

UC DAVIS

Continuing and
Professional Education | Human Services

Cultural Competence and Trauma

Resource Center for Family-Focused Practice



CULTURAL COMPETENCE AND TRAUMA

Dr. Jamille Harrell-Sims
HARRELL KAGLER
INTERVENTIONS INC.

UC DAVIS
Continuing and
Professional Education | Human Services

UC DAVIS
Continuing and
Professional Education | Human Services

RESOURCE CENTER FOR
FAMILY-FOCUSED PRACTICE

Overview- What will we learn?

- What is cultural competence and why is this so important?
- What role does cultural competence play in trauma?
- Understand the historical perspectives of the major ethnic groups
- Understand the lived experiences of these groups
- Gain knowledge on how best to serve these groups
- Common misconceptions about marginalized groups
- How to create a trusting relationship
- Historical and environmental trauma: Bridging the gap
- Exploring biases: Checking your own prejudices

UC DAVIS
Continuing and
Professional Education | Human Services

Resource Center for
Family-Focused Practice

UC DAVIS
Continuing and
Professional Education | Human Services

RESOURCE CENTER FOR
FAMILY-FOCUSED PRACTICE

Overview Continued

- Definition of race and racism
- Understand the effects of systematic racism on marginalized groups
- It's a matter of perspective: Your experience vs Theirs
- Interpersonal communication: How to have meaningful dialogue
- Where do we go from here?

UC DAVIS
Continuing and
Professional Education | Human Services

Resource Center for
Family-Focused Practice

UC DAVIS

Continuing and Professional Education | Human Services

RESOURCE CENTER FOR FAMILY-FOCUSED PRACTICE

What is cultural competence?

- **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 professions to work effectively in cross-cultural situations (nccurriculum.info, 2016).
- **Cultural competence** is evaluating ones own cultural belief system and being open to other cultures and belief systems with understanding and acceptance. It requires one to be able to effectively engage with other cultures while reducing harm.

UC DAVIS

Continuing and Professional Education | Human Services

Resource Center for Family-Focused Practice

UC DAVIS

Continuing and Professional Education | Human Services

RESOURCE CENTER FOR FAMILY-FOCUSED PRACTICE

Why is this important?

- Diversity
- Institutionalized racism
- Undocumented families
- Immigrants and naturalized citizens
- Socio-historical issues
- Social change
- New Civil Rights Movement
- Cultural competency helps create trust when dealing with trauma
- Improves the ability to provide resources

UC DAVIS


Continuing and Professional Education | Human Services

Resource Center for Family-Focused Practice

UC DAVIS

Continuing and Professional Education | Human Services

RESOURCE CENTER FOR FAMILY-FOCUSED PRACTICE



UC DAVIS

Continuing and Professional Education | Human Services

Resource Center for Family-Focused Practice

UC DAVIS
Continuing and Professional Education | Human Services

RESOURCE CENTER FOR
FAMILY-FOCUSED PRACTICE

The Difference Between Equity and Equality

- Equity is fairness and impartiality towards all concerned. **Social equality** is a state of affairs in which all people within a specific society or isolated group have the same status in certain respects, often including civil rights, freedom of speech, property rights, and equal access to **social** goods and services.
- Equality is the state of being equal, especially in status, rights and opportunities. It means taking into consideration complete fairness.

UC DAVIS
Continuing and Professional Education | Human Services

Resource Center for
Family-Focused Practice

UC DAVIS
Continuing and Professional Education | Human Services

RESOURCE CENTER FOR
FAMILY-FOCUSED PRACTICE

Equity, Equality and Cultural Competence

- Question #1 – Do you benefit from privilege?
- Question #2 – How do you see the world?
- Question #3 – Is your experience the same for everyone?
- Question #4 – Can lack of equity and equality create trauma?
- Question #5 – How does /can the lack of equity and equality affect the members of other groups?

