



Mid-America (HHS Region 7)

MHTTC

Mental Health Technology Transfer Center Network  
Funded by Substance Abuse and Mental Health Services Administration

# Healing Roots: Workforce Development: How Your Training is Challenged With Cultural Competence

Anitra Warrior, Ph.D.



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This work is supported by grants under Funding Opportunity Announcement (FOA) No. SM-18-015 from the DHHS, SAMHSA.

The MHTTC Network uses affirming, respectful and recovery-oriented language in all activities. That language is:

STRENGTHS-BASED  
AND HOPEFUL

INCLUSIVE AND  
ACCEPTING OF  
DIVERSE CULTURES,  
GENDERS,  
PERSPECTIVES,  
AND EXPERIENCES

HEALING-CENTERED/  
TRAUMA-RESPONSIVE

INVITING TO INDIVIDUALS  
PARTICIPATING IN THEIR  
OWN JOURNEYS

PERSON-FIRST AND  
FREE OF LABELS

NON-JUDGMENTAL AND  
AVOIDING ASSUMPTIONS

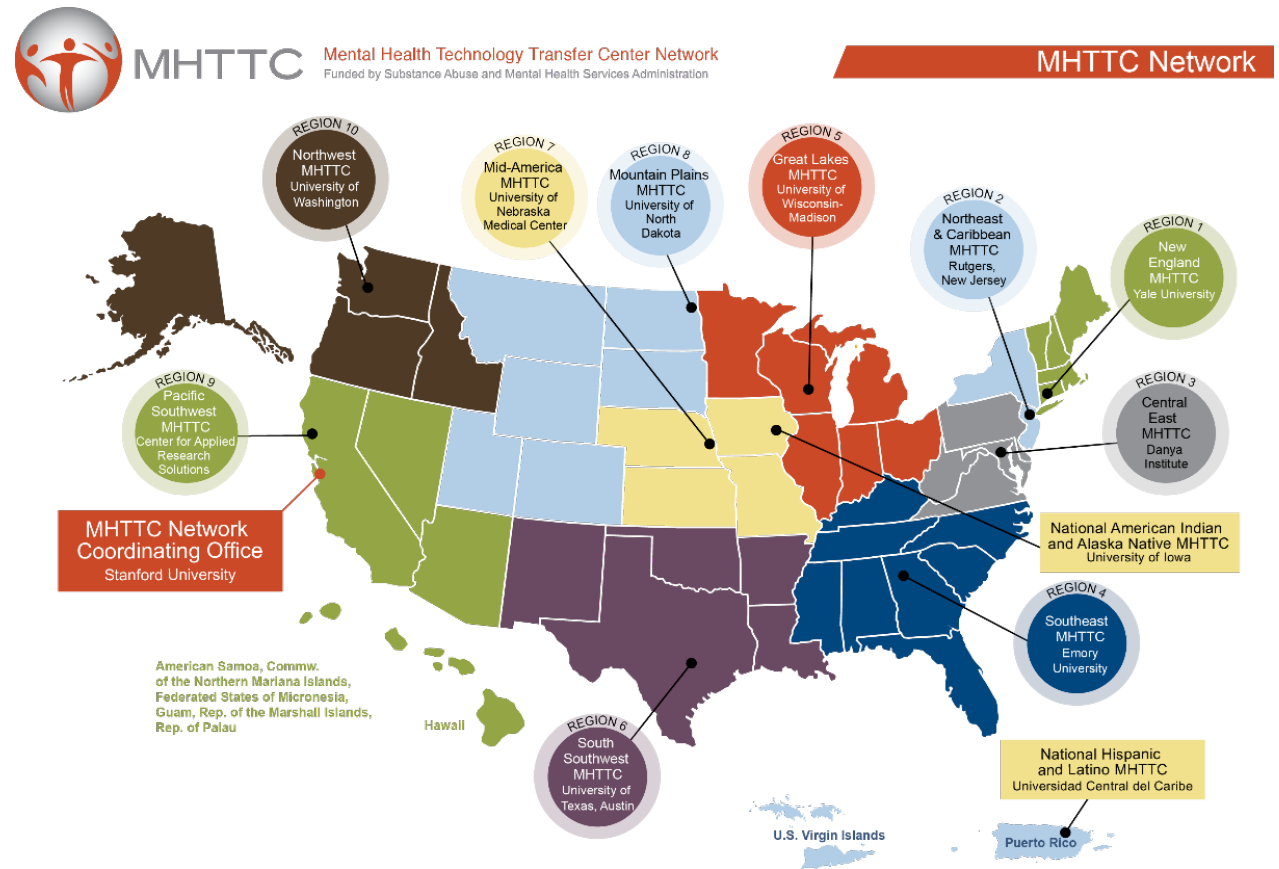
RESPECTFUL, CLEAR  
AND UNDERSTANDABLE

CONSISTENT WITH  
OUR ACTIONS,  
POLICIES, AND PRODUCTS

# Mid-America Mental Health Technology Transfer Center

Established to increase utilization of evidence-based mental health practices.

