
Worldview and Experience: Tools to Better Serve our Immigrant Communities

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March 10, 2010



Agenda

- Task at Hand
- Concepts of Culture and Worldview
- Immigrant Experience
- Studies
- Recommendations

Task: Answer these questions

- ❑ Are there cultural challenges around asking for help?
- ❑ Is there distrust of our system or government systems in general?
- ❑ Are language barriers involved with folks presenting themselves?
- ❑ How do cultural issues impact our ability to give excellent customer service?

Reframe

- ❑ How can an understanding of culture facilitate r/e/c/l communities' help-seeking behavior?
- ❑ How can our institutions be more welcoming to clients?
- ❑ How can language be a tool to helping people better?
- ❑ How can our understanding of own attitudes facilitate better customer service?

They also told me that....

Not a training in cultural
competence, we will do that later.

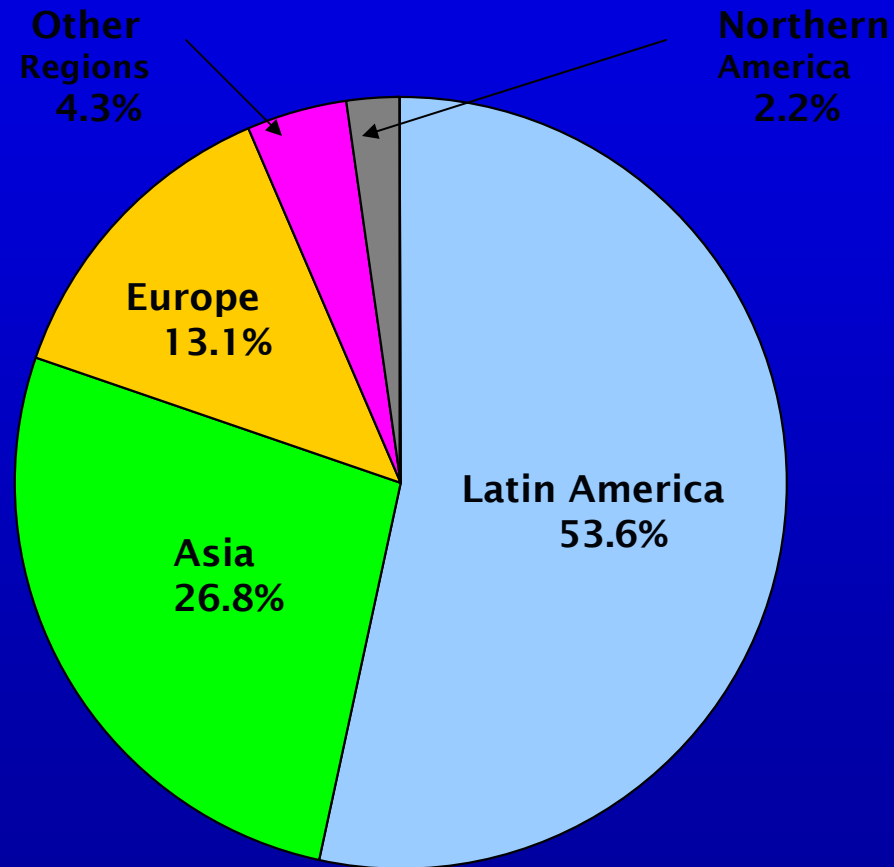
But, this is cultural competence.



Challenges

- What's out there?
- TONS of literature and studies on "Human Services"
 - Meaning Health
 - Not much on social services – welfare
- Attempt to extrapolate and linking the "linkables" through studies, experience and anecdotes

Percent Distribution of Foreign Born by World Region of Birth: 2007



Source: Current Population Survey,
Annual Social and Economic Supplement, 2007

Adaptation

□ Crisis of “Loss”

- Physical loss
 - Trauma, houses, land, finance
- Psychological loss
 - “face,” social status, separation, friends, relationships, family members
- Social loss
 - Homeland, culture, language, networks

□ Crisis of “Load”

- Language barrier
- New job
- Financial & survival pressures
- Integrity of family
- Role reversal
- Intergenerational conflicts
- Acculturation
- Assimilation to US culture and community

Culture and Worldview

- Understanding culture is significant in our work
 - Repertoire of behaviors
- Understanding worldview is more critical
 - Framework of ideas, beliefs, thoughts which an individual interprets the world and interacts with it
- Helps in meaning making, making sense of our experience and determines how we will behave and respond

Worldview

- Values, Beliefs, Language
- Learned (Acculturation)
 - Family, media, school
 - Generational (?)

