



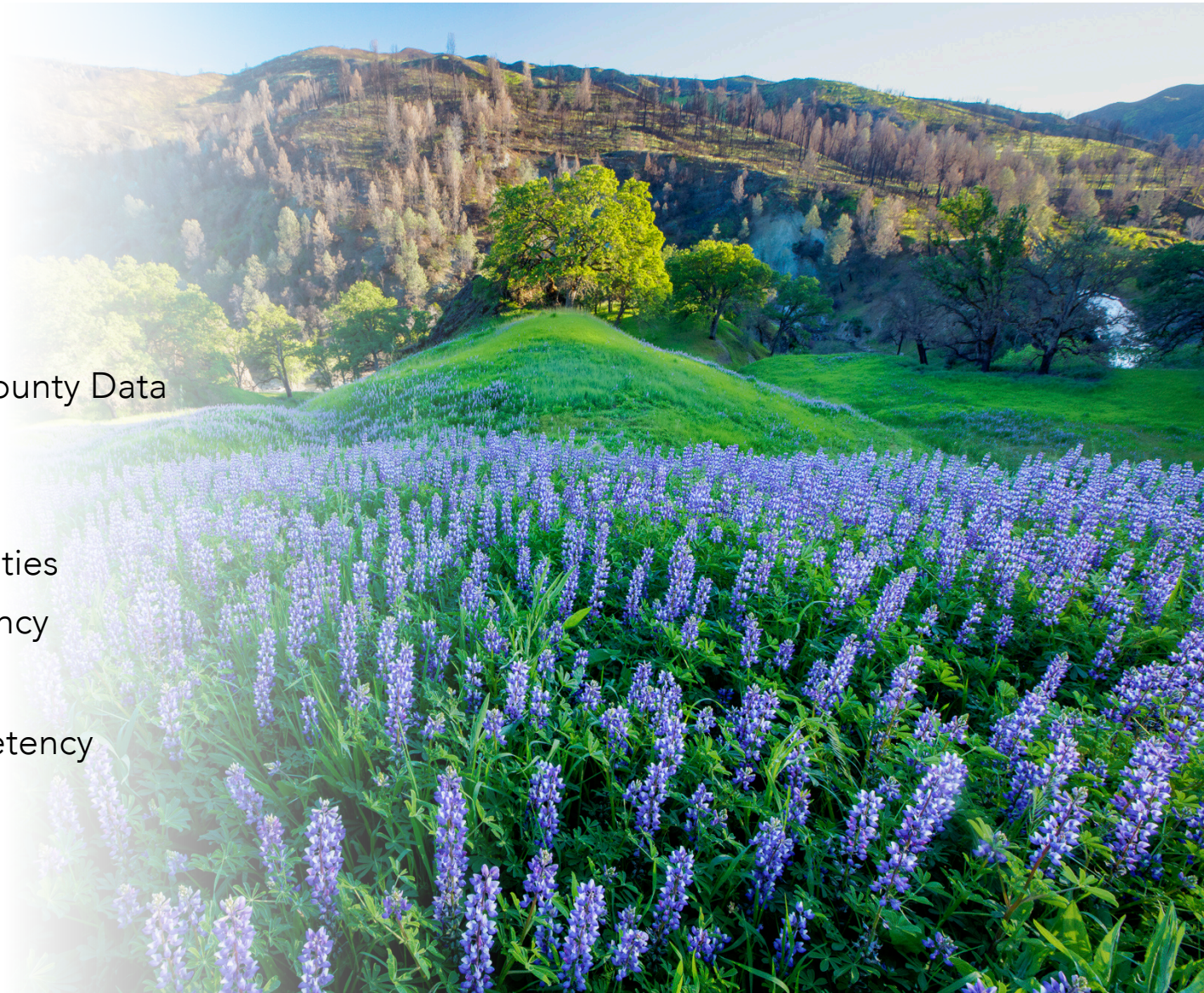
Redwood Coast
Regional Center

Board of Directors Intercultural Competence Training

September 16, 2023

OVERVIEW

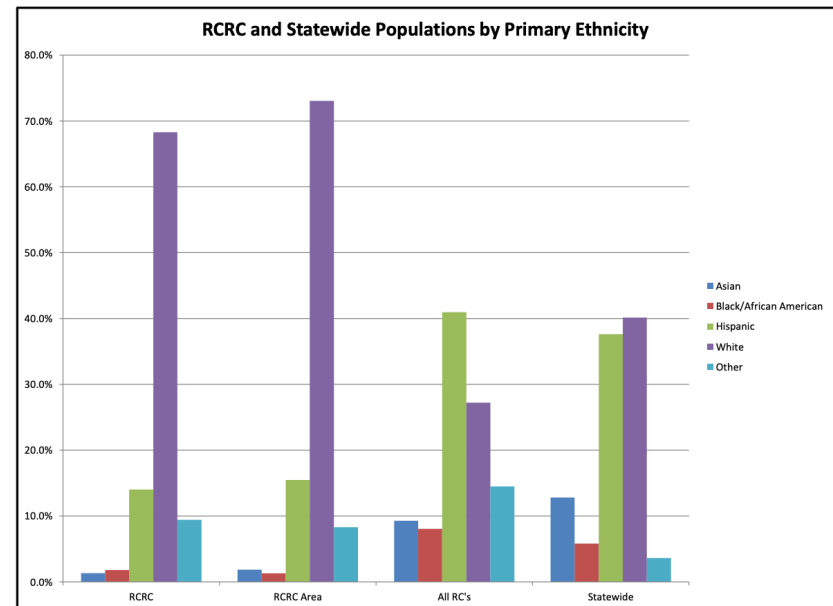
- RCRC Statewide and County Data
- Survey Results
 - Barriers to Success
 - RCRC's LACC Activities
- Culture, Bias, Competency
 - Implicit Bias
 - Intercultural Competency



