STAR CENTER

support technical assistance resource center

NAMI STAR Center
Support, Technical Assistance & Resources

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STAR Center and its mission

- The STAR Center is one of five CMHS/SAMHSA-funded National Technical Assistance Centers for Consumer/Peer Support

- The STAR Center's primary mission is to further mental health system transformation by:

STAR Center (cont.)

- … developing culturally competent, recovery and resiliency oriented services and supports for peer and consumer-operated and delivered services and

- Helping increase the capacity of consumer operated to perform outreach to underserved and diverse populations

Culture defined:

"... culture should be regarded as the set of distinctive spiritual, material, intellectual and emotional features of society or a social group, and that it encompasses, in addition to art and literature, lifestyles, ways of living together, value systems, traditions and beliefs."

The United Nations Economic, Social and Cultural Organization, UNESCO, in 2002

A question to ponder:

Using the UNESCO definition, do mental health consumers form a distinct culture or subculture?

There is evidence to suggest that we might, or alternatively, that we may form an identity group.

Beyond Cultural Competence: Cultural Fluency

- How Cultural Fluency and Health Literacy relate to Cultural Competence
- How Cultural Competence, Cultural Fluency and Health Literacy Are Essential to Recovery
- Developing a Personal Cultural Competence Plan, and how to use it in your work

Cultural competence defined:

- The level of knowledge-based skills required to provide effective clinical care to patients from a particular ethnic or racial group.

- No single definition of cultural competence is yet universally accepted, either in practice or in health professions education. Most have a common element, which requires the adjustment or recognition of one's own culture in order to understand the culture of a patient. Neither is there consensus about how best to provide the necessary knowledge, skills, experience, and attitudes to effectively serve diverse populations. Some individuals even doubt the legitimacy of teaching cultural competence at all.

BIG NATE
by
Lincoln Peirce
WALTER JOHNSON "BIG TRAIN"
RED SOX.
YANKEES.
RED SOX!
YANKEES!
RED SOX!
YANKEES!
HEY! MISTER!
RED SOX OR YANKEES?
WASHINGTON SENATORS, BY CRACKY!
"BY CRACKY"?
THAT'S OLD SCHOOL RIGHT THERE.
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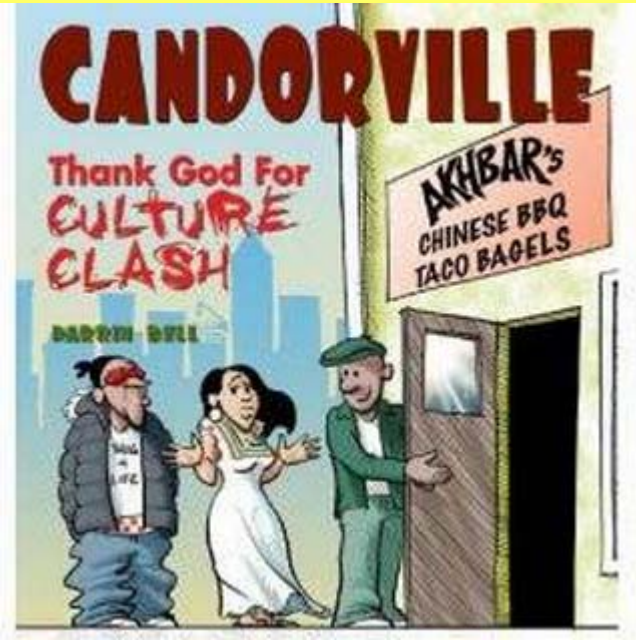
Cultural Fluency defined:

- A concept largely developed in the business world, spreading in schools and healthcare
- Content knowledge to applied knowledge
- The ability to get along effectively in a society of cultural variations
- A posture of respect - including tolerance, patience, listening and interpretation skills – this means we don't question why people from different countries and cultures behave differently—we simply embrace the differences.