- Sense of time, relationship with the environment and others

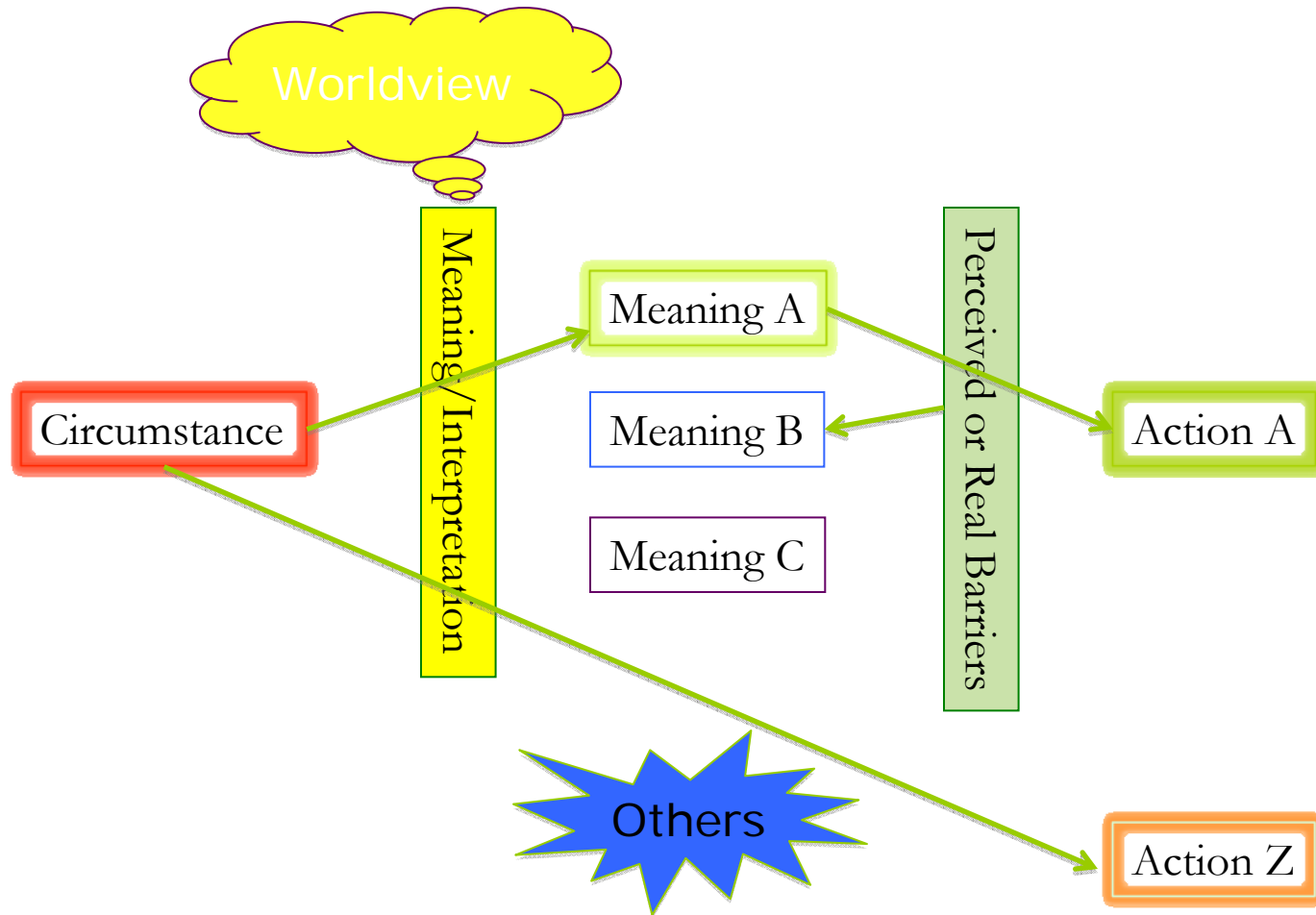
Worldview: Values

- Hard work
- Faith
- Responsibility/Accountability
- Family
- Health
- Success

Worldview: Beliefs/Language/Acculturation

- ❑ If we work hard, we can become successful.
- ❑ Prayer can make miracles.
- ❑ I am responsible for (most) of what happens to me (or my family).
- ❑ What happens in the family, is kept in the family.
- ❑ Don't fix what's not broken.
- ❑ Success is very important; economic especially.

An attempt to visualize worldview



Masuda and Nisbell (2001)

- Japanese and Americans
- Study about reference to context
- Results:
 - Japanese made more statements about contextual information and relationships than Americans
 - Previously recognized objects more accurately when seen in original settings versus new settings (this had very little effect with Americans)

Help seeking behaviors

- Research suggests that help seeking behaviors vary across cultures
- Case Studies:
 - Diala (2000)
 - Lee & Eaton (2009)
 - Xueqin (1999)

Diala (2000)

- ❑ Study examining two national surveys that consisted of 673 African Americans and 751 Caucasians
- ❑ African Americans:
 - Prior to utilization: had more positive attitudes towards seeking services
 - After utilization of services: had more negative feelings and were less likely than whites to return for future help
- ❑ Reasons:
 - a lack of racially matched services
 - stigma that is attached
 - Sought more help from other professional sources such as: social workers, teachers and lawyers