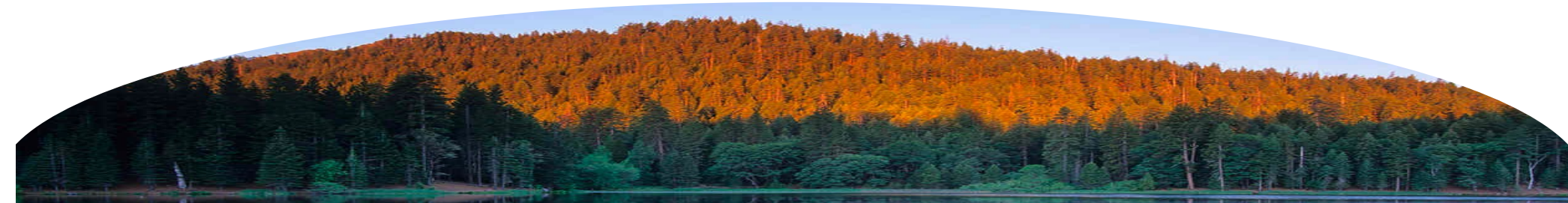
PRIMARY ETHNICITY OF RCRC & STATEWIDE POPULATIONS

Primary Ethnicity	Population			
	RCRC	RCRC Area	All RC's	Statewide
Asian	65	5,889	40,820	4,775,070
Black/African American	89	4,090	35,378	2,163,804
Hispanic	693	48,897	180,174	14,013,719
White	3,374	230,658	119,689	14,956,253
Other	720	26,205	63,724	1,345,110
Totals	4,941	315,739	439,785	37,253,956

Primary Ethnicity	As a % of Total			
	RCRC	RCRC Area	All RC's	Statewide
Asian	1.3%	1.9%	9.3%	12.8%
Black/African American	1.8%	1.3%	8.0%	5.8%
Hispanic	14.0%	15.5%	41.0%	37.6%
White	68.3%	73.1%	27.2%	40.1%
Other	14.6%	8.3%	14.5%	3.6%
Totals	100%	100%	100%	100%



Source: RCRC FY 2021-2022 POS Expenditure Data, ARCA FY 2020-21 POS Expenditure Data & 2010 Census Data



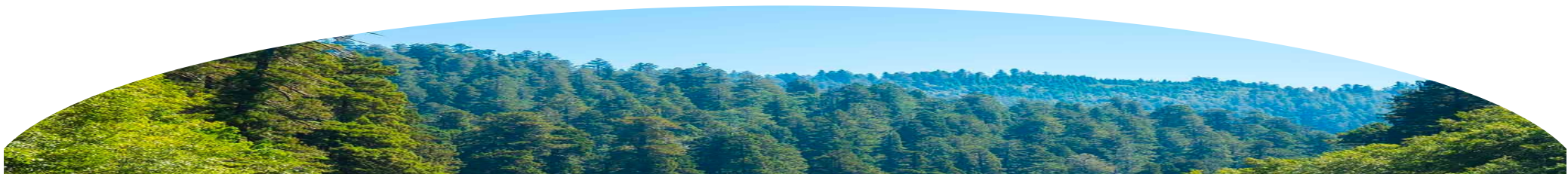
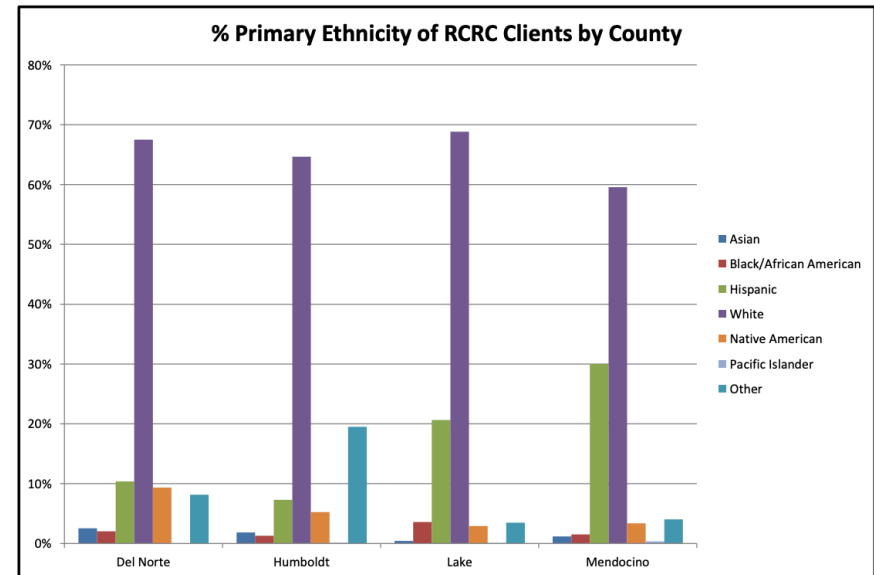
PRIMARY ETHNICITY OF RCRC CLIENTS BY COUNTY

