Client Culture: Continuing the Effort

Santa Clara County
Behavioral Health Services Department

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COUNTY OF SANTA CLARA
Behavioral Health Services

Objectives

By the end of this training, participants will:

1. Demonstrate a higher level of awareness and understanding of client culture.

2. Identify the significance of the multilayered complex challenges that clients' experience, through the shared lived experiences.

3. Demonstrate better understanding that people with behavioral health concerns can and do recover and live fulfilling and meaningful productive lives.

4. Promote hope to their clients that wellness and recovery is possible.

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AGENDA

- Values of Recovery?
- History
- Culture
- Personal Impacts
- Interpersonal Impacts
- Community Impacts
- Bringing it All Together

What We Value in Recovery
The 10 Guiding Principles of Recovery

1. Self-Direction
2. Individualized and Person-Centered
3. Empowerment
4. Holistic
5. Non-Linear
6. Strengths-Based
7. Peer Support
8. Respect
9. Responsibility
10. Hope

SAMHSA's
WORKING DEFINITION OF
RECOVERY

10 GUIDING PRINCIPLES
OF RECOVERY

SAMHSA

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Trauma Informed System Core Guiding Principles

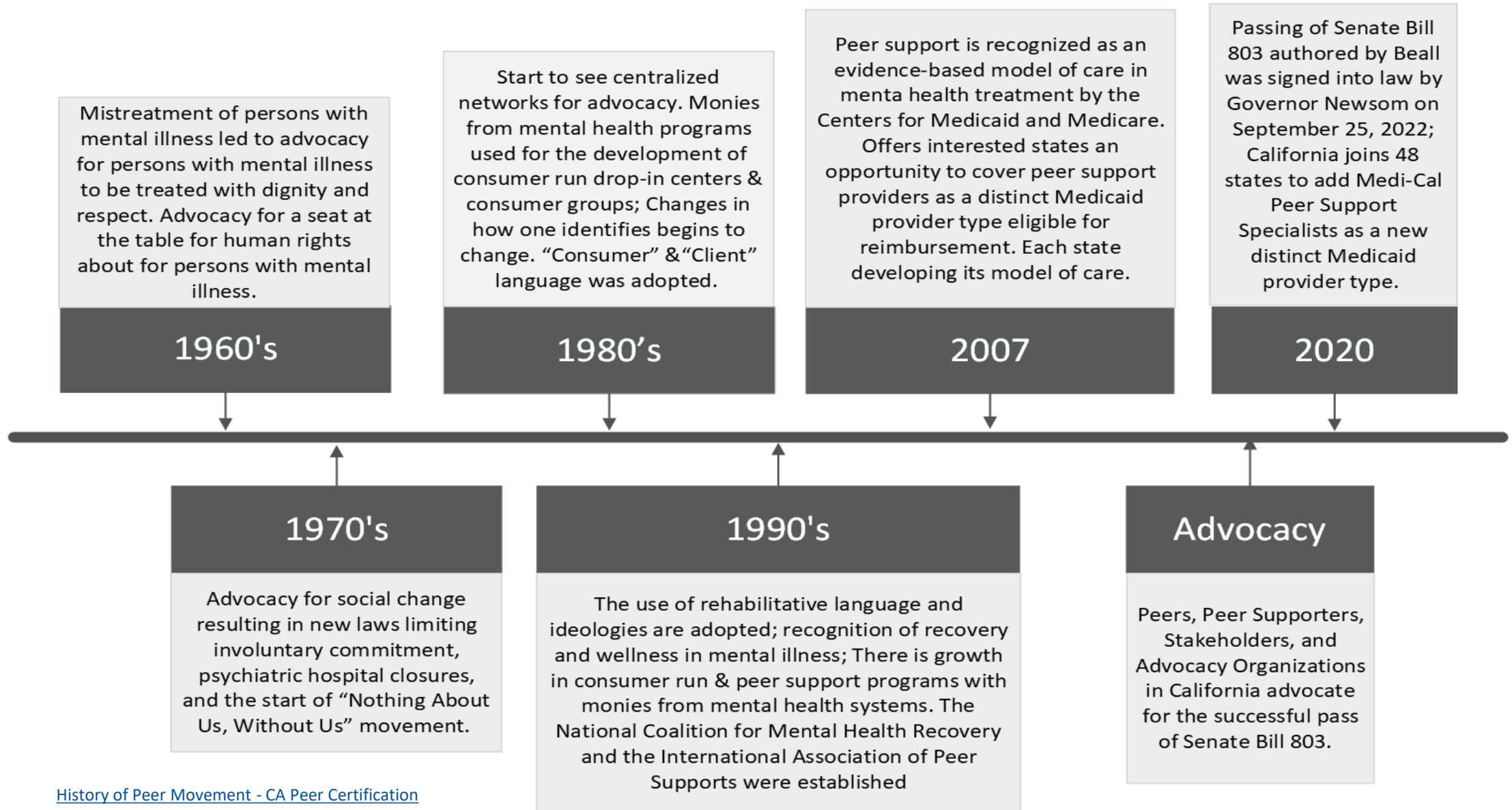## 6 Principles for Promoting Wellness & Recovery

