



Supporting Cultural Awareness and Responsiveness in Your System

Rachel Freeman, Jennifer Jeffrey- Pearsall, Tanya Misgen



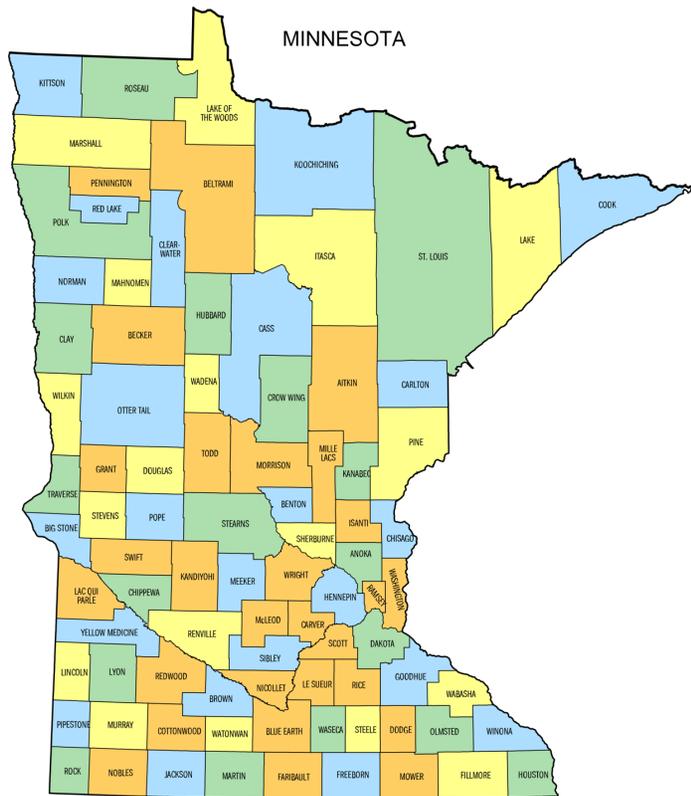
INSTITUTE *on* COMMUNITY INTEGRATION | UNIVERSITY OF MINNESOTA



Listening Sessions in Positive Supports

- Most people attending listening sessions are looking for training for direct support staff
- Each organization is unique and different resources are needed
- Quality content is necessary for good training
- Ongoing learning opportunities are important

Welcome and Introductions



Today's facilitators:

Rachel Freeman

Jennifer Jeffrey-Pearsall

Tanya Misgen

Tell us about you!

In Chat, please enter your name

AND

Where you are joining us from

Goal for Today: Supporting Cultural Awareness and Responsiveness in Your System

- Brief overview of positive behavior supports
- Learn strategies for developing policies and practices that center diversity, equity, and inclusion
- Action plan to address your specific needs
 - Tour the MNPSP.ORG website to access free materials
 - Use the action plan tool from today to tailor your training for staff or review you policies and procedures
 - Go back later and look for other resources

Goals For This Session

Types of Training to Consider.....

- How
- Ongoing training days
- Adding content to staff meetings
- Self-learning options
- Ongoing coaching and mentoring



What Are Your Training Needs?

Types of Training to Consider.....

- New staff training
- Ongoing training days
- Adding content to staff meetings
- Self-learning options
- Ongoing coaching and mentoring

Questions to Consider...

- Do you want to add a few elements or revise training completely?
- Have you created ongoing learning opportunities after a positive support training?
- Make a list of things you want staff to learn about that they can do during quiet times at work
- Do you have veteran staff who can coach others?

Creating A Plan

**Cultural Responsiveness Training Tool
Building a Plan for Improving Cultural Competence**

Training resource	Choose the type of training you need using suggestions below 1. Circle the links you believe are the most important 2. Write down the supplementary training materials and use the following codes as a way to get organized: NT = New staff training S = Staff Meetings OT = ongoing training opportunities I = Independent learning opportunity	When you will use training materials Put the initials for the type of training in each section
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<i>Encouraging Self Awareness</i>	<ul style="list-style-type: none"> • Vulnerability 1: https://www.youtube.com/watch?v=H4kMA4fSV_k video • Vulnerability 2: https://www.youtube.com/watch?v=vwFN6r7Y_Sg Video • Cultural Responsiveness and Implicit Bias Tool • Public Service Announcement Example from St. Louis County Example 	
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<i>Historical Trauma</i>	<ul style="list-style-type: none"> • https://www.youtube.com/watch?v=sjJUQlodh0g video • https://www.youtube.com/watch?v=11o7ls7JnxA video • Community-Based Positive Supports - Day 4 Skill Building: Historical Trauma Power Point • Community-Based Positive Supports - Day 4 Skill Building Recording Video 	
<i>Learning More About Others</i>	<ul style="list-style-type: none"> • A Spotlight on Two Spirit Elders and Elder Justice Facts Document • How an Industrial Designer Discovered the Elderly Video 	

As we go through the training and Minnesota Positive Supports Website:

- link helpful items in your resource guide (*middle column*)
 - videos
 - resources
 - tools
 - slides
 - etc.
- Consider what training resource group it goes into (*left column*)
- Consider how long your organization will spend supporting DSPs with this skill (*right column*)

Today is Part of a Larger Series of Events:

Date	Time	Topic
June 22 nd	9:00am – 11:00am	Positive Supports with Families

Visit the March 2023 Newsletter on MNPSP.org to register!