CANDORVILLE
Thank God For
CULTURE
CLASH
AKHBAR'S
CHINESE BBQ
TACO BAGELS

Obviously, we have some way still to go:

USA TODAY

Texas man races pigs to protest mosque plans
December 30, 2006

The New York Times

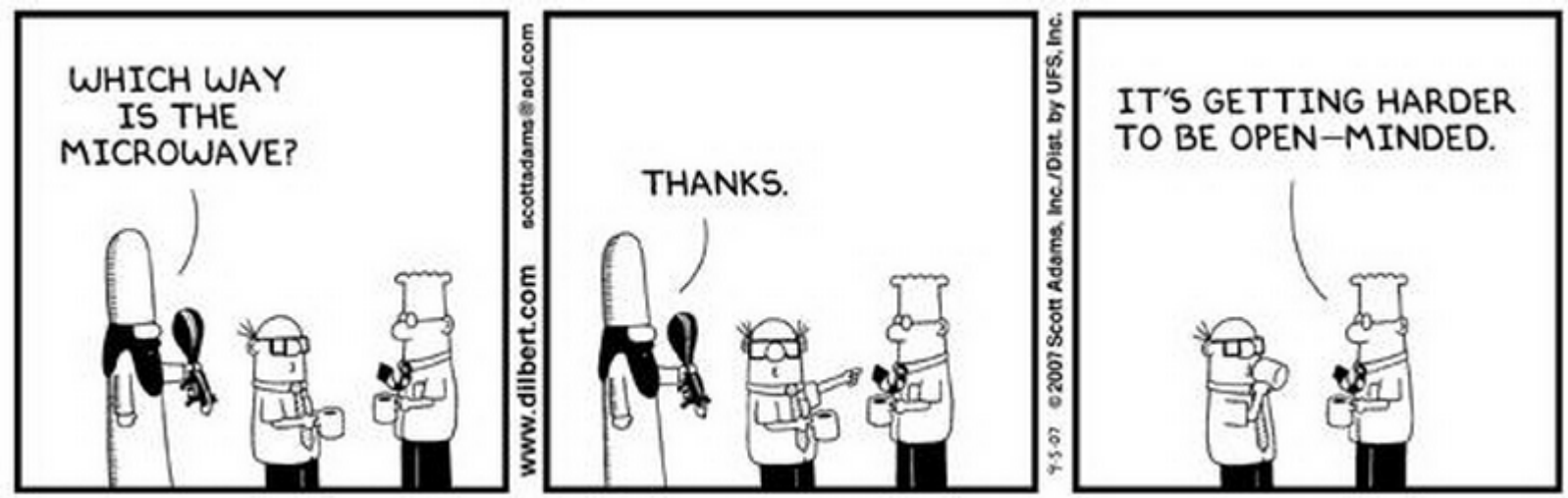
Embassies in Syria Are Burned in Furor Over Prophet Cartoon
February 5, 2006

reasononline
Free Minds and Free Markets

Grave Injustice: Federal laws about burial remains put politics before science.
July 24, 2004

THE CHRONICLE OF HIGHER EDUCATION

Returning Indian Remains With repatriation now required by federal law, researchers expect a new era of cooperation with tribes
March 16, 1994



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“Unfortunately, it is often easier to ignore, dismiss, reject, and even hurt one another rather than engage in constructive confrontation” (hooks, 2000, p viii)

– Bell Hooks, feminist writer and multicultural advocate

Carlos Ramirez

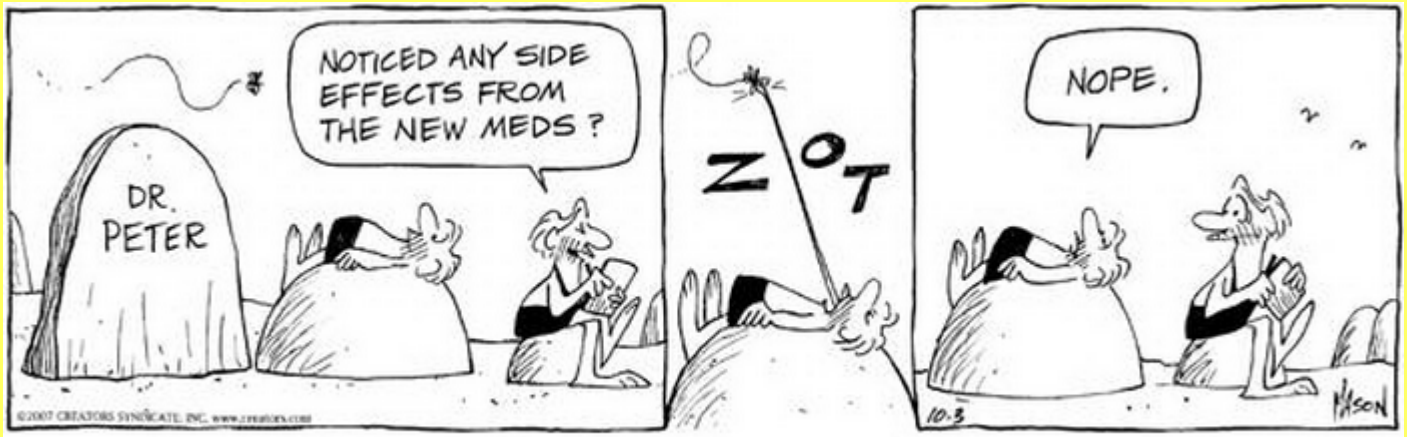
Recovery: the National Consensus Statement

