

**SOLUTIONS TO CULTURALLY
DIVERSITY CHALLENGES
AND THE INTERSECTION OF
RACE & DISABILITY**


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ABSTRACT

This presentation is to address the Health Disparities within the U.S. that continue to be increasing, which in turn adds ongoing concerns for many culturally diverse groups, especially those with disabilities. Despite the trends in select states, this concern shall be the focus, which shall be centered on the importance of Multiculturalism, diversity, and Inclusion education and awareness. There is an important need to educate identified service providers regarding the Multicultural/diversity and inclusion concerns, and address issues related to the gaps within the rehabilitation Counseling and healthcare industry for certain groups. The facilitation of this training shall provide information that can shed light of the unfavorable health disparities that are too common within many diverse communities. Many underserved populations are significantly marginalized that often lead to other various health and social risk factors, which more than likely leads to determinants to their mental and physical health.



LEARNING OBJECTIVES

The rehabilitation counseling profession has a professional obligation to better understand and offer multiculturalism and unbiased services/counseling interventions for all consumers regardless of race, class, gender, or social economic status.

- **Provide participants with key terms and models that promotes best practice Race, Disability, and Inclusion.**
 - **Provide illustrations of proper use of rehabilitation Counseling and Career Counseling techniques with diverse populations.**
 - **Recognize and critically discuss the complex relationship between Race, Disability, and Inclusion.**
 - **Present to audience the opportunity to reflect on how their own cultural identities and lenses for persons with disabilities intersect.**
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REHABILITATION COUNSELOR'S ROLES & FUNCTIONS

We Are Committed

Creating a welcoming, supportive and positive environment, in which an array of effective and efficient trauma-informed, integrated services will promote an improved quality of life for consumers, communities and each other in Northeastern and Northcentral Oklahoma.

Values

Integrity

Teamwork

Quality Services

Fiscal Responsibility: Efficient, ethical, and accepting ownership of diversity challenges

Values

Integrity: doing what is right when no one is watching

Teamwork: all staff must work in a cooperative manner with all consumers

Values

Quality Services: empathetic, trauma informed, effective and integrated services

Guiding Principles

We will be honest, trustworthy, and respectful.

We will model our values by being congruent in actions, words, and deeds.

We will be practical and ethical

PRESENTATION TITLE

20XX

MULTI-CULTURAL COUNSELING COMPETENCIES

Awareness : of own Assumptions, Values, and Biases

Knowledge: Understanding worldview of Culturally Different Clients

Skills: Developing appropriate intervention Strategies and Techniques

There are 31 core Multi-Cultural competencies

(Currently known as the Association for Multicultural Counseling and Development, AMCD).



HISTORY

Multiculturalism has evolved from the initial consideration of culture, defined as ethnicity and race in testing and assessment procedures, to the intermediate consideration of therapeutic concerns regarding White counselors working with minority clients.

Multiculturalism is proactive in nature, not reactive!



THE HISTORICAL ETHICAL PRINCIPLES THAT IMPACTS THE IMPORTANCE OF MULTICULTURALISM

- ❑ In counseling, the principles are described as foundational guidelines of specific standards that address everyday practice.

- ❑ *Principle Ethics*, the model of ethical reasoning for the rehabilitation counseling profession, calls for the counselors to reason through an ethical dilemma by analyzing and balancing the ethical principles in order to arrive at a virtuous and honorable solution.
 - Several principles are usually involved in a dilemma, therefore, after carefully considering which principles are applicable, they should be weighed in terms of applicability or importance.

 - Principles must be carefully considered and weighed in all situations and if, set aside, valid and compelling evidence, or reasoning, must be given.

Such evidence-based reasoning should be established on situational factors and a greater importance of other core principles that may pertain to the issue at hand.

This process allows for maintaining the structure of obligation while not forcing an individual, or client, into compliance with standards that may not fit the specific circumstance.

WHEN DO WE ESTABLISH A RELATIONSHIP?