Quick Review of Positive Supports

Positive Supports Defined (DHS Positive Supports Page)

Refers to all practices that include the following characteristics:

- 1) Person- centered interventions that demonstrate cultural competence and respect for human dignity
- 2) Evidence- based and promising practices
- 3) Include strategies for ongoing assessment and monitoring at individual and organizational levels
- 4) Are often implemented in combination with more than one practice

Examples of Positive Support Strategies

- Person- centered thinking/ planning- foundational values
- Positive behavior support
- Applied behavior analysis
- Assertive community treatment
- Cognitive behavior therapy
- Dialectical behavior therapy
- Motivational interviewing
- Wraparound planning/ Systems of care
- Trauma informed practices
- School- linked mental health



Overview of Positive Behavior Support

A Note About the Word “Behavior”

- Everyone engages in behaviors that
 - Interfere with quality of life
 - Can result in injury to self or others
- When challenges become intense and chronic the goal is to help a child or adult problem solve
- Transitions in life vary and can result in increases or decreases in challenging behavior
- Our goal is to prevent challenges by helping people live their best lives and develop skills for coping with problems when they arise

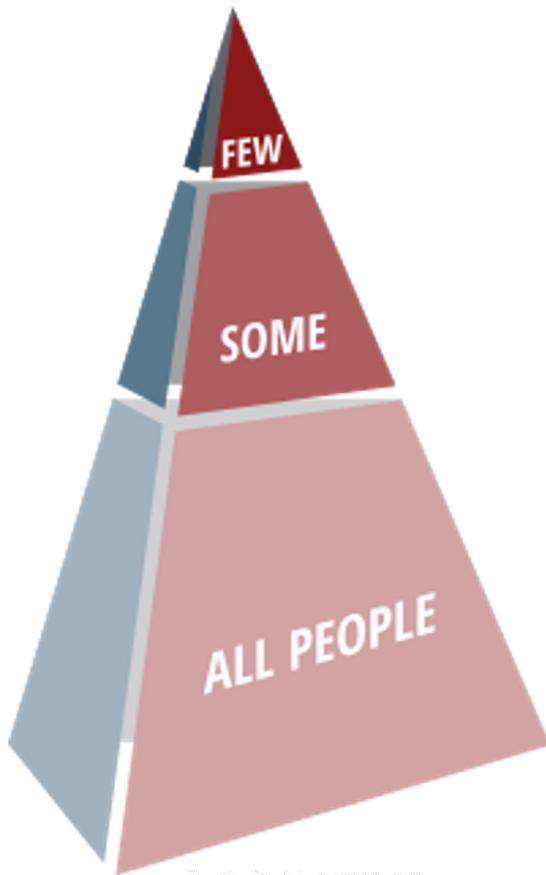
Key Elements of Positive Behavior Support

Positive behavior support is the integration of...

- Valued outcomes
- behavioral and biomedical science
- Validated procedures
- Systems of change
- In order to enhance quality of life and prevent challenging behavior



Implementing Three Tiered Positive Behavior Support Framework



Zoom Poll

How familiar are you with different positive behavior support?

Implement *Universal* Positive Behavior Support

Teach, prompt, and model social and emotional skills

Reinforce and celebrate positive skills in use

Create a consistent response when challenges occur

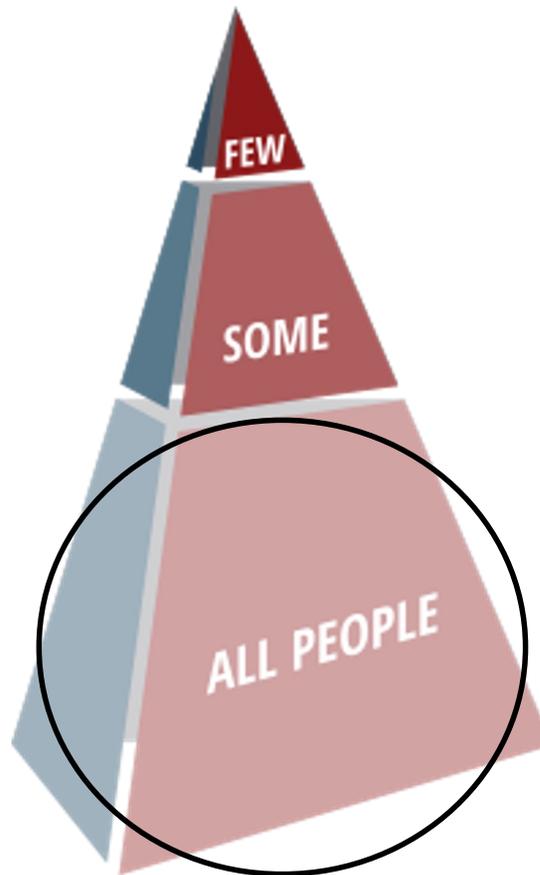
Use data to reflect on progress



Positive Behavior Support Provides a Framework for Prevention

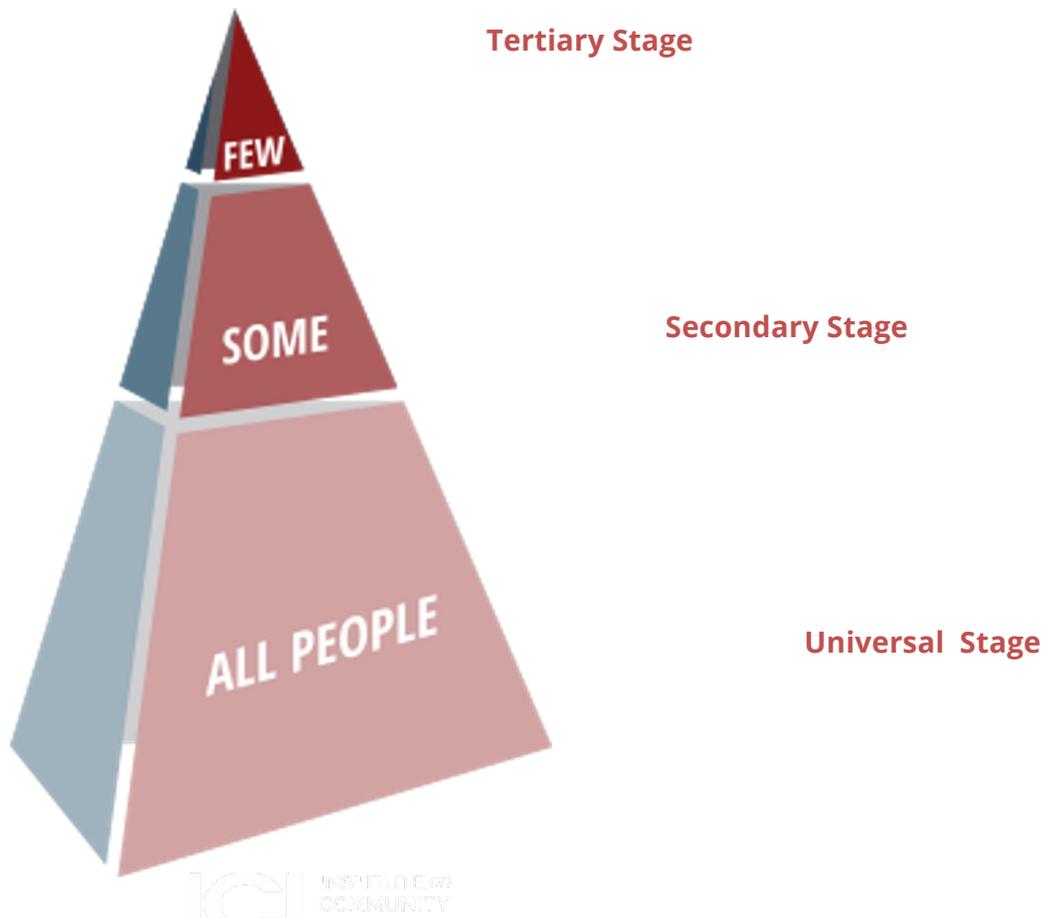
Focus First on Universal Positive Behavior Support

