

Who's At the Table? Why is It a Table, Anyway? Including Many Voices in the Massachusetts Consortium for Children with Special Health Care Needs



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Start Early



- Retro-fitting is often difficult and time consuming.

Slide Source: NCCC 2006

Culture

Culture is an integrated pattern of human behavior which includes
but is not limited to:



... of a racial, ethnic, religious, social, or political group; the ability to transmit
the above to succeeding generations; dynamic in nature.

Slide Source: The National Center for Cultural Competence, 2006

Cultural Factors That Influence Diversity Among Individuals and Groups

Internal Factors

- Cultural/Racial/Ethnic Identity
- Tribal Affiliation/Clan
- Nationality
- Acculturation/Assimilation
- Socioeconomic Status/Class
- Education
- Language
- Literacy
- Family Constellation
- Social History
- Perception of Time
- Health Beliefs & Practices
- Health Literacy
- Perception of Disability
- Perception of Mental Health
- Age & Life Cycle Issues
- Gender & Sexuality
- Sexual Orientation & Identity
- Religion & Spiritual Views
- Spatial & Regional Patterns
- Political Orientation/Affiliation

Modified from James Mason, Ph.D., NCCC
Senior Consultant

Slide Source: The National Center for Cultural Competence, 2006

Cultural Factors That Influence Diversity Among Individuals and Groups

External Factors

- Institutional Biases
- Racism & Discrimination
- Community Economics
- Intergroup Relations
- Group & Community Resiliency
- Natural Networks of Support
- Community History
- Political Climate
- Workforce Diversity
- Community Demographics

Modified from James Mason, Ph.D., NCCC
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Slide Source: The National Center for Cultural Competence, 2006

Who is at the table?



Population by Race and Hispanic or Latino Origin: State 2000

Massachusetts 6,349,097

White	5,367,286
Black or African American	343,454
American Indian & Alaska Native	15,015
Asian	238,124
Native Hawaiian & Other Pacific Islander	2,489
Hispanic or Latino	428,729
Some Other Race	236,724
Two or More Races	146,005

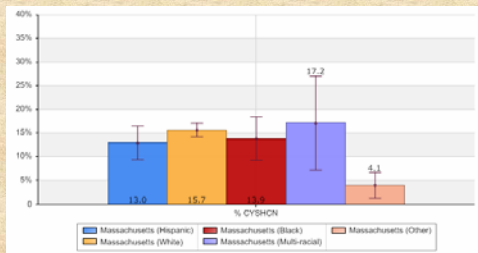


Data Source: U.S. Census Bureau, Census 2000 Redistricting Data (P.L. 94-171) Summary File for States and Puerto Rico.

Slide Source: National Center for Cultural Competence, May 2002

Percent of children/youth (ages 0-17) with special health care needs

Massachusetts
Race/ethnicity of child



Data Resource Center for Child and Adolescent Health, 2000.

Immigrants Admitted By Selected Country of Birth & State of Intended Residence: 2003 Statistical Yearbook

Massachusetts 20,127

1) Mexico	1,958
2) People's Republic of China	1,718
3) Ukraine	1,463
4) Vietnam	1,211
5) India	1,025
6) Philippines	829
7) Russia	683
8) Canada	529
9) Korea	501
10) United Kingdom	463

Other – 9,747

Slide Source: U.S. Department of Homeland Security, Office of Immigration Statistics, 2003 Yearbook of Immigration Statistics, Supplemental Table 1.

Developed by National Center for Cultural Competence, 2002

Languages Spoken at Home

Speak only English	4,838,679
Speak other language	1,115,570
Speak Spanish or Spanish Creole	370,011
Speak Indo European languages	529,784
(French [Patois, Cajun], French Creole, Italian, Portuguese, Portuguese Creole, German, Yiddish, Other West Germanic languages, Scandinavian languages, Greek, Russian, Polish, Serbo-Croatian, Other Slavic languages, Armenian, Persian, Gujarathi, Hindi, Urdu, Other Indic languages)	
Asian and Pacific Island languages	171,253
(Chinese, Japanese, Korean, Mon-Kymer, Cambodian, Miao, Hmong, Thai, Laotian, Vietnamese, Tagalog, other Pacific Island language)	
Other languages	44,522
(Navajo, Other Native American languages, Hungarian, Arabic, Hebrew, African languages, other unspecified languages)	

Data Source: Migration Policy Institute

Slide Source: National Center for Cultural Competence, 2004

Language Use, English Ability & Linguistic Isolation

Census 2000 indicates that of those who speak a language other than English at home in Massachusetts:



- 45.4% speak English very well
- 27.7% speak English well
- 19.7 % do not speak English well
- 7.1 % do not speak English at all

Data Source: Migration Policy Institute and
*U.S. Census Bureau, Census 2000,
Summary File 3, Tables P19, PCT13 and PCT 14

Slide Source: National Center for Cultural Competence, 2004

What is Linguistic Isolation?