ENGAGEMENT

- Establish rapport and effective working alliance in which the client feels heard and understood.
 - Respectful
 - Nonjudgmental
 - Attentive
- Motivate and engage the Client in Identified service needs
- Engaged Clients are more likely to
 - Participate willingly
 - Be Treatment Compliant
 - Successfully complete treatment

FACTORS IMPACTING ENGAGEMENT


- **STIGMA**

- Race
- Diagnosis
- Help seeking in general

Expectations

- About the effectiveness of treatment
- About one's role/Role in the treatment process
- About the treatment process itself

Likeableness


- Counselor Social Skills
 - Counselor's attentiveness
 - Counselor's attractiveness
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FACTORS IMPACTING ENGAGEMENT: FIRST IMPRESSIONS AND ENVIRONMENT

- **FIRST IMPRESSIONS**

- Professional Presentation
- Promptness
- Courtesy
- Smooth Handling of paperwork

ENVIRONMENT

- Clean, calm, comfortable
 - Not to be too formal or informal
 - Avoid interruptions
 - Provide appropriate privacy
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FACTORS IMPACTING ENGAGEMENT: ESTABLISHING TRUST AND DEVELOPING RAPPORT

- ESTABLISH TRUST AND DEVELOP RAPPORT

- Not Being Empathetic

- Not Conveying warmth and Respect

- Explore Client Strengths and Skills

- Not Being Sensitive to Racial, Cultural, Socioeconomic and gender related concerns

PROFESSIONAL ISSUES OF SIGNIFICANCE TO MULTICULTURALISM

External Factors are issues that require mandated attention by federal or state government and influence sociopolitical structure of society.

1. Procedural changes such as census race reporting, i.e. two or more races, 2.4% of population or 6 million people
2. Omission of Latinos in 2000 census, closer attention to social justice

Internal Factors may include major contributions to the advancement of multiculturalism or issues that may constitute controversies among professional counselors.

1. Conditions found within counseling that influence multicultural delivery of services. Consist of, a) inclusion versus exclusion of groups, b) cultural encapsulation, c) transitioning to new ethical standards, and d) training issues



QUESTIONS?

Does Diversity Matter in Counseling ?

Why must we learn to pay attention to the commonalities or differences that may exist with respect to diversity?



JUSTICE



- ❑ **Involves equitable treatment or fostering fairness and equality**
 - Counselors must ensure their processes, agencies, and services are not discriminatory in nature, and they must not operate in a way that advances discrimination at the hands of others.

- ❑ **Distributive Justice concerns a socially just distribution of resources and services.**
 - If serious inequalities within the system are found to exist, either within or outside of the system, the counselor must determine which types of advocacy to use in order to address the injustice and remedy the situation.
 - Criteria for distributive justice include:
 - Equal shares
 - Distribution by need, motivation, effort, or contribution of person
 - Free market exchange or purchase
 - Fair opportunity, or equalizing unequal opportunity

- Counseling approaches such as due process considerations, processes of access to grievances, and techniques of systems intervention and advocacy are activities related to this principle.

QUESTION?

Can you or your clients always rely on their self in their efforts toward solutions to diversity concerns?

Why or Why not?

Why may we need to examine the environmental systemic factors of the client, culture, or group dynamics?



THE FOURTH FORCE

The impact of controversies on multiculturalism: Is described by a paradigm shift in psychology resulting from these controversies has positioned multiculturalism as a “fourth force” dimension of psychology and counseling in a historically unique perspective.



MULTICULTURALISM

Thus, multiculturalism began to be represented as the “fourth force” in counseling, holding equal significance with behaviorism, psychodynamism, and humanism as explanations of human behavior.

Accordingly, a multicultural perspective is seen as “central to the psychodynamic definitions of the conscious, the reinforcing contingencies of behaviorism, and the personal/meaningful comprehension of humanism”



MULTICULTURALISM

One clear indication that multiculturalism is current: introducing a permanent paradigm shift and not merely a passing fad in counseling is strength of the multicultural controversies in the field of counseling. By “paradigm shift” it is referred to as the change in the underlying assumptions about psychology and counseling moving from a monoculture to a multicultural basis with profound implications for how psychology and counseling is applied in direct services.



TODAY

Today, multicultural counseling has evolved into attention on “multicultured” counselors providing services to “multicultured” Clientele.