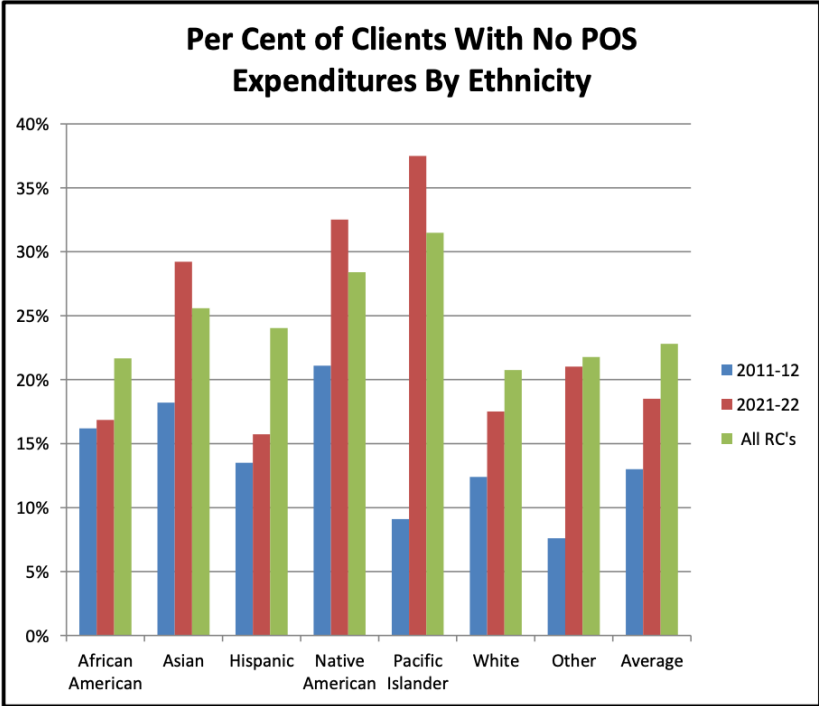
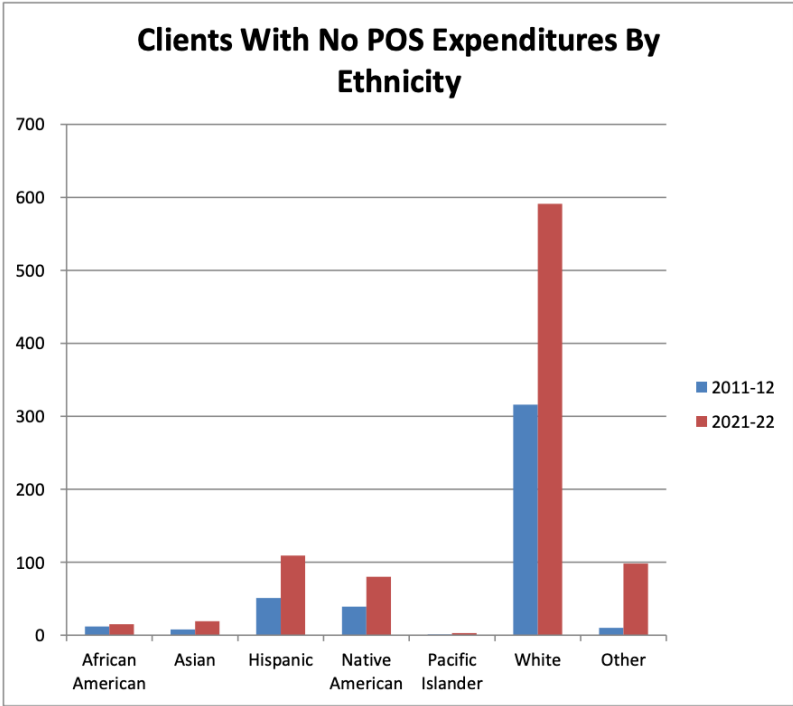
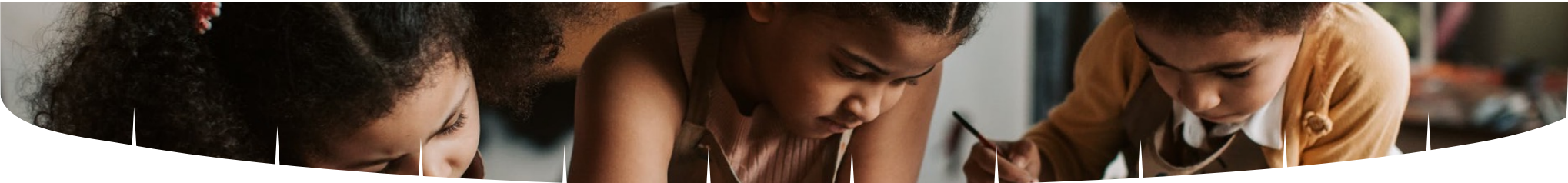
Population Within RCRC Service Area as of 3.14.22

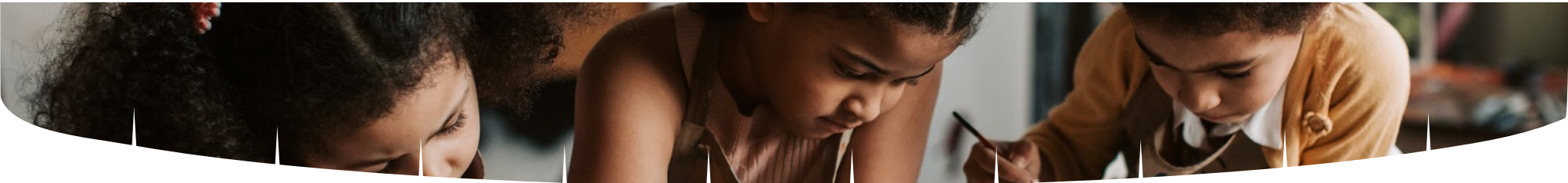
Primary Ethnicity	Del Norte	Humboldt	Lake	Mendocino	Totals
Asian	15	39	4	14	72
Black/African American	12	27	33	18	90
Hispanic	61	154	190	356	761
White	397	1,365	634	707	3,103
Native American	55	111	27	40	233
Pacific Islander	-	3	1	4	8
Other	48	412	32	48	540
Totals	588	2,111	921	1,187	4,807

Population Within RCRC Service Area As A %

Primary Ethnicity	Del Norte	Humboldt	Lake	Mendocino	Totals
Asian	2.6%	1.8%	0.4%	1.2%	1.5%
Black/African American	2.0%	1.3%	3.6%	1.5%	1.9%
Hispanic	10.4%	7.3%	20.6%	30.0%	15.8%
White	67.5%	64.7%	68.8%	59.6%	64.6%
Native American	9.4%	5.3%	2.9%	3.4%	4.8%
Pacific Islander	0.0%	0.1%	0.1%	0.3%	0.2%
Other	8.2%	19.5%	3.5%	4.0%	11.2%
Totals	12.2%	43.9%	19.2%	24.7%	100.0%







