

Culturally Responsive Systems of Care Often Engage the Family First

Kelsey Leonard, Cultural
and Linguistic Competence
Coordinator, PA Care
Partnership

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Kelsey Leonard

CLC Coordinator for the
Pennsylvania Care
Partnership

leonardkt@upmc.edu



Objectives

1. *Understand the distinct cultures of families*
2. Examine strategies for engaging families in Systems of Care
3. *Discuss experiences of successful individualized supports that embrace family diversity*
4. *Learn about the diversity of family cultural orientation*
5. *Explore approaches for improving integration of the family culture into your system of care work*



What is Culture?

- Let's brainstorm...

What is Culture?

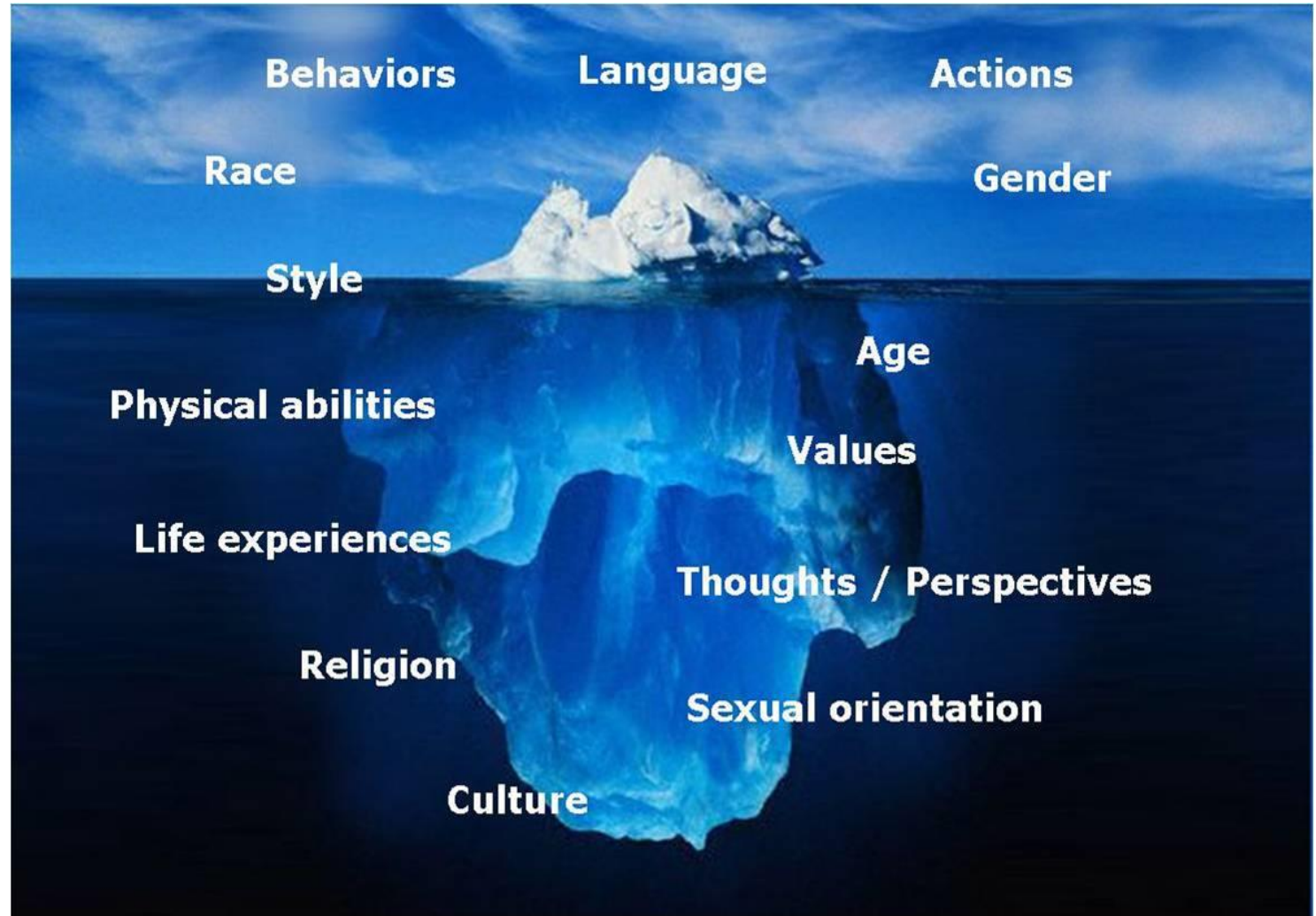
- Culture is the set of attitudes, values, beliefs, symbols, and behaviors shared by a group of people, but different for each individual, and usually communicated from one generation to the next.