**“The world is
our classroom,
but our teacher
is within.”**

SUE AND SUE (1990)

Sue and Sue believe that

[a]s mental health professionals, we have a personal and professional responsibility to (a) confront, become aware of, and take actions in dealing with our biases, stereotypes, values, and assumptions about human behavior, (b) become aware of the culturally different client's world view, values, biases, and assumptions about human behavior, and (c) develop appropriate help-giving practices, intervention strategies, and structures that take into account the historical, cultural, and environmental experiences/influences of the culturally different client

(Sue and Sue, 1990).



WHY SHOULD BE CONCERN WITH THE TOPIC OF RACE?

Within our life time, mental health professionals have been encouraged to learn more about race, ethnicity, and culture and how these characteristics influence the therapeutic relationship.

Additionally, many health professions have realized that race, ethnicity, and culture are core issues that are being omitted from therapeutic conversations.



UNETHICAL PRACTICE CASE EXAMPLE

'I'm a new racist.' Local judge removed from docket after court official shares audio recordings

<https://www.wxyz.com/news/local-news/investigations/im-a-new-racist-local-judge-removed-from-docket-after-court-official-shares-audio-recordings>

She's a judge who makes life altering decisions for families and those with disabilities. Now Judge Kathleen Ryan is accused of making racist comments and using shocking derogatory language.



COUNSELING

“All counseling, and, in fact, all communications are inherently and unavoidably multicultural”

The development of multicultural counseling began with attention to counseling services provided by counselors from predominantly majority cultural power groups to oppressed ethnic minority clients.



MULTICULTURAL COUNSELOR

An effective multicultural counselor is one that practice being knowledgeable, aware, and cross-culturally sensitive to all groups of people.

Culturally competent counselors and leaders have the ability to recognize both differences among individuals, groups and differences within the group.

Effective counseling from a multicultural perspective, involves challenging stereotypes about an individual within a given culture and modifying stereotypes to fit reality.



CULTURE IS A COMPLEX CONCEPT

BY THE MIDDLE OF THE 21ST CENTURY, THE UNITED STATES WILL NO LONGER BE A PREDOMINATELY WHITE SOCIETY. A MORE APPROPRIATE REFERENCE WILL BE A “ GLOBAL SOCIETY”.

THEREFORE, COUNSELORS INTENT ON COUNSELING INTERVENTIONS OBJECTIVES AND STRATEGIES WILL BE TO ASSIST INDIVIDUALS OF VARIOUS ETHNIC GROUPS TO OVERCOME A MULTITUDE OF BARRIERS INCLUDING PREJUDICE, SOCIOECONOMIC STATUS, LANGUAGE DIFFERENCES, CULTURAL ISOLATION, AND CULTURE-RELATED DIFFERENCES.

CULTURE

Culture defined as: The behaviors and beliefs characteristic of a particular social, ethnic, or age group: (Ex. Youth culture, Pop culture, Black culture, White culture, etc.).

Culture has been defined as a dynamic system of rules, explicit and implicit, established by groups in order to ensure survival , involving attitudes, values, beliefs, norms, and behaviors, shared by a group but harbored differently by each specific unit within the group, communicated across generations, relatively stable but potential to change across time
(Matsumoto and Juang 2013)

CULTURE

Culture is a learned behavior, therefore, two people from the same race may share some values, attitudes, and so on but might also have very different cultural makeups.

Hispanic Culture: Majority of Hispanic cultures share the belief systems of Catholicism but there are some Hispanic families who believe in the belief system of Jehovah witness or Pentecostal

CROSS-CULTURAL COUNSELING

Counseling between individuals from different cultural backgrounds (Gladding, 2001)

Has evolved into the term Multicultural Counseling; defined as helping relationship involving two or more individuals with differing socially constructed worldviews (Gladding, Helms & Cook, 1999).

- 1. Development began with attention to counseling services provided by counselors from the majority culture to oppressed minority clients.**
- 2. Evolved into attention on “multicultured” counselors servicing “multicultured” clients.**

MULTICULTURAL COUNSELING

Multicultural counseling, is defined as a helping relationship involving two or more individuals with differing socially constructed worldviews.



MULTI-CULTURALISM

Multi-culturalism defined as the preservation of different cultures or cultural identities within society, state, or nation.



MULTICULTURALISM TERMINOLOGY

Attributions are inferences or characteristics assigned to an individual through a “process people use to assign cause and effect to behavior” (Nairne, 1997).