UC DAVIS
Continuing and Professional Education | Human Services

Resource Center for
Family-Focused Practice

UC DAVIS
Continuing and Professional Education | Human Services

RESOURCE CENTER FOR
FAMILY-FOCUSED PRACTICE

A Realistic Definition of Trauma

- Trauma is anything that creates an insurmountable amount of stress.
- It includes everyday occurrences depending upon one's lifestyle, chosen or unchosen.
- Trauma does not require the person witness a horrific event.
- Trauma can be socio-historically passed down from generation to generation.
- Trauma can be the result of fear

UC DAVIS
Continuing and Professional Education | Human Services

Resource Center for
Family-Focused Practice

THE TRAUMA TREE

UC DAVIS
Continuing and
Professional Education | Human Services

RESOURCE CENTER FOR
FAMILY-FOCUSED PRACTICE

UC DAVIS
Continuing and
Professional Education | Human Services

RESOURCE CENTER FOR
FAMILY-FOCUSED PRACTICE

The Historical Trauma of the Marginalized

- Tuskegee Syphilis Experiment
- Japanese interment camps
- Immigrant camps for unaccompanied youth
- School to prison pipeline
- Native American disenfranchisement

UC DAVIS
Continuing and
Professional Education | Human Services

Resource Center for
Family-Focused Practice

UC DAVIS
Continuing and
Professional Education | Human Services

RESOURCE CENTER FOR
FAMILY-FOCUSED PRACTICE

Harm Reduction

- Gaining the most information to provide services with the least harm possible
- Empathy and sensitivity towards cultural differences
- Using acquired knowledge of trauma as a guide to providing care

UC DAVIS
Continuing and
Professional Education | Human Services

Resource Center for
Family-Focused Practice

UC DAVIS
Continuing and Professional Education | Human Services

RESOURCE CENTER FOR
FAMILY-FOCUSED PRACTICE

Trauma Informed Care

- A treatment framework that includes understanding, recognizing and responding to trauma.
- Helps the caregiver use methods that the family perceive as care
- Provides the ability to take an in-depth look at the root of mental health issues, substance abuse and physical health issues.
- Requires cultural competence, empathy and patience

UC DAVIS
Continuing and Professional Education | Human Services

Resource Center for
Family-Focused Practice

UC DAVIS
Continuing and Professional Education | Human Services

RESOURCE CENTER FOR
FAMILY-FOCUSED PRACTICE

What Are Your Fears/Biases?

- "Why are white people afraid when we say Black Lives Matter?"
- "Why do Americans think we're trying to take their jobs?"
- Every time we get together on the school grounds, security runs to break us up. But they don't break up the white kids."
- "I am tired of every time they see me with my daughter, they think I am on welfare."
- "I am tired of people thinking we all look alike I'm Korean, not Chinese."
- "Just because I'm Muslim doesn't mean I want to hurt anyone. We are peace loving people."
- "I'm tired of the pedophile priest jokes. I love being Catholic."

UC DAVIS
Continuing and Professional Education | Human Services

Resource Center for
Family-Focused Practice

UC DAVIS
Continuing and Professional Education | Human Services

RESOURCE CENTER FOR
FAMILY-FOCUSED PRACTICE

What Are Their Fears?

- "Being gay is not a disease. Love is love. Why can't they understand that?"
- "I am afraid every time someone bangs on the door. I don't want them to deport my parents."
- "We asked the police to protect our mosque, but we can tell they don't care."
- "Being Asian means I am invisible. I only matter when someone wants me to fix their phone or computer."
- "Will they take away my VISA? I am international student."
- "Every time the police get near me I get scared. Just looking at them could get me killed."

UC DAVIS
Continuing and Professional Education | Human Services

Resource Center for
Family-Focused Practice

UC DAVIS
Continuing and Professional Education | Human Services

RESOURCE CENTER FOR
FAMILY-FOCUSED PRACTICE

The Truth About Race

Race is a social construct

- Johann Friedrich Blumenbach (1700) German Scientist who classified human beings (5 colors)
- Concept of race created to present a hierarchy
- There is only one race
- We have all been indoctrinated to believe our ethnicities are different racial mixtures
- All human beings originated from Africa

UC DAVIS
Continuing and Professional Education | Human Services

Resource Center for
Family-Focused Practice

UC DAVIS
Continuing and Professional Education | Human Services

RESOURCE CENTER FOR
FAMILY-FOCUSED PRACTICE

What Exactly is Racism?

- Prejudice is a hostile attitude toward a person who is presumed to have negative characteristics associated with a group to which he or she belongs. Prejudice refers to people's attitudes.
- Racism is a system of power and privilege, manifested in people's attitudes, rooted in society's structure and reflected in different group advantages and disadvantages. It is based on the group's location in this societal system.
- Systematic racism is the complex array of anti-black (or other group) practices, the unjustly gained political-economic power of whites, the continued economic and resource inequality among racial lines and white racial ideologies and attitudes created to maintain and rationalize white privilege and power (Feagin, 2000).