- Work together to create a plan
- Prompt, teach, & encourage positive social interactions
- Practice new social skills
- Reinforce, recognize, & celebrate success
- Consistent responses to challenging social interactions
- Early prevention and monitoring

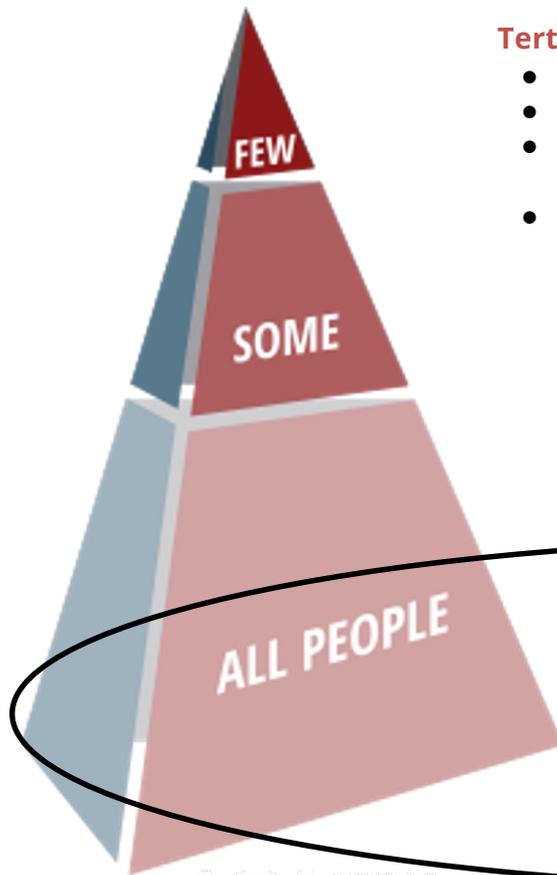


Build positive social settings where everyone practices and celebrates social skills that are important

Implementing Positive Behavior Support



Implementing Multi- Tiered Systems of Support



Tertiary Stage

- Individualized plans
- Integrated with other Positive Supports
- Plans are monitored- Data- based decision making
- Teams monitor progress of each person

Secondary Stage

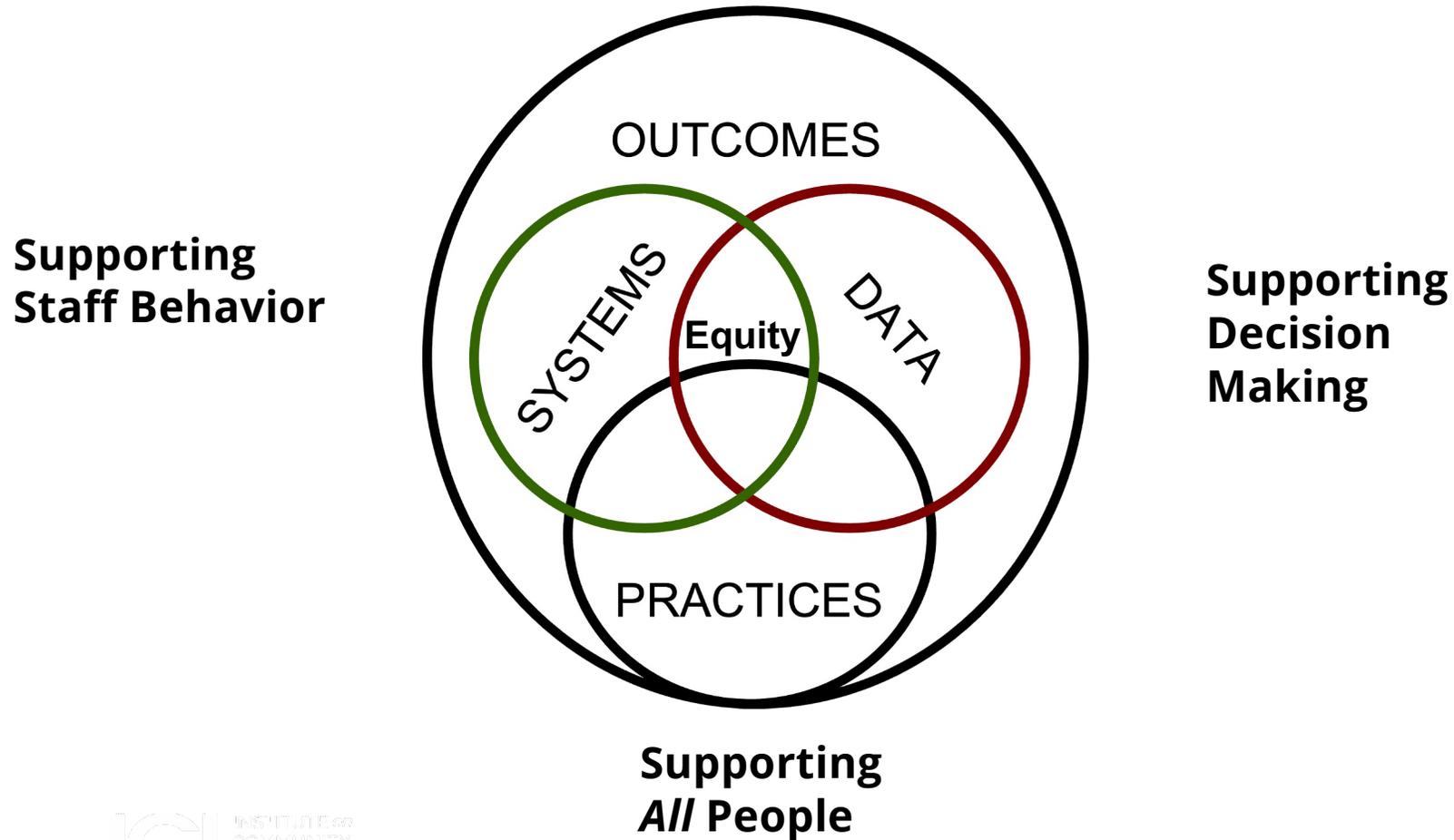
- Early intervention and data monitoring
- Additional supports for key social skills
- Function- based decisions
- Simple interventions
- Mental health and wellness interventions

