

ithaca open considered desire
acknowledging systemic vulnerable humble dangerous
correct work accept
someone clients
unclear
clear curious
community
want
around
engage support
missionary safety
emotionally check
dominant assessment
rather
needs definition
mentality environment
awareness
conversations safe
capture
teach group
understanding

CHALLENGE THEMES

1. Challenges with Policies and Procedures – Agency, Local, State, and Federal

- How to identify consumers/clients; what "box" do you check
- How do we capture/identify our consumers/clients so that appropriate services/programs are created
- Unclear definition of cultural competency
- Unclear how to operationalize Cultural Competency; clear definition of CC is needed What it is and what it is not.
- Having a supportive community.
- Whose responsibility is it to educate on culture?
- Whose responsibility is it to create a safe space/safety? Are you unsafe or uncomfortable?
- Awareness of systemic racism
- Fear
- Having the energy to do the work; Where is the support?
- Missionary mentality
- Self Awareness

2. Challenges with Understanding Culture

- Providers think they are competent: They have the voice, Power, position, privilege
 - Don't want to be uncomfortable or vulnerable
- Environment needs to be open to having conversations
- Acknowledging differences as strengths
- Limited concept of culture; Not just ethnic
- How do we capture/identify our consumers/clients so that appropriate services/programs are created
- Conversation considered dangerous rather than uncomfortable
- Unclear definition of cultural competency
- Having a supportive community.
- Whose responsibility is it to educate on culture?
- Awareness of systemic racism
- Fear
- Missionary mentality
- Self Awareness

5. Challenges with Awareness and Self-Awareness

- Providers think they are competent: They have the voice, Power, position, privilege
 - Don't want to be uncomfortable or vulnerable
- Have to be curious and vulnerable
- Acknowledging differences as strengths
- Limited concept of culture; Not just ethnic
- Discussing race as a construct of understanding each other; Including dominant culture
- How do you "teach" someone to be humble, curious, vulnerable?
- Conversation considered dangerous rather than uncomfortable
- Unclear definition of cultural competency
- Whose responsibility is it to educate on culture?
- Whose responsibility is it to create a safe space/safety? Are you unsafe or uncomfortable?
- Awareness of systemic racism
- Fear
- Having the energy to do the work; Where is the support?
- Missionary mentality
- Self Awareness

6. Challenges in Tompkins County's Community Readiness

- Environment needs to be open to having conversations
- Culture of Ithaca and United States; Desire to be politically correct
- How to identify consumers/clients; what "box" do you check
- How do you "teach" someone to be humble, curious, vulnerable?
- Unclear definition of cultural competency
- Having a supportive community.
- Don't have an emotionally safe space.
- Whose responsibility is it to educate on culture?
- Whose responsibility is it to create a safe space/safety? Are you unsafe or uncomfortable?
- Awareness of systemic racism
- Fear
- Having the energy to do the work; Where is the support?
- Missionary mentality
- Self Awareness

The Iceberg concept of culture

Primarily out of awareness

Fine arts Literature
 Classical music Popular music
 Folk-dancing Games Cooking Dress

Notions of modesty Conception of beauty
 Ideals governing child raising Rules of descent Cosmology
 Relationship to animals Patterns of superior/subordinate relations
 Definition of sin Courtship practices Conception of justice Incentives to work
 Notions of leadership Tempo of work Patterns of group decision-making
 Conception of cleanliness Attitudes to the dependent Theory of disease
 Approaches to problem solving Conception of status mobility Eye behaviour
 Roles in relation to status by age, sex, class, occupation, kinship, etc. Definition of in
 Nature of friendship Conception of "self" Patterns of visual perception Body
 Facial expressions Notions about logic and validity Patterns of handling emotion
 Conversational patterns in various social contexts Conception of
 Preference for competition or co-operation Social
 Arrangement of space

CULTURAL SENSITIVITY

- Empathy
- Interpersonal Communication Skills
- Trust
- Acceptance
- Appropriateness
- Respect

CULTURAL AWARENESS

- Self Awareness
- Cultural Identity
- Heritage Adherence
- Ethnocentricity

CULTURAL COMPETENCE

- Assessment skills
- Diagnostic skills
- Clinical Skills
- Challenging and Addressing
Prejudices, Discrimination, and
Inequalities

CULTURAL KNOWLEDGE

- Health, beliefs, behaviors
- Barriers to Cultural Sensitivity
- Stereotyping
- Ethnohistory
- Sociological Understanding
- Similarities and Variations

Cultural Competency

1 A set of behaviors, policies, and attitudes which form a system or agency which allows cross-cultural groups to effectively work professionally in situations. This includes human behaviors, languages, communications, actions, values, religious beliefs, social groups, and ethic perceptions. Individuals are competent to function on their own and within an organization where multi-cultural situations will be present.

Reference: www.businessdictionary.com/...ural-competency.html

2. ownership of the abilities and insight which are recommended for and particular to a chosen culture. 2. the ability to operate efficiently in cultural environments aside from one's own.