Clients With No POS

Ethnicity	2011-12	2021-22	% Change
African American	12	15	25.0%
Asian	8	19	137.5%
Hispanic	51	109	113.7%
Native American	39	80	105.1%
Pacific Islander	1	3	200.0%
White	316	591	87.0%
Other	10	98	880.0%
Average	437	915	109.4%

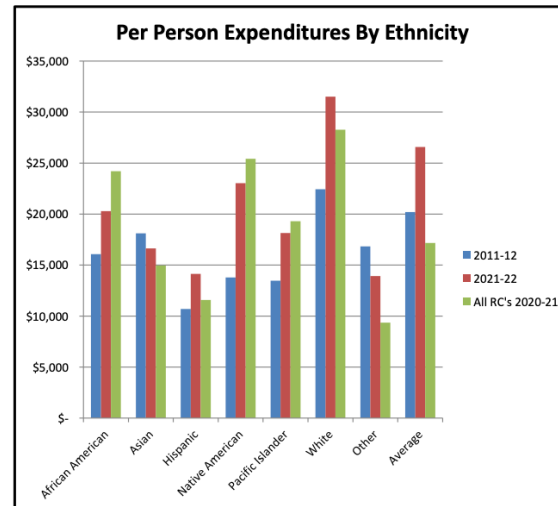
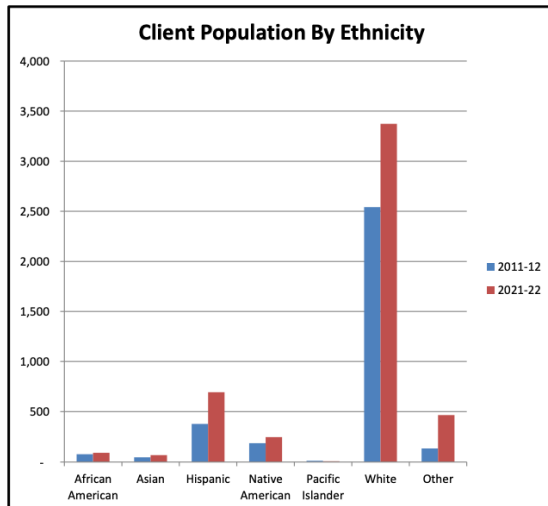
% Of Clients With No POS

2011-12	2021-22	% Change
16.2%	16.9%	4.0%
18.2%	29.2%	60.6%
13.5%	15.7%	16.5%
21.1%	32.5%	54.1%
9.1%	37.5%	0.0%
12.4%	17.5%	41.3%
7.6%	21.0%	176.7%
13.0%	18.5%	42.5%

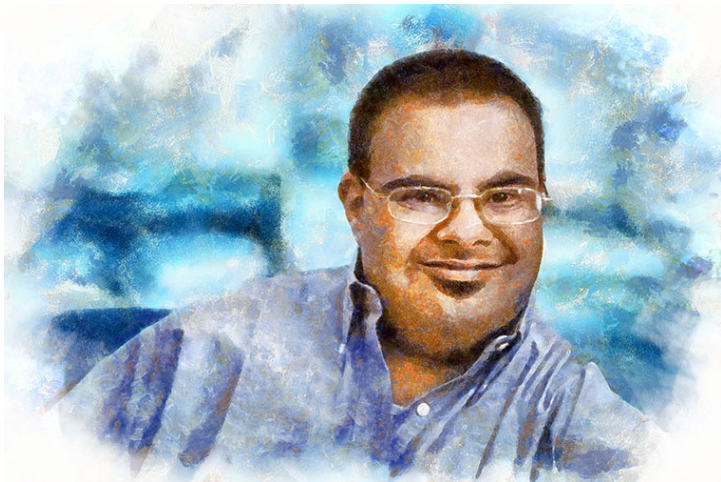
CLIENT INFORMATION BASED ON ETHNICITY

Ethnicity	Client Population			\$ Per Person Expenditures		
	2011-12	2021-22	% Change	2011-12	2021-22	% Change
African American	74	89	20.3%	\$ 16,077	\$ 20,295	26.2%
Asian	44	65	47.7%	\$ 18,119	\$ 16,636	-8.2%
Hispanic	377	693	83.8%	\$ 10,693	\$ 14,135	32.2%
Native American	185	246	33.0%	\$ 13,783	\$ 23,034	67.1%
Pacific Islander	13	8	-38.5%	\$ 13,462	\$ 18,147	34.8%
White	2,542	3,374	32.7%	\$ 22,433	\$ 31,512	40.5%
Other	132	466	253.0%	\$ 16,841	\$ 13,919	-17.3%
Total	3,367	4,941	46.7%	\$ 20,194	\$ 26,574	31.6%

Ethnicity	% Of Clients With No POS			% Utilization Rate		
	2011-12	2021-22	% Change	2011-12	2021-22	% Change
African American	16.2%	16.9%	4.0%	75.1%	42.5%	-43.4%
Asian	18.2%	29.2%	60.6%	67.3%	43.0%	-36.1%
Hispanic	13.5%	15.7%	16.5%	66.0%	41.2%	-37.5%
Native American	21.1%	32.5%	54.1%	77.9%	49.5%	-36.4%
Pacific Islander	9.1%	37.5%	312.1%	67.7%	64.8%	-4.2%
White	12.4%	17.5%	41.3%	75.6%	51.0%	-32.6%
Other	7.6%	21.0%	176.7%	66.2%	47.8%	-27.8%
Average	13.0%	18.5%	42.5%	74.6%	49.7%	-33.4%