Universal Stage

- Teach and encourage communication
- Predictable and proactive settings
- Encourage and reinforce social skills
- Consensus- based team focus
- Emphasis on using data for decisions

Positive Behavior Support

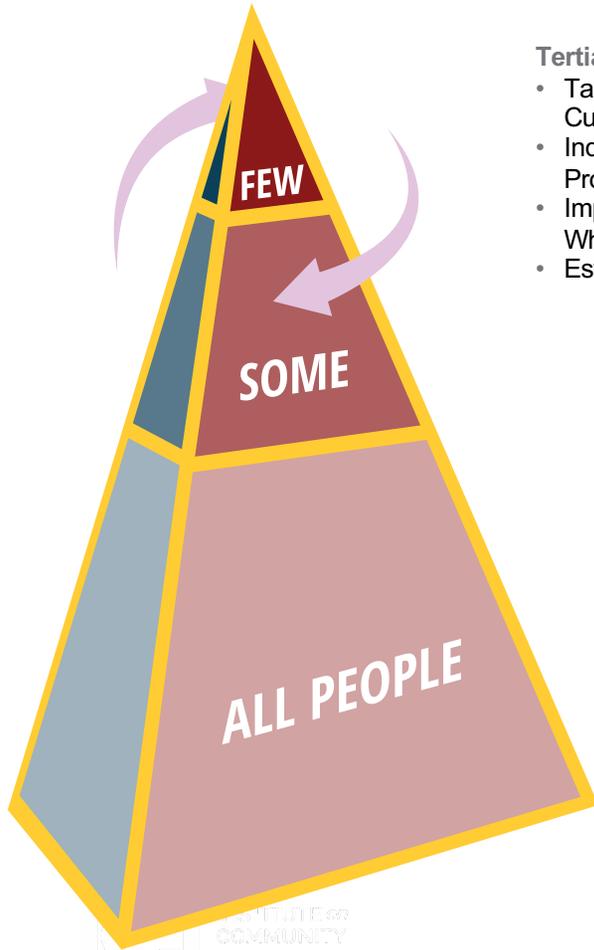
Centering Equity within the Organizing Elements



Culturally Responsive Positive Supports

Implementing Multi-Tiered Systems of Support

Embedding Cultural Awareness



Tertiary Stage

- Tailor Problem Solving for Specific Problematic Situations Which Incorporates Cultural Norms and Awareness
- Individualize Training and Mentoring to Address Unique Settings Where Problems Occur
- Improve Supervision and Mentoring for Locations Experiencing Challenges Which Include Cultural Responsiveness
- Establish Matching/Hiring Tailored to Individualized Plans

Secondary Stage

- Awareness of Cultural Bias and Norms when Monitoring and Early Intervention
- Training Targeted for Groups
- Culturally Appropriate Targeted Strategies to Improve Specific Settings
- Simple Problem Solving for Challenging Situations That Occur in More Than One Situation

Universal Stage

- Using a Cultural Lens when Developing Policies
- Recognizing Culture When Developing/Completing Job Descriptions and Performance Evaluations
- Offering Culturally Relevant Trainings in New Orientation and Ongoing Instruction
- Collecting Data on Diversity and Ethnicity to Guide Decision Making
- Engage with Cultural Experts of Represented

Cultural Norms and Communications

Cultural Norms Might Influence Communication in Many Ways, Including:

- Greeting, Hand-Shaking
- Eye Contact
- Use of Gestures
- Comfort with Silence
- Turn-Taking
- Space –Comfort Zone
- Topics of Conversation
- Asking and Responding to Questions
- Interruptions, Use of Humor



Source: American Speech-Language-Hearing Association. (2010). Cultural Competence Checklist: Personal reflection. Available from www.asha.org/uploadedFiles/practice/multicultural/personalreflections.pdf.

Slide source: ©2016 –University of MN, Institute on Community Integration, Research and Training Center on Community Living.

Cultural Norms and Values

Cultural Norms Might Influence:

- Perception and Understanding of Disease and Risky Behavior
- Disability
- Attitudes Towards Authority
- Access to Care
- Preference in Medical Setting
- Decision-Making Roles
- Time
- Identification
 - » *Carrying ID*

Source: American Speech-Language-Hearing Association. (2010). Cultural Competence Checklist: Personal reflection. Available from www.asha.org/uploadedFiles/practice/multicultural/personalreflections.pdf.

Slide source: @2016 –University of MN, Institute on Community Integration, Research and Training Center on Community Living.

Cultural Competence

Cultural Competence is the Ability and Willingness to:
Increase Knowledge and Understanding of Cultural Differences
Acknowledge Cultural Assumptions and Biases
Make Changes in Thought and Behavior to Address those Biases

Source: National Center for Biotechnology Information, U.S. National Library of Medicine.
<http://www.ncbi.nlm.nih.gov/books/NBK64076/>

Slide source: ©2016 –University of MN, Institute on Community Integration, Research and Training Center on Community Living.

Moving Towards Cultural Competency

Knowledge of Cultural Competence

- Individual
- Organizational Level
- Assessment

Understanding the Stages of Cultural Competence

Based on Cultural Competence Assessment,
Implementing Changes

Long-Term, Ongoing Process planning

Adopted from Substance Abuse: Administrative Issues in Outpatient Treatment. Series No.46. Center for Substance Abuse Treatment.