UC DAVIS
Continuing and Professional Education | Human Services

Resource Center for
Family-Focused Practice

UC DAVIS
Continuing and Professional Education | Human Services

RESOURCE CENTER FOR
FAMILY-FOCUSED PRACTICE

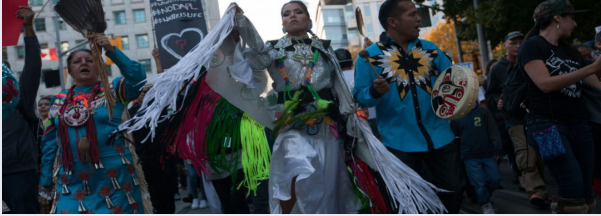
What Exactly is Racism?

- Color-blind racism is a new form of racism in which dominant groups assume that race no longer matters-even when society is highly segregated and when group well-being is still strongly determined by race.
- To ignore the significance of race in a society where racial groups have distinct historical and contemporary experiences is to deny the reality of their group experience. (Anderson & Collins, 2007).

UC DAVIS
Continuing and Professional Education | Human Services

Resource Center for
Family-Focused Practice

NATIVE AMERICANS



UC DAVIS
Continuing and
Professional Education | Human Services

Resource Center for
Family-Focused Practice

UC DAVIS
Continuing and
Professional Education | Human Services

RESOURCE CENTER FOR
FAMILY-FOCUSED PRACTICE

Mass Murder, Socio-political Poverty Based Trauma

- Genocide was committed against many tribes to secure this country
- Forced to live on reservations with poor resources
- Preserving their customs and way of life cannot be done by assimilation
- Today: Fighting for water rights on their own land
- Many tribes live in extreme poverty
- Sovereign nations losing their sovereignty

UC DAVIS
Continuing and
Professional Education | Human Services

Resource Center for
Family-Focused Practice

ILLEGAL IMMIGRATION



UC DAVIS
Continuing and
Professional Education | Human Services

Resource Center for
Family-Focused Practice

UC DAVIS
Continuing and Professional Education | Human Services

RESOURCE CENTER FOR
FAMILY-FOCUSED PRACTICE

Socio-political and Poverty Based Trauma

- Language barriers
- Fear of law enforcement due to deportation
- Deportation of key family members
- May have left home country due to political violence
- Alienation
- Attachment issues due to leaving family members behind

UC DAVIS
Continuing and Professional Education | Human Services

Resource Center for
Family-Focused Practice

Black Lives Matter



UC DAVIS
Continuing and Professional Education | Human Services

Resource Center for
Family-Focused Practice

UC DAVIS
Continuing and Professional Education | Human Services

RESOURCE CENTER FOR
FAMILY-FOCUSED PRACTICE

Socio-historical and Environmental Trauma

- Impact of slavery
- Disenfranchisement
- Lack of resources
- Racism
- Poverty
- Environmental trauma
- Gang violence
- Stereotypes and cultural appropriation

UC DAVIS
Continuing and Professional Education | Human Services

Resource Center for
Family-Focused Practice

UC DAVIS
Continuing and Professional Education | Human Services

RESOURCE CENTER FOR
FAMILY-FOCUSED PRACTICE

Educational and Poverty Based Trauma

- The real problem with special education
- Biased testing
- Culturally insensitive curriculum
- Low expectations from educators
- Job discrimination
- Authenticity
- Generational poverty mindset
- Racial profiling
- Distrust of government agencies
- Criticized if they rise up, criticized if they do not

UC DAVIS
Continuing and Professional Education | Human Services

Resource Center for
Family-Focused Practice

LGBTQ/Transgender Rights



UC DAVIS
Continuing and Professional Education | Human Services

Resource Center for
Family-Focused Practice

UC DAVIS
Continuing and Professional Education | Human Services

RESOURCE CENTER FOR
FAMILY-FOCUSED PRACTICE

Gender Based and Sexuality Based Trauma

- Face discrimination based on sexuality
- Lack of programs to help this demographic
- Homeless youth at greater risk for sex trafficking
- Rejection from family members
- Transgender at the height of political rhetoric
- Face violence due to sexual orientation