Lee & Eaton (2009)

- ❑ Interviews with 124 elderly Korean immigrants
- ❑ Vignette about an elderly widowed immigrant who allowed her son to take over her financial affairs. The son repeatedly denied authorization of payments and refused to give his mother money when requested.
- ❑ 7.3 % of the participants did not identify the vignette as an example of elder mistreatment and they would not seek help due to the following reasons:
 - Family: problems are supposed to be solved within the family and it is not appropriate to seek help from an outsider
 - Tolerance: it is expected to sacrifice for the family or to endure the situation
 - Shame: by seeking help it will cause the family to lose its "face"
 - Victim blame: they brought it upon themselves
 - Suspicion of outside help
- ❑ Those who adhere to traditional cultural values and norms, have a lower likelihood of seeking help

Traditional vs. Western health services

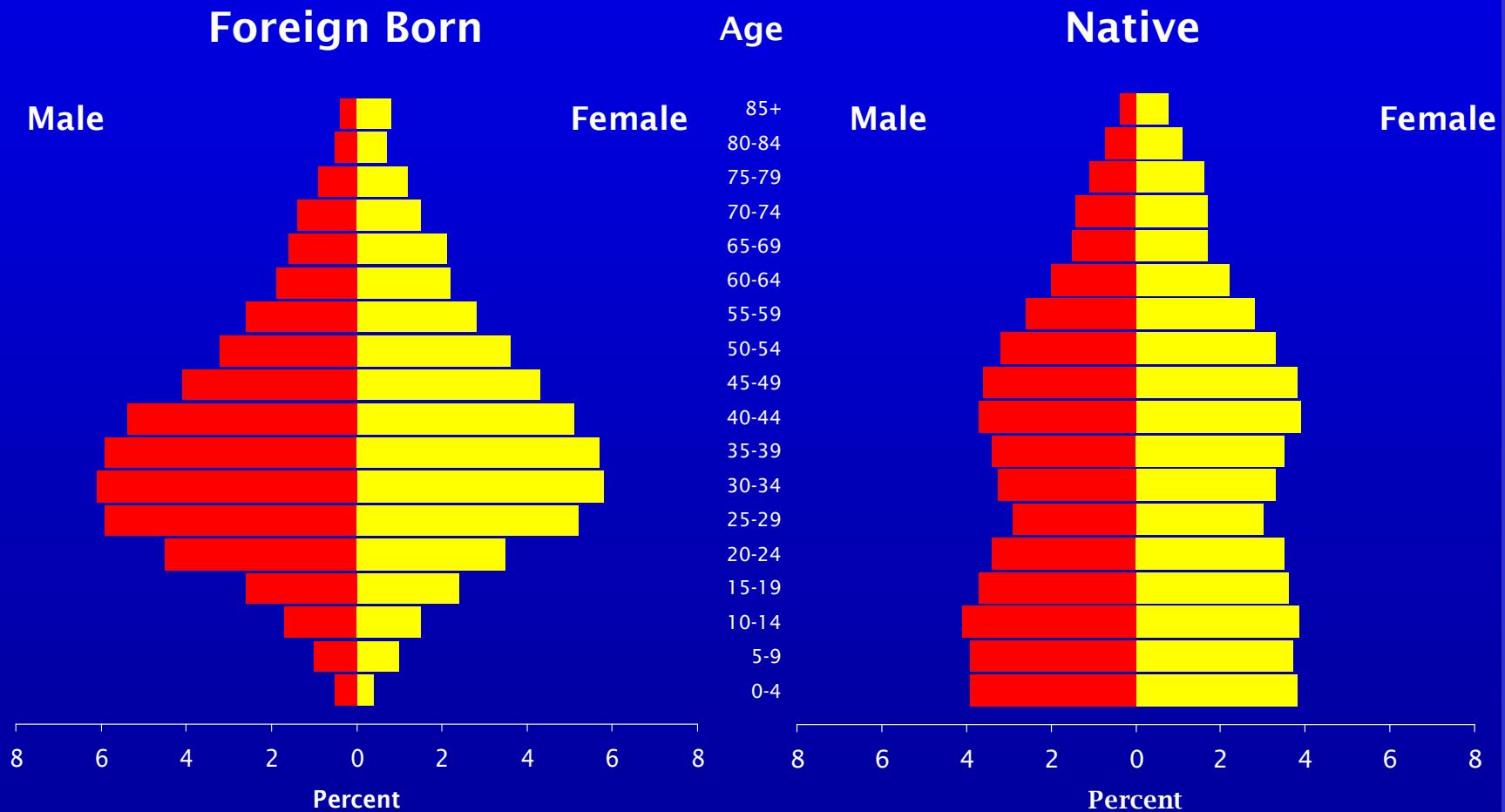
- ❑ Xueqin (1999) – Interviewed 75 Chinese immigrants and 30 traditional and western providers from three different areas in the U.S.
- ❑ Results indicated that Chinese immigrants had high rates of self-treatment and reported higher rates of using home remedies

