



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: Cultural Competence and Community Inclusion

Belinda Hinojos, Ph.D

Anitra Warrior, Ph.D.



MUNROE-MEYER  
INSTITUTE

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

STRENGTHS-BASED  
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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

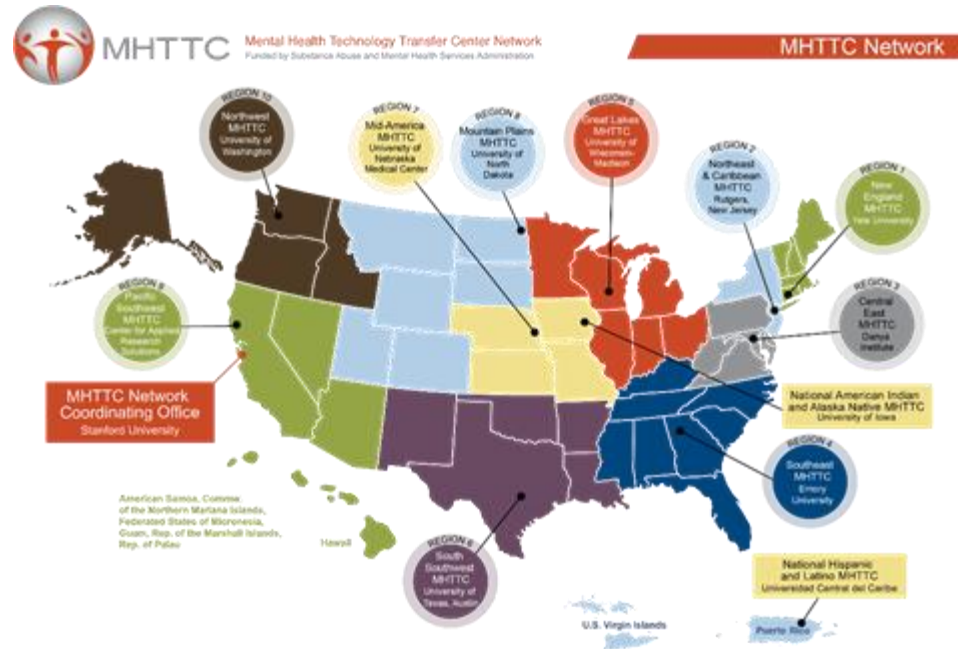
RESPECTFUL, CLEAR  
AND UNDERSTANDABLE

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)



# Announcements

- This webinar is being recorded.

<https://mhttcnetwork.org/centers/mid-america-mhttc/healing-roots-considerations-mental-health-accessibility-and-delivery>



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# Cultural Competence and Community Inclusion

Dr. Belinda Hinojos and Dr. Anitra Warrior  
Morningstar Counseling and Consultation, P.C.



# Objectives

1. Identify the community norms and cultural practices of those you serve.
2. Develop an outreach and implementation plan utilizing the cultural practices of your community for the delivery of services.
3. Identify strategies for incorporating cultural values and norms when collaboratively providing evidence-based practices.



# Introduction

Dr. Anitra Warrior

- Ponca Tribe of Oklahoma
- Daughter, Sister, Mother, Wife, Aunty
- Grandmother
- Personal Interest in Psychology
- Morningstar Counseling and Consultation, P.C.





# Introduction

Dr. Belinda Hinojos

- Latina/Mexicana
- Daughter/Granddaughter of Immigrants
- Sister, Mother
- Personal Interest in Psychology
- My Journey to Morningstar Counseling



# Why it is important to share this

- Context
- Perspective
- Modeling

# Defining Community Norms and Cultural Practices

## Community Norms:

Google says: “To make a good impression on other members of your community there are social norms that are commonly accepted, such as: shake hands when you meet someone. Make direct eye contact with the person you are speaking with. Unless the movie theater is crowded, do not sit right next to someone.”

