

# Cultural Information

Crisis Intervention Training  
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# What Do We Know About Self?

1. Introduce self
2. Why did you decide to go into this vocation?
3. When someone asks about your nationality/ethnicity/race, I identify myself as \_\_\_\_\_?
4. Share about a cultural message that you remember growing up with?

# The Case for Training



- U.S. Population is growing more diverse
- Legal and ethical duty to establish competence in service

- Responsibility to keep current competence – It's Who We Are!
- Investment in growing cultural knowledge increases understanding of community and effectiveness of communication.



# Self and Group Reflection

1. When You Think About Cultural Competence, What Does It Mean?
2. What Evidence Would a Culturally Competent Organization Demonstrate Outwardly?
3. How Can The Practice of “Community Policing” Reflect Cultural Competence?
4. Respond to the following statement: “People don’t care how much you know, until they first know how much you care...”

# Diversity of our communities



| <b>2010 Population by Race and Ethnicity n=807,374</b> | <b>Ventura County</b> |        | <b>California</b> |        | <b>United States</b> |        |
|--|-----------------------|--------|-------------------|--------|----------------------|--------|
| <b>White</b>   | 494,681               | 61.27% | 20,606,235        | 55.43% | 221,809,059          | 71.91% |
| <b>Black or African American</b>                       | 13,780                | 1.71%  | 2,248,269         | 6.05%  | 37,036,996           | 12.01% |
| <b>American Indian and Alaska Native</b>               | 8,209                 | 1.02%  | 339,417           | 0.91%  | 3,026,418            | 0.98%  |
| <b>Asian</b>   | 54,125                | 6.70%  | 4,720,651         | 12.70% | 13,906,406           | 4.51%  |
| <b>Native Hawaiian and Other Pacific Islander</b>      | 2,705                 | 0.34%  | 197,993           | 0.53%  | 662,031              | 0.21%  |
| <b>Other</b>   | 233,874               | 28.97% | 9,060,539         | 24.37% | 32,014,224           | 10.38% |
| <b>Population by Ethnicity</b>                         |                       |        |                   |        |                      |        |
| <b>Population Hispanic</b>                             | 315,876               | 39.12% | 14,077,745        | 37.87% | 49,511,501           | 16.05% |
| <b>Population Non Hispanic</b>                         | 491,498               | 60.88% | 23,095,359        | 62.13% | 258,943,633          | 83.95% |

# Our Changing Communities

- The County ranks 34<sup>th</sup> in the Nation in Latino population, ahead of such metropolitan areas as Tucson, Sacramento and Corpus Cristi, Texas.
- 12.4 Million of California's 31.4 million people (about 40%) speak a language other than English as their primary language.



# Diversity of our communities



- The County's Asian population, which stood at 42,176 in 2000 is expected to more than double by 2010 and nearly triple by 2020.
- With more than 8,707 Filipino-Americans living within its city limits, Oxnard is home to largest number of Filipino-Americans in the county, with the city also the home to the largest number of African-Americans.
- Thousand Oaks is No. 1 for the County's Chinese-American population (2,466).
- Simi Valley is No. 1 for East Indians (1,353)