Introductory Exercise: Cultural Groups


- What are your cultural groups?
- “... groups of people who consciously or unconsciously share identifiable values, norms, symbols, and some ways of living that are repeated and transmitted from one generation to another.”

Cultural Iceberg




Definition of Cultural Competence

Individual Cultural Competence: The state of being capable of functioning effectively in the context of cultural differences.



Organizational Cultural Competence: A set of congruent behaviors, attitudes, and policies that come together in a system, agency, or among professionals and enable that system, agency, or those professionals to work effectively in cross-cultural situations.



Culturally Competent Mental Health Care: Will rely on historical experiences of prejudice, discrimination, racism, and other culture-specific beliefs about health or illness, culturally unique symptoms and interventions with each cultural group to inform treatment.

What is Linguistic Competence?

The capacity of an organization and its personnel to communicate effectively, and convey information in a manner that is easily understood by diverse audiences including persons of limited English proficiency, those who have low literacy skills or are not literate, and individuals with disabilities. (Goode & Jones, 2006).





Cultural competence involves responding to children and families from all cultures in a way that recognizes and values their uniqueness



Culturally competent workers understand the diverse cultural beliefs, values, and traditions of the families with whom they work

This involves an awareness of how the family's culture influences their behavior and their view of the current situation



Culturally competent workers practice interventions that respond to the specific cultural needs and experiences of their clients.



Historically, services to children and families have been selected from a limited set of choices that do not consider families' culture, values, or experiences



Using interventions that address a family's cultural values and traditions increases the likelihood of positive outcomes

Defining Cultural Competence



Family Culture

- A family's culture influences their behavior and their responses to the behavior of others
 - This suggests that a family's cultural experiences can have an impact on practice at all levels
- Culture shapes the way that individuals view their problems and the ways in which they respond to interventions
 - A family's culture can affect the type of services needed, as well as the way in which these services are provided



Culture Influences Families

- Attitudes
- Beliefs
- Custom
- Traditions
- Clothing
- Food
- Language
- Achievements

What is Systems of Care?

System of care is, first and foremost, a set of values and principles that provides an organizing framework for systems reform on behalf of children, youth and families.

What is Systems of Care?

Systems of Care is an approach to service delivery that is family-focused, community based, and culturally competent

The focus is to build partnerships that create a network of services tailored to meet the individual needs of children and families

It involves a system of services working together toward the common goals of safety, permanence, and well-being

Services involve formal and informal supports that are community-based and matched to the specific needs of children and families

Definition of a System of Care

A system of care incorporates a broad, flexible array of services and supports for a defined population(s) that is organized into a coordinated network, integrates service planning and service coordination and management across multiple levels, is culturally and linguistically competent, builds meaningful partnerships with families and youth at service delivery, management, and policy levels, and has supportive management and policy infrastructure.

System of
Care Core
Values

Youth and Family Driven

Community Based

Culturally and
Linguistically Competent

SOC Principles for Family Support

- Staff & families work together in relationships based on equality and respect.
- Staff enhances families' capacity to support the growth and development of all family members.
- Families are resources to their own members, other families, programs, and communities.
- Programs affirm and strengthen families' cultural, racial, and linguistic identities.
- Programs are embedded in their communities and contribute to the community building.
- Programs advocate with families for services and systems that are fair, responsive, and accountable to the families served.
- Practitioners work with families to mobilize formal and informal resources to support family development.
- Programs are flexible & responsive to emerging family & community issues.
- Principles of family support are modeled in all program activities.

