

Addressing Kids' Needs Across Cultures

A Peace Learning Center Program Presented by Debra J. Jarvis

©Debra J. Jarvis Consulting & Training 4-09-09

Building Bridges of Understanding

Indiana Minority Youth Disproportionality Issues Alert

- Children of color make up 18.6 percent of Hoosiers under age 18 but they represent
 - 39.5 % of youth in foster care
 - 42.0 % of juveniles arrested
 - And have higher disciplinary and expulsion rates in school

Source: *TYI January 2009 Issue Alert Newsletter* <http://www.tyi.org/reports/issue-alerts.aspx>

©Debra J. Jarvis Consulting & Training 4-09-09

Building Bridges of Understanding

There's no evidence to support African American children being more disruptive in school - yet....

Figure 3
Discipline Rates in Indiana by Race per 100 Students
Growing Indiana's Capital, 2005

Race	Out-of-School Suspension	Expulsion
White	10.1	0.5
Black	40.5	1.2
Hispanic	18.8	0.7
Asian	4.9	0.1
Multi-Racial	14.9	0.5
Native American	16.9	0.7

Source: *TYI January 2009 Issue Alert Newsletter* <http://www.tyi.org/reports/issue-alerts.aspx>

©Debra J. Jarvis Consulting & Training 4-09-09


Building Bridges of Understanding

- African American children are no more likely to be abused or neglected than white children; yet in 2004, they were twice as likely to enter foster care and remain there longer.


Source: *TYI January 2009 Issue Alert Newsletter* <http://www.tyi.org/reports/issue-alerts.aspx>

©Debra J. Jarvis Consulting & Training 4-09-09

Building Bridges of Understanding





■ **In 2006, the ratio of African American to white youth in custody in Indiana was 3:1**



Source: *TYI January 2009 Issue Alert Newsletter* <http://www.tyi.org/reports/issue-alerts.aspx>
©Debra J. Jarvis Consulting & Training 4-09-09


Building Bridges of Understanding

- **Latino youth are more likely than white students to drop out of school, report depression and anxiety, and consider suicide.**
- **African Americans tend to be overrepresented in the youth serving systems, yet underrepresented in the mental health system**


Source: *TYI January 2009 Issue Alert Newsletter* <http://www.tyi.org/reports/issue-alerts.aspx>
©Debra J. Jarvis Consulting & Training 4-09-09

Building Bridges of Understanding



■ **Indiana minority youth are disproportionately represented in child welfare, education, juvenile justice, and mental health systems.**

- The reasons vary and need further research
- Meanwhile the following recommendations have been made to address the issues:



Source: *TYI January 2009 Issue Alert Newsletter* <http://www.tyi.org/reports/issue-alerts.aspx>
©Debra J. Jarvis Consulting & Training 4-09-09

Building Bridges of Understanding



Recommendations to Address Disproportionality



1. Train staff to be culturally competent
2. Hire minority staff
3. Focus on strength based strategies
4. Make sure programs and assessments are not biased

Today's program addresses the first recommendation – Increasing your cultural competence


Source: *TYI January 2009 Issue Alert Newsletter* <http://www.tyi.org/reports/issue-alerts.aspx>
©Debra J. Jarvis Consulting & Training 4-09-09

Building Bridges of Understanding

Course Overview

Addressing Kids' Needs Across Cultures

- Develop an understanding of how unintentional biases of clients and staff may affect relationships and work performance.
- Gain skills to facilitate conversations with each other and clients that recognize, acknowledge and appreciate different perspectives
- Learn techniques for resolving conflicts related to diversity issues and how to build bridges with different groups.



©Debra J. Jarvis Consulting & Training 4-09-09

Building Bridges of Understanding



- Cultural competence is *"a willingness to learn and listen. It is being welcoming and dropping defenses. It is asking rather than assuming. It is a permanent way of changing how community issues are communicated and approached."*
Minnesota League of Cities, *Building Inclusive Communities: An Action Guide for City Leaders*, 2003.
- Culturally competent services *"...honor a family's beliefs and ways while also effectively addressing the needs the family has prioritized."*
Clowes, L., 2003. *Cultural Competence in services to children and families*. <http://www.irc.pdx.edu/pgEPS03TOC.php>

©Debra J. Jarvis Consulting & Training 4-09-09

Building Bridges of Understanding

Self Awareness

A critical skill for intercultural development is the ability to be reflective.