*Rules or expectations of behavior and thoughts based on shared beliefs within a specific cultural or social group. **While often unspoken**, norms offer social standards for appropriate and inappropriate behavior that govern what is (and is not) acceptable in interactions among people.*



# Defining Community Norms and Cultural Practices

## Cultural Practices:

*Traditional and customary practices of particular ethnic or other cultural groups. Examples include: religious and spiritual practices, medical treatment practices, dietary preferences and culinary practices, natural resource management, child care practices, power relationships, governance, leadership, conflict resolution, and “everyday life” practices.*



# Importance of Community Inclusion

- Avoid “Savior” Complex
- Ensure Provision of Services Aligns with the Community Norms and Cultural Practices of the Community You are Serving
- Avoid Disrespectful Engagement
- Increase Participation from Community Members
- Increase Trust and Cooperation from Community
- Meet the Needs of the Community

# Identifying Community Norms and Cultural Values

Identify key events that are happening in the community you serve

Do:

- Attend as a participant and learner
- Talk to community members
- Immerse yourself in the event

Don't:

- Stand on the sidelines
- Distance yourself from community members
- Only attend one event

# Identifying Community Norms and Cultural Values

Invite community members to provide feedback and insight

Focus group vs. Feedback session

Do:

- Have community members have a say in what services look like
- Listen to suggestions prior to implementing programming
- Implement feedback

Don't:

- Hold feedback session as a formality
- Implement feedback at one event and move forward with “regular” programming
- Stop at one feedback session, should be ongoing dialogues

# Identifying Community Norms and Cultural Values

## Visibility

Be present, Be consistent

Do:

- Be present in your community - (e.g., Director, Case Worker, Navigator, Therapist)
- Request for your agency to have a role in community events - (e.g., table, sponsor, swag)
- Be consistent
- Be accessible to community, from staff to leadership

Don't

- Show up only in crisis
- Be inconsistent with your presence
- Be a spectator





# Outreach and Implementation

How are you getting the community's voice in your practice setting?

1. Identify key stakeholders in the community
2. Culture infused in daily operations
3. Cultural Audit



# Identifying Key Stakeholders

- Key Stakeholders in the community (e.g., tribal council, elders, leaders in other community organizations)
- Building relationships and rapport
- Collaboration

# Culture Infused in Daily Operations

- Individual Level
  - Increase respectful engagement by yourself and other members of your team
- Organizational Level
  - Change policy and practices to enhance inclusion and respectful engagement
- Program Level
  - Redesign programs with feedback of the community, will be continuous
- Community Level
  - Increase respectful engagement, while decreasing intolerant and ineffective practices

# 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

# Cultural/Diversity Audit

Focus on meeting the needs of the community, must include reflection and determining whether your agency is equipped to meet the needs of the community

- How are different cultures reflected in your agency?
- Do you share the values of the community you are serving?
- Is the community reflected in your staff?
- Are the cultural norms (e.g. communication style, spiritual beliefs, conflict style, working style) reflected in your agency?



# Cultural Values/Norms and Evidenced-Based Practice

- Healing Children, Mending the Circle TF-CBT and CM-TFT
- Cultural Enhancements of PCIT
- Cultural Formulation Interview - DSM 5
- Culturally Adapted Practices

# Resources/Toolkit

- Self-Assessment Checklist for Personnel Providing Behavioral Health Services and Supports to Children, Youth, and their Families:  
<https://nccc.georgetown.edu/documents/ChecklistBehavioralHealth.pdf>
- Multicultural Counseling Self-Efficacy Scale - Racial Diversity Form:  
<https://scales.arabpsychology.com/s/multicultural-counseling-self-efficacy-scale-racial-diversity-form-mcse-rd/>
- Equality and Diversity Audit Framework/Checklist for Higher Education Institutions: <https://www.equalityanddiversity.net/docs/e-d-audit-checklist.pdf>
- Cultural Formulation Interview (CFI):  
[https://www.psychiatry.org/File%20Library/Psychiatrists/Practice/DSM/APA\\_DS\\_M5\\_Cultural-Formulation-Interview.pdf](https://www.psychiatry.org/File%20Library/Psychiatrists/Practice/DSM/APA_DS_M5_Cultural-Formulation-Interview.pdf)
- Culturally Modified Trauma Focused Therapy:  
[https://www.nctsn.org/sites/default/files/interventions/cmtft\\_fact\\_sheet.pdf](https://www.nctsn.org/sites/default/files/interventions/cmtft_fact_sheet.pdf)
- Honoring Children, Mending the Circle:  
<https://onlinelibrary.wiley.com/doi/10.1002/jclp.20707>
- Cultural Enhancements of PCIT: [https://link.springer.com/chapter/10.1007/978-3-319-97698-3\\_15](https://link.springer.com/chapter/10.1007/978-3-319-97698-3_15)



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

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