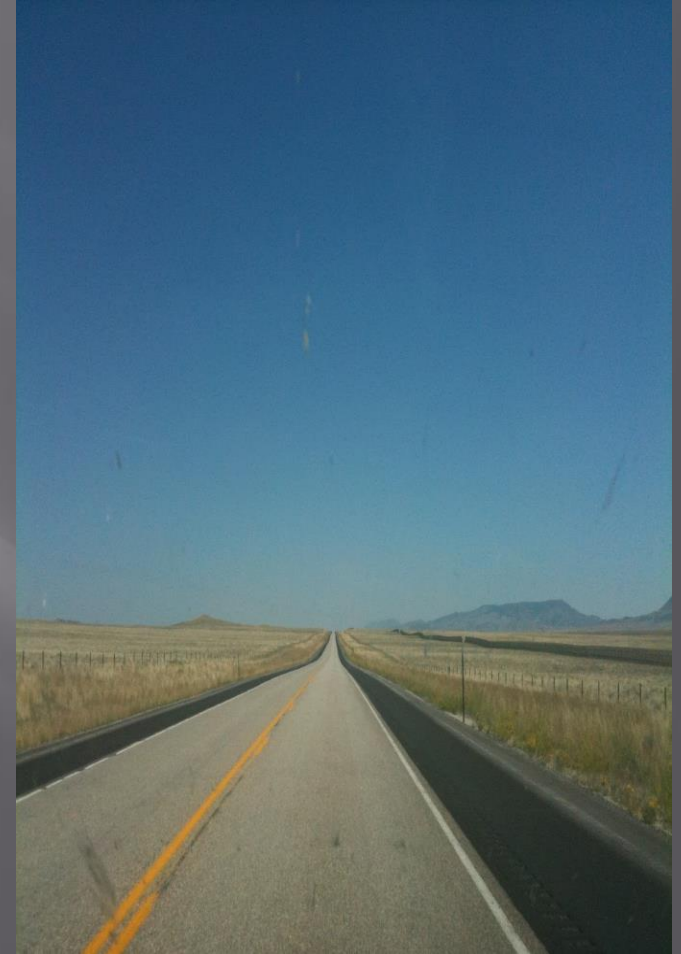
# Who We Say We Are

*WE...*

- safeguard lives and property
  - respond to public concerns
- promote neighborhoods free from the fear of crime
- preserve the peace, prevent crime, apprehend offenders
- facilitate problem solving community partnerships,
  - provide secure and humane detention for persons lawfully entrusted to our care
- display empathy and respect for the dignity of all individuals
  - enforce laws

# Cultural Investment

- A process, not an event; a journey, not a destination; dynamic, not static; and involves the paradox of knowing.
- Five inter-related cultural constructs: desire, awareness, knowledge, skill and encounters.



# Culture is like an Iceberg

Visible behavior



Visible behavior

Invisible sources  
values  
beliefs  
assumptions

Hidden Depths



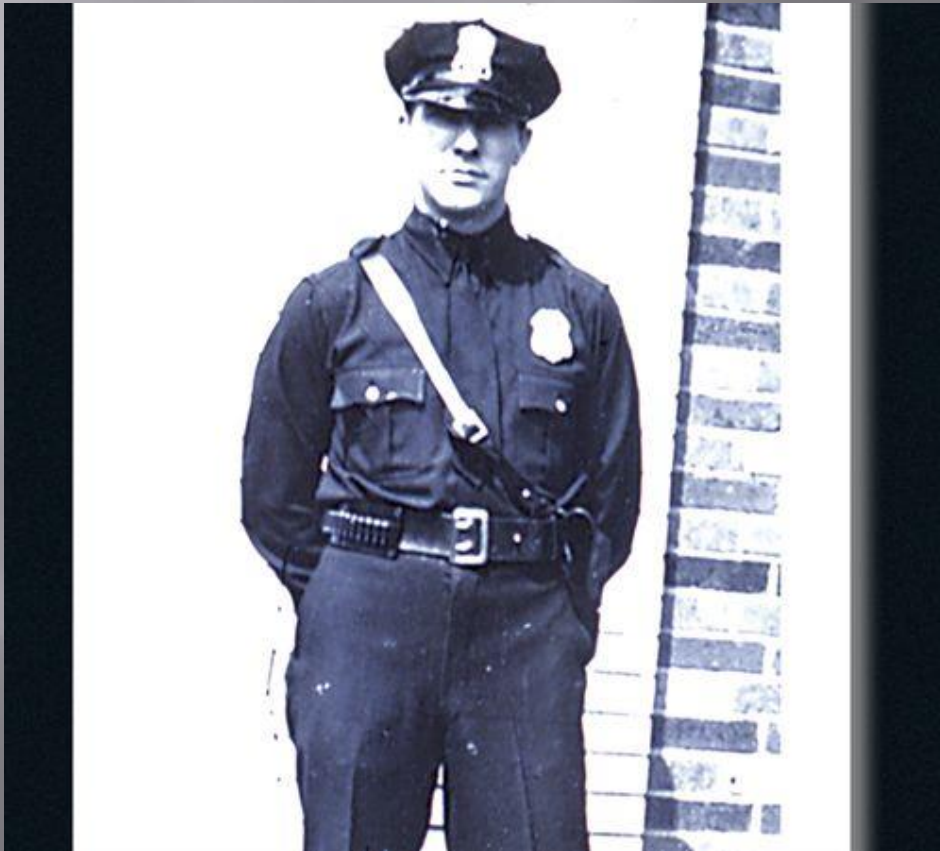
# Racism



*“Our Chicos are super cheeky and they never stay put. The only way to keep them out of mischief is to eat them!”  
“Delicious choc flavored babies” -Nestle*



# The Symbol of Badge & Uniform





# What Are Cultures?

- Groups identified by an integrated pattern of human behavior over time that includes thoughts, communications, actions, social conventions, beliefs, customs, values, and institutions
- Terms commonly used: Race, Religion, Ethnicity, Sexual Orientation, etc.
- People may self-identify by MANY different cultural groups

# Essential Elements of Cultural Competence...

- Valuing Diversity
- Cultural Self-Assessment
- Dynamics of Differences
- Institutionalization of Cultural Knowledge
- Adaptation to Diversity