Linguistic isolation refers to households in which no person over the age of 14 speaks English at least very well.



25.3% of the foreign-born population of the United States lives in linguistic isolation.



23.6% of the foreign-born population of Massachusetts lives in linguistic isolation.

Data Source: U.S. Census Bureau, Census 2000, Summary
File 3, Tables P19, PCT13 and PCT14.

Slide Source: National Center for Cultural Competence, 2006

What languages are spoken in Massachusetts?

African, Afrikaans, Albanian, Algonquian, American Indian, Amharic, Arabic, Arawakan, Armenian, Assamese, Bantu, Bengali, Bielorrussian, Bisayan, Bulgarian, Burmese, Cantonese, Catalanian, Caucasian, Chamorro, Cherokee, Chinese, Choctaw, Cree, Croatian, Cushite, Czech, Dakota, Danish, Dutch, Efik, English only, Estonian, Finnish, Formosan, French, French Creole, Fulani, German, Greek, Gujarathi, Hawaiian, Hebrew, Hindi, Hungarian, Icelandic, Ilocano, India, n.e.c., Indonesian, Irish Gaelic, Italian, Jamaican Creole, Kannada, Kashmiri, Kiowa, Krio, Kru, Ibo, Yoruba, Kurdish, Laotian, Lettish, Lithuanian, Macedonian, Malay, Malayalam, Mandarin, Mande, Marathi, Mayan language, Miao, Hmong, Micmac, Mohawk, Mon-Khmer, Cambodian, Muskogee, Navaho, Nepali, Norwegian, Not reported, Oriya, Pakistan, n.e.c., Panjabi, Papia Mentae, Pashto, Patois, Pennsylvania Dutch, Persian, Polish, Polynesian, Portuguese, Romanian, Romany, Russian, Samoan, Sebuano, Serbian, Serbocroatian, Sindhi, Sinhalese, Slovak, Slovene, Spanish, Specified, not listed, Swahili, Swedish, Syriac, Tagalog, Tamil, Telugu, Thai, Tibetan, Turkish, Ukrainian, Urdu, Vietnamese, Welsh, Wu, Yiddish

Data Source: U.S. Census Bureau, Census 2000 Special Tabulation 224, Languages Spoken at Home for Counties and Tracts in Massachusetts 2000

Slide Source: National Center for Cultural Competence, 2004

Population living in Rural and Urban Areas: Census 2000

■ 91.4% Urban

■ 8.6% Rural



Data Source: U.S. Census Bureau, American Fact Finder, Census 2000 Summary File 1, Matrix P1

Slide Source: National Center for Cultural Competence, 2006

Percentage of Population by Age Groups: Census 2000

■ 19 years and under	26.4%
■ 20-34 years	21%
■ 35-44 years	16.7%
■ 45-64 years	22.4%
■ 65 and over	13.5%



Data Source: U.S. Census Bureau, American Fact Finder, Census 2000 Summary File 1(SF-1)

Slide Source: National Center for Cultural Competence, 2006

Income Distribution in Households: Census Data 2004

■ Less than 10,000	8.8%
■ 10,000 to 14,000	5.6%
■ 15,000 to 24,000	10.2%
■ 25,000 to 49,000	24.9%
■ 50,000 or More	50.6%

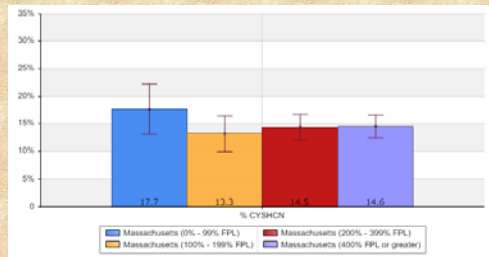


Data Source: U.S. Census Bureau, American Fact Finder, Profile of Selected Economic Characteristics: Census Summary File 3 (SF 3)

Slide Source: National Center for Cultural Competence, 2006

Percent of children/youth (ages 0-17) with special health care needs

Massachusetts
Household income



Data Resource Center for Child and Adolescent Health: (2006).

