

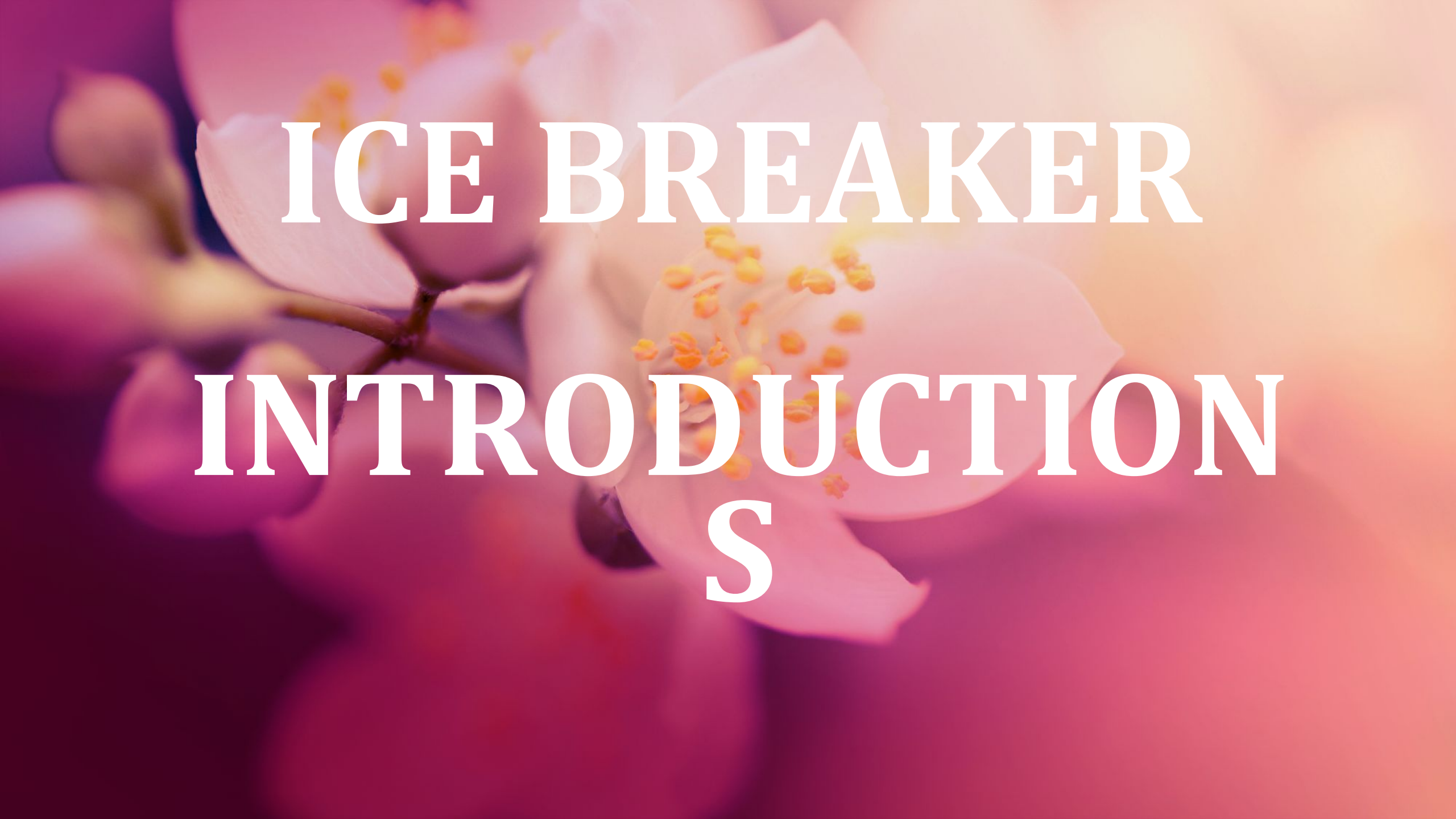


# **Cultural Competency**

Rev. Traci Jackson Antoine

# *Trainings~*

- *Urban League of Eastern Massachusetts*
- *Boston Police Department*
- *Northeastern University School of Law*
- *Florida Coalition Against Domestic Violence  
(FCADV)*
- *California Judicial Council (350 Judges)*
- *The White House: The United State of Women*

A close-up photograph of pink cherry blossoms with yellow stamens, serving as a background for the text.

# ICE BREAKER INTRODUCTIONS

# *Objectives:*

1. To discuss 23 working cultural competence definitions
2. To discuss the importance of understanding cultural competence when working with victims
3. To review advocates roles as cultural leaders in their communities

# *Learning Outcomes:*

- Participants will learn that the social and cultural understanding of a client's background can be a major part of healing.