- The assignments of attributions help counselors to explain their own behavior and the experiences of others (Portman, 2001).
- Perceptions of race, ethnicity, and culture influence the attributions that counselors assign to clients.

MULTICULTURALISM TERMINOLOGY

Race is an anthropological (**man made**) classification based on physical appearance that some authorities believe should be eliminated from scholarly discussion on multiculturalism (Gladding, 2001; Lafromboise et al.)

- Ethnicity describes people who “share a common origin and a unique social and cultural heritage “ (Gladding).
- Culture is “ the shared values, beliefs, expectations, worldviews, symbols, and appropriate behaviors of a group that provide its members with norms, plans, and rules for social living” (Gladding)
- The term culture accurately articulates the current mindset in the counseling profession.

MULTICULTURALISM TERMINOLOGY

Minority is a mathematical concept.

Minority has been used to describe any identifiable group with differential power and a history of mistreatment (Atkinson & Hackett 1988; Gladding, 2001; LaFromboise et al.,1996).

- In Early literature, the term minority referred to ethnic minority groups in the U.S. (e.g., African American, American Indian, Asian American and Hispanic).
- Terminology now includes terms such as visible racial ethnic groups and people of color (Helms & Cook, 1999).

MULTICULTURALISM TERMINOLOGY

Outdated terms

- Culturally disadvantaged
- Cultural deficit

Cultural encapsulation refers to a tendency for people to treat others relative to their own cultural perspective, disregarding important cultural differences.

- Very important when examining professional ethical codes and standards
- Viewing clients through personal perspective provides potential to misattribute client intent and motive

RACE

Race is defined as: A group of people related by common descent or heredity.



CLASS

Class is defined as: A number of persons or things regarded as belonging together because of some common attributes, qualities, or traits; kind; or sort.



GENDER

Gender is defined as: by sexual orientation by a human, or any living being.

Gender-gap is defined as: The difference between women and men in regards to social, political, economic, or other attainments or attitudes, or the problem perceived to exist because of such differences.



RACISM

Racism is defined as: A belief or doctrine that inherent differences among the various human races, which determine cultural or individual achievement, usually, Involving the idea that one's own race is superior.

Hatred or intolerance of another race or races.



Prejudice/Prejudices

Preconceived opinion that is not based on reason or actual experience.

Ex. "English prejudice against foreigners"

Preconceived idea, Preconception, Prejudgment

"male prejudices about women"

Dislike, hostility, or unjust behavior deriving from unfounded opinions.

"accusations of racial prejudice"

Bigotry, bias, partisanship, partiality, intolerance, discrimination, unfairness, inequality; More racism, casteism

"They are motivated by prejudice"



DIVERSITY

Diversity is defined as: variety; multiformity. A point of difference.

Diversify is defined as: To make diverse, as in form or character; give variety or diversity to. To distribute among different ethnic groups, class, gender, etc.



WHY DO MINORITIES AVOID COUNSELING?

Sue and Sue (1990) state that much of the reason minority populations generally tend to avoid counseling is the counselor's (general) lack of cultural sensitivity and mistrust of a practice that essentially is geared toward White Middle-Class America.



INTEREST IN CLIENT

An interest in your client: Should lead to an interest in ethnicity.

How can therapists seek to understand their clients while omitting such essential parts of one's personhood?

Ethnicity plays a defining role in social organization, emotions, expectations, patterns of intimacy, and is important in organizing the way one interprets and gives meaning to the world.



PROFESSIONAL OBLIGATION

Additionally, there is recognition that mental health professionals must be responsible for those we serve, for the benefit of increased understanding between client and therapist and to increase sensitivity for those differences.

In fact, it has been argued that counselor's have a moral obligation to be curious about the differences present in the therapy setting.