Cultural Awareness

To Understand the Reasons for Our Actions and Reactions

First Step in Learning about Other People's Culture

Opportunity to Quell Preconceived Stereotypes and Prejudices

Prevent Ethno-Centric Tendencies

To Prevent Misunderstandings

Public Health Team Matrix Example

		SETTING					
		Office	Travel	Breaks	Meetings	Paperwork	Leave Work
PERSON-CENTERED VALUES	Clear, Open Communication	Meet with administrators/supervisors/colleagues to share concerns	Keep calendars up to date so people know where we are	Being sensitive to topics being brought up related to work	Share ideas, opinions, and honest reactions during the meetings	Laying out what needs to be done each day Make it "do-able"	Make sure people know what is happening the next day
	Respect Each Other	Be aware of smells, music, cooking food, etc. in a manner that respects the rights of you cube mates	Plan your schedule around calls. If you are late, call.	Learn more about each other and share	Allow those to speak who want to	Take the time to greet each other even when in the midst of work	Acknowledge the efforts of the day
	Help Each Other	Offering assistance – "Do you need help?"	Offer to take turns driving	Encourage others to take a break	Problem Solving – Look at tools for problem solving and finding solutions	Look out for each other and the things that need to be done Ask how you can help	Turn off the lights – encourage people to leave work at the door

Cultural Identity

“It is not possible to be truly sensitive to someone else’s culture until one is sensitive to one’s own culture and the impact that cultural customs, values, beliefs, and behaviors have on practice.”

(Lynch & Hanson, 1997)

Identity Awareness

Person
Families
Community
Colleagues
Self

PBIS Framework & Just & Equitable Learning Environments

George Sugai, Center on PBIS

- Topic:
- Keywords:



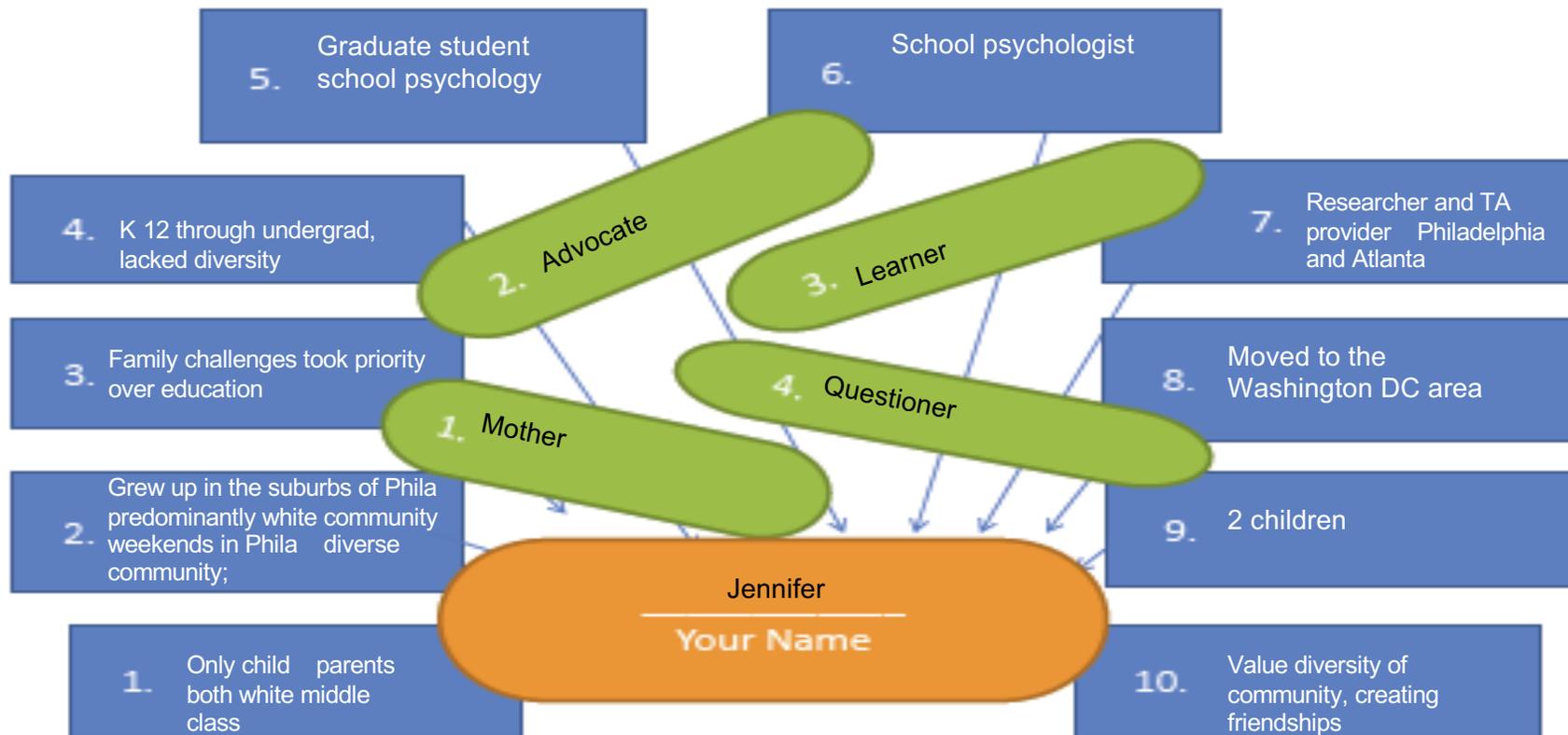
Virtual PBIS Leadership Forum

October 21-23, 2020

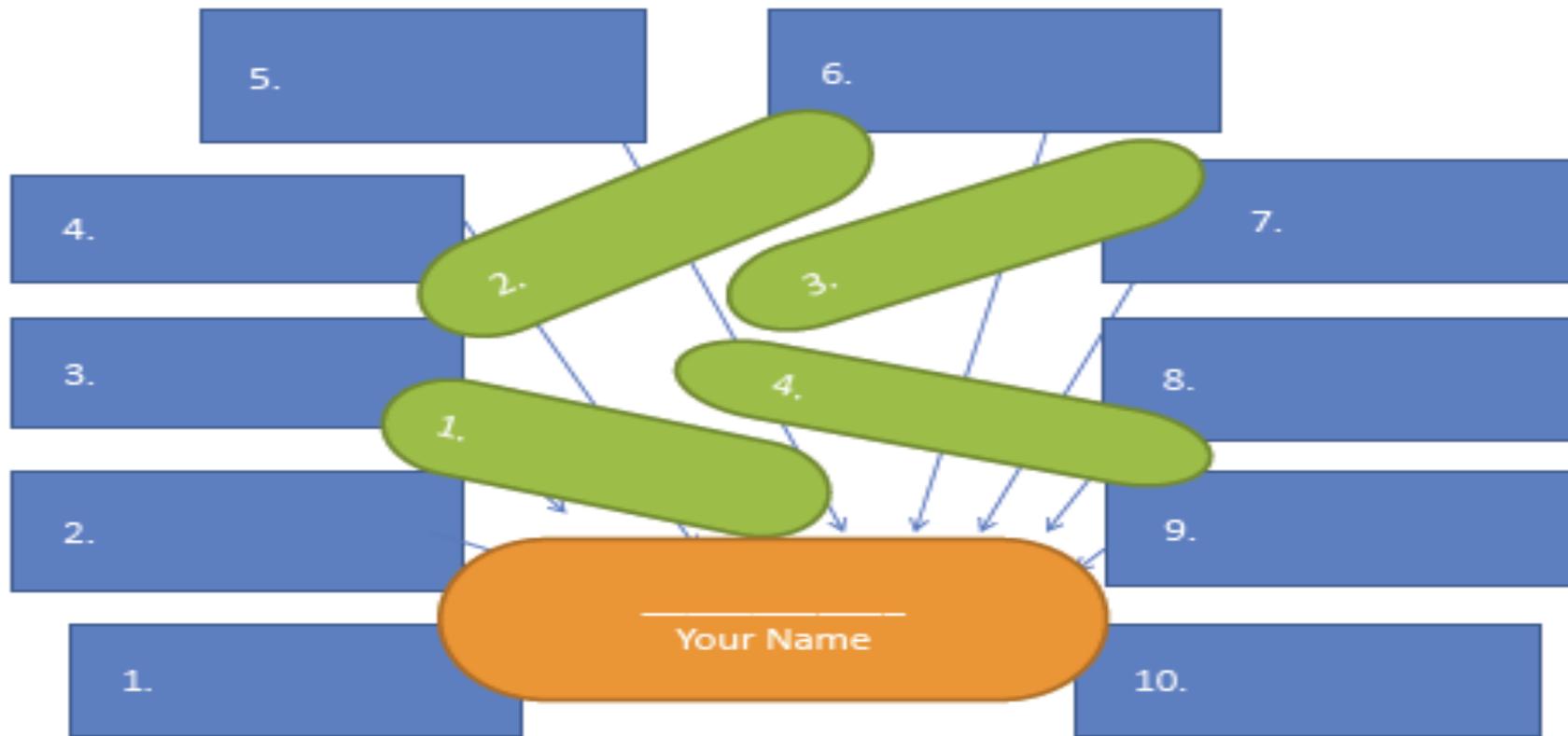


<https://www.pbis.org/video/pbis-forum-2020-keynote-pbis-framework-just-equitable-learning-environments>

Cultural Autobiography



What is Your Cultural Autobiography



Cultural Diversity and Person-Centered Practices

Person-Centered Practices Helps to Create a Culture That Celebrates Diversity

Key to Success: Teaching Awareness of Our Cultural Assumptions

Being Unaware of Cultural Differences Can Create Barriers to Implementing Person-Centered Planning

Using Visuals, Graphics, Pictures Decreases Reliance on Language

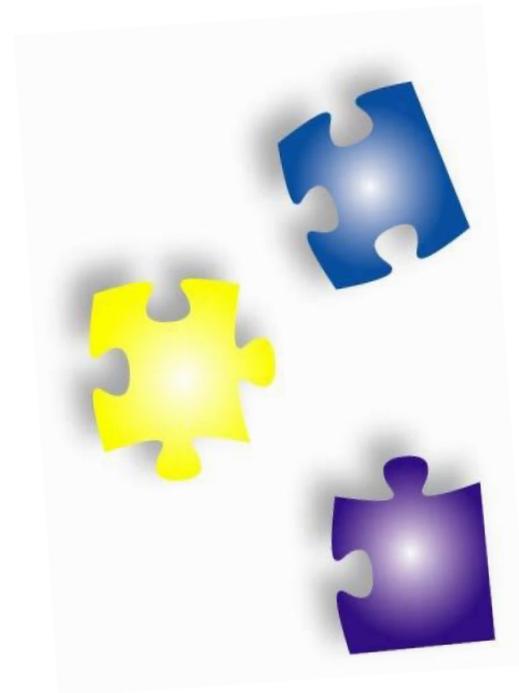
Accidental Cultural Unawareness

It is Important to Use Person-Centered Practices in a Way that Avoids Accidentally Exerting 'Power Over' Other People

Discovery/Listening Tools

6 methods for collecting information

- ✓ Relationship Map
- ✓ Rituals and Routines
- ✓ Good Day/Bad Day
- ✓ Two Minute Drill
- ✓ Communication Chart
- ✓ Reputations



Pause and Plan

1. How do you encourage your staff to understand how their cultural history and identity might influence how they view situations?
2. How do you and your staff understand the cultural history and identify of the people they support?
3. What actions do you want to take moving forward?

Thinking Before We Respond

How Do you Respond When You Are....

- Tired
- Hungry
- Overwhelmed
- Other...



Situations or conditions in which we are more likely to make rash decisions or respond in ways that don't align with our values or the best interest of the people we support

Implicit Bias

- Unconscious, automatic
- Generally not an indication of our beliefs and values
- We all have it (even those affected by it)
- Based on stereotypes
- More likely to influence:
 - snap decisions
 - decisions that are ambiguous

Making Quick Decisions

Implicit bias influences decision making and impacts how we respond to student behavior

The moment at which we make a decision can be called a “vulnerable decision points” (VDP)

Think about decisions direct support professionals make every day

- Snap decisions

Vulnerable Decision Point

A specific decision that is more vulnerable to effective implicit bias

Two parts

- Elements of the situation
- The person’s decision state (internal state)

NOTE: This content is an acknowledgment of the importance of understanding of implicit bias and vulnerable decision points in our intentional efforts to promote equity. Teams should explore options for additional training and practice in these areas.

