Practicing Cultural Humility & Agility

What does it have to do with my work?

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&

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Who We Are...

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Director, Center for Family Involvement
Parent of 21 yr old with multiple developmental disabilities

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Cultural Broker to the Asian Community, Center for Family Involvement
"As part of our commitment to cultural diversity, we've hired Ledyard, who has 8 earings on various portions of his anatomy..."
Where Foreign Born People in Va Come From (2008-2012)

- Europe: 11.2%
- Asia: 41.2%
- Africa: 9.1%
- Oceania: 0.4%
- Latin America: 36.4%
- Northern America: 1.7%

N = 893,165
<table>
<thead>
<tr>
<th>2009 Rank</th>
<th>2009</th>
<th>2012</th>
<th>2012 Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spanish</td>
<td>16,310</td>
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<td>Spanish</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>20,616</td>
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<tr>
<td>Korean</td>
<td>3,029</td>
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<td>Arabic</td>
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<td></td>
<td></td>
<td></td>
<td>3,108</td>
</tr>
<tr>
<td>Vietnamese</td>
<td>2,557</td>
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<td></td>
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<td>2,863</td>
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<td>Arabic</td>
<td>2,274</td>
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<td>2,788</td>
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<td>Chinese</td>
<td>1,828</td>
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<td>2,264</td>
</tr>
<tr>
<td>Urdu</td>
<td>1,729</td>
<td></td>
<td>Urdu</td>
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<td></td>
<td>1,808</td>
</tr>
<tr>
<td>Farsi/Persian</td>
<td>1,081</td>
<td></td>
<td>Amharic</td>
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<td>Amharic</td>
<td>823</td>
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<td>Telugu</td>
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<td>1,139</td>
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<tr>
<td>Tagalog</td>
<td>793</td>
<td></td>
<td>Farsi/Persian</td>
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<td>907</td>
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<td>Telugu</td>
<td>693</td>
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<td>Tagalog</td>
</tr>
<tr>
<td></td>
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<td>808</td>
</tr>
</tbody>
</table>

Source: Fairfax County Public School membership data, May 2009 and September 2012.
Disability Related Occupations by Workforce Race

<table>
<thead>
<tr>
<th>Occupation</th>
<th>White</th>
<th>Black or African American</th>
<th>Asian</th>
<th>Hispanic or Latino ethnicity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Counselors</td>
<td>73.1</td>
<td>21.4</td>
<td>3.8</td>
<td>9.5</td>
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<tr>
<td>Social workers</td>
<td>70.8</td>
<td>22.8</td>
<td>3.3</td>
<td>6.8</td>
</tr>
<tr>
<td>Special education teachers</td>
<td>89.4</td>
<td>6.8</td>
<td>2.0</td>
<td>6.2</td>
</tr>
<tr>
<td>Social and community service managers</td>
<td>82.8</td>
<td>13.1</td>
<td>1.6</td>
<td>7.0</td>
</tr>
<tr>
<td>Miscellaneous community and social service specialists</td>
<td>71.7</td>
<td>21.6</td>
<td>1.7</td>
<td>13.0</td>
</tr>
</tbody>
</table>
Small Group Discussion

For the next 5 minutes, get into small groups and discuss at least one question below:

- What are your own cultural and family beliefs and values?
- Describe your own personal culture/identity
- Describe a time when you became aware of being different from other people
The Old Term: Cultural Competency

Focused on learning about other cultures and the ability to interact effectively with people of different cultures (stereotyping and generalizations)

Some focus on awareness of what forms your personal beliefs

There is no universally accepted definition of cultural competency
Cultural Humility is not about your examination of the client’s belief system, but rather is about giving careful consideration to your own assumptions and beliefs that are embedded in your goals for the client.

Rather than learning to identify and respond to sets of culturally specific traits (stereotyping), a culturally humble and culturally collaborative teacher ‘interviews’ the family and explores similarities and differences between his/her own and the family’s priorities, goals, capacities and approaches.
Cultural Humility

Culture **does not** determine behavior – it provides the framework through which someone understands themselves, their environment and their experiences.

