Introduction to Culturally Responsive Crisis Care in Diverse Communities

Presenters
Joshua Severns
Holly Echo-Hawk
Dr. Anitra Warrior

M-TAC

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Holly Echo-Hawk, Joshua Severns, and Anitra Warrior have certified that they have no relevant relationships with any commercial or nonprofit organizations that represent a conflict of interest.

Mobile Crisis Services

» *Mobile crisis services provide rapid response, individual assessment and community-based stabilization to Medi-Cal beneficiaries who are experiencing a behavioral health crisis. Mobile crisis services are designed to provide relief to beneficiaries experiencing a behavioral health crisis, including through de-escalation and stabilization techniques; reduce the immediate risk of danger and subsequent harm; and avoid unnecessary emergency department care, psychiatric inpatient hospitalizations and law enforcement involvement.*

Behavioral Health Information Notice 23-025

Welcome to Today's Session!

Introduction to Culturally Responsive Crisis Care in Diverse Communities

Today's Presenters

Joshua Severns, LCSW, ACADC

Behavioral Health Advisor

Kauffman and Associates

Holly Echo-Hawk, MSc

Senior Behavioral Health Advisor

Kauffman and Associates

Anitra Warrior, PhD

President & Psychologist

Morningstar Counseling & Consultation, PC

Agenda

» Brief Overview of Culturally Responsive Care

» Culturally Responsive Care in Mobile Crisis Response

» Cultural Competence vs. Cultural Humility

» National Culturally and Linguistically Appropriate Services (CLAS) Standards

» Understanding Diversity

» Best Practices – Practical Skill Building

» Continuous Learning

Participant Introductions

In the chat box, we invite you to share your:

» Name

» Role

» Organization

Learning Objectives for today's session

» Understand a person-centered approach in crisis assessment for increased engagement and establishing a sense of security

» Brief intervention and immediate support to calm crisis state

» Understand how to support an individual to experience relief throughout a crisis assessment and various components

» Review of the importance of self-care and a healthy work environment

Understanding California's Diverse Communities

» Current Demographics

» Data At-a-glance

» How to Access State and County Data

Current Demographics

» Ethnic, Racial, LGBTQIA+, and Indigenous Communities

» Importance in Mobile Crisis Services

Data At-a-glance

California is a "majority-minority" state, where non-Hispanic whites make up less than 50% of the population. (Census & DHCS Fast Facts – APR 2023)

The Latino/a/x population is notably large and continues to grow, with particular concentrations in cities like Los Angeles and Riverside. (Pew Research Center, 2021)

27% of Californians are foreign born with median age 37.6 and half of those 24 years and younger are Latino/a/x. (PPIC, 2021)

California also has significant Asian American and Pacific Islander communities, each with their own unique cultural and healthcare needs. (PPIC, 2022)

About 9.1% of California's population identifies as LGBTQIA+, with large communities in cities like San Francisco and Los Angeles. (PPIC, 2022)

Includes 109 federally recognized tribes and 10 Urban Indian centers. (IHS, n.d.)

Disproportionate Impact on Communities of Color

In California, Black residents are 3 times more likely to be victims of fatal police shootings during mental health crises. (PPIC, 2021)
From 2017-2021 the rate of fatal drug overdose (related to all drugs) increased by 208% among Blacks, 201% among Hispanics, and 150% among Native Americans in California (Policy Brief Fatal Overdoses in California, 2023).

How to Access State and County Data

United States Census Bureau Maps

Public Policy Institute of California

California Department of Public Health – County Health

"**Nothing changes unless someone is made to feel uncomfortable**"
– *Frank LaMere, Winnebago Tribe of Nebraska*

Overcoming Resistance in Culturally Responsive Care

» Common Forms of Resistance

» Strategies for Change Management

The Role of Implicit Bias

» "Implicit bias is defined as a negative attitude, of which one is not consciously aware, against a specific social group." (American Psychological Association)