Practice Shifts

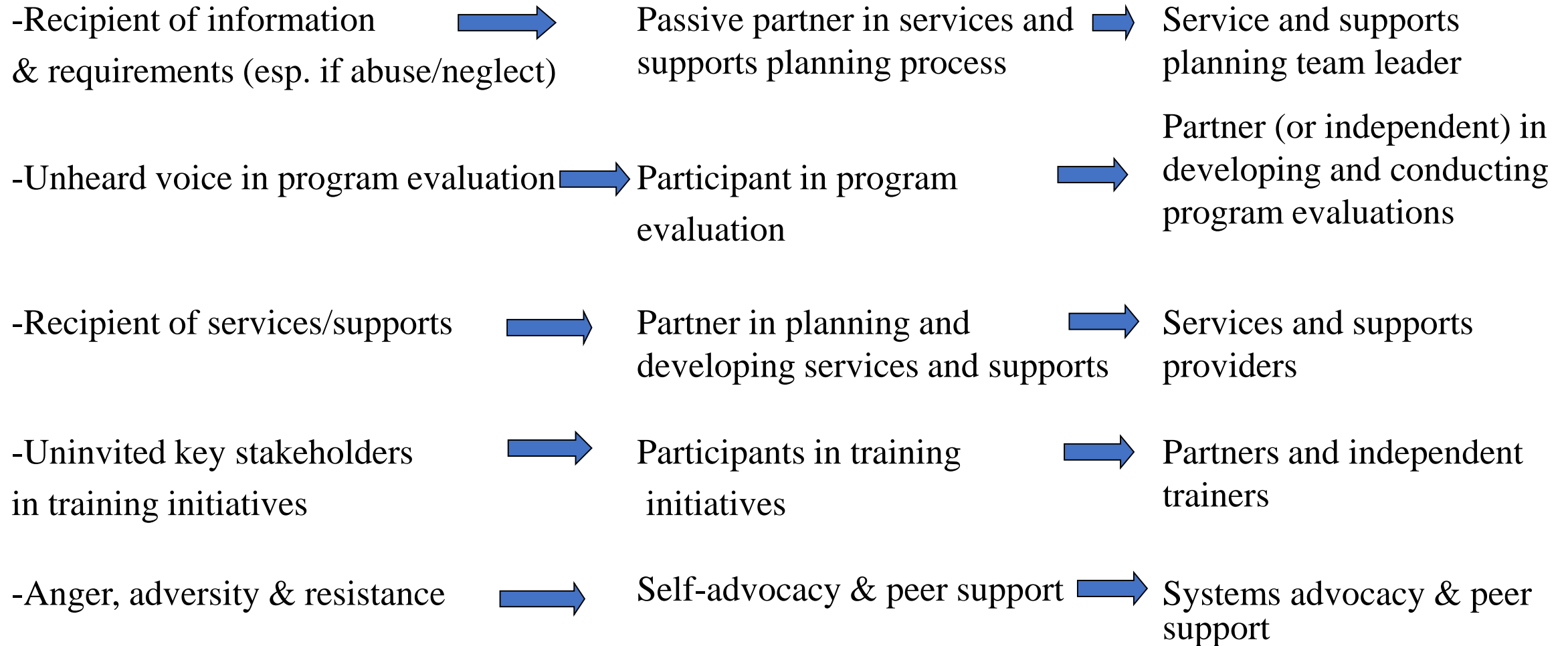
Family blaming → Family Partnerships

Given power imbalance → Acknowledgment of power imbalance with family and that their fears and concerns are real

Multiple service plans for child → Single plan for child and family

Mono Cultural → Sensitivity to culture/linguistics and family ritual

Examples of Family Shifts in Roles and Expectations





Families and System of Care

- Permanency is best facilitated when the family is actively involved in planning and participating in services
- Involving family members in the planning process emphasizes their role as part of the solution to their problems
- Engaging families helps to ensure sensitivity to their culture and values
- Families are involved as key stakeholders in all aspects of decision-making and service delivery
 - Families are considered the most important resource for the child and are viewed as the experts concerning their children's lives
 - As a result, feedback is actively sought from families in developing their service plan
 - Family includes extended family, caregivers, and kin

Role of the Family

Family centered care articulates family should share decision making

Family voice and choice asserts family's preferences should guide care

Family driven expands family's role to include both the individual and policy level; allows for informed decision making

Identifying Family Culture



How does your organization's intake process interface with the needs of diverse families?