Slowing Down Our Response

Provide opportunity for staff to self-reflect and develop a routine/response

- **Delay decision until I can think clearly**
- **Reframe the situation**
- **Take care of yourself**

Slowing Down Our Responses

Develop a strategy for slowing down.

- Take a deep breath
- Reflect on your emotions and beliefs
- Consider the context of the behavior
- Respond with empathy and understanding



Pause and Plan

1. Have you and your staff explored your implicit biases and conditions that make influence your responses?
2. Review the resource list for the implicit bias resources
3. Identify the Resources That Best Align With Your Needs

Practicing Empathy

"You never really understand another person until you consider things from his point of view - until you climb inside of his skin and walk around in it."

-Harper Lee, *To Kill a Mockingbird*

Practicing Empathy

Accepting People Without Judgment
Not Assuming We Know What is Best for Someone
Taking the Perspective of Others
Recognizing Emotions of Others
Acknowledging that Emotion
Managing One's Own Emotions

3 Important Processes Association With Empathy

Emotional Sharing – We Feel Distress When We See Others Experiencing This Emotion

Empathic Concern – Motivation to Care for Others in Need

Perspective Taking – Putting Oneself in the Mind of Another and Imagining What They Are Feeling

Empathy Gap

Our Current State Has An Impact On Our Judgments

If We are Feeling Happy and Secure, It is Harder to Think That Someone is Anxious

If We Are Feeling Unhappy, We Tend to Think Others Feel Unhappy Too

Strategies for Encouraging Empathy

Emotional Coaching – Acknowledge Negative Feelings and Encourage People to Identify Them

Discover Similarities – Encourage Opportunities for People to Learn About Each Other – We Feel More Empathy When We See Similarities

Use Images & Stories to Build Perspective Taking- Show an Image or Story and Ask People to Discuss:

- What is the person feeling?

- Generate alternative stories

- Show the reveal story

Compassion Training – Visualize Past Suffering and Relate it To Feelings of Warmth, Love, and Caring

Empathy Museum

<http://www.empathymuseum.com/#athousandandonebooks>



STORIES

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Christine Brown ...
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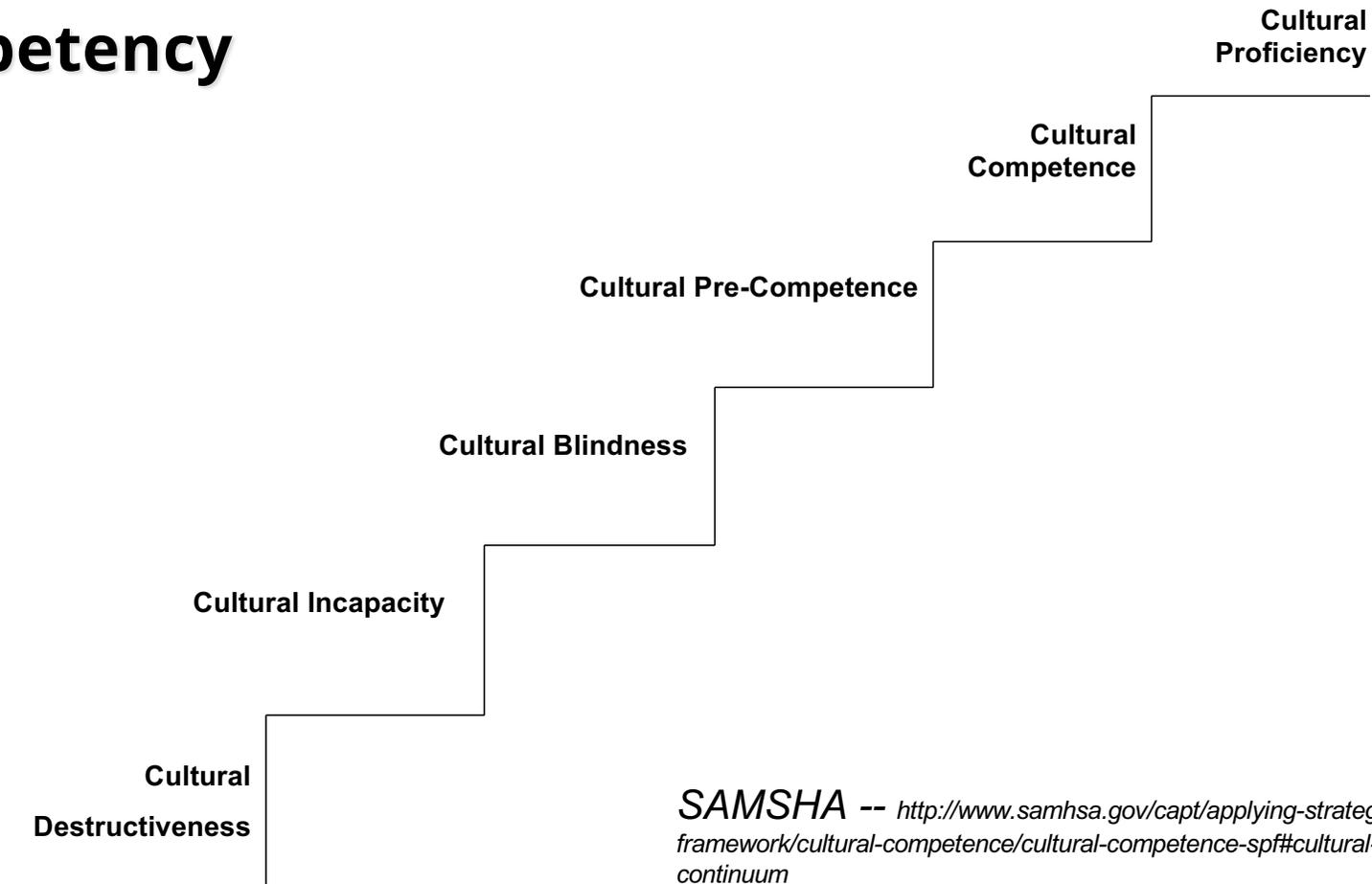


Pause and Plan

1. How do you address empathy during staff training?
2. Review the resource list
3. Identify the resources that best fit your needs

Where Is Your System?