2002 National Survey on Drug Use and Health

- ❑ Non-Latino white male is positively associated with stigma avoidance and mistrust, fear of system
- ❑ Person with lower income or educational status are less likely to report negative attitudes towards care

Age Distribution by Sex and Nativity: 2003

(In Percent)

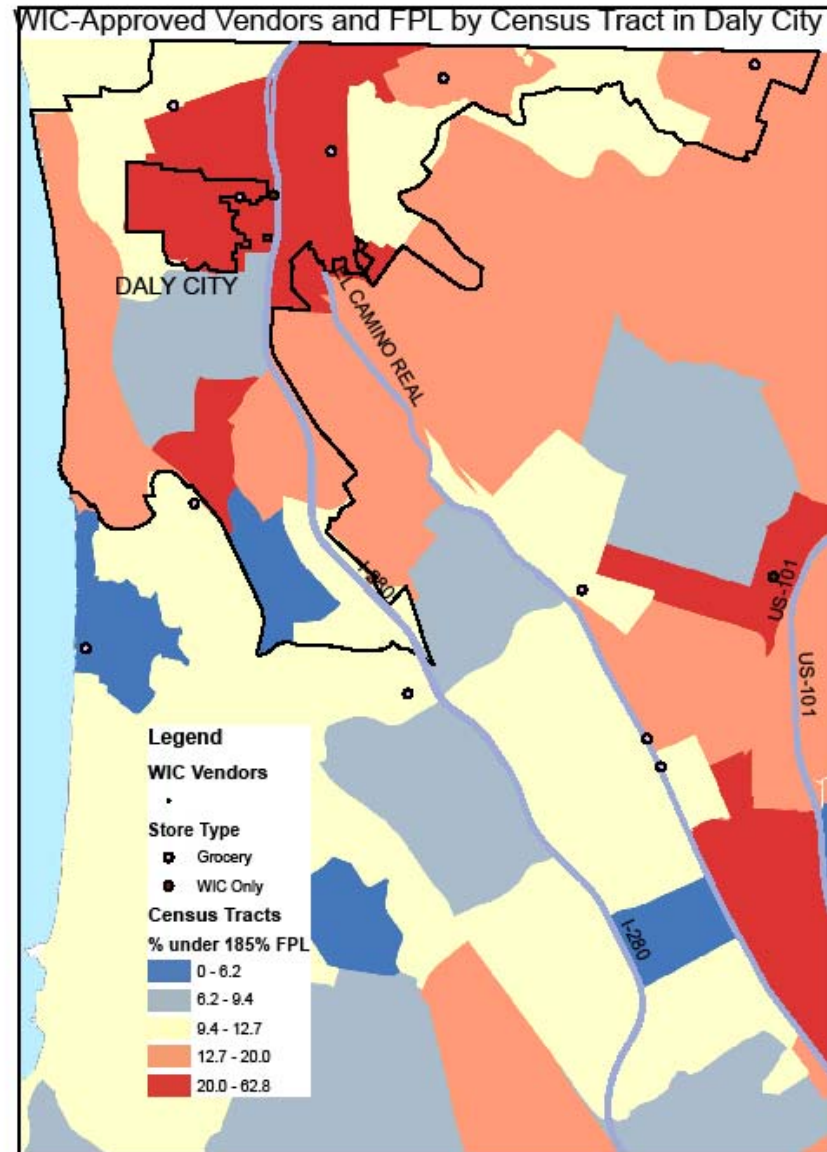


Source: Current Population Survey, Annual Social and Economic Supplement, 2003

Accessibility and Availability of Resources

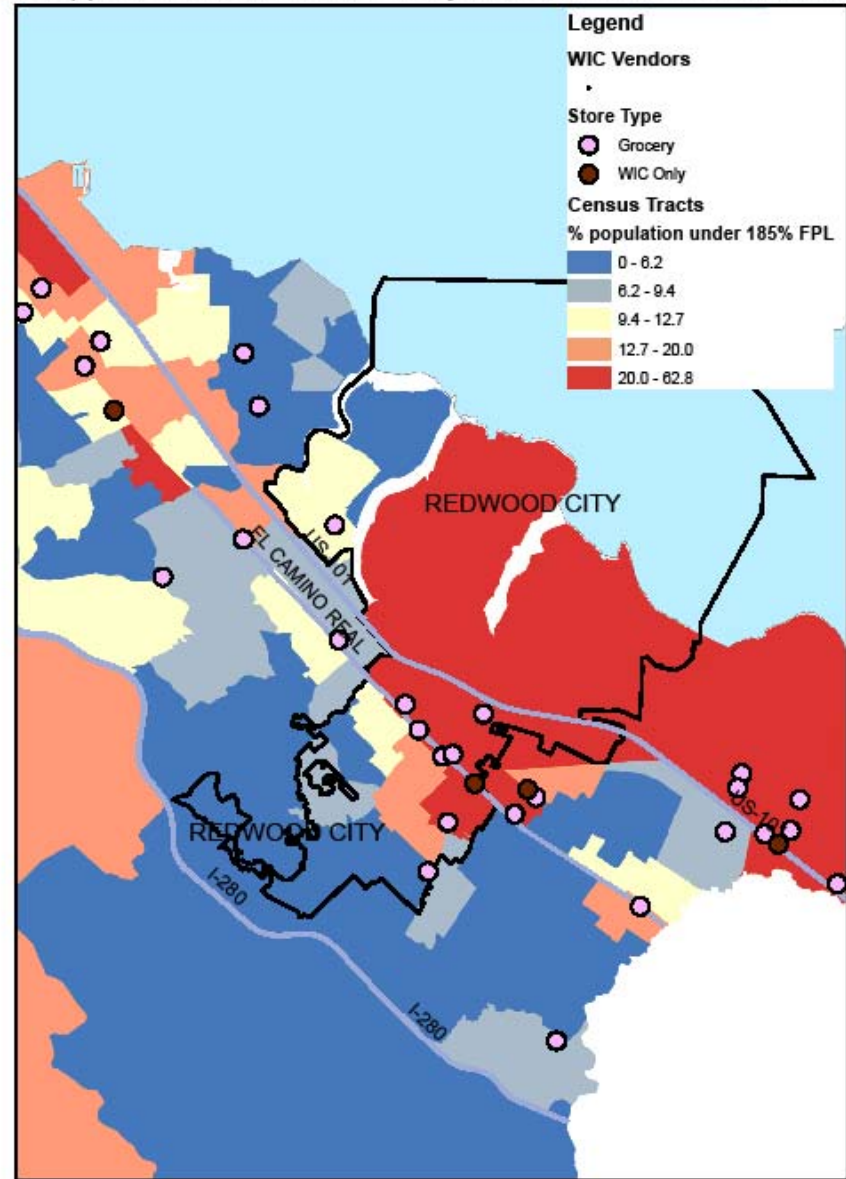
- Location of services
 - Accessibility of offices
 - Childcare
 - Transportation
 - Environment/Surroundings like?
- Bilingual staff