Educational Attainment for Population 25 Years and Over: Census Data 2000

Massachusetts

■ Less than 9 th Grade	5.8%
■ 9 th to 12 th Grade	9.4%
■ High School Graduate (including equivalency)	27.3%
■ Some College, No Degree	17.1%
■ Associate Degree	7.2%
■ Bachelor's Degree	19.5%
■ Graduate and Professional Degree	13.7%



Data Source: U.S. Census Bureau, American Fact Finder, Summary File 3 (SF 3) Profile of Selected Social Characteristics

Slide Source: National Center for Cultural Competence, 2006

State Distribution of Selected Religious Groups: Massachusetts



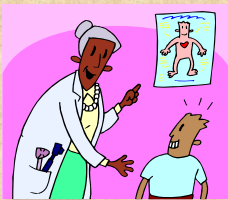
- 44% Catholic
- 16% No Religion
- 14% Protestant
- 5% Other
- 7% Refused

Data Source: The Graduate Center, City University of New York- American Religion Identification Survey, Exhibit 15

Slide Source: National Center for Cultural Competence, 2006

Discussions for New Voices

- Who has "jurisdiction"—is this health?



Slide Source: National Center for Cultural Competence 2006

Discussions for New Voices

- What is health?
 - Absence of disease
 - Defined by medicine
 - WHO definition—physical, emotional well-being
 - Absence of sin/purity
 - Harmony (within self, with community, with nature)



Slide source: National Center for Cultural Competence, 2006

Discussions for New Voices

- What is a problem that needs to be solved?
 - Physical differences/limitations
 - Prevention of illness
 - Life shortening conditions
 - Behavioral differences
 - Perceptual/cognitive differences



Slide Source: National Center for Cultural Competence, 2006

Discussions for New Voices



- What causes illness?
 - Germs
 - Punishment
 - Genes
 - Environment
 - Imbalances (e.g. hot/cold)
 - Energy disturbances
 - Supernatural forces

Slide Source: National Center for Cultural Competence, 2006

Discussions for New Voices

- Who is the patient?
 - Individual
 - Family
 - Community



Slide Source: National Center for Cultural Competence, 2006

Discussions for New Voices

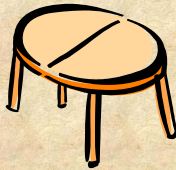
- What helps?
 - Faith/prayer
 - Medical treatment
 - Herbs/ "alternative" treatments
 - Community action/cleansing/repentance



Slide source: National Center for Cultural Competence, 2006

Discussions for New Voices

- Do you want to be at the table? Whom do you trust?
 - History in general
 - History in Massachusetts
 - History with your organization



Slide Source: The National Center for Cultural Competence, 2006



Principles of Culturally & Linguistically Competent Community Engagement

- **Cultural competence extends the concept of self-determination to the community.***
- **Cultural competence involves working in conjunction with natural, informal support and helping networks within culturally diverse communities.**
 - neighborhood, civic, and advocacy associations
 - local & neighborhood merchants and alliance groups
 - ethnic, social, and religious organizations
 - spiritual leaders and healers

Goode & Brown . 1997
* Cross, Bazron, Dennis & Isaacs, 1989

Slide Source: The National Center for Cultural Competence, 2004



Principles of Culturally & Linguistically Competent Community Engagement

- Communities members are full partners in decision-making
- Communities should benefit economically from collaboration.
- Community engagement should result in the reciprocal transfer of knowledge and skills between all collaborators and partners.

Goode & Brown, 1997
Cross, Bazron, Dennis & Isaacs, 1989

Slide Source: The National Center for Cultural Competence, 2004

Concept of Cultural Brokering

The act of bridging, linking or mediating between groups or persons of different cultural backgrounds for the purpose of reducing conflict or producing change (Jezewski, 1990).

Source: Bridging the Cultural Divide: Health Care Settings: The Essential Role of Cultural Broker Programs, NCCC, 2004

Slide Source: National Center for Cultural Competence, 2004



Who is the cultural broker?

- liaison
- cultural guide
- mediator
- catalyst for change



Source: Bridging the Cultural Divide: Health Care Settings: The Essential Role of Cultural Broker Programs, NCCC, 2004

Slide Source: National Center for Cultural Competence, 2004



Why is it a table anyway?



Being at the table means...

- Face to face interaction
- Directly voicing ideas and opinions
- Potentially equal stature for all
- Fixed number and placement of seats
- How many seats will fit at the table
- Side-by-side/elbow to elbow
- Who gets a seat
- Who owns the table/whose house

Including New Voices

WHAT WILL IT TAKE

- Self reflection and self assessment at the individual and organizational levels
- Engaging new communities
- Willingness to take the time to renegotiate the process and structure of the organization
- Skills (internal or consulting) in managing the dynamics of difference



Slide Source: The National Center for Cultural Competence, 2006

Including New Voices

WHAT WILL IT TAKE

- Creation and reallocation of resources
 - Funding
 - Time and effort
 - Knowledge
- Willingness to confront bias and the "isms"
- Rethinking the furniture



Slide Source: The National Center for Cultural Competence, 2005
