construes oneself as one aspires to be in the future."*

1. Categorisation
2. Identification
3. Comparison

# Five Pillars of Identity

1. Physical
2. Emotional
3. Mental
4. Spiritual
5. Social

# Culture defined by Merriam-Webster..

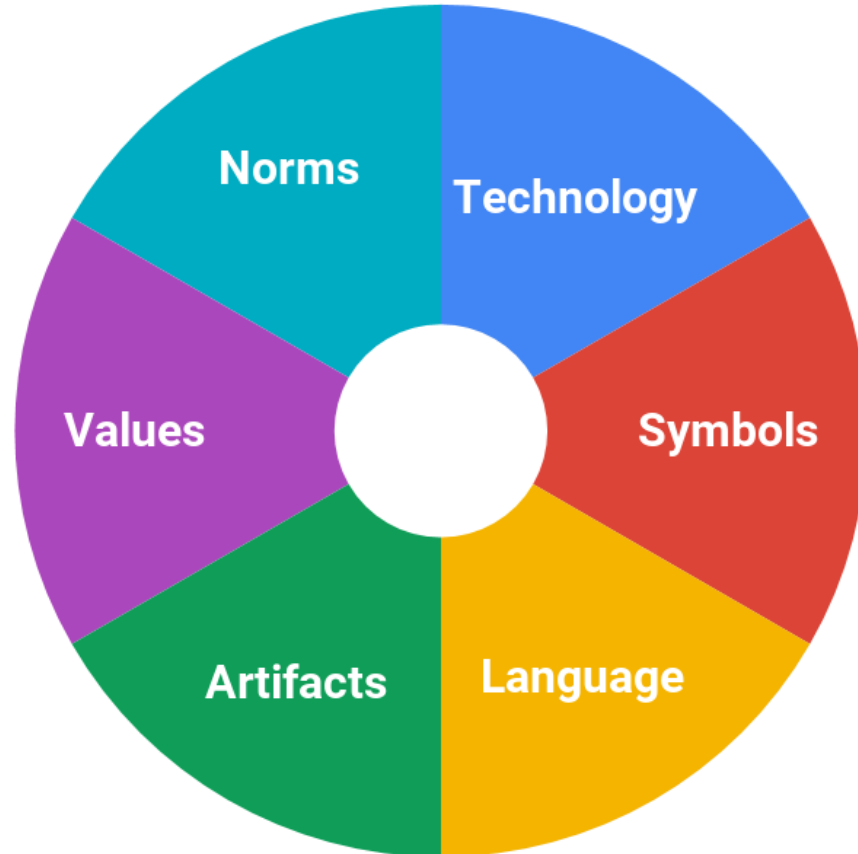
: the beliefs, customs, arts, etc., of a particular society, group, place, or time

: a particular society that has its own beliefs, ways of life, art, etc.

: a way of thinking, behaving, or working that exists in a place or organization (such as a business)



# Components of Culture



# Culture Informs Concepts of...

- Gender
- Age
- Race
- Health
  - Treatment, Medicine, Illness, Disease

# Four Features of Cultural Competence

- Awareness
- Attitudes
- Knowledge
- Skills

### 3 Levels of Cultural Competence

1. Individual level – the knowledge, skills, values, attitudes and behaviours of individuals
2. Service level – management and operational frameworks and practices, expectations, including policies, procedures, vision statements and the voices of children, families and community
3. Broader system level – how services relate to and respect the rest of the community, agencies, local community protocols, etc.

# What's the Difference?

**Cultural Awareness:** being open to the idea of changing cultural attitudes

**Cultural Diversity:** when population differences are well represented within a community

**Cultural Sensitivity:** being aware of cultural differences and similarities without assigning them a value (good/bad; right/wrong)

Cultural Awareness

**DOES NOT EQUAL**

Cultural Diversity

**DOES NOT EQUAL**

Cultural Sensitivity

# Activity

# Health Disparities

- Population-specific differences in the presence of disease, health outcomes, or access to healthcare
- Health and health care disparities refer to differences in health and health care across different racial, ethnic, and socioeconomic groups