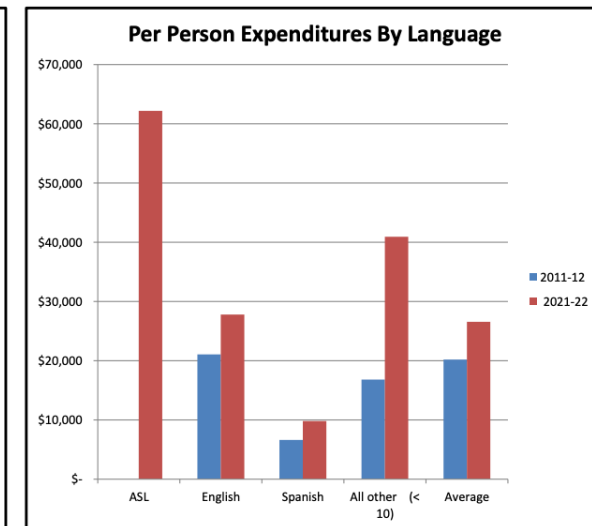
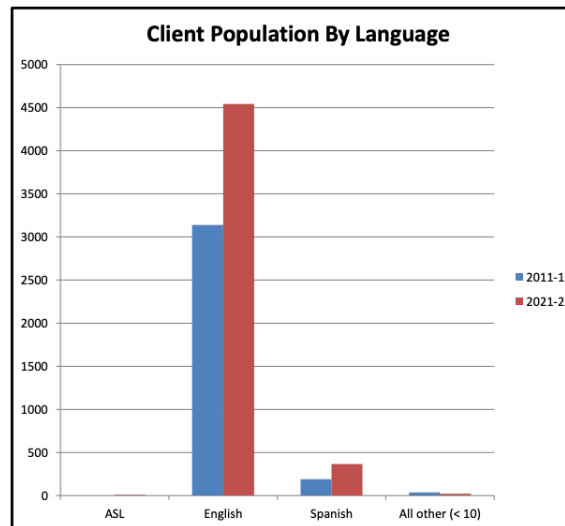


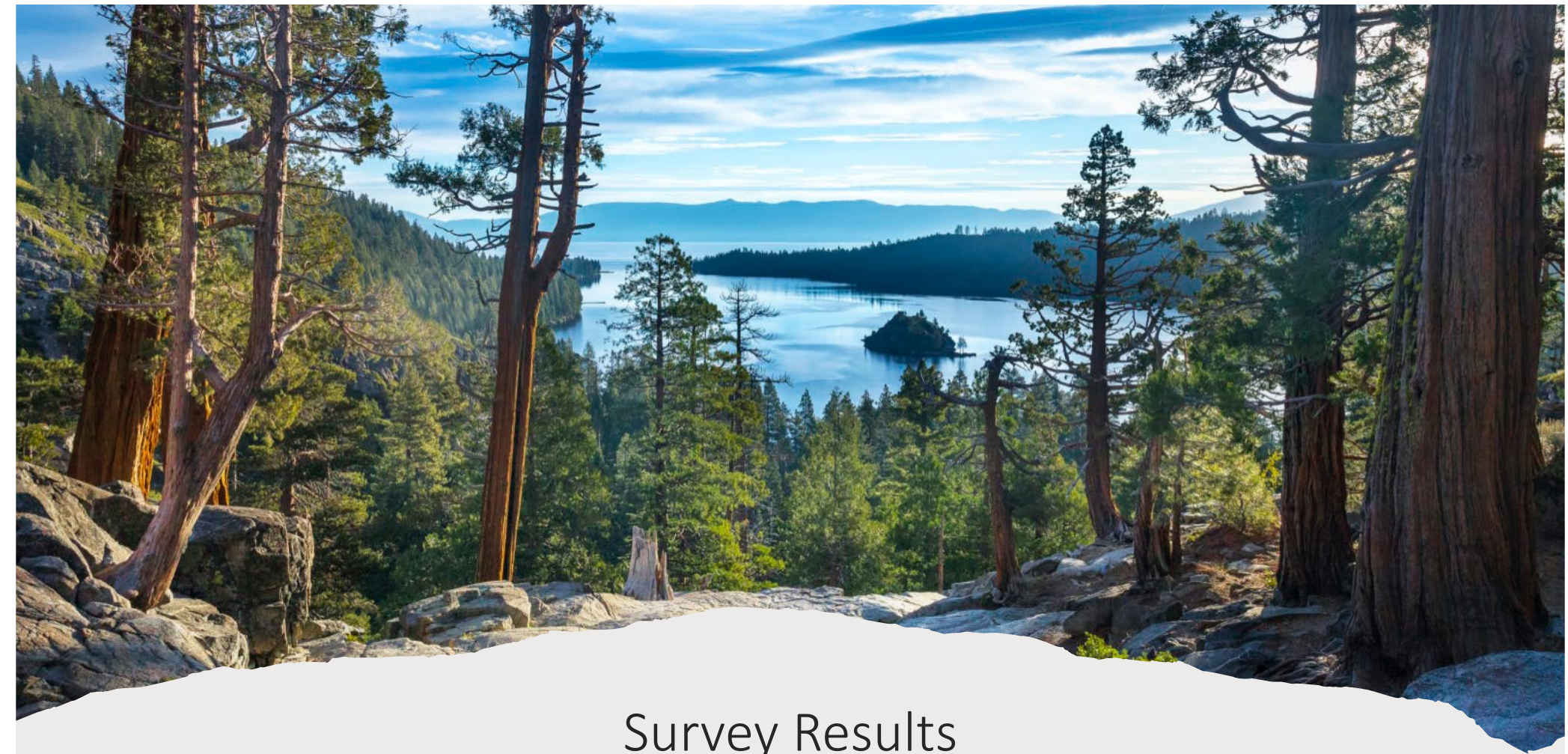
CLIENT INFORMATION BASED ON PRIMARY LANGUAGE



