



*100% Employee-Owned Since 2017*

---

# Crossing the Cultural Divide

NACM Conference

October 3, 2018

Michele Phillips

Assistant Director, Case Management  
Operations



# Identifying the Need

- Size: Varied ethnic, religious, other cultural groups
- Need to educate staff
- Serve individuals respectfully
- Assist staff with challenging situations

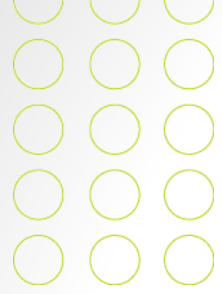




# Discussion

**What challenges has your agency encountered?**





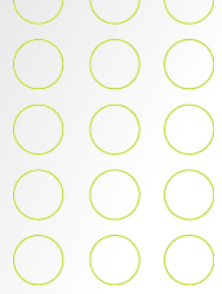
# Addressing the Need

- Volunteers
- 2-month period
- Information from employees, families, other resources
- 8 guides: Amish, Greek, Hispanic, Islam/Muslim, Polish, Jehovah's Witness, African-American, low-income



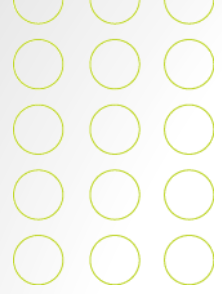
# Addressing the Need

- Guides covered
  - Description of the group
  - Characteristics associated with the group
  - What a case manager could expect to encounter
  - What techniques/strategies work well
  - Resources for additional information



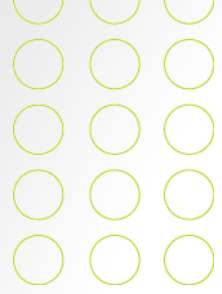
# Presentation

- Shared during small in-person meetings
- Asked for feedback and experiences
- Add more useful references
- Remove/revise insensitive information



# Follow Up

- Requests for additional guides
- Development of Culture and Diversity Work Group
- Review and update existing guides
- Share revisions with company
- Work group divided into sub groups
  - Age
  - Language
  - Family
  - Sexual Identity



# Follow Up

- Development of 17 guides
- Apps for translation
- Guides on end-of-life topics
- Reference sheets
- Local speakers
- Survey





# The Guides

- Description of the group
- Characteristics associated with the group
- What a case manager could expect to encounter
- What techniques/strategies work well
- Resources for additional information



# Description and Characteristics

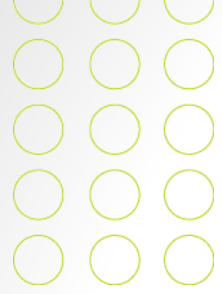
## Amish Culture

- History
- Mennonite vs. Amish
- Indiana has world's 3<sup>rd</sup> greatest Amish Population



# Description and Characteristics

- Religion and modesty important
- Simple lifestyle – no modern amenities such as electricity, automobiles, etc.
- Nonviolence



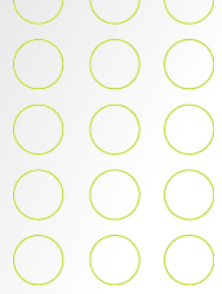
# Description and Characteristics

- Simple attire: solid-color fabric, usually blue, with no buttons or zippers
  - Young girls - pastels
  - Women - bonnets
  - Men - suspenders and broad brimmed straw hats
  - Adult men - beards without mustaches
  - Married women - aprons



# Description and Characteristics

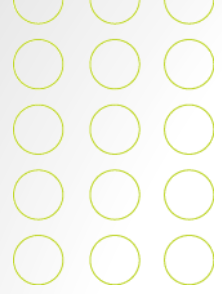
- Photography strictly forbidden
- Typically, education will end after the eighth grade
- Families often have 10 or more children
- Many of the homes have detached dwellings where elderly grandparents/parents may live
- Live on farms, but few are full time farmers