- Missouri, Iowa, Nebraska, and Kansas.
- Free training and technical assistance.
- SAMHSA grant awarded to the Behavioral Health Education Center of Nebraska at University of Nebraska Medical Center.  
(5 years, \$3.7 million, grant number: H79SM081769)





# Healing Roots: How your training is challenged with cultural competence.

ANITRA WARRIOR, PHD

05/06/2022

# Overview

- ▶ Introduction to Morningstar Counseling and Experience as a Ponca woman
- ▶ Cultural Competence
- ▶ Practical strategies for incorporating cultural competence and diversity in the workplace
- ▶ System Change
- ▶ Strengths of Cultural Competence
- ▶ Moving forward

## Morningstar Counseling and Consultation, PC (MCC)

- ▶ Dr. Anitra Warrior, Ponca  
Tribe of Oklahoma
- ▶ Daughter, Sister, Mother,  
Wife, Aunty
- ▶ GRANDMOTHER
- ▶ As a consumer of services...
- ▶ Separated my identity for  
the provider
- ▶ Clinical Services for Natives
- ▶ Training
- ▶ Accessibility, Availability,  
Acceptability



# Culture Competence

**What comes to mind?**



# Cultural Competence Defined

- ▶ According to the American Psychological Association (2015), cultural competence is “loosely defined as the ability to understand, appreciate and interact with people from cultures or belief systems different from one’s own”

# Cultural Competence

- ▶ Beliefs and worldview
- ▶ Communication styles
- ▶ Formality
- ▶ Hierarchy
- ▶ Perceptions of time
- ▶ Values and priorities
- ▶ Uniqueness and individuality

Maryville University, 2022



# Cultural Competence further explained:

## Assumptions

- ▶ Organizational commitment-not only on the individual provider
- ▶ Understanding of culture and diversity-including one's own culture
- ▶ Incorporating cultural competence into decision making
- ▶ Culture incorporated in all levels of operation
- ▶ Participation of diverse groups in development and implementation
- ▶ Public advocacy, trust in and from community, community voice in organizational operations

SAMHSA, 2016

# Practical Steps in System Change- Morningstar Counseling Practices

## Outreach

- ▶ Language: Relative vs. Client/Patient
- ▶ Gift Giving/Receiving
- ▶ Visibility and Accessibility
- ▶ Community Relationships
- ▶ Individual Relationships with employees/consultation
- ▶ Follow through
- ▶ Policies and Procedures

## Retention

- ▶ Relationship building (individual and community level)
- ▶ Incorporation of Culture (values and norms)
- ▶ Acceptance of Dual-Relationships
- ▶ Commitment and Availability
- ▶ Involvement: through outreach and partnerships with programs and appropriate community members

# Maintaining Quality Service Delivery

## CHALLENGES IN RURAL AREAS

- ▶ Lack of Providers
- ▶ Challenges with Technology
- ▶ Limited Staff
- ▶ Vulnerable Populations
- ▶ Limited Resources for Quality Improvement
- ▶ Exclusion from Initiatives

(Rural Health Information Hub, 2017)

## QUALITY IMPROVEMENT

- ▶ Safe
- ▶ Effective
- ▶ Patient-Centered
- ▶ Timely
- ▶ Efficient
- ▶ Equitable

## Maintaining Quality Service Delivery (Cont'd)

- ▶ Knowledge of population and community served:
  - ▶ 573 Federally Recognized Tribes
    - ▶ Lack of funding for Indian Health Service (Smith, 2017)
  - ▶ Social Determinants of Health (Indian Health Service, 2021)
    - ▶ Education
    - ▶ Poverty
    - ▶ Community: cultural differences, discrimination
  - ▶ Leading causes of death: heart, malignant neoplasm, unintentional injuries, diabetes
  - ▶ Life expectancy 5.5 years less than all races  
(Indian Health Service, 2019)

# Maintaining Quality Service Delivery (cont'd)

- ▶ Training Programs
  - ▶ Introduction
  - ▶ Recruitment
  - ▶ Retention
- ▶ Cultural Diversity and Integration Training
  - ▶ Culturally Adapted Evidenced Based Practices
  - ▶ Cultural Consultation
- ▶ Policies and Procedures (within MCC)
  - ▶ Leave Policy
  - ▶ Self-Care
  - ▶ Employee and Familial Support
  - ▶ Productivity



# Overcoming Sustainability Limitations (MCC)



## Partnerships

Colleges and Universities  
Public Schools (K-12)  
Integrated Care/Co-located  
Community organizations and individuals



## Think Outside the Box

Marketing  
Additional Resources (Peer Support)  
Professional Development  
Trainings-agencies and communities



## Training Programs

Recruitment and Retention  
Enhanced Skill Development  
Collaborative partnerships



# Strengths and Benefits of Cultural Competency

## System Perspective

- ▶ Collaboration
- ▶ Job Satisfaction
- ▶ Productivity
- ▶ Psychological Benefits

University of Southern California, 2022

## Consumer Perspective

- ▶ Collaboration
- ▶ Trust in and satisfaction with services
- ▶ Reducing stigma
- ▶ Retention

Society of Care, 2018



Thank you!  
Dr. Anita Warrior  
[dr.warrior@morningstar-](mailto:dr.warrior@morningstar-counseling.com)  
[counseling.com](http://morningstar-counseling.com)  
Morningstar-counseling.com



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**EMAIL:** [midamerica@mhttcnetwork.org](mailto:midamerica@mhttcnetwork.org)

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