## **Cultural Competency....**

**The ability to interact effectively with people of different cultures; to be respectful and responsive to the belief and practices - and the cultural and linguistic needs of diverse populations or groups.**

# ***21 Working Cultural Competence***

## ***Definitions:***

- 1. Bigotry: A set of attitudes which are characterized by hate of cultural group often based on generalized misjudgments of cultural behavior and on a belief in the inferiority of the other group.***
- 2. Collective Trauma – a collective trauma is a traumatic psychological effect shared by a group of people of any size, up to and including an entire society. Traumatic events witnessed by an entire society can stir up collective sentiment, often resulting in a shift in that society's culture and mass actions.***
- 3. Culture: an evolving way that a group understands, interprets and interacts with the world. It consists of values, beliefs, traditions, language, religion and art. It results from learning, not genes. Culture is socially constructed not biologically determined.***

# *21 Working Cultural Competence*

## *Definitions:*

*4. Discrimination: the act of practice of according negative differential treatment to individuals or groups on the basis of group, class or affiliation such as race, religion and gender.*

*5. Ethnic or Ethnicity: comes from the Greek word “ethnikos” and refers to a population that shares the same geography, broad historical experience, and similar cultural elements.*

*6. Ethnocentrism: Misinterpretation and misjudgment based on looking at another person’s behavior from your own cultural reference point. Ethnocentric misjudgments result in culturally biased interventions and can have serious impact on mental health settings where behavior is seen as an indicator of health or pathology, not genes. Culture is socially constructed not biologically determined.*



# *23 Working Cultural Competence*

## *Definitions:*

*7. Genocide: The most severe dynamics of difference in which one group regards another groups as subhuman and seeks to destroy that group or their culture.*

*8. Historical Unresolved Grief: Grief as the result of historical trauma that has not been adequately expressed, acknowledged, or otherwise resolved. Examples include Holocaust survivors; lack of acknowledgement of the Armenian genocide and the mass murder of other ethnic groups in World War II.*

*9. Institutional Racism: A condition in which the structures and systems of a society restrict access to rights of resources from a group or individual based on racial differences. No single person need do anything that is racist.*

# 23 Working Cultural Competence

## Definitions:

*9. Institutional Racism: A condition in which the structures and systems of a society restrict access to rights of resources from a group or individual based on racial differences. No single person need do anything that is racist.*

*10. Internalized Oppression: exists when people of color adapt to their oppression and to believe that it is natural, justifiable, and unchangeable. Consciously or unconsciously, they think, feel, and act in ways that demonstrate the devaluation of their group and of themselves. It includes feelings of inferiority and often results in self-concealment, resignation, isolation, powerlessness, and other acts of self-hatred. As a result, people of color participate in oppressive structures, and oppress others often based on racial, class, gender, or other differences.*

*11. Internalized Racism: The phenomenon which occurs when victims of racism, through coercion or conditioning, turn racist attitudes and actions in against themselves or their racial/ethnic group. Internalized racism involves using racist terms against other members of the same racial/ethnic group; placing higher values on members who appear or act more like the dominant group, i.e. valuing people who appear more 'white'.*

## ***23 Working Cultural Competence Definitions:***

***12. Intersectionality: Is used to refer to the complex and cumulative way that the effects of different forms of discrimination (such as racism, sexism, and classism) combine, overlap, and intersect— especially in the experiences of marginalized people or groups.***

***13. Macroaggression: (countable and uncountable, plural macroaggressions) Large-scale or overt aggression toward those of a different race, culture, gender, etc.; contrasted with microaggression.***

***14. Microaggression: is a term coined by psychiatrist and Harvard University professor Chester M. Pierce in 1970 to describe insults and dismissals he regularly witnessed non-black Americans inflict on African Americans. Eventually, the term came to encompass the casual degradation of any socially marginalized group, such as the poor and the disabled. It has also been seen as being "rooted in racism, sexism, or discrimination based on nationality or sexual orientation. It can be delivered casually or even unconsciously.***

# *23 Working Cultural Competence*

## *Definitions:*

*15. Power: is the capacity of a dominant group of groups to make decisions that define reality and that control and shape a society and its institutions in terms of their own values and beliefs.*

*16. Prejudice: A set of attitudes in which misjudgment is generalized to a cultural group of people and is coupled with avoidance, stereotyping or fear of the group.*

*17. Prejudice: is a pre-judgement drawn in the absence of evidence and held in the face of evidence that contradicts it.*

# ***23 Working Cultural Competence***

## ***Definitions:***

***18. Privilege: The racist idea that simply being white benefits people in some unexplainable way, and that discriminating against white people is not only okay, but enlightened and necessary.***

***19. Race: is a socially constructed category, with European roots, that uses characteristics such as skin color, facial features, and body structure as a basis for classifying people.***