This includes the ability to **HONESTLY** assess your strengths and weaknesses regarding cultural competence.

©Debra J. Jarvis Consulting & Training 4-09-09

Building Bridges of Understanding

What do you see here?



©Debra J. Jarvis Consulting & Training 4-09-09

Building Bridges of Understanding

“Culture is the acquired knowledge people use to interpret experience.”

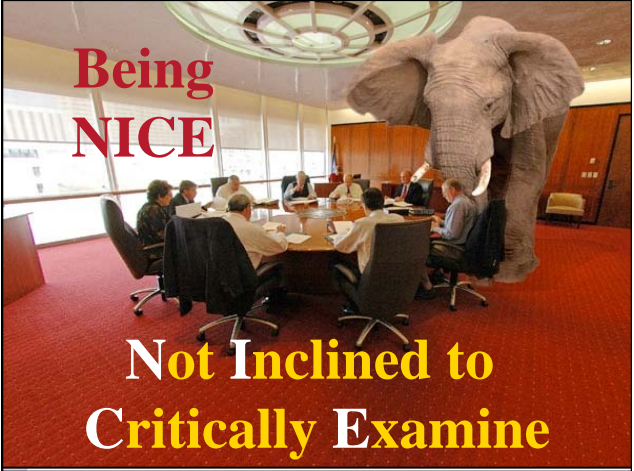


Avoiding discomfort blocks learning

Source: Dr. Steve L. Robbins, <http://www.slobbins.com/node/18>

©Debra J. Jarvis Consulting & Training 4-09-09

Being NICE



Not Inclined to Critically Examine

Building Bridges of Understanding

Which is a Better Metaphor for America’s Diverse Heritage - Melting Pot or Stir Fry?



©Debra J. Jarvis Consulting & Training 4-09-09

Building Bridges of Understanding

Foundations of American Perception

The American Dream
Hard work = Success
Perception or reality?



© Eunice LaFate, 1997

Building Bridges of Understanding



- How many races are there?



- The concept of privilege
- $M1 + M2 = UI$

Source: Dr. Steve L. Robbins, <http://www.slobbins.com/node/18>
 ©Debra J. Jarvis Consulting & Training 4-09-09

Building Bridges of Understanding



Branding –

Gets a Piece of Your Mental Real Estate

- \$2.5 million for 30 seconds of commercial time during Super Bowl
- There's no defense against multiple redundant messages




Source: Dr. Steve L. Robbins, <http://www.slobbins.com/node/18>
 ©Debra J. Jarvis Consulting & Training 4-09-09

Building Bridges of Understanding



If we brand products, can we brand people?

- You've acquired brands because you've lived in a society that sends multiple redundant messages about social constructs of race, gender, ethnicity, etc.



Source: Dr. Steve L. Robbins, <http://www.slobbins.com/node/18>
 ©Debra J. Jarvis Consulting & Training 4-09-09

Building Bridges of Understanding



“Diversity describes the make-up of a group.

Inclusion *describes which individuals are allowed to participate and are enabled to contribute fully in the group.”*

Public Personnel Management Vol. 27 #2 1998.



©Debra J. Jarvis Consulting & Training 4-09-09

Building Bridges of Understanding

Five Levels of Intercultural Development

AKA: Cultural Competence

1. Denial
2. Defense/Reversal
3. Minimization
4. Acceptance
5. Adaptation and Integration

What are your clients telling others about your Cultural Competency?