Primary Language	Client Population			\$ Per Person Expenditures		
	2011-12	2021-22	% Change	2011-12	2021-22	% Change
ASL	0	8	n/a	\$ -	\$ 62,180	n/a
English	3,140	4,544	44.7%	\$ 21,055	\$ 27,796	32.0%
Spanish	190	367	93.2%	\$ 6,622	\$ 9,810	48.1%
All other (< 10)	37	22	-40.5%	\$ 16,810	\$ 40,921	143.4%
Total	3,367	4,941	46.7%	\$ 20,194	\$ 26,574	31.6%

Primary Language	% Of Clients With No POS			% Utilization Rate		
	2011-12	2021-22	% Change	2011-12	2021-22	% Change
ASL	22.2%	25.0%	12.5%	1.0%	55.2%	5420.0%
English	13.0%	19.4%	49.8%	75.1%	50.1%	-33.4%
Spanish	9.5%	6.8%	-27.9%	56.0%	39.8%	-28.9%
All other (< 10)	28.0%	27.3%	-2.6%	67.4%	3.4%	-94.9%
Average	12.9%	18.5%	43.7%	74.6%	49.7%	-33.4%





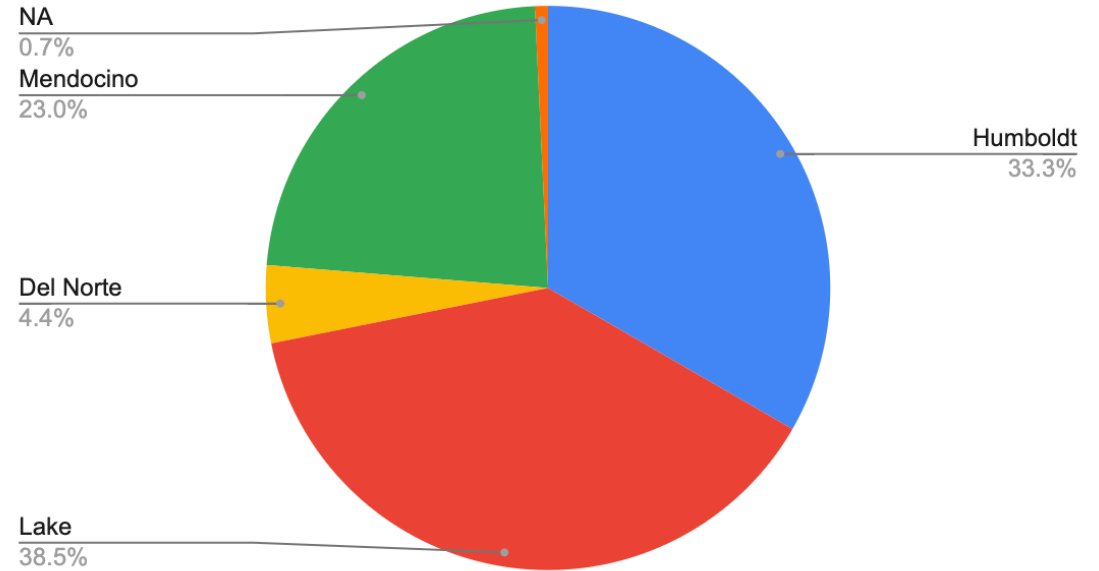
Survey Results

The Nature of Our Surroundings



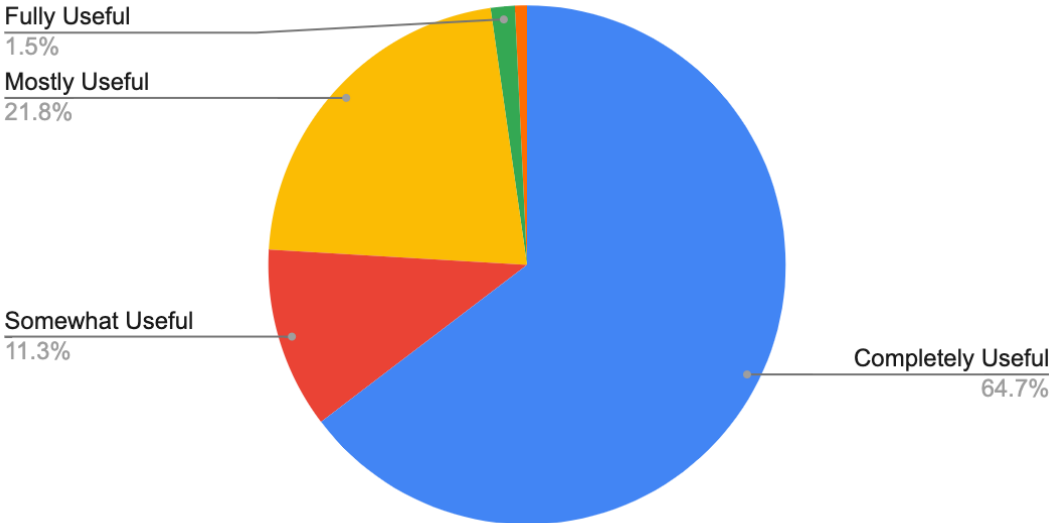
Survey Results

What county do you live in?