# Description and Characteristics

## Japanese Culture

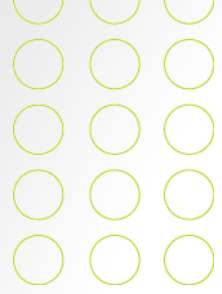
- Location
- Religion – Shinto, Buddhism
- Language
- Writing – Kanji, Hiragana, Katakana



# Description and Characteristics

## Hard of Hearing/Deaf Culture

- Terminology
- Impairments
  - Mild
  - Moderate
  - Severe
  - Profound



# Description and Characteristics

- Part of identity
- No shame in “being deaf”
- Proud of their culture/identity.
- Tend to be connected with other Deaf people.

\*I/DD and deaf considerations





# Description and Characteristics

## **Greek Culture**

- Traditions, religious practices, music, and food
- Large numbers of religious festivals
- Religion
- Marriage
- Eldest child usually named after a grandparent



# What should a CM expect to encounter?

## Amish Culture

- Male/father likely primary representative for family
- Women more involved than expected

Many families share a phone

- Typically in the barn
- Leave a message in the AM
- Ask them to call back at a specific time
- Medicaid contact/assistance



# What should a CM expect to encounter?

- Transportation
  - Horse and buggy or pay someone to drive
  - Spend time visiting if they have taken the time to travel
  - Encourage to listen to radio in AM
  - Meetings take a little longer; slower pace



# What should a CM expect to encounter?

## Japanese Culture

- Remove shoes inside the home; possibly given slippers
- Greeting; bowing
- Sitting; kneeling
- Names
- Gift-giving



# What should a CM expect to encounter?

## Hard of Hearing/Deaf Culture

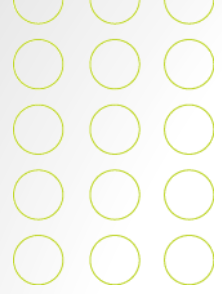
- Many do not see themselves as “disabled”
- “Hearing impaired” can be an insult
- Simply speak another language
- Be careful how talk about deafness and avoid comparing different deafness
- Not particular regarding time; meetings typically take longer



# What should a CM expect to encounter?

## **Greek Culture**

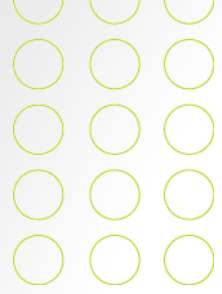
- Language
- Meeting for first time
- Accept cookie or gesture
- Mom's role
- Seating



# Techniques/Strategies

## Amish Culture

- Be yourself but consider modesty
  - No cleavage showing or loose-fitting tops
  - No sleeveless shirts
  - Close toed shoes
  - Pants that go to the knee or lower
  - No large tattoos



# Techniques/Strategies

- Documentation – emergency info
- Types of services open to using
- Medical needs/care
- Exposure to things outside their culture
- Voting





# Techniques/Strategies

## Japanese Culture

- Be on time to appointments/meetings
- Wait to be told where to sit
- Non-verbal messages trusted more than the spoken word
- Avoid excessive physical and eye contact
- Do not chew gum during meetings
- Avoid excessive amount of jewelry and overly bright clothing



# Techniques/Strategies

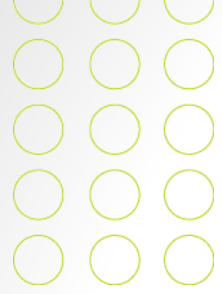
## Hard of Hearing/Deaf Culture

- Ask the person how they identify
- Do not assume that the person wants to hear
- Facial expressions
- Hand movements



# Techniques/Strategies

- Preferred method of communication
- Things to avoid:
  - Loud speech
  - Muffled speech
  - Altering your voice
  - Chewing gum
  - Types of clothing
  - Noisy environments
- Be aware of lighting