1. Understanding Trauma and Stress
2. Cultural Humility and Responsiveness
3. Safety and Stability
4. Compassion and Dependability
5. Collaboration and Empowerment
6. Resilience and Recovery

Source: Trauma Transformed

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A Brief Look at the Peer Movement

Advocating for Change

1960's	1980's	2007	2020
Mistreatment of persons with mental illness led to advocacy for persons with mental illness to be treated with dignity and respect. Advocacy for a seat at the table for human rights about for persons with mental illness.	Start to see centralized networks for advocacy. Monies from mental health programs used for the development of consumer run drop-in centers & consumer groups; Changes in how one identifies begins to change. "Consumer" &"Client" language was adopted.	Peer support is recognized as an evidence-based model of care in menta health treatment by the Centers for Medicaid and Medicare. Offers interested states an opportunity to cover peer support providers as a distinct Medicaid provider type eligible for reimbursement. Each state developing its model of care.	Passing of Senate Bill 803 authored by Beall was signed into law by Governor Newsom on September 25, 2022; California joins 48 states to add Medi-Cal Peer Support Specialists as a new distinct Medicaid provider type.

1970's	1990's	Advocacy
Advocacy for social change resulting in new laws limiting involuntary commitment, psychiatric hospital closures, and the start of "Nothing About Us, Without Us" movement.	The use of rehabilitative language and ideologies are adopted; recognition of recovery and wellness in mental illness; There is growth in consumer run & peer support programs with monies from mental health systems. The National Coalition for Mental Health Recovery and the International Association of Peer Supports were established	Peers, Peer Supporters, Stakeholders, and Advocacy Organizations in California advocate for the successful pass of Senate Bill 803.

History of Peer Movement - CA Peer Certification

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History Overview of the Consumer/Survivor/ Ex-Patient Movement

From Asylums to Recovery - YouTube

Welcome
&
Introductions

Large Group Discussion

What is Culture?

What is Client Culture?

Definition of Culture

Culture (/ˈkʌltʃər/) is an umbrella term which encompasses the social behavior, institutions, and norms found in human societies, as well as the knowledge, beliefs, arts, laws, customs, capabilities, and habits of the individuals in these groups.

Key Components

- Abstraction means that culture is ideas in people's heads, not physical objects.
- Culture is learned, not genetically programmed.
- Culture is shared and social, not personal and individual.

- Culture is rules and patterns, whether conscious or unconsciously followed.
- People decide how to behave using their culture's rules and patterns.
- People understand the world through their culture's patterns of belief.

Sources: Culture - Wikipedia
Cultural Relativism Lesson Plan | Study.com

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Definition of Client Culture

"Mental health clients bring a set of values, beliefs, and lifestyles that are molded, in part, by their *personal experiences with a mental illness, the mental health system and their own ethnic culture...* When these personal experiences are shared, mental health clients can be better understood and be empowered to effect positive system change."

- DMH Info Notice 02-2003

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Definition of Client Culture, cont'd

The definition of the term "Client Culture" incorporates how a client's experience of a psychiatric distress and of interacting with the mental health system will be used to develop a competent service provider system that is sensitive to the "client culture".

- DMH Info Notice 02-2003

My Life In A Nutshell
Melody's Story

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One Fled The Cuckoo's Nest Diana's Story