Continuum of Cultural Competency



Action Planning- Integrating Cultural Awareness

Cultural Awareness Item	Action	Date	Person Responsible
<p>Assess diversity of organization and the local community</p> <p>Work with staff to create strategies for increasing cultural awareness across the organization aligned to team's outcome statements</p> <p>Integrate cultural awareness into staff development and competency-based training</p> <p>Identify as a team the dominant cultures within the organization and whether there are subcultures that team needs to learn more about</p> <p>Reach out to community members to increase natural supports, recruit diverse staff members, etc</p> <p>Team evaluates impact of cultural awareness (surveys, disparities related to incidents, 911 calls, diversity of staff, staff turnover, etc.)</p>	Use Wednesday meeting to discuss		
	Spell out the different cultural backgrounds of employees and service recipients in the company and discuss how to effectively work with these members		Pete, Ryan
	Add to as an element into reviews?		HR
	Sit down as a team in the Wednesday meeting to discuss this		ALL
	Add this as an element of action plan items - reaching out to community members - use SSL Facebook page		Ryan
	Review incident reports, send staff survey, talk with diverse groups of staff to see how to make changes to help and educate clients in multi-cultural group		Laura, Beth, Pete

Pause and Plan

1. How do you center your work on culturally responsive systems?
2. What elements of policy and practice do you need to address to promote diversity, equity and inclusion.
3. Identify the resources that best fit your needs

Circle Links that Work Best for You

Add Links to Resources that You Find Helpful

Cultural Responsiveness Training Tool Building a Plan for Improving Cultural Competence

Training resource	Choose the type of training you need using suggestions below 1. Circle the links you believe are the most important 2. Write down the supplementary training materials and use the following codes as a way to get organized: NT = New staff training S = Staff Meetings OT = ongoing training opportunities I = Independent learning opportunity	When you will use training materials Put the initials for the type of training in each section
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Care to Share!

What topics and resources did you select?

How will you use these resources to support your training needs?



Next Steps

ICI Can Help Build Your Plan!

Activity

- Write down your name and email address in the chat
- Tanya will contact you and set up a zoom meeting
- We can help you find the things you need to speed up the process for setting up trainings

Get Recognition for Your Hard Work- Join Our Cohort Community

Example from This Year....

- Teams implementing are being recognized by the state
- Video messages for each team receiving an award
- Small items to recognize staff for working hard related to person-centered positive supports

Join a Community of People Sharing Ideas and Resources...

- Cohorts tend to become part of regional networks
- Training events and opportunities are available for free
- Organizations often share resources to decrease costs

Teams Implementing Person-Centered Positive Supports

- Report decreases in staff attrition after starting the process
- Decreases in workers compensation costs
- People report increases in person-centered supports

Decreases in costs occur because of these positive outcomes

Minnesota Statewide Plan for Building Regional Capacity

Training Layers

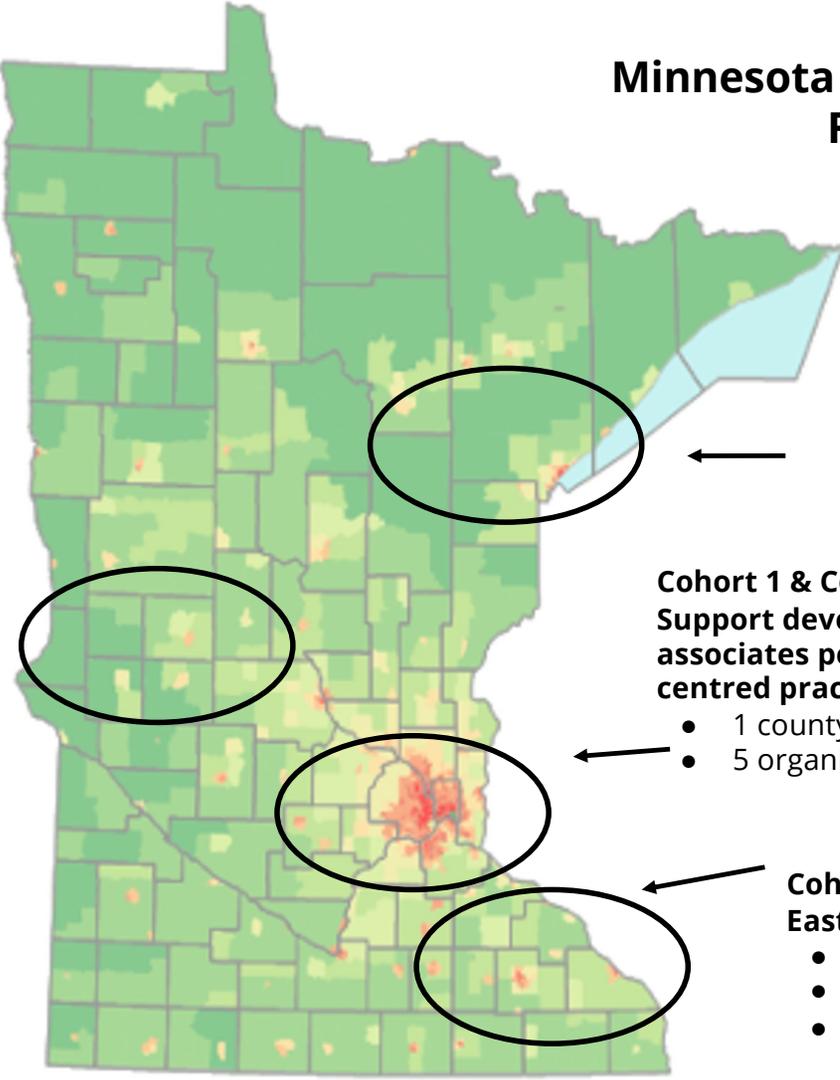
- Team training
- Person- centered thinking trainers/ coach training
- Picture of a life planners/ trainers
- PBS facilitators

Cohort 2B West Central

- 5 counties
- Public health department
- 2 organizations
- Integrated model



Teams= 24
 Organizations= 29
 Counties= 12



Cohort 2A St. Louis County Region

- 1 county
- 4 organizations



Cohort 1 & Cohort 4 Support developmental associates person-centred practices model

- 1 county
- 5 organizations



Cohort 3 & 4 South Eastern

- 4 counties
- 1 public health
- 6 organizations



Our Next Webinar

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Questions and Answers



Thank you for your time!

Contact Information

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Driven to DiscoverSM