Does the organization tailor services?



Is there an established protocol for working with families from various cultural backgrounds (Military, Rural, African American, Hispanic, Asian, etc.)?



Building Authentic Partnerships

“Families don’t care what you know until they know that you care.”

- Rapport
- Trust
- Partnership

Alliances for Valuing Family Voice

Families provide guidance in the development and composition of the System of Care • Families are involved as full partners in setting goals and identifying the services necessary to achieve goals



Making sure there is a place at the table for families

Equity for decision-making



It is important to convey that family members' active involvement is wanted, needed, and valued throughout the process

Supporting Families



What is the families view of the problem?

WHAT'S IMPORTANT



What does the family need?

Be Specific
Consider beyond your service capacity



What is the overall scope of support necessary for this situation?



What services does your organization/agency have to support this need?



What challenges/opportunities does the family's culture pose toward service delivery?



What other resources could you integrate toward this need?



Strategies for Effective Engagement with Families

- Demonstrate to the family that you are interested in their culture and that their culture is an important element in this process
- Acknowledge the family as the expert in their own child and family
- Acknowledge the importance of extended family, particularly grandparents that may live in the home
- Learn who is considered family and identify other support systems that are important to the family
- Determine how acculturated the family is to their current environment and consider their level of acculturation when planning for services
- Remember that you are in a position of power – be sure the family understands that they have choices and are considered an important member of the decision making team



Strategies for Effective Engagement with Families

- Consider how a new families are welcomed by your organization/agency
- Develop written policies, procedures, and newsletters in languages that reflect the community
- Provide family training workshops for effective systems communication strategies and partnerships
- Create a consultation policy for family involvement that values their time and expertise equally to others involved in systems of care
- Support ongoing training for families to provide family leadership in county leaderships teams, state and federal program advisory committees, community advisory groups, etc.
- Create a mentoring program
- Partner with families to create trainings on various cultures
- Celebrate diversity and family participation with recognition events.
- And More . . .

Strategies for Effective Engagement with Families

Family Cafes

Formal Leadership Roles

Trainings

Consultation Compensation Policies

Community Events

Faith-based partnerships

Family Organizations

Considerations for Engaging Families

Understand

Understand that entering a families' home is entering a sacred place.

Understand

Understand that what you are teaching or assisting a family with must be complimentary to their culture for it to work

Understand

Understand that the family has strengths and Systems of Care principles promote system partners working to enhance those strengths



Going Forward

In order to provide culturally competent practice, interventions must be used that recognize and respond to the cultural values, traditions, and experiences of families



Ongoing Cultural Competence

- Cultural **competence** clearly implies the ability to take action, adapt and function in a different environment
- It is a **commitment** to a developmental process - not a “check box” that you either have or do not have
- Elements should be integrated into all aspects of program, policy and services and not viewed as a separate component

How Do We Acquire Cultural Competence?

Change	Change decision-making processes to include youth, families and the community
Commit	Commit to structural and policy changes that support cultural diversity
Make	Make policies and practices fluid to accommodate necessary adjustments

Movement Toward Cultural Competence



- **Attitudes must change** to become less ethnocentric and biased.
- **Policies must change** to become more flexible and culturally impartial
- **Practices must become** more congruent with cultures

Culture Matters



When culture is ignored, families are at risk of not getting the support they need, or worse yet, receiving assistance that is more harmful than helpful.



**Cultural competence
and linguistic competence
are a life's journey ...
not a destination**

Safe travels!



Thank you

- Please contact Kelsey Leonard, CLC Coordinator for the PA Care Partnership at leonardkt@upmc.edu with any questions, comments and/or for additional resources.