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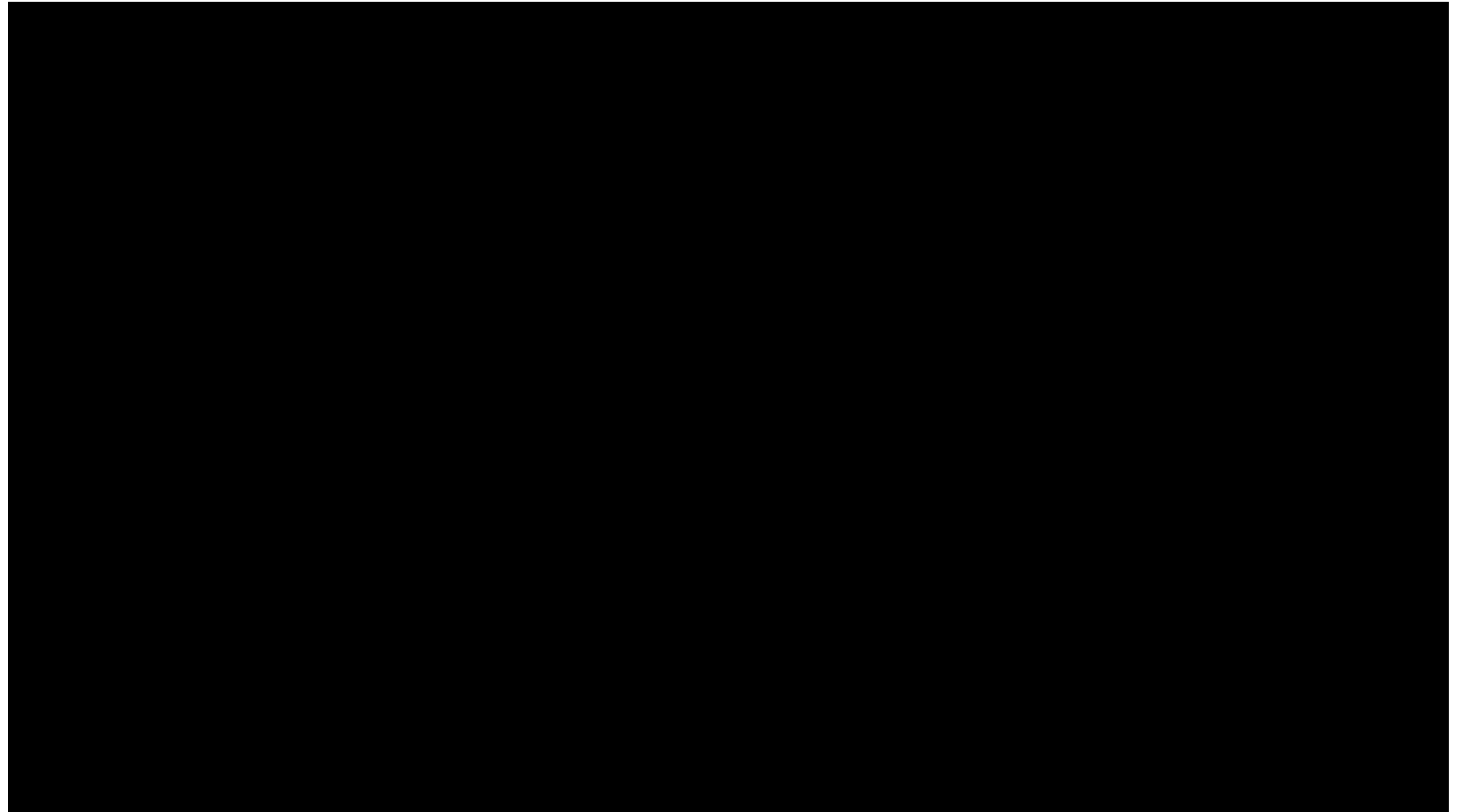
Personal Impact

DIAGNOSIS/LABELING	MEDICATION	HOSPITALIZATION	FORCED TREATMENT	TRAUMA
ROOM 1	ROOM 2	ROOM 3	ROOM 4	ROOM 5

FOCUS:

*HOW MIGHT _____ EFFECT INDIVIDUALS?

*DOES THAT CHANGE AS THEY GET OLDER? CHILD, YOUTH, TEEN, ADULT, ELDER...

*WHAT ARE HELPFUL WAYS TO PROVIDE SUPPORT?

*ANY OTHER THOUGHTS, ISSUES?

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Debriefing Personal Impact

How does the provider role affect personal impact? Or does it?

Group Discussion

Large Group Discussion

What is Stigma?

What is Person-First Language?

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Definition of Stigma
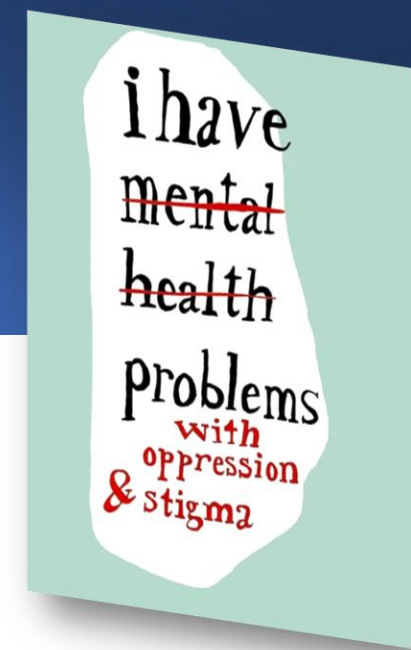
- noun stig·ma \ˈstig-mə\ : a set of negative and often unfair beliefs that a society or group of people have about something

- "An attribute, behavior, or reputation which is socially discrediting in a particular way: it causes an individual to be mentally classified by others in an undesirable, rejected stereotype rather than in an accepted 'normal' one."