Source: Adapted from Milton J. Bennett, Ph.D., *A Development Model of Intercultural Sensitivity*, 2005
 ©Debra J. Jarvis Consulting & Training 4-09-09

Building Bridges of Understanding

Assessing Your Organization's Capacity to Support Diversity

- Assessment prior to training/education or culture change is important in order to determine appropriate intervention strategies.
- Quantitative Assessment Using the IDI
 - Intercultural Development Inventory Web-based assessment tool for individual or organizational intercultural capacity or cultural competence
- Qualitative Assessment
 - Affinity Focus Groups & Interviews

©Debra J. Jarvis Consulting & Training 4-09-09

Building Bridges of Understanding

- *"If professionals would listen to and give training and supports to natural parents that are available to foster families, there wouldn't be so many kids in foster care. . . . It has taken me ... [2 years] ... to understand the language - many agency workers articulate things so strangely."*

Taken from personal story from mother of a six-year-old diagnosed with bipolar disorder, higher functioning autism, and ADHD. Clowes, L. (2003). Cultural competence in services to children and families. *Focal Point: A National Bulletin on Family Support and Children's Mental Health*, 17(1), 21-23. <http://www.rtc.pdx.edu/pgFPS03TOC.php>

©Debra J. Jarvis Consulting & Training 4-09-09

Building Bridges of Understanding

Understanding U.S. Majority Culture Communication Styles

- Preferred topics
- Verbal interaction
- Depth of involvement
- Preferred channels
- Nonverbal communication

©Debra J. Jarvis Consulting & Training 4-09-09

Building Bridges of Understanding

Cross Cultural Communication Skills

- Respect
- Tolerance for ambiguity
- Relating to people
- Being nonjudgmental
- Empathy
- Persistence




Source: Robert T. Moran, Ph.D., Professor of International Studies
American Graduate School of International Management
©Debra J. Jarvis Consulting & Training 4-09-09

Building Bridges of Understanding

Gather Info From Multiple Sources

- How adults view child behavior may be heavily influenced by ethnicity, and especially by culture. *“What parents from one culture perceive as problematic behaviors or symptoms requiring professional attention may not be perceived in the same fashion by parents from another culture.”*



Baker, M. J., 2003. *Youth clinical outcomes: Does race/ethnicity matter?*
<http://www.ric.pdx.edu/pgFPS03TOC.php>
©Debra J. Jarvis Consulting & Training 4-09-09

Building Bridges of Understanding

9-Step Conflict Resolution Model

1. Listen with respect and openness
2. Look at the situation from the other person's perspective
3. Let the other person hear an explanation of your perspective
4. Recognize similarities and differences
5. Acknowledge any cultural differences
6. Look for common ground
7. Recommend action - Be creative
8. Determine what adaptations each person is willing to make to find a satisfactory alternative
9. Negotiate an agreement



Source: National Multicultural Institute 1998

Building Bridges of Understanding

Achieving Cultural Competence

Requires that organizations and personnel have the capacity to:

- Value diversity
- Conduct on-going self-assessment
- Manage the dynamics of difference
- Acquire and institutionalize cultural knowledge
- Adapt to diversity and the cultural contexts of individuals and communities served



The Role of Self-Assessment in Achieving Cultural Competence by Tawanda Good, from the National Center for Cultural Competence at Georgetown University Newsletter Issue 4 Fall/Winter 2001 <http://www11.georgetown.edu/research/gucchd/nccc/resources/publicationstype.html#checklists>
©Debra J. Jarvis Consulting & Training 4-09-09

Building Bridges of Understanding

Bright Ideas for Intercultural Development



©Debra J. Jarvis Consulting & Training 4-09-09

Building Bridges of Understanding

- Commit to structural and policy changes that build family and youth voices into the structures of decision making at all levels
- Ask family members who should be present when decisions are being made.
- Encourage families to invite their traditional community natural supports to meetings. (e.g. pastors, godparents, etc.)
- Assign a family partner who understands the culture and who works closely with that family and plays an advocacy role in meetings with agency workers.

Source: Clowes, L., 2003. *Cultural Competence in services to children and families*.
<http://www.rtc.pdx.edu/pgFPS03TOC.php>
 ©Debra J. Jarvis Consulting & Training 4-09-09

Building Bridges of Understanding

- Recruit families from racial, ethnic, and linguistic minority populations to serve as mentors for families entering the system of care.....to help dispel some of the natural, experience-based wariness that many minority families feel towards “the system”.
- Then recruit some of these same families into decision-making positions where their perspectives can help build a more responsive system of care.