Daly City



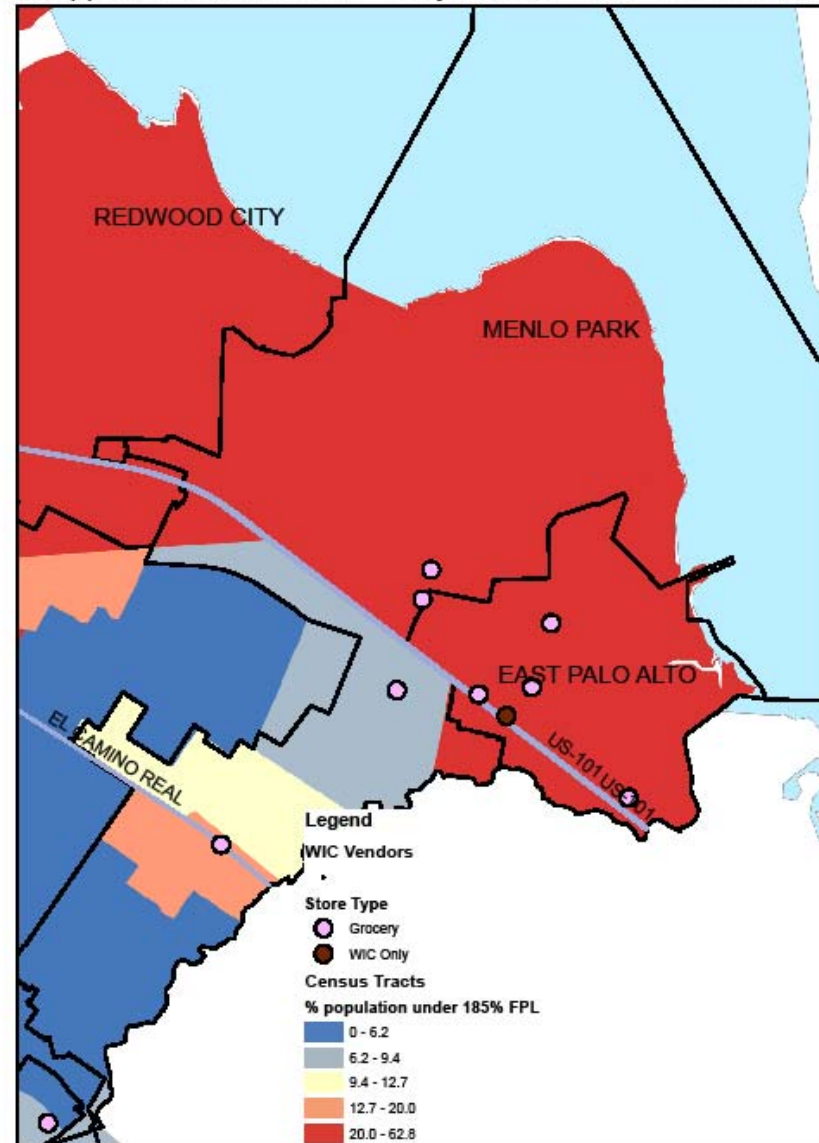
Redwood City

WIC-Approved Vendors and FPL by Census Tract in Redwood City



East Palo Alto

WIC-Approved Vendors and FPL by Census Tract in East Palo Alto

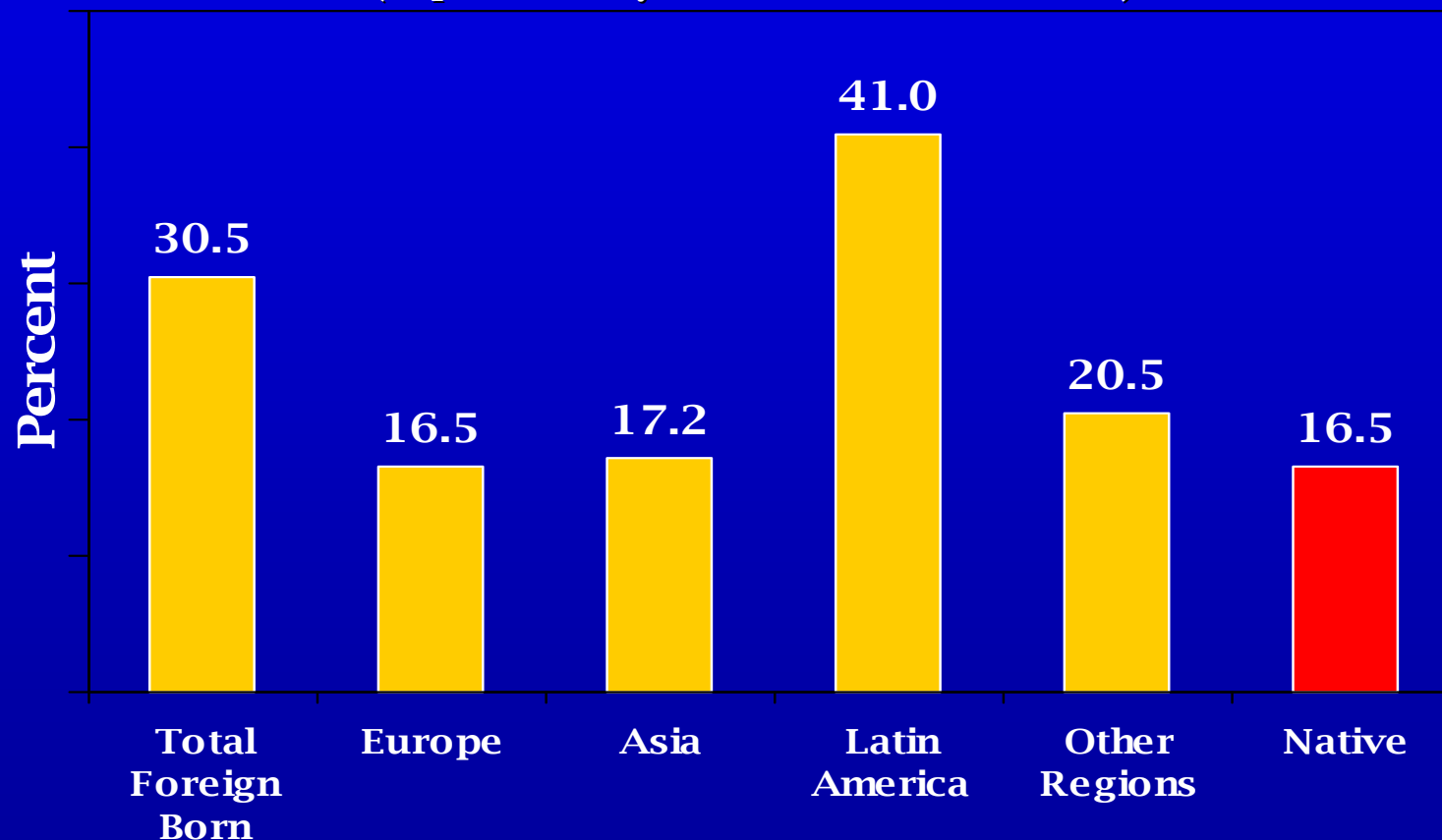


Implication of Poverty

- We see the effects everywhere but with children:
 - Failing to grow to their expected size
 - Becoming more vulnerable to severe illness
 - Lacking capacity and energy to engage their environment and to actively learn about the world
 - Being insecure and clinging
 - Having delayed or reduced physical and psychological development may be delayed or reduced
- But what about families and communities?
 - Disengaged, sicker, hopeless