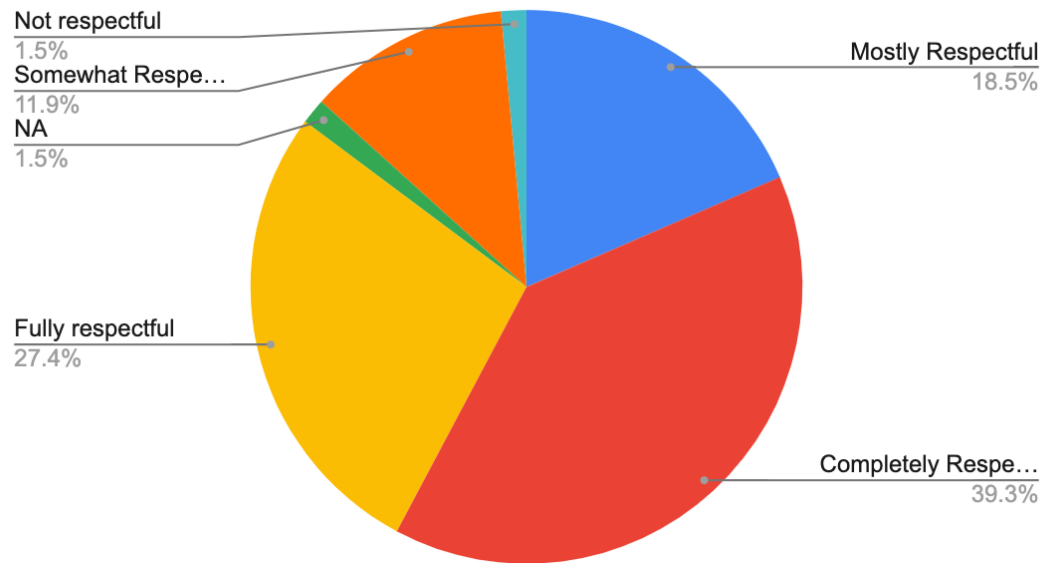
Survey Results

How useful is the information you receive in your language?



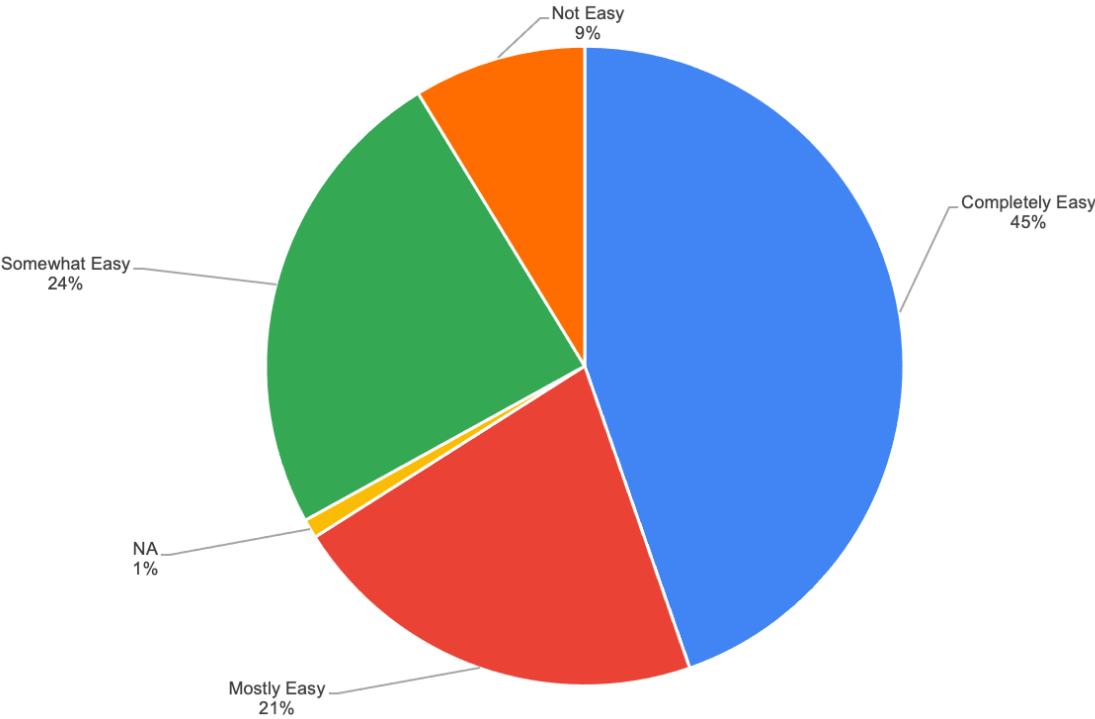
Survey Results

The information you receive respectful of your culture?



Survey Results

Level of Ease to Get Information



Barriers to Service



- Parents may feel intimidated at times, especially when interacting with the doctors during the intake process
- Lack of flexibility in scheduling services around the family's schedule (evenings, weekends, etc.)
- Few staff who share their cultural background
- Don't feel that RCRC services meet their needs (want weekend social groups, more qualified providers and staff, "homegrown" employees, long-range consistency with staff and programs)
- The stigma of having a child with a developmental disability, shame, self-blame
- Legal status and fear of being deported
- Lack of trust of the "system"
- Families prefer to take care of their own
- Transportation and the cost associated with it continue to be a barrier



Culture, Bias and Competency

Balancing our Shared Humanity

Culture

- Culture refers to the shared beliefs, values, customs, behaviors, and artifacts that characterize a particular group of people.
- Culture also reflects a “set of agreed upon expectations” or a normative system in a social community.





Objective vs. Subjective Culture

- **Objective Culture:** The artifacts & institutions created by a group of people, reflected in such areas as art, architecture, literature, dance, holidays, and collective history.
- **Subjective Culture:** Patterns of interpretations (values, beliefs, perceptions) and behavior learned from one's group that guides individual and group activity. The IDI measures the degree of subjective culture competence.

Recognizing Implicit Bias: (Un)Learning

- The brain's tendency to try to simplify the world, because we constantly inundated with more information than it could conceivably process, and need mental shortcuts make it faster and easier
- Often runs counter to people's conscious, expressed beliefs
- Operatives beyond our control and awareness.
- Informs our perception of a person or social group.
- Influences our decision-making and behaviors





Affinity Bias

Feeling a connection to those similar to us



Perception Bias

Stereotypes and assumptions about different groups



Halo Effect

Projecting positive qualities onto people without actually knowing them



Confirmation Bias

Looking to confirm our own opinions and pre-existing ideas.