- Self-Direction:
- Empowerment:
- Holistic:
- Non-Linear:
- Strengths-Based:
- Peer Support:
- Respect:
- Responsibility:
- Hope:

SAMHSA Recovery Consensus Conference, December 16-17, 2004

Health Literacy in Mental Health

- We don't do that much here in the US
- Yet mental illnesses are the top public health problem in the US
- People with mental illness die, in treatment, on average, 25 years younger than those without
- The medications aren't very good – they help, but they hurt.



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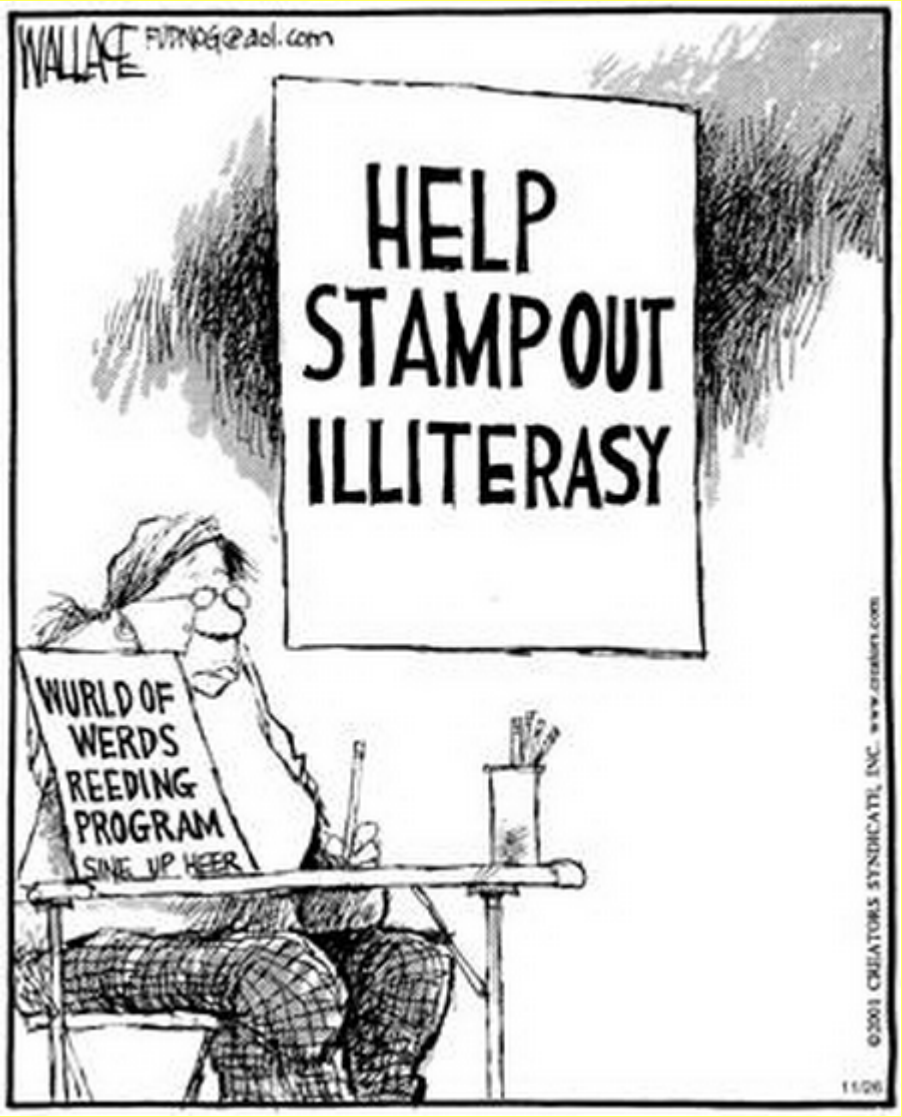
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HELP STAMP OUT ILLITERASY
WURLD OF WERDS REEDING PROGRAM
SINE UP HEER
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Hearts and Minds