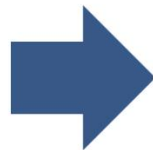
Figure 1

# Social Determinants of Health

<b>Economic Stability</b>	<b>Neighborhood and Physical Environment</b>	<b>Education</b>	<b>Food</b>	<b>Community and Social Context</b>	<b>Health Care System</b>
Employment	Housing	Literacy	Hunger	Social integration	Health coverage
Income	Transportation	Language	Access to healthy options	Support systems	Provider availability
Expenses	Safety	Early childhood education		Community engagement	Provider linguistic and cultural competency
Debt	Parks	Vocational training		Discrimination	Quality of care
Medical bills	Playgrounds	Higher education		Stress	
Support	Walkability				
	Zip code / geography				

## Health Outcomes

Mortality, Morbidity, Life Expectancy, Health Care Expenditures, Health Status, Functional Limitations



Of those, over  
**15%**  
had a diagnosable  
mental illness in the  
past year.<sup>2</sup>

That is over  
**8.9**  
million  
people



SOURCES

<sup>1</sup><https://www.census.gov/quickfacts/fact/table/US/PST120216>

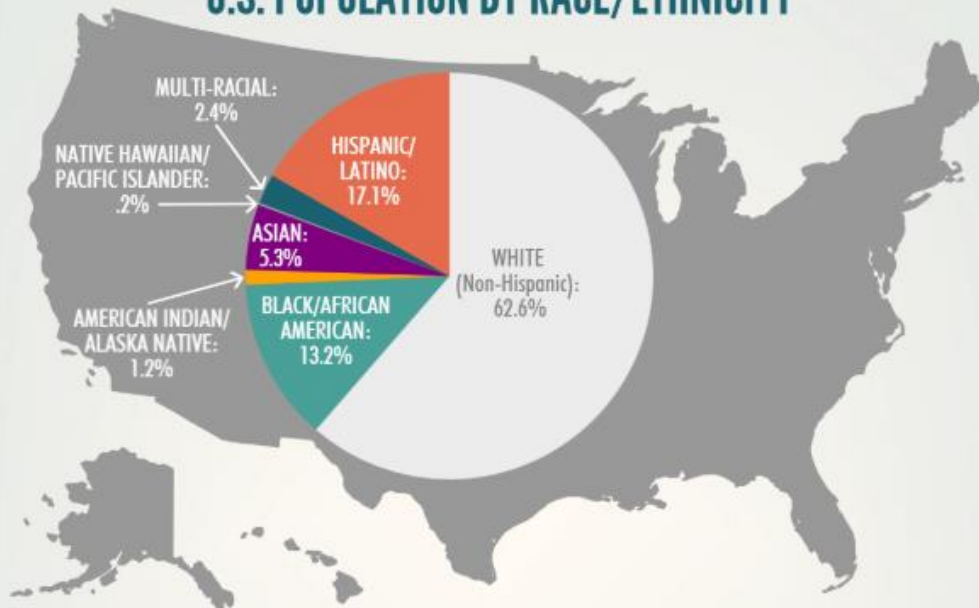
<sup>2</sup><http://www.samhsa.gov/specific-populations/racial-ethnic-minority>

<sup>3</sup><https://factfinder.census.gov/faces/tableservices/jsf/pages/productview.xhtml?src=CF>