Types of Implicit or Unconscious Bias to Consider

Implicit Bias

- The Big Bang Theory | Howard: Because I'm Jewish? That's Like Me Saying
- <https://www.youtube.com/watch?v=kl4Fr1sYu0U>
- Implicit Bias | Concepts Unwrapped
- <https://www.youtube.com/watch?v=OoBvzl-YZf4&t=2s>

Under implicit bias, we are unaware that our biases (rather than objective facts) affect our decisions and judgments. For example, when most people hear the word "kindergarten teacher," they are more likely to picture a female. This can happen without intention or awareness and may even contradict openly held beliefs.

Intercultural Competence

The capability to *shift cultural perspective and appropriately adapt behavior* to cultural differences and commonalities. The development of intercultural competence involves gaining a more complex understanding of how one engages cultural diversity — as reflected in two areas:

- Deeper cultural self-understanding (how one makes sense of and responds to cultural differences in terms of one's own culturally learned perceptions, values, and practices)
- Deeper cultural other-understanding (different ways people from other cultural groups make sense of and respond to cultural differences)

Intercultural Competence Supports

1. Positive feelings toward people from different cultures,
2. Accepting feedback from people from different cultures,
3. Reduced culture-contact stress and anxiety
4. Adjustment living or working in another cultural community,
5. Professional effectiveness in working across culture
6. DEI goals for diversity recruitment, hiring, and retention
7. Elimination of disparities between different cultural communities,
8. Improved community relations in diverse environments.



Intercultural competence reflects the degree to which cultural differences and commonalities in values, expectations, beliefs, and practices are effectively bridged from a “mutual adaptation” perspective.

Monocultural Mindset

- Makes sense of cultural differences and commonalities based on one's own cultural values and practices
- Uses broad stereotypes to identify cultural difference
- This leads to less complex perceptions and experiences of cultural difference and commonality

Intercultural/Global Mindset

- Makes sense of cultural differences and commonalities based on one's own and other culture's values and practices
- Uses cultural generalizations to recognize cultural difference
- Leads to more complex perceptions and experiences of cultural differences and commonality

The Intercultural Development Continuum® (IDC®)

- **Denial** - An orientation that recognizes more observable cultural differences (e.g., food), but may not notice deeper cultural differences (e.g., conflict resolution styles) and may avoid or withdraw from such differences.
- **Polarization** - A judgmental orientation that views cultural differences in terms of "us" and "them" This ranges from (Defense) to (Reversal).
- **Minimization** - An orientation that highlights cultural commonality and universal values and principles that may also mask deeper recognition and appreciation of cultural differences.
- **Acceptance** - An orientation that recognizes and appreciates patterns of cultural difference and commonality in one's own and other cultures.
- **Adaptation** - An orientation that can shift cultural perspective and change behavior in culturally appropriate and authentic ways.

Stage (IDC)	Description	Intervention/Skill	Organizational Implications	Challenges & Forms of Resistance
Denial	Comfortable with the familiar	Awareness through exposure	Possibility of exploitation	Indifference Not Engaged
Defense: Polarization & Reversal	Dualist - Us vs. Them - Them vs. Us	Commonality	Stereotyping & denial of the consequences of discrimination Overemphasis on use of Coercive power	Exclusion Potential for abuse of Power Self-focus, over emphasis on sense of threat & need for protection
Minimization	Over emphasis on commonality	Cultural Self-Awareness	Acceptance of institutionalized privilege Overemphasis on use of Positional power <i>Organizational focus on Diversity</i>	Judging others based on the institutionalization of dominant culture norms Protecting self-esteem and self-image
Acceptance	Recognize cultural difference	Curiosity (culture-specific information)	Ability to analyze the implications of power & privilege, but little action ("liberal paralysis") Overemphasis on use of Expert power <i>Organizational focus on Inclusion</i>	Risk avoidance Perfectionism
Adaptation	Shifting perspective & behavior	Empathy, Frame-Shifting & Code-Shifting	Ability to recognize and respond to power in context, and use of all forms of power, particularly Referent & Expert	Making the choice not to adapt Impatience & Frustration

Intercultural Stumbling Blocks

- **Assumption of Similarities:** "I do not think culture really matters because we are all a part of the human race."
- **Language Differences:** "Why do you speak English like that, can't you speak properly?"
- **Nonverbal Misinterpretations:** "Did you see Imani's facial expressions? It was obvious that she was very upset at the meeting."
- **Preconceptions and Stereotype:** "People who come from rough neighborhoods have a hard time fitting into the professional world."
- **Tendency to Evaluate:** "Do you see what she is wearing; I do not think it is appropriate in the workplace?"
- **High Anxiety:** "I'm nervous about going on this trip, I'm going to be the only person from my background there."



Cultural Humility

- Cultural Humility is an important concept and practice that involves recognizing and challenging one's own cultural biases and assumptions while maintaining an open and respectful attitude toward different cultures and perspectives.
- By embracing cultural humility, individuals can better navigate the complexities of cultural diversity and contribute to building more inclusive and equitable communities.

Connecting Culture and Emotions

- Provides structure, guidelines, expectations, and rules to help us understand, interpret, and express various emotions
- Scripts dictate how positive and negative emotions should be experienced and displayed
- Culture constrains how emotions are felt and expressed in a given cultural context
- Cultural contexts also act as cues when people are trying to interpret facial expressions and emotions



Emotional Intelligence & Intercultural Humility

- **Recognize Patterns:**
 - Acknowledging frequently recurring reactions and behaviors
- **Exercise Optimism:**
 - Taking a proactive perspective of hope and possibility
- **Apply Consequential Thinking:**
 - Evaluating the costs and benefits of your choices
- **Increase Empathy:**
 - Recognizing and appropriately responding to others' emotions.