» Impact on Patient Engagement and Service Delivery

» Cultural Humility

> » Can help reveal any biases that could interfere with care

Cultural Competence vs. Cultural Humility

Definition of Cultural Competence

Definition of Cultural Humility

Cultural Humility is a lifelong commitment

Cultural, Linguistic, and Local Community Factors

» Adapting Communication Styles

» Inclusive Mobile Crisis Response Models

National Culturally and Linguistically Appropriate Services (CLAS) Standards

» Purpose and Scope

» Framework for Culturally and Linguistically Appropriate Services

(CLAS Standards, 2023)

Implications for Mobile Crisis Response

» Importance of Contextual Understanding
» Ethical and Effective Interventions
» A true no-wrong-door approach offers a safety net
  • Regional Crisis Center
  • Crisis Mobile Response Team
  • Crisis Receiving and Stabilization

(SAMHSA National Guidelines for Behavioral Health Crisis Care, 2020)

Ethical Considerations

» Ethical Decision-Making Model

» Data collection

» Continuous improvement

Intersectionality Defined

Intersectionality Has Been Defined As:

» A theoretical framework that investigates how interlocking systems of power and oppression at the societal level influence the lived experiences of historically and socially marginalized groups.

» Also, that our mental health does not exist in isolation from the above identity markers.

» Intersectional approaches help us understand the differentiated nature of vulnerability and resilience.

» They also draw attention to the social root causes of vulnerability, creating a more nuanced picture. to uncover dynamics that can shape vulnerability and resilience.

(Guan et al., 2021) (Crenshaw, 1989)

Culturally Focused Examples - Intersectionality

» [California Tribal Medication Assisted (TMAT) Treatment Project:](#)

- Highlights

- Lessons Learned

California Tribal MAT Project

Highlights:

- **Community Collaboration**: Underscores the importance of Native community leadership and ensuring that the strategies employed are culturally sensitive and community-approved.

- **Tribal Knowledge Sharing:** Local best practices and integration of cultural healing are shared; growing network of tribal best practices

- **Data-Driven Approaches**: Utilizes data analytics to identify disparities and to tailor interventions, thereby ensuring that the program is both effective and equitable.

Lessons Learned:

- **Wealth of Tribal Knowledge:** Tribal strategic thinking and vast knowledge of community networks lead to locally meaningful support for patients.

- **Cross-system Challenges:** Tribal approaches and conventional health services must merge their different worlds.

Pertinent Information for Mobile Crisis Response:

- **Cultural Competency**: The program's emphasis on cultural sensitivity and Tribal values is a critical takeaway for mobile crisis responders, especially when dealing with marginalized communities.

- **Integrated Care**: The use of MAT highlights the importance of an integrated approach to substance use disorders, combining tribal beliefs, pharmacological treatment with psychosocial and community supports.

- **Community Engagement**: The project's success in community collaboration serves as a model for how to engage community members in the leadership, planning and implementation of crisis response services.

Culturally Focused Examples - Intersectionality

» [The Trevor Project: Crisis Support for LGBTQ Young People](#)

- Highlights
- Lessons Learned

Trevor Project Highlights and Lessons Learned

Highlights:

» **Community Collaboration:** LGBTQ+ lead development

» **TrevorLifeline**: A 24/7 crisis hotline that offers immediate support.

» **TrevorText and TrevorChat**: Text and online chat services that provide a more discreet form of communication, catering to those who may not be comfortable speaking on the phone.

Lessons Learned:

» **Culturally Responsive**: Cultural responsiveness and intersectionality are critical, LGBTQ+ youth may also belong to other marginalized communities.

» **Scalability**: The Trevor Project has had to adapt its services to be more scalable, including the use of technology and expanding its volunteer base.

» **Data-Driven Decision Making**: The use of data analytics to inform service provision, policy advocacy, and public education campaigns.

Pertinent Information for Mobile Crisis Response:

» **Rapid Response**: The Trevor Project's focus on immediate, 24/7 support highlights the importance of rapid response in crisis situations.

» **Specialized Skill Sets**: The need for specialized training in cultural responsiveness and the specific challenges faced by LGBTQ+ youth.

» **Multi-Channel Support**: The use of various platforms (phone, text, chat) can be a model for mobile crisis units to reach different demographics effectively.