# **Truth: Each Cultural Group has Members Who are Affected by:**

- Medical Illness
- Mental Illness / Emotional Disturbance/  
Developmental Disability
- Substance Abuse
- Poverty / Homelessness
- Domestic Violence
- Child Abuse / Incest / Elder Abuse
- Anti-Social Behavior
- Crimes, Victimizations &  
Combinations of the Above

# 2 THINGS...

1. Individuals may self-identify by MANY different cultural groups.
2. Cultural groups share commonalities, however, within the heterogeneity of a group there can be significant diversity

# Will the "real Mexican please stand up!"



# Cultural and Linguistic Competence At the Individual Level

“The state of being capable of functioning effectively in the context of cultural differences”



Cross, Bazon, Dennis & Isaacs,  
1989; Pope-Davis, Coleman, Liu  
& Toporeck, 2003.

# Cultural and Linguistic Competence At the Organizational Level



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

Cross, Bazon, Dennis & Isaacs, 1989: Pope  
Davis, Coleman, Liu & Toporeck, 2003.

# People of Different Cultures & Faiths May Not...



- Experience or Identify needs the way.
- Communicate the same way
- Seek services in ways we expect
- Have adequate access resources or services
- View the role of “police officer” in ways we would hope
- Access services with same frequency or diligence; various groups are at higher risk

# Some Contributory Factors

- Unconscious & Conscious negative racial attitudes
- Communication challenges
- Refuse/decline recommended treatment
- Mistrust of health care system and authority
- Barriers to Access & Disparities

# Cultural Information

# Caucasian Culture

# Common Characteristics of Caucasian Culture

- ▣ European descent
- ▣ Traditional families
- ▣ Modern families

# Common Characteristics of Caucasian Culture

- ▣ Autonomy and Independence
- ▣ Self-sufficiency
- ▣ Assertiveness

# Common Characteristics of Caucasian Culture

- ▣ Wealth and assets  
("privilege")
- ▣ "Doing oriented"
- ▣ Equality between spouses
- ▣ Numerous relationships

# AFRICAN- AMERICAN CULTURE

# Common Characteristics of African-American Culture

- ★ Kinship network
- ★ Three-generation system
- ★ Child-rearing
- ★ African-American women

# Common Characteristics of African-American Culture

- ★ “Parentified” children
- ★ Work ethic
- ★ Church / religion
- ★ Communication of respect

# LATINO CULTURES

# Latino Cultures in Ventura County

- \* Mexican
- \* Spanish
- \* Puerto Rican
- \* Salvadoran
- \* Guatemalan
- \* Cuban
- \* Peruvian
- \* Colombian
- \* Argentinean
- \* Nicaraguan
- \* Honduran
- \* Ecuadorian
- \* Chilean
- \* Costa Rican

# Common Characteristics of Latino Culture

- ★ Respect for authority
- ★ Honor
- ★ Formality
- ★ Emphasis on group
- ★ Family commitment and unity

# Common Characteristics of Latino Culture

- ★ Familismo
- ★ Personalismo
- ★ Marianismo
- ★ Machismo
- ★ Respect for elders
- ★ Spanish language
- ★ Roman Catholic religion
- ★ Spiritual values

# Common Characteristics of Latino Culture

- ★ Sacrifice of material possessions
- ★ Difficulty accepting help from outside family unit
- ★ Less confrontational (than Caucasian culture)

# Mental Health Problems Encountered by Latinos

- ★ Anxiety disorders
- ★ Juvenile delinquency
- ★ Depression
- ★ Substance abuse disorders
- ★ Suicide

# Traditional Causes of Mental Health Problems

- ★ Witchcraft
- ★ Spirits
- ★ Bad air
- ★ Germs
- ★ Exposure to heat and cold
- ★ Sin
- ★ Envy
- ★ Shame
- ★ Fear
- ★ Dust
- ★ Lack of emotional strength

# Traditional Treatments for Mental Health Problems

- ★ Folk healers
- ★ Special ointments
- ★ Prayer
- ★ Candles
- ★ Herbal teas
- ★ Herbal baths
- ★ Religious healers
- ★ Family

# Latino Culture-Bound Syndromes

- ★ Nervios
- ★ Fallo mental
- ★ Locura
- ★ Ojo

# Encountering a Person from a Latino Culture

- ★ During initial contact, speak with the father
- ★ Be polite and formal
- ★ Accept beliefs about cause(s) of illness
- ★ Show care and concern
- ★ Request Spanish-speaker
- ★ Ask about previous treatment

# Encountering a Person from a Latino Culture

- ★ Be reassuring (asking for help is difficult)
- ★ Shake hands
- ★ Be open and honest
- ★ If comfortable, use your first name