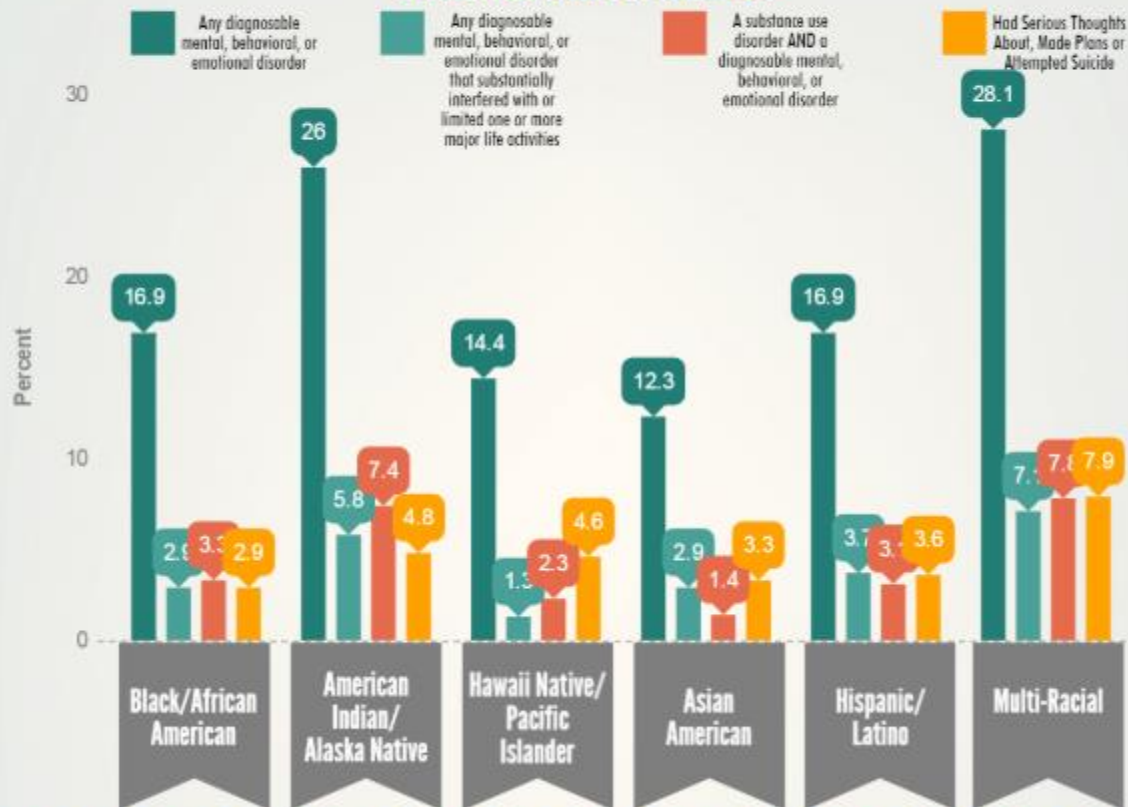


ACCORDING TO CENSUS DATA,  
THERE ARE OVER 316 MILLION  
PEOPLE LIVING IN THE U.S.A.

### U.S. POPULATION BY RACE/ETHNICITY



# HOW COMMON ARE MENTAL HEALTH AND SUBSTANCE USE ISSUES AMONG MINORITIES?



## BARRIERS TO GETTING HELP

INSURANCE  
COVERAGE



STIGMA



LANGUAGE  
BARRIERS



CULTURAL BELIEFS



## WHAT WE'VE LEARNED FROM MHASCREENING.ORG

### ASIAN AMERICANS

Are least likely to have a history of being diagnosed, despite the fact that 57% who took a screen scored moderately to severely depressed.

Nearly 40% who took the anxiety screen were experiencing minimal anxiety.

Were more likely than any other group to say that they would talk to a mental health professional or their primary care doctor following a screening.

### BLACK/ AFRICAN AMERICAN

### HISPANICS OR LATINOS

Were the minority group that completed the most screens.

Following screening, more than any other minority group, Hispanics or Latinos indicated that they wanted additional information about where to go to start getting mental health help.

Were most likely to have a result indicating symptoms of severe depression.

Had the highest rates of having a diagnosis prior to screening.

### NATIVE AMERICANS AND MULTI-RACIAL PEOPLE

DAMNTHATSWHACK



***This is an environment of welcoming, and you should just get the hell outta here.***

# Your R.O.L.E. Determines Your Language

**R**elationship

**O**ccasion

**L**ocation

**E**xpectation



# Strategies for Effective Communication

- Remember the “A.S.K.”
- Conduct Needs Assessment of service recipients
  - “What would make you more welcome/comfortable/safe/relaxed in this environment?”
  - “How do you/would you want to give back in this environment?”
- Mind your language
  - Dept. of Health & Human Services *Guide to Providing Effective Communication and Language Assistance Services (The Guide)*

# Summary

- Pillars of Identity
- Cultural Awareness, Cultural Diversity, & Cultural Sensitivity ARE NOT THE SAME
- Health disparities are population-specific differences in the presence of disease, health outcomes, or access to healthcare
- Effective communication is about your R.O.L.E.

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***Bend. Don't Break<sup>SM</sup>***

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