Culture is ever changing

It is not possible to predict the beliefs and behaviors of someone based on their race, ethnicity or national origin.

*The longer we listen to one another – with real attention – the more commonality we will find in all of our lives. That is, if we are careful to exchange with one another life stories and not simply opinions.*

*Barbara Deming*
Why Cultural Humility Matters

Studies highlight disparities and poorer quality-of-life outcomes for immigrants, refugee, and minority with disabilities

Persistent problems highlighted in studies:
- Limited awareness and access to disability/rehabilitation services
- Difficulty receiving culturally and linguistically competent services
- A need for greater self-advocacy and self-management of disability
As a group, minority/immigrant persons with disabilities and their families and communities:

- have fewer “accessible” resources or opportunities
- have less knowledge and understanding of externally available resources
- are less aware of their rights (such as ADA knowledge or other civil rights/human rights laws and policies)
- have less or limited access to disability management resources and support
- have lower participation or retention rates in disability programs
- are “at risk” for poorer health outcomes

Disability has many different meanings across BOTH disability systems and multicultural communities.

Translating/Interpreting words about disability from English to other languages can create communication breakdowns and even tragic outcomes.

The Hmong of Southeast Asian region, have no word for cancer, or even the concept of the disease -- “We’re going to put a fire in you” is how one inexperienced interpreter tried to explain radiation treatment to a Hmong patient. The person refused treatment.

In Chinese, the term for disability means “useless”

Many languages do not have words for developmental disabilities or for other types of disabilities.
You are working with a 9-year-old boy, Arif, and his mother. You initially believe that the mother, who is from Bangladesh, does not speak English. She speaks to you only in her native tongue. Her son often interprets for you as you have difficulty getting an interpreter for meetings with the family. However, one day, you overhear her talking to the front desk in English. Her English seems to be pretty good.

- What are some cultural issues that might face you while working with this family?
- What are the language services issues that are not being addressed in this scenario?
- Why do you think that she only speaks to you in Bengali?
- What are some of the ways that you can encourage the family to be as open to you as possible?
People don’t always say what’s on their minds. One reason is that they are unwilling. The difference between being unwilling and unable is the difference between purposely hiding something from someone and unknowingly hiding something from yourself.

The Implicit Association Test (IAT) measures attitudes and beliefs that people may be unwilling or unable to report. The IAT may be especially interesting if it shows that you have an implicit attitude that you did not know about.

https://implicit.harvard.edu/implicit/takeatest.html
10 steps to Cultural Planning

- Improve Workforce Diversity
- Mobilize Coalitions and Task Forces
- Develop Grassroots Leadership
- Offer Cultural and Linguistic Services
- Promote Advocacy/Empowerment
- Offer Cultural Competency/Brokering Training
- Conduct Community Outreach and Collaboration
- Strengthen Language and Linguistic Capacities
- Engage with Ethnic, Mainstream, and Social Media
- Conduct Culturally-Informed Research and Evaluation

10 steps to Cultural Planning
“A go-between, one who advocates on behalf of another individual or group”

(Jezewski & Sotnik, 2005)
Center for Family Involvement’s Cultural Brokers

www.centerforfamilyinvolvement.org

- Cultural Brokers to African American, Asian, Latino/Hispanic and Refugee/Political Asylee communities who act as:
  - Liaisons
  - Cultural guides or informers
  - Mediators
  - Change agents
  - Advocates
  - Team players
  - Risk-takers
  - Systems navigators
Resources

Virginia Department of Education

Georgetown Center on Cultural Competence
www.nccc.georgetown.edu

Limited English Proficiency Federal Initiative
www.lep.gov

Virginia Department of Behavioral Health & Developmental Services
www.dbhds.virginia.gov/professionals-and-service-providers/oclc