D5 Got People Problems? How to Resolve Conflict and Improve Relationships, and How We Respond, Reflect and Respect: A look at Culture through “Hello, Help, Healing and Hope,” Part 1
Thursday, June 14, 2018 10:30 a.m. - 12:00 p.m.

E5 Got People Problems? How to Resolve Conflict and Improve Relationships, and How We Respond, Reflect and Respect: A look at Culture through “Hello, Help, Healing and Hope,” Part 2
Thursday. June 14, 2018 3:00 - 4:30 p.m.

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Salon 8
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How we Reflect, Respond, Respect:
A look at Culture when Engaging children and families

OliveCrest Presenters
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Objectives For Todays Workshop:
1. Reflect on how our Individual and Collective Cultural Lens impact the services and support we provide.
2. Recognize Personal Bias through Cultural Self Awareness
3. Identify strategies on how to suspend judgement and overcome bias
4. Provide a new perspective on how Culture can be used as a preferred method for meeting needs.

Take 3 minutes:
Answer the following,
What’s Culture?
Culture:
This concept refers to the integrated pattern of human behavior that includes thoughts, communication, actions, customs, beliefs, values and institutions, of a racial, ethnic, religious, special needs/disabilities, or social (i.e., gender, sexual orientation, economic, family, age) group.

Culture defines the preferred methods for meeting needs.

Iceberg Model: Surface and Deep Culture

Things You See (Visible)
- Language
- Food
- Holiday customs
- Access to and view on Health Care & Education
- Attitudes toward elders
- Type of Government, Lived and Wished for
- Concepts of Beauty

Things You Don’t See (Invisible)
- Celebrities
- Values about government, property
- Ideas about problem solving
- Views on child raising
- Concepts of Cleanliness
- Approaches to problem solving
- Concepts of Humor
- Ideals about adolescence
- Ideas about property, mobility
- Ideas about government, values, beliefs

The Cultural Iceberg

10% Norms, Behaviors, and artifacts
Visible, Tangible

90% Cultural Values, Assumptions, Beliefs, and Fears
Usually not visible at all, often held subconsciously, rarely questioned in everyday life.
Where we the providers begin...

- Our education, accomplishments, strengths, abilities, and values
- Our own conceptualizations of safety and cleanliness
- Our own ideas about adolescence, childhood, and views of child raising
- Our own ideas about family
- Our own assumptions of culture and privilege
- Our own values, programmatic and organization values
- Our own culture of care and accountability

Activity: Cultural Self Awareness; Personal Cultural Profile

Why is it important?

- So we can understand others and think about our roles in the process, stay outcomes based and find the value in something (asses and evaluate)
- So we can connect
  - Understand that people are not their perspective
- To not be judged
  - Stop and ask Why would I? Not Why should they?
3-Step Approach to Suspending Judgement

1. Be aware of your own stereotypes, beliefs and biases about people
2. You must know that using labels to describe people can hurt
3. You must develop the skills to communicate with respect based on your awareness and knowledge

To overcome Bias one must...

Accept ones own faults
-We all make mistakes
Cultivate Intellectual Empathy
-Open yourself up to your own errors
Develop intellectual humility
-Question yourself and prepare for self reflection
Identify the extent of your own ignorance
-Accpet your ability to change and grow

Where we the providers begin...

- Our education, accomplishments, abilities, strengths
- Our Culture of Care and Accountability
- Our own values, programmatic and organization values
- Our own assumptions of Culture and Privilege
- Our own ideas about family
- Our own ideas about adolescence, childhood, and views of child raising
- Our own ideas about safety cleanliness
The Wraparound process as participants

- **Hello**
- **Help**
- **Heal**
- **Hope**

**Engagement**

- **Planning**
- **Implementation**
- **Transition**

What are we actively doing to incorporate Family/Youth Culture?

**Engagement: Hello**

- **Norms/Behaviors**
  - Sense of Welcome
  - Start of an equal partnership
  - Words that convey an understanding of being greeted and appreciated

- **Values/Attitudes/Assumptions**
  - "Can I speak to the parents of"?
  - Scheduling times:
    - Conducive to all the family
    - Not what’s best for us
  - Non-verbal/Verbal Communication:
    - Eye contact, Hand shake
    - Please and thank you

**Engagement: Increased**

- **Makes truth & transparency more likely**
- **Can trigger conflict**
- **Resolution & Re-engagement**
- **Person to person**
- **Idea vs. idea**

**Engagement: How to Connect**
Questions We Often Ask to Better Understand Family Culture

- What parents like most about their children.
- What they see as their biggest accomplishments.
- What they see their best qualities as a parent.
- How the family has fun, what they prefer to do.
- What their favorite memories of their families are.
- What their goals for their children are.
- Who their friends are, who they call when they need help or want to talk, and who they consider to be supportive.
- What traditions or cultural events that they participate in.
- What special values or beliefs that they learned from their parents/others.
- What connections do they have to the faith community or if and how they worship.
- Does the family have special rules.

What are we actively doing to incorporate Family/Youth Culture?

Planning Phase: Help

Norms/Behaviors
- Consistency from their “team”
- Formal Supports to the brainstorming and planning
- Team Decision Making
- Family’s language/Interpreter

Values/Attitudes/Assumptions
- Bring to the planning table those who the Youth/Family see as support.
- Interventions that are realistic and true to where the Youth/Family is at. If we are planning and don’t have the relationship it’s ok to plan for ways to learn the 90%
- Having the Youth/Family Define Crisis and Concerns

Implementation Phase: Heal

Norms/Behaviors
- Continued help and support
- Action with a purpose and outcome in mind
- Progress that is visible and tangible

Values/Attitudes/Assumptions
- Help/work that is meaningful and valued by the youth/family
- Responsibility as providers to introduce new ideas and strategies as means to create new experiences and opportunities
What are we actively doing to incorporate Family/Youth Culture?

**Transition Phase: Hope**

**Norms/Behaviors**
- Families have acquired effective problem-solving skills
- Learned how to work effectively as a team with formal and natural supports
- Identified and linked community based supports

**Values/Attitudes/Assumptions**
- Skills learned stand the test of time and are used because they are valued by the youth/family.
- Youth/Family continues to seek community based supports as a way to help maintain cultural connections.

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**Activity:**
**Whose Culture is it Anyway**

**Culture:**
This concept refers to the integrated pattern of human behavior that includes thoughts, communication, actions, customs, beliefs, values and institutions, of a racial, ethnic, religious, special needs/disabilities, or social (i.e., gender, sexual orientation, economic, family, age) group.
If we can agree Culture defines the preferred methods for meeting needs.

Consider the following:
Culture is defined as the wisdom, healing traditions, and transmitted values that bind people together from one generation to another (Duran, 2006); thus a new perspective that aligns with the healing power of culture.

Sources

National Wraparound Initiative – The Principles of Wraparound

Ensuring a Culturally Responsive Wraparound Process to Promote Behavioral Health Equity
University of South Florida College of Behavioral Sciences

From Hello to Hope, Reimagining Wraparound from a family’s Perspective
http://centervideo.olivecrest.org/MemoryBank/Wraparoundfromahopefulperspective.html

Re-thinking Wraparound
http://www.cmhnetwork.org/media-center/morning-zen/rethinking-wraparound

Thank you
Please fill out an Evaluation

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