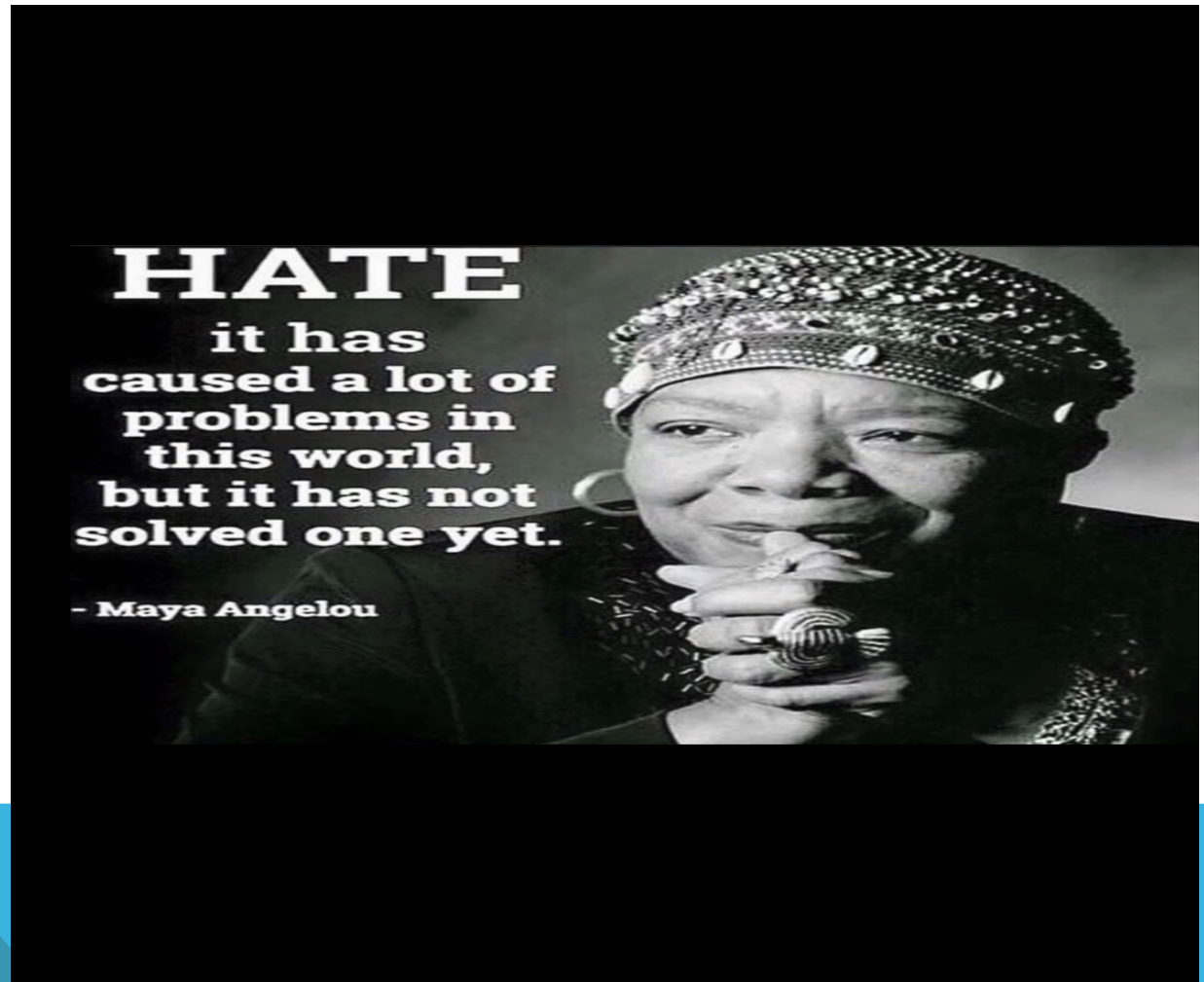


3 MULTICULTURAL COUNSELING COMPETENCIES

Awareness

Knowledge

Skills



SUMMARY

Client Engagement

- Create a welcoming environment sensitive to:

Race

Culture

Age

Gender

Disability

Sexual Orientation

Religion

Socioeconomic Status




SOCIOCULTURAL MODEL OF TREATMENT

Sociocultural Model

- **Emphasis is placed on the socialization process, culture, observational learning and reinforcement of behaviors**

Recovery Involves:

- **Building new social and family relationships**
 - **Developing social competency/internal effectiveness**
 - **Working within One's Cultural Infrastructure**
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MULTI-CULTURAL COUNSELING COMPETENCIES

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LET'S THRIVE TOGETHER IN LIFE!