Image: http://jessicamaccormack.com/category/medium/drawing/
Source: http://www.merriam-webster.com/dictionary/stigma

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Stigma: Language Matters

Consider This...

♦ **DON'T focus on a disability.** Focus instead on issues that affect the quality of life for everyone, e.g., accessible transportation, housing, affordable health care, etc.

♦ **DON'T portray successful persons with disabilities as superhumans.** This carries expectations for others and is patronizing to those who make various achievements.

♦ **DON'T sensationalize a disability.** This means not using terms such as "afflicted with," "suffers from," "victim of," and so on.

♦ **DON'T use generic labels** such as "the retarded," "our mentally ill," etc.

♦ **DON'T use psychiatric diagnoses as metaphors for other situations.** e.g. a "schizophrenic situation." This is not only stigmatizing, but inaccurate.

♦ **Do put people first, not their disabilities.** Say, for example, "person with schizophrenia" rather than "schizophrenic."

♦ **DO emphasize abilities, not limitations.** Terms that are condescending must be avoided.

Source: http://www.onourownmd.org/wp-content/uploads/2011/12/LM-Flyer.pdf

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Person-First Language
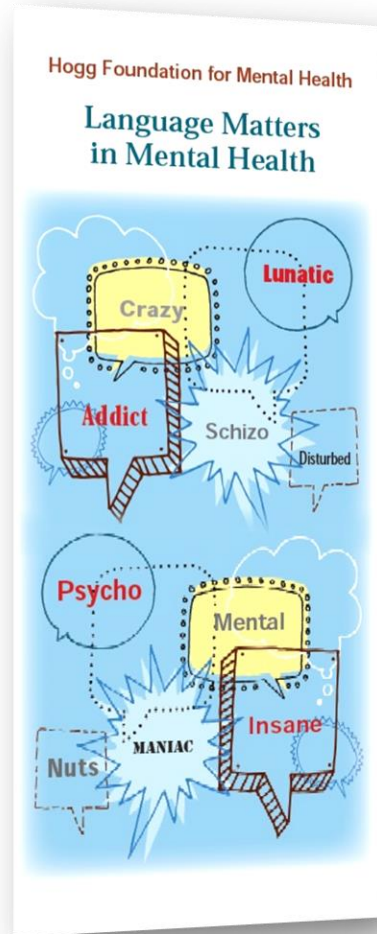
Label	People-First Language
Crazy/Psycho Insane/Lunatic	She has a mental health condition (or diagnosis) He has a lived experience of a mental health condition
Normal/Sane	She doesn't have a mental health condition
Paranoid schizophrenic Anorexic Depressive Obsessive-compulsive	He has paranoid schizophrenia She has anorexia nervosa He has major depression She has obsessive-compulsive disorder
Emotionally disturbed	He has a serious emotional disturbance
Special education student	She's a student receiving special education services
Addict/Substance abuser	He has a substance use disorder She has a lived experience of substance use
Mentally ill	She has a mental health condition (or diagnosis) He has a lived experience of a mental health condition

Source: www.hogg.utexas.edu Hogg Foundation for Mental Health "Language Matters in Mental Health"

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Reducing Stigma

B Stigma-Free: How would you say we could help the stigma improve, or get rid of the stigma?

Dr. Corrigan: …Clearly what makes stigma better is the degree to which the public interacts with people with mental illness. …

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Source: Overcoming Stigma of Mental Illness: Interview with Dr. Patrick Corrigan | bstigmafree

The Sacred Within
Sharon's Story

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Interpersonal Impact

SOCIETAL/FAMILIAL STIGMA

ROOM 1

FEELING DIFFERENT

ROOM 2

CULTURALLY AND LINGUISTICALLY INCOMPETENT SERVICES

ROOM 3

FAMILY FOCUSED TREATMENT

ROOM 4

FOCUS: HOW MIGHT _____ EFFECT INDIVIDUALS AND THEIR RELATIONSHIPS?

DOES THAT CHANGE AS THEY GET OLDER? CHILD, YOUTH, TEEN, ADULT, ELDER...

WHAT ARE HELPFUL WAYS TO PROVIDE SUPPORT?

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Debriefing Interpersonal Impact

How does the provider role affect interpersonal impact? Or does it?

Group Discussion