Source: . Clowes, L. (2003). *Cultural competence in services to children and families. Focal Point: A National Bulletin on Family Support and Children's Mental Health*, 17(1), 21-23. <http://www.rtc.pdx.edu/pgFPS03TOC.php>
 ©Debra J. Jarvis Consulting & Training 4-09-09

Building Bridges of Understanding

Chief Diversity Officers Forum

April 29-30, 2009
Sheraton Hotel, Atlanta, GA
http://www.jbcinstitute.org/cdo_forum.html



- **Chief Diversity Officers from the Fortune 500, businesses, academic institutions, non-profits and government agencies** convene annually to focus on key issues and discuss best practices for managing diversity and inclusion in the workplace.
- Sponsored by the Johnnetta B. Cole Global Diversity & Inclusion Institute founded at Bennett College for Women

©Debra J. Jarvis Consulting & Training 4-09-09

Building Bridges of Understanding




Developing Self Awareness

- **Landmark Education**
(www.landmarkeducation.com)
 - **The Landmark Forum** is a 3-day program and is the initial foundational course that is a pre-requisite for all others. Also highly recommended is attending their “Advanced”, “Self Expression and Leadership Program” and “The Landmark Communication Curriculum”.


©Debra J. Jarvis Consulting & Training 4-09-09

Building Bridges of Understanding




Read or listen to a book about a culture with which you are not familiar such as:

- *Letters Across the Divide: Two Friends Explore Racism, Friendship, and Faith* by David Anderson and Brent Zuercher
- *Outliers* by Malcomb Gladwell
- *Three Cups of Tea* by Greg Mortenson
- *Amish Grace* by Donald B. Kraybill, Steven M. Nolt and David L. Weaver-Zercher.




©Debra J. Jarvis Consulting & Training 4-09-09

Building Bridges of Understanding



Watch a movie and/or documentary once a month about a group to which you don't belong or don't know much about such as:

- ◆ Freedom Writers, Ghandi, Remember the Titans, Crash, etc.
- ◆ “Not in Our Town” series
<http://www.pbs.org/niot/>
- ◆ Movie discussion guides can be found at
<http://www.educationforjustice.org/taxonomy/term/343%2B369>




©Debra J. Jarvis Consulting & Training 4-09-09

Building Bridges of Understanding



Intercultural Development Resources

- **Participate in a Race Relations Study Circle**
Everyday Democracy Study Circles – 6wk curriculums (6-two hour sessions) on community issues such as diversity, race relations, immigration, etc. www.everyday-democracy.org
For upcoming Indianapolis study circles contact Jayne Thorne at (317) 846-3404 thornej@stlukesumc.com
- **Attend cultural festivals, networking events, etc.**
- **Learn About the heroes, music, customs in cultures of your clients**
- **Culture Clues** health care tip sheets developed by the University of Washington Medical Center
<http://depts.washington.edu/pfes/cultureclues.html>
- **Download 101 Ways to Combat Prejudice**
<http://www.adl.org/prejudice/default.asp>
- **Racial Equity Tools Website** www.racialequitytools.org



©Debra J. Jarvis Consulting & Training 4-09-09



Building Bridges of Understanding

Summary

Addressing Kids' Needs Across Cultures

- **Presented information about**
 - How unintentional biases of clients and staff may affect relationships and work performance.
 - Skills needed to facilitate conversations with each other and clients that recognize, acknowledge and appreciate different perspectives
 - Techniques for resolving conflicts related to diversity issues and how to build bridges with different groups.

©Debra J. Jarvis Consulting & Training 4-09-09

Building Bridges of Understanding

Questions, Comments?

*“To handle yourself, use your head;
to handle others use your heart.”*

Eleanor Roosevelt

Peace Learning Center Corporate & Community Programs
<http://www.peacelearningcenter.org/index.asp?p=119>
 Debra J. Jarvis 317-213-0102 debrajarvis@earthlink.net
 Associate Consultant with Peace Learning Center

Peace Learning Center
 Nancy Ruschman, Corporate & Community Programs Director
 (317) 327-7144 nruschman@peacelearningcenter.org

©Debra J. Jarvis Consulting & Training 4-09-09