AMERICAN MULTICULTURAL COUNSELING DEVELOPMENT (AMCD)

Awareness of own assumptions, values, & Biases

Awareness Competencies:

Move from being culturally unaware to aware of own cultural heritage, values, & respect for cultural differences. (1)

Awareness of how own cultural background, experiences, attitudes, values and biases influences psychological processes. (2)

Ability to recognize limits of competence and expertise. (3)

Comfort with racial, ethnic, cultural and belief differences between self and client. (4)



AWARENESS OF OWN ASSUMPTIONS, VALUES, & BIASES

Knowledge Competencies:

Knowledge of own racial and cultural heritage and the personal and professional effects on the definitions of normality-abnormality. (5)

Knowledge and understanding of how oppression, racism, discrimination, and stereotyping affect self personally and professionally. (6)

Knowledge of social impact on other, i.e. how communication style differences inhibit or facilitate the counseling process and how to anticipate possible impacts. (7)



AWARENESS OF OWN ASSUMPTIONS, VALUES, & BIASES: SKILL COMPETENCIES

Skill Competencies:

Seek out educational, consultative, and training experiences to enrich understanding and effectiveness in working with culturally different populations. (8)

Seek to understand themselves as racial & cultural beings, actively seeking a non-racist identity. (9)



UNDERSTANDING THE WORLDVIEW OF CULTURALLY DIFFERENT CLIENTS: AWARENESS COMPETENCIES

Awareness Competencies:

Awareness of negative emotional reactions toward other racial and ethnic groups. (10)

Awareness of stereotypes and preconceived notions toward other racial and ethnic groups. (11)



UNDERSTANDING THE WORLDVIEW OF CULTURALLY DIFFERENT CLIENTS: KNOWLEDGE COMPETENCIES

Knowledge Competencies:

Knowledge and information of life experiences, cultural heritage, and historical background of the client or particular group that they are working with. (12)

Knowledge of race, culture and ethnicity affect on personally formation, vocational choices, manifestation of psychological disorders, help-seeking behavior, and the appropriateness or inappropriateness of counseling approaches. (13)

Knowledge of sociopolitical influences that impinge upon the life of racial and ethnic minorities. (14)



UNDERSTANDING THE WORLDVIEW OF CULTURALLY DIFFERENT CLIENTS: SKILL COMPETENCIES

Skill Competencies:

Familiarize yourself with relevant and recent research regarding mental health/mental health disorders of ethnic and racial groups. (15)

Become actively involved with minority individuals outside the counseling setting. (16)



DEVELOPING APPROPRIATE INTERVENTION STRATEGIES & TECHNIQUES

Awareness Competencies:

Respect for religious and/or spiritual beliefs about physical and mental functioning. (17)

Respect indigenous helping practices and intrinsic help-giving networks. (18)

Value bilingualism and do not view another language as a impediment to counseling. (19)



DEVELOPING APPROPRIATE INTERVENTION STRATEGIES & TECHNIQUES: KNOWLEDGE COMPETENCIES

Knowledge Competencies:

Knowledge of how generic characteristics of counseling (ethnocentric, class bound, and monolingual) clash with minority cultural values. (20)

Knowledge of institutional barriers that prevent minorities from using mental health services. (21)

Knowledge of potential biases in assessment instruments. (22)

Knowledge of minority family structures, hierarchies, values and beliefs, community characteristics; and community and family resources. (23)

Knowledge of relevant discriminatory practices at the social and community levels. (24)



DEVELOPING APPROPRIATE INTERVENTION STRATEGIES & TECHNIQUES: SKILL COMPETENCIES

Skill Competencies:

Engage in a variety of verbal and nonverbal helping resources. (25)

Exercise institutional intervention skills on behalf of clients. (26)

Seek consultation with traditional healers and religious/spiritual leaders. (27)

Take responsibility for interacting in the language requested by the client or make referral if needed. (28)

Have training and expertise in traditional assessment and testing instruments, and are aware of their cultural limitations. (29)

Work to eliminate biases, prejudices, and discriminatory practices. (30)

Educate clients about psychological interventions such as goals, expectations, legal rights and the counselor's orientation. (31)

LET'S THRIVE TOGETHER IN LIFE!!