Percent of Full Time, Year Round Workers with Earnings of Less Than \$20,000 by Nativity and by World Region of Birth: 2002

(Population 15 years and over with income)



Source: Current Population Survey,
Annual Social and Economic Supplement, 2003

Attitudes towards Systems

- ❑ General distrust in government
- ❑ Distrust of Health Systems
- ❑ Distrust of Mental Health Systems
- ❑ Distrust of Criminal Justice System

Common Notions of County Services

- ❑ Lots of red tape
- ❑ Fragmented services
- ❑ Lots of forms, too much paper work
- ❑ Too slow
- ❑ Negative staff attitudes
- ❑ Lack of culturally responsive providers

Why the “negative vibe?”

- Historical
- Own notion
 - Worldview
- Word of mouth
 - Even without knowing if its true
- Past experience
 - Especially if negative

Hill (1996)

- ❑ Study participants: 77.6% were Cubans who immigrated to the U.S. when they were more than 10 years old; 12% were Cubans who were 10 years of age or younger when they immigrated to the U.S. ; 10.4% were US born Cuban Americans
- ❑ Cuban Americans who immigrated when they were 10 years old or older held positive attitudes toward the government
- ❑ Cuban Americans who immigrated at the age of 10 or younger, as well as the U.S. born Cuban Americans, reported more negative attitudes and lower levels of trust

Borrayo (2003)

- ❑ Study on U.S. born and immigrant women of Mexican descent found that cultural beliefs, regardless of SES and acculturation levels, influence behaviors surrounding preventative health, specifically when it comes to breast cancer screenings.
- ❑ However, women in the study who were of lower acculturation levels and who had high levels of adherence to traditional values, stated that they were fearful of doctors visits due to some of the medical checkups and procedures being against their cultural belief of propriety.
 - “I had a friend that said that if you go for a cold, the doctor says ‘get up there and undress.’ That is why she wouldn’t go to the doctor.”

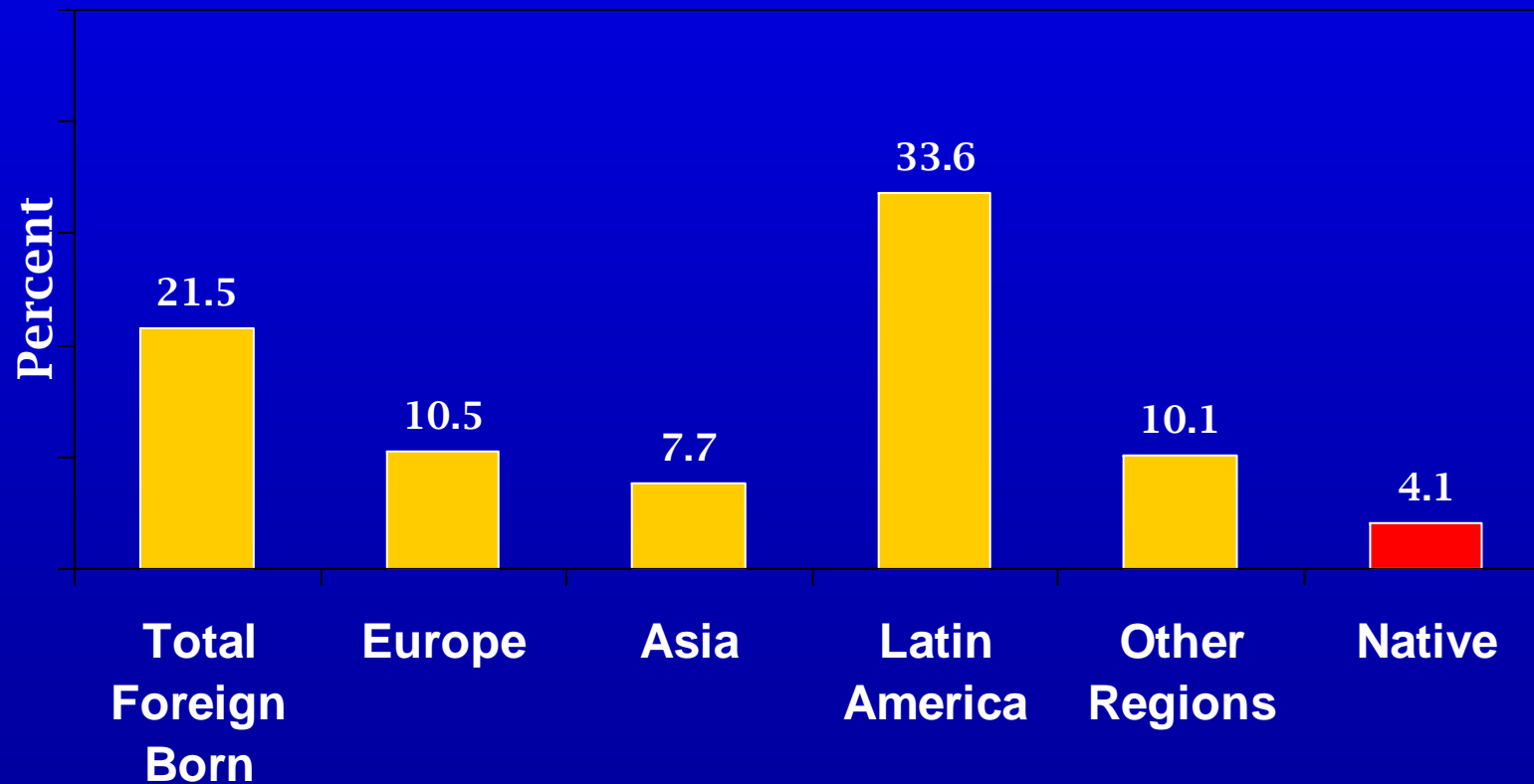
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- According to research done by the Committee on the Health and Adjustment of Immigrant Children and Families, National Research Council, one of the main reasons that is identified for being without a source of care for all ethnic groups, was a lack of perceived need for or trust in doctors which was reported by 45% of the immigrant child sample and 39% by the child of immigrant parents population