- Research has demonstrated that people living with severe psychiatric conditions may have an increased risk of heart disease and related conditions. For this reason NAMI has designed the Hearts & Minds program:
- Video and Workbook are freely downloadable at: http://www.nami.org/
- Search for Hearts and Minds

Recovery: What it is *not*:

- A Cure;
- Only Symptom Relief;
- A Destination;
- Something handed down from on High; nor
- Necessarily a return to a former way of being in the world.

5 Elements of Cultural Competence

1. valuing diversity;
2. having the capacity for cultural self-assessment;
3. being conscious of the dynamics inherent when cultures interact;
4. having institutionalized cultural knowledge; and
5. having developed adaptations of service delivery reflecting an understanding of cultural diversity.

Cross, T., Bazron, B., Dennis, K., and Isaacs, M. **Toward a Culturally Competent System of Care**, 1989

Developing your personal plan:

- A plan must be written
- A plan must have objectives and time frames
- A plan must have metrics
- A plan must be realistic
- A plan must be flexible, in order to accommodate new data and circumstances

Relax, it's really not that bad.

- Being culturally fluent and competent, like recovery, is a journey – a rewarding one.

- Commitment
- Self assessment
- Willingness to be open to new ideas and ways of seeing the world
- Working in a culturally fluent and competent workplace

So, how do you get started?

- First, being culturally competent may not make you a better person, but it will definitely help you to help consumers either begin, or continue on, their journey of recovery.
- Second, it will make you a more effective facilitator of recovery for persons who need help or support on their journey of recovery.

Start with a self-assessment

- Provider Self-Assessment Survey
  http://www11.georgetown.edu/research/gucchd/nccc/information/providers.html

- There is much more information on organizational self-assessment at the HRSA (Health Resources and Services Administration) Cultural competence website:
  http://www.hrsa.gov/culturalcompetence/

COSI Project Overview

- UIC NRTC and NAMI STAR Center are developing a cultural competency assessment to be used by mental health peer programs
  - Assessment to be used by peer programs nationally to assess the cultural competency of their supports and services
  - The project also will identify peer programs with exemplary approaches to working with individuals from diverse cultures
  - The project grew out of desire to help peer programs develop more diversity in their memberships, and to feel confident in outreaching people across cultures
    - Peer programs are skilled at being flexible, non-judgmental, safe, and diverse in their views about the origins of mental health problems
    - But, like most people, they also need guidance for reaching out to people with differing worldviews and cultural backgrounds

Project Components

- A review of existing tools for assessing cultural competence
- Focus groups and interviews with individuals from diverse backgrounds
- A web-based survey of peers and peer-run programs to determine successes and challenges in delivering culturally competent supports and services
  - Fall 2007
  - Visit project website to learn how to participate: http://www.cmhsrp.uic.edu/nrtc/starcenter.asp

Discussion group results

- Participants felt White providers would not learn more about different cultures when a person of color was there to take care of diverse consumers.

Discussion Groups, cont.

- In times of stress, consumers who are bilingual and can speak English
  may revert to their own language.

- This has often been characterized as speaking in "gibberish", incommunicative and incoherent by providers

Discussion Groups, cont.

- Providers often make assumptions such as "all Asians are alike" – lumping together Japanese, Chinese, Laotian, Korean and Hmong people, and address cultural and mental health needs the same way.

- Language was also mentioned, in that providers seem to expect that if a person speaks Korean, they can communicate with a Japanese person

Discussion Groups, cont.

- Different groups respond to authority differently Asian participants noted that people are expected to be obedient to authority
- African Americans noted that if they noted adverse side effects, they stopped a medication, and in some cases, stopped seeing the provider altogether

STAR Center resources

- This presentation:

  http://www.consumerstar.org/resources/general.html
- STAR Center site:

  http://www.consumerstar.org/
- Also accessible through:

  http://www.nami.org/