Bridging Theory and Action

» Mindfulness in Mobile Crisis Response

» Navigating Non-Verbal Cues

» Navigating Verbal Cues and Language Barriers

Mindfulness: Imperative, Not an Option

» Importance in Crisis Settings

» Impact on Decision-Making

» Brief Sensory Grounding Skill
(5-4-3-2-1 Somatic Attunement)

Navigating Non-Verbal Cues

» Importance in Diverse Populations

» Limitations of Existing Crisis Communication Theories

» Examples of Non-Verbal Cues

- Eye contact
- Gestures
- Posture
- Personal Space

TONE OF VOICE

GESTURES

FACIAL EXPRESSIONS

BODY LANGUAGE

Navigating Verbal Cues and Language Barriers

» Active Listening

» Appreciation of Silence

» Open-Ended Questions

» Non-English Speaking or English as an additional language (EAL) Nuances

» Deaf or Hard of Hearing Cultures

ACTIVE LISTENING

VERBAL
COMMUNICATION

Real-World Applications in Crisis Response

» Aisha is a 27-year-old Native American woman diagnosed with Generalized Anxiety Disorder (GAD). She also has a history of traumatic experiences and uses traditional indigenous healing practices alongside her medication.

» Alex, a mobile crisis responder, is dispatched to a park where Aisha is in emotional distress. Aisha is visibly pacing and talking to herself.

» Alex, unaware of cultural nuances, approaches Aisha directly, makes eye contact, and says, "Hey there, I'm Alex. I'm just here to help. Can you tell me what's wrong?" Aisha becomes more agitated, avoids eye contact, and appears on the verge of a panic attack.

Real-World Applications

» **Cultural Responsiveness**: What elements of cultural responsiveness could Alex have employed to better connect with Aisha?

» **Intersectionality:** Considering Aisha's Native American background and her GAD diagnosis, how can responders be mindful of the intersectional aspects of her identity during a crisis?

» **Assessment**: How might a culturally-responsive assessment differ from a standard one?

» **Gender Dynamics:** How do you think the interaction could differ if the crisis responder were a female, especially considering that Aisha might have experienced gender-based trauma?

Best Practices for Cultural Responsiveness

» **Respect each client's individual experiences** – Responders should consider the unique experiences that shape a person's overall health

» **Recruit diverse staff** – Many people in crisis want to see people who look like them and may have shared the same experiences as them.

» **Partner with the community** – The best way to build patient trust is for providers to be closely involved in the communities they serve.

» **Listen and learn** – Empathy is the key word here because it builds trust in the crisis care relationship.

(SDF, 2023)

"Cultural competence
is not a 'problem' to solve, rather an
'asset' to de-escalation and stabilization."

- Cross, 2003

Importance of Providing Culturally Responsive Care

For clients/patients:

Can improve the clarity and effectiveness of care interactions

For providers/responders:

Contributes to social cohesion and community resilience

For society:

Promotes social justice and equity

Resources for Continuous Learning

» [California Reducing Disparities Project](#)

» [Think Cultural Health](#) (HHS Office of Minority Health)

» [National Network to Eliminate Disparities](#)

» National Center for Cultural Competence: Self Assessment Tools

What We Learned Today

» Foundations and Benefits of Culturally Responsive Care

» Intersectionality

» Verbal and Non-Verbal Communication Styles

» Best Practices for Culturally Responsive Care

» Steps for Continuous Learning

Questions?

Your feedback is important to us!

Post-Survey, attendees need to opt into the 90-day survey so we can collect your emails to send out the Certificates of Completion

Your completion of the survey is a very important part of our quality control and to our future funding for this project, as it allows us to continue to provide you with resources and training at no-cost. In addition, it allows us to continually improve our services and provide the information and resources you need in the field.

Please take a few minutes to complete the survey!
Your time and feedback are greatly appreciated and valued!

Contact Us

Miranda March (Project Director)

mmarch@cars-rp.org

Danielle Raghib (Field Director)

draghib@cars-rp.org

David Eric Lopez (TTA Specialist)

dlopez@cars-rp.org

Andrew Ha (Project Manager)

aha@cars-rp.org

For General Questions

Mobilecrisisinfo@cars-rp.org

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