UC DAVIS
Continuing and Professional Education | Human Services

Resource Center for
Family-Focused Practice

UC DAVIS
Continuing and Professional Education | Human Services

RESOURCE CENTER FOR
FAMILY-FOCUSED PRACTICE

The Trauma of Homelessness

- Looked down upon by society
- Feel rejection by government (military vets)
- Stay in fight or flight mode
- Untreated mental illness
- Exposed to the elements
- Target of crime

UC DAVIS
Continuing and Professional Education | Human Services

Resource Center for
Family-Focused Practice

Asian and Pacific Islander Issues



UC DAVIS
Continuing and Professional Education | Human Services

Resource Center for
Family-Focused Practice

UC DAVIS
Continuing and Professional Education | Human Services

RESOURCE CENTER FOR
FAMILY-FOCUSED PRACTICE

Intercultural and Political Based Trauma

- Many came from countries with extreme poverty
- Closed low context culture
- Very high expectations creates high stress and anxiety
- Navigate cultural values with American values
- Many have left their home country for political reasons
- Do not trust police, banks or government

UC DAVIS
Continuing and Professional Education | Human Services

Resource Center for
Family-Focused Practice

Islamophobia



UC DAVIS
Continuing and
Professional Education | Human Services

Resource Center for
Family-Focused Practice

UC DAVIS
Continuing and
Professional Education | Human Services

RESOURCE CENTER FOR
FAMILY-FOCUSED PRACTICE

Spiritual and cultural based trauma

- The events of 9-11
- Trauma of navigating American values and Islamic customs
- Fear of violence caused by Islamophobia
- Live in a bubble
- Women particularly vulnerable
- Stereotyped to be like Muslim extremists
- Pressure of American born to adhere to old customs
- Very closed to other groups

UC DAVIS
Continuing and
Professional Education | Human Services

Resource Center for
Family-Focused Practice

Military Trauma and Veteran families



UC DAVIS
Continuing and
Professional Education | Human Services

Resource Center for
Family-Focused Practice

Trauma and Law Enforcement



UC DAVIS
Continuing and
Professional Education | Human Services

Resource Center for
Family-Focused Practice

UC DAVIS
Continuing and
Professional Education | Human Services

RESOURCE CENTER FOR
FAMILY-FOCUSED PRACTICE

White Guilt

- **White guilt** is the individual or collective guilt felt by white people for harm resulting from racist treatment of people of color by whites both historically and currently. **White guilt** has been described as one of the psychosocial costs of racism for white individuals along with empathy (sadness and anger) for victims of racism and fear of non-whites.

UC DAVIS
Continuing and
Professional Education | Human Services

Resource Center for
Family-Focused Practice

Trauma and the Trump administration



UC DAVIS
Continuing and
Professional Education | Human Services

Resource Center for
Family-Focused Practice

UC DAVIS
Continuing and Professional Education | Human Services

RESOURCE CENTER FOR
FAMILY-FOCUSED PRACTICE

Keep it Real Exercise

- On an index card, write down three of your biggest Biases, fears or prejudices.
- On the back, ask yourself why you have that fear, and where you learned it.
- Switch cards with someone in the room who is different than yourself (ethnic group, gender, sexuality)
- Ask them (1) What if their fear is unjustified (2) How can they honestly serve the public with this fear (3) What are they willing to do to change their way of thinking?

UC DAVIS
Continuing and Professional Education | Human Services

Resource Center for
Family-Focused Practice

UC DAVIS
Continuing and Professional Education | Human Services

RESOURCE CENTER FOR
FAMILY-FOCUSED PRACTICE

Other types of trauma

- Single parenthood
- Disability discrimination
- Grandparents raising grandchildren
- Domestic Minor Sex Trafficking
- Labor Trafficking
- Racism and white supremacy
- Misogyny
- Incarcerated parents and children
- Unemployment and underemployment
- Employment discrimination

UC DAVIS
Continuing and Professional Education | Human Services

Resource Center for
Family-Focused Practice

UC DAVIS
Continuing and Professional Education | Human Services

RESOURCE CENTER FOR
FAMILY-FOCUSED PRACTICE

Gaining Understanding

- Put yourself in their shoes
- Avoid making generalizations
- Avoid condescending language
- Individual versus collectivist orientation
- Understand low and high context cultures
- Understand high ambiguity welcomes different perspectives
- Low ambiguity seeks to avoid uncertainty

