

**Moving from Theory to  
Practice:  
A Practical Orientation to  
Culturally Competent  
Mental Health Services for  
Children and Families**

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**Cultural competence is.....**

***“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.”***

Cross TL, Bazron-Biggs J, Loden M, Cross J, Nakagawa S, & Davis R (1999). **Toward a Culturally Competent System of Care**. National Institute of Mental Health, Child and Adolescent Service System Program (CASSP) Technical Assistance Center, Georgetown University Child Development Center.

# Cultural Competence

- A process, not an endpoint
- A journey, not a destination
- Continuously striving to work within the cultural context of the client
- Always “becoming” rather than “being”

QuickTime™ and a  
TIFF (Uncompressed) decompressor  
are needed to see this picture.

Campinha-Bacote J (1999). A model and instrument for addressing cultural competence in health care.

**Journal of Nursing Education**, 38(5), 203-207.

# CULTURE

Medicine and Health Practices

Food

Art

Religion and  
Spirituality

Customs and  
Beliefs

Language

Time and Space

Music

Colors and Sounds

Family

Traditions

Greetings and  
Mannerisms

Rhythms and Beats

# ADDRESSING Culture

- Age and generational influences
- **Developmental Disabilities** and disabilities acquired later in life
- Religion and spiritual orientation
- Ethnic and racial identity
- Socioeconomic status
- Sexual orientation
- Indigenous heritage
- National origin
- **Gender**

Hays, P.A. (2008). Addressing cultural complexities in practice: Assessment, diagnosis, and therapy (2<sup>nd</sup> ed.). Washington, DC: American Psychological Association.

# 19 year old Latina mother with newborn

## Potential Concerns:

- Fatigue
- Possible Post-Partum Depression
- Potential for disrupted attachment
- Potential for Failure to Thrive
- Potential for Neglect

# Vietnamese parents with 2-1/2 year old son

## Some Questions:

- Developmental delay or disorder?
- Language delay?
- Bilingual language development?

# African American mother with 6 year old daughter

## Potential Concerns:

- Child's School Adjustment
- Possible ADHD, Behavioral Concerns
- Parent/School Relationship
- Parent/Child Relationship



# Colombian mother and 4 year old son

## Possible Concerns:

- Mother's Depression
- Child's Regression
- Language Barriers
- Loss: spouse, native country, economic, dream of better life

# Cultural Competence is.....

*“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.”*

- Cross TL, Bazron BJ, Dennis KW, Isaacs MR (1999). **Toward a Culturally Competent System of Care, Volume 1.** National Institute of Mental Health, Child and Adolescent Service System Program (CASSP) Technical Assistance Center, Georgetown University Child Development Center.

# *The System: Policies*

- Culturally Accessible?
- Culturally Relevant?
- Appointment Policies: Lateness, No Shows, Discharge, Drop-In
- Referral and Intake
- Hours of Operation
- Encourage Broad Collaboration

# Workforce Development

- Leadership Matters
- Myth of Expert Status
- Important at all levels
- Expectation for All
- Provide Opportunities for Ongoing Dialogue and Support