# Techniques/Strategies

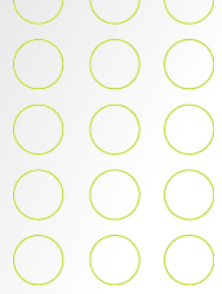
- Context in discussion
  - Get their attention
  - Light touch to the shoulder or wave
  - Use open-ended questions
  - Do not assume the message was understood if the individual nods their head.
- \*We also added tips for working with a Sign Language interpreter and working with a lip reader



# Techniques/Strategies

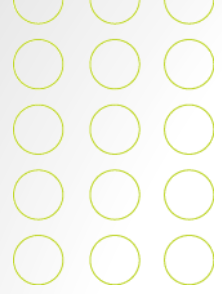
## **Greek Culture**

- Respect the traditions
- Face to face meetings preferred
- Be willing to rephrase questions or statements; ask if they understand what you are saying
- Mom's role
- Respect for holidays



# Bias

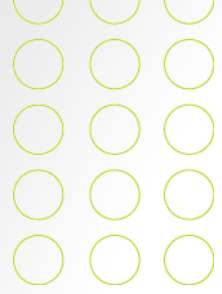
- Prejudice in favor of, or against, one person/group over another
- Race, gender, age, sexual orientation, disability
- Awareness



# Bias

How do we support people when we witness bias?

- Be supportive and vocal in your support
- Don't support jokes that degrade any group of people
- Develop a good understanding of the potential for unconscious bias
- Use inclusive language
- Notice and stop biased behavior and statements made by others
- Create “safe” environments at meetings



# Scenario 1

Sarah, who has an intellectual disability, expresses to her IDT that she'd like to learn to ride a bike. Her support staff states "There is no way you can ride a bike. How are you going to learn to do that when you can't even remember to do your laundry?"

**What should you say/do?**





## Scenario 2

Derek has found an apartment that he likes in a safe location and it is a secured property with cameras and a locked entrance to the building. It is affordable, and a couple of his friends live in the same complex. Derek's father/legal guardian says "I don't want him living there because it's near a gay bar. I don't want him around that."

**What should you say/do?**



## Scenario 3

Susan states to you “I don’t want any \_\_\_\_\_(race/culture) people working in my home.” She goes on to say, “I had a bad experience one time with those people.”

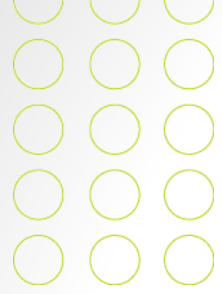
**What should you say/do?**



# Discussion

**What does your agency do to promote cultural competency?**





# Key Points

- Listen
- Research
- Share
- Respect





# Resources

- See handout
- Google search
- International, national, state, local resources
- Translation apps
  - Google Translate – Android IOS
  - iTranslate – Android, IOS
  - iTranslate Voice – Android, IOS
  - Speak & Translate - IOS



# Crossing the Cultural Divide

October 3, 2018

**National Association of Case Management  
Conference**

## Suggested Resources

Amish America <http://amishamerica.com/>

Belief Net <http://www.beliefnet.com/>

International Association for the Scientific Study of Intellectual and Developmental Disabilities  
<https://www.iassidd.org/>

Islamic Society of North America <http://www.isna.net/>

Kwintessential <https://www.kwintessential.co.uk/>

National Association for the Advancement of Colored People <https://www.naacp.org>

National Black Disability Coalition <http://www.blackdisability.org>

National Urban League <https://www.nuljobsnetwork.com>

Nations Online <https://www.nationsonline.org/>

PFLAG [www.pflag.org](http://www.pflag.org)

Teaching Tolerance <https://www.tolerance.org/>

The Working Poor Families Project <http://www.workingpoorfamilies.org/>

Urban Institute <https://www.urban.org/>

US Department of State <https://www.state.gov/>

World Health Organization [www.who.int](http://www.who.int)



*100% Employee-Owned Since 2017*

---