UC DAVIS
Continuing and Professional Education | Human Services

Resource Center for
Family-Focused Practice

UC DAVIS
Continuing and Professional Education | Human Services

RESOURCE CENTER FOR
FAMILY-FOCUSED PRACTICE

Creating a Safe Space

- Different experiences create different perspectives and outcomes
- Provide a nonjudgmental atmosphere
- Be aware of your body language
- Speak with equity
- Do not try to speak their language or assume it's ok if you cannot relate to it
- Be genuine
- Do your homework

UC DAVIS
Continuing and Professional Education | Human Services

Resource Center for
Family-Focused Practice

Cultural Competency and your Co-workers



UC DAVIS
Continuing and Professional Education | Human Services

Resource Center for
Family-Focused Practice

UC DAVIS
Continuing and Professional Education | Human Services

RESOURCE CENTER FOR
FAMILY-FOCUSED PRACTICE

- Be mindful of what you say
- Just because you spend 40 hours with them does not mean you understand their culture
- Use a great relationship to learn things about their culture
- Know the difference between association and lived experience
- Know your agencies policies on equity and diversity
- Your lack of interpersonal communication can create a hostile work environment

UC DAVIS
Continuing and Professional Education | Human Services

Resource Center for
Family-Focused Practice

UC DAVIS
Continuing and Professional Education | Human Services

RESOURCE CENTER FOR
FAMILY-FOCUSED PRACTICE

ONCE YOU SAY IT OR DO IT YOU CAN'T TAKE IT BACK

1. Own it
2. Admit you were wrong
3. Take your mistake as a teaching moment
4. Explore where your bias comes from
5. Place yourself in the other person's shoes
6. Does your outburst make you feel empowered? How?
7. What did you gain from your outburst?
8. What does this negative behavior say about you?

UC DAVIS
Continuing and Professional Education | Human Services

Resource Center for
Family-Focused Practice

UC DAVIS
Continuing and Professional Education | Human Services

RESOURCE CENTER FOR
FAMILY-FOCUSED PRACTICE

Principles for Effective Communication

- Recognize differences-do not assume similarities exist when they don't
- Recognize differences within the cultural group- They are not all alike
- Do not assume you speak the same language
- Confront your stereotypes
- Reduce ethnocentrism

UC DAVIS
Continuing and Professional Education | Human Services

Resource Center for
Family-Focused Practice

UC DAVIS
Continuing and Professional Education | Human Services

RESOURCE CENTER FOR
FAMILY-FOCUSED PRACTICE

Being culturally sensitive

- Prepare yourself
- Recognize your fears
- Recognize differences
- Recognize differences within the group
- Recognize differences in meaning
- Be rule conscious

UC DAVIS
Continuing and Professional Education | Human Services

Resource Center for
Family-Focused Practice

UC DAVIS
Continuing and Professional Education | Human Services

RESOURCE CENTER FOR FAMILY-FOCUSED PRACTICE

Creating a Trusting Relationship

- Trust is earned, not given
- Do what you say you will do
- Do not make promises you can't deliver
- Be consistent
- If you don't understand, ask them to help you
- Keep professional boundaries
- Do not become an enabler
- Validate the trauma
- Be yourself
- If you do not feel comfortable dealing with them, excuse yourself and get someone else

UC DAVIS
Continuing and Professional Education | Human Services

Resource Center for Family-Focused Practice

We All Deserve Respect and Understanding



UC DAVIS
Continuing and Professional Education | Human Services

Resource Center for Family-Focused Practice

“NO ONE IS FREE UNTIL WE ARE ALL FREE”- DR. MARTIN LUTHER KING JR.

UC DAVIS
Continuing and Professional Education | Human Services

RESOURCE CENTER FOR FAMILY-FOCUSED PRACTICE

For More Information on Trainings

Harrell-Kagler Interventions Inc.
www.harrellkaglerinterventions.org
 877-431-1606

UC DAVIS
 Continuing and
 Professional Education | Human Services

RESOURCE CENTER FOR
 FAMILY-FOCUSED PRACTICE

References

- Devito, J.A. (2015). The interpersonal communication handbook
 New York, NY, Pearson
- Feagin, J.R. (2000). Racist America: Roots, current realities and future reparations, New York, Rutgers
- Harrell, J.T. (2013). The impact of institutional racism when living in the margins, ProQuest UMI

UC DAVIS
 Continuing and
 Professional Education | Human Services

RESOURCE CENTER FOR
 FAMILY-FOCUSED PRACTICE