## ***23 Working Cultural Competence Definitions:***

***20. Racism: (Power + Racial Prejudice = Racism) results from a merger of social power and racial prejudice to create systems that treat people differently whether intentionally or unintentionally. It shapes institutions and structures so that they provide privileges for some while oppressing others. It involves inequality and unfair access to the distribution of such resources as money, education, information, and decision-making power between dominant and dominated groups. In the United States, whites hold the social power to make and enforce decisions that shape the institutions and systems of society in accordance with their values and beliefs. These institutions and systems perpetuate racism.***

# ***23 Working Cultural Competence***

## ***Definitions:***

***21. Scapegoating: the act or practice of assigning blame or failure to persons or groups instead of placing it on the person(s) or group(s) to whom blame or failure actually belongs. A scapegoat is one who bears someone else's burden.***

***22. Stereotyping: is attributing characteristics to a group simplistically and uncritically, often it is based on an assumption that those characteristics are rooted in significant biological differences.***

## *23 Working Cultural Competence Definitions:*

*23. White Privilege: refers to those economic, political, social, and cultural benefits which white people receive by virtue of being part of the dominant group in a racist society. White people are often unaware of the existence of these unearned advantages accepting them as normal. Examples include (BUT ARE BY NO MEANS LIMITED TO) the ability to be unaware of race, the ability to live and work among people of the same racial group as their own, the security of not fearing the police, the expectation of speaking as individuals and not for their entire race, and the ability to have a job hire or promotion attributed to their skills. Racism: (Power + Racial Prejudice = Racism) results from a merger of social power and racial prejudice to create systems that treat people differently whether intentionally or unintentionally. It shapes institutions and structures so that they provide privileges for some while oppressing others. It involves inequality and unfair access to the distribution of such resources as money, education, information, and decision-making power between dominant and dominated groups. In the United States, whites hold the social power to make and enforce decisions that shape the institutions and systems of society in accordance with their values and beliefs. These institutions and systems perpetuate racism.*



# Why is cultural competency necessary

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**Sexual assault affects every culture and race. As states become more diverse so do the needs of sexual assault survivors. This presents additional challenges for those who respond to sexual assault. Members all serve critical functions in supporting a victim from the trauma through prosecution and healing. In order to be culturally competent we must be aware of the relationship of culture and its impact on sexual assault victims.**

## *Victim centered response.....*

A victim centered response to sexual assault recognizes that underserved populations – women of color, low-income people, undocumented women, persons of disability and LGBT populations are disproportionately impacted by sexual assault. Because of this, local communities must be steadfast in their commitment to increasing their multicultural competency.

***Let's Talk About it.....***

***The role of advocates as cultural  
leaders in the community***



• ***QUESTIONS and ANSWERS***

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# What's Required?

- **This requires the re-examination of mission statements; policies and procedures; administrative practices; staff recruitment, hiring and retention; professional development and in-service training; translation and interpretation processes; family/professional/community partnerships; health care practices and interventions including addressing racial/ethnic health disparities and access issues; health education and promotion practices/materials; and community and state needs assessment protocols.**

## What you should know:

- African Americans historically face barriers to accessing equitable services.
- African Americans have a historical distrust of law enforcement and service providers
- African Americans face 30 to 50 percent higher rates of domestic violence
- Domestic Violence is the leading cause of death for African American Women between the ages of 18-34.
- African American Women are 3X more likely to die in intimate partner abuse than white women.

**At a program level, cultural competency requires a comprehensive and coordinated plan that includes interventions on levels of.....**

- policy making;
- infrastructure building;
- program administration and evaluation;
- the delivery of services and enabling supports; and
- the individual.



# mandates that organizations, programs and individuals must have the ability to:

- value diversity and similarities among all peoples;
- understand and effectively respond to cultural differences;
- engage in cultural self-assessment at the individual and organizational levels;
- make adaptations to the delivery of services and enabling supports;
- institutionalize cultural knowledge;
- Engage community organization as part of the coordinated community response.

## For the Individual:

- At the individual level, this means an examination of one's own attitude and values, and the acquisition of the values, knowledge, skills and attributes that will allow an individual to work appropriately in cross cultural situations.

## 5 Essential Elements that contribute to your agency becoming more culturally competent.....

### Value diversity

- Have the capacity for cultural self-assessment
- Be conscious of the dynamics inherent when cultures interact
- Have institutionalized culture knowledge
- Develop adaptations to service delivery that reflect an understanding of cultural diversity

These five elements should be manifested at every level of an organization including policy making, administrative, and practice. Further these elements should be reflected in the attitudes, structures, policies and services of the organization.

# **Improving cultural competency.....**



**Recognize that culture extends beyond skin color**

**Talk about cultural background**

**Determine cultural effectiveness**

**Make clients feel comfortable (including locations of meetings)**

**Elicit client expectations and preferences**