Nickerson et al. (1994)

- Within the field of Mental Health
 - Study done on 105 African American undergraduate students at a predominately white university. The study concluded that cultural mistrust was the most consistent predictor for help-seeking
 - Also concluded that African Americans who mistrusted whites, were less likely to seek help from White providers
 - When there is a racial mismatch between client and provider, there is a mutual cautiousness that can hinder or inhibit successful therapy

Percent of Population with Less Than 9th Grade Completed by World Region of Birth: 2003

(Population 25 years and over)



Source: Current Population Survey,
Annual Social and Economic Supplement, 2003

Language Barriers

- ❑ Research provides evidence that linguistic barriers could be one of the main predictors of access and utilization of services among immigrant communities
- ❑ Fear of being misunderstood and judged if speaking to someone who doesn't speak their language

Preston (2007)

- A recent telephone survey of 1,105 interviews found that 71% of African Americans, 45% of Hispanics, and 27% of Asians strongly agreed that the criminal justice system “favors the rich and the powerful.”

Gany, et al. (2006)

- Study consisted of results from 13 focus groups with the Haitian, English-Speaking Caribbean, Latino, and Korean and Chinese immigrant communities
 - Results:
 - Non-English speaking communities experienced a language barrier when accessing medical services
 - There were more resources for those who were Spanish speaking
 - Within the Korean and Chinese communities, language barriers were reported as inhibiting them from seeking help
 - If there was confusion due to linguistic issues, clients were more likely to turn to outside help (friends and family) rather than ask the provider for clarification

Kretsedemas (2005)

- ❑ 20 field interviews with social service providers and comparative survey of 34 Haitian clients, 58 Hispanic clients, and 56 African American clients
- ❑ Results:
 - Indicated that Haitian clients experienced greater service delays and 30% reported having to visit their “One Stop Center” more than three times before their applications for assistance were accepted
 - 26% of Haitian clients came across problems due to the lack of available translation services, where as only 9% of Hispanic clients faced this problem.

Suggestions

□ Internal

- Systems change
- Programmatic shifts
- Provider/Staff

□ External

- Strengthen community links and partnerships
- Build partner (internal) capacity
- Social marketing

External: Partnerships and links

- Be present and participate in community events
 - “Us” and “them” and “we”
 - Trust, Sustaining momentum and showing progress
- Build capacity
- Develop programs with community as resource
 - Promotores/health navigators
 - Community of learners
 - Community as co-leaders

External: Social Marketing

- Materials should reflect the clients, families and communities you serve
 - Ads, recruitment, clinics/offices
 - Translations
 - 6th grade level
- Multiplicity of ways to get the message out
- Outreach and education

Internal: Systems Evaluation and Change

- Intentionality of identifying r/e/c/l communities as your priorities
- \$\$\$\$\$ allocation
- Evaluation of effectiveness
- Shift to integrated system that “speaks” to each other

Internal: Programmatic shifts

- Expanding hours from normal 9-5 hours
- Availability and accessibility of after-hour resources
 - Culturally responsive help lines
- Availability and accessibility of points of service (geography)

Internal: Provider

- Knowledge about clients
 - Experience
 - Worldview
- Assessment of their own (provider) worldview and attitudes
 - Cultural humility
- Understanding of different styles
 - Communication

Recap

- Culture and Worldview – critical tools in understanding experience
- Immigrant's experience
 - Help seeking, language, attitudes towards institutions
- Suggestions to be more welcoming
 - Systems level
 - Programmatic level
 - Provider level

Reframe

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Comments and Questions

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