## Who are the indigenous?

small town people; language & cultural differences;  
which groups are here; where they come from & go;  
role in CA agriculture

**Hometown networks:** best way to study and understand them

## Conditions and Needs of the population

Household composition

Poverty

Crowded living conditions and barriers to service access

Language Access and Cultural Competency





- Outsiders can't define them
- Identities usually peculiar to a small group of people from a small town and particular language
- Hundreds of indigenous identities
- Very different in language & in culture from other Mexicans



# Where do they come from?



# Origins of the Indigenous in Ventura County



# Demographics

- ▣ Approx. 120,000 indigenous FWs in CA
- ▣ Plus ~ 45,000 children
- ▣ Does not include urban areas or indigenous from other countries
- ▣ 17,500 indigenous FWs in Ventura County

# ASIAN CULTURES

# Asian Cultures in Ventura County

- ▣ Filipino
- ▣ Chinese
- ▣ Japanese
- ▣ Asian Indian
- ▣ Korean
- ▣ Vietnamese
- ▣ Taiwanese
- ▣ Thai
- ▣ Indonesian
- ▣ Pakistani
- ▣ Cambodian
- ▣ Laotian
- ▣ Sri Lankan
- ▣ Bangladeshi

# Common Characteristics of Asian Cultures

- ▣ Importance of the family unit
- ▣ Behavior is in accordance with position in the family
- ▣ Males more dominant than females
- ▣ Children raised by parents as well as extended family
- ▣ Hard work and education are valued

# Common Characteristics of Asian Cultures

- ▣ Count on support from family, friends, and members of the ethnic community
- ▣ Repression of emotions
- ▣ Self-control
- ▣ Look for short-term result-oriented solutions
- ▣ May not make eye contact
- ▣ Be aware of “No shoe households”

# Mental Health Problems Encountered by Asians

- ▣ Depression/Suicide
- ▣ Anxiety
- ▣ Schizophrenia
- ▣ Alcohol and drug addiction
- ▣ ADHD
- ▣ Domestic violence
- ▣ Somatic complaints

# Mental Health Problems Encountered by Asians

- ❑ Post-Traumatic Stress Disorder (PTSD)
- ❑ Dissociative Disorders
- ❑ Often found in people of Asian descent who were refugees and experienced trauma during war.

# Traditional Causes of Mental Health Problems

- ▣ Hereditary weakness
- ▣ Yin and Yang imbalance
- ▣ Disturbance of chi energy
- ▣ Supernatural causes
- ▣ Emotional exhaustion
- ▣ Disorder of the brain

# Traditional Treatment for Mental Health Problems

- ▣ Herbal remedies
- ▣ Consultation of a priest, minister, or Buddhist monk

# Encountering A Person From An Asian Culture

- ▣ During initial contact speak with the “decision maker” (usually the father)
- ▣ Be polite and formal
- ▣ Maintain personal distance
- ▣ Provide concrete information
- ▣ Provide reassurance that you are there to help

# Encountering A Person From An Asian Culture

- ▣ Exhibit your authority while remaining respectful
- ▣ Be reassuring (admission of mental health problems is shameful)
- ▣ Be confident and understanding
- ▣ Show maturity and professionalism
- ▣ Speak slowly and calmly

# How to Show Respect Across Cultural Groups

- Utilize Consultation
- Show Interest and Concern (Follow-Up)
- Ask Questions about Cultural Norms
- Read about the history of cultural group
- Learn a few words in another person's native language or vernacular
- Learn to pronounce the people's name

# Involve Family/Significant Others in Assessment & Treatment

- If appropriate, help remove barriers so Family & Significant Others can join in the assessment and healing process
- Family often has power to effect change for Patient, especially in cultures in which Patient has a duty to follow family's wishes
- If Family does not support treatment or is not involved, chances for success are minimal

# Understand Culture-Specific Healing & Advocacy Practices

- Patient Self-Help and Support
- Role of Elders and Family Members
- Prayer Services, Meditative Practices
- Role of the Curandero, Folk Healer
- Cleansing rituals
- Use of special herbs and foods
- Avoidance/mistrust of Western Medicine
- Pets as healing companions

# Age Competency

- People in a birth cohort have shared experiences and memories
- Experience during early years influence lifelong attitudes toward:
  - Money
  - Employment Lifestyle Relationships with community and others
  - Expectations

# Age Specific Competency

- Understanding all ages and stages of life
- Knowing individual likes and dislikes
- Being sensitive of how individuals may be feeling and why they may be feeling that way

# What you should know...

Issues or concerns with respect to:

- Educational level - limited written, verbal or visual process
- Cultural Resources
- Language
- Stressors
- Physical limitations or any existing impairment

# “To Protect & Serve”



# Contact Information

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