Psychology Dictionary: What is CULTURAL COMPETENCY? definition of CULTURAL COMPETENCY (Psychology Dictionary)

3. "Cultural competence describes the ability of an individual or organization to interact effectively with people of different cultures. To produce positive change, prevention practitioners must understand the cultural context of their target community, and have the willingness and skills to work within this context. This means drawing on community-based values, traditions, and customs, and working with knowledgeable persons of and from the community to plan, implement, and evaluate prevention activities."

(Substance Abuse and Mental Health Services Administration)

4. "Cultural competence is a developmental process that evolves over an extended period. Both individuals and organizations are at various levels of awareness, knowledge and skills along the cultural competence continuum."

(adapted from Cross et al., 1989)

5. Cultural Competence refers to the process by which individuals and systems respond respectfully and effectively to people of all cultures, languages, classes, races, ethnic backgrounds, religions, and other diversity factors in a manner that recognizes, affirms, and values the worth of individuals, families, and communities and protects and preserves the dignity of each."

(NASW Standards for Cultural Competence in Social Work Practice, 2001)

How many of the following have you used/have others used with you in greeting one another?

- Handshake
- Single kiss/multiple kiss on the cheek
- Kiss on the mouth
- Fist bump
- Hug
- Bow
- Silent acknowledgement vs. Verbal acknowledgement
- Stick out tongues
- Rub noses/press noses together
- Make eye contact vs. look away

What tools or awareness do we use to gauge how to greet one another?

What assumptions are implicit in the way we greet one another?

Are there times where the way you greet someone or the way that they greet you doesn't feel "natural" or "comfortable?" What do you notice about these experiences?

Who gets to "choose" how we greet one another and why?

Hope to Achieve

1. How to frame the questions; medical or cultural
2. Reduction in stigma associated with MH/BH
3. Clients/Consumers will have equitable outcomes.
4. Clients/Consumers will have equitable access.
5. A bridge between the Faith Community and Human Services.
6. Youth will be included in service planning.
7. A community where we are comfortable having conversations around culture.
8. Engage participants in telling us what services they require.
9. Better understanding of our challenges and our community
10. Inclusion/Diversity in leadership. E.g. engagement with educational resources.
11. People will feel respected and seen.
12. A way of better understanding my consumers/clients culturally.
13. Consumers will feel comfortable enough to speak with providers.
14. There will be improved health literacy within our community.
15. Increased involvement from diverse groups/cultures.
16. Strategies to engage; "get out of comfort zone".
17. School community where students feel valued.
18. Healthy beloved community.
19. Ecological approach to working with clients; considering Community and national events.
20. Using different language; language of possibility.
21. To recognize "it" and be aware of it, to not step in it as often, recognize competency is a process.
22. Designated "Tommy/Token" will not exist.
23. Increased collaboration with consumers we serve.
24. When (0) none of us are in the room; coaching/mentoring opportunities.
25. There will be honest feedback loops that work (CQI)
26. Space for being *for* instead of angry *at*
27. Self Care
28. Be in a state of self/group check, and courageous enough to out it.
29. Develop and maintain relationships.
30. Self-Awareness/Self-Assessment to enable us to better engage.
31. PBIS; Focus on other goals such as engagement and empowerment rather than solely on compliance.
32. Ensuring that SOC values are embedded in services.
33. Function as who we are without an identified victim and accept People for who they are.

Behind These Bars - Hope Alridge

What do you
See when you look
At this face?

Look behind those eyes
And walk through these
Shoes
And tell me
What does freedom mean?

To you, freedom may mean
To say whatever you wish to say
To act how you see fit, regardless of
Whether your activity is criminal
Behavior
Or maybe
Freedom could be that
You sound
Educated
Just because of that skin you were
Gifted with.

The fact that I have to sound
Proper
Like "proper" has a sound

The idea that I need to
Dress in clothes that look
Professional
Like professional
Has a definitive look

Does it
Mean that I can't
Have tattoos and piercings
Because
They scare and intimidate
You?
Take a look at your
Privileged life
And tell me

Whether the fact that
You have body modifications on
Your fair skin
Means that
You immediately
Get penalized
For something that you
Are qualified for?

Tell me,
Does your skin color
Mean that
You can get away with
Things

That my brothers get
Arrested for?

You see,
Behind these bars
I can see the injustice.
I'm not
Oblivious to the fact that
Your
Way of life, the majority
Is overshadowing
The wrongs they have
Done to my
People.

I am aware
Of what privilege
It is to speak
On my kin's
Oppression.

To speak about their
Life full of others
whose
Hatred towards
Those with
Darker pigmentation
Is unjustified
Like my voice
Along with my
Brothers and sisters
Is ignored
In the midst of
Your
Life style,
Of your astonishing privilege in
A country
That preaches
Equality.

I am sitting behind these bars
Wondering when
I can become free
Like MLK didn't have a fight
It's an insult to him and
The work he
Did, and those who want
Equality, but their
Agenda is filled with
"black lives matter" but their
Actions speak
Louder than the
Words they preach.

Your life is a gift,
I suggest you live it
Your skin color is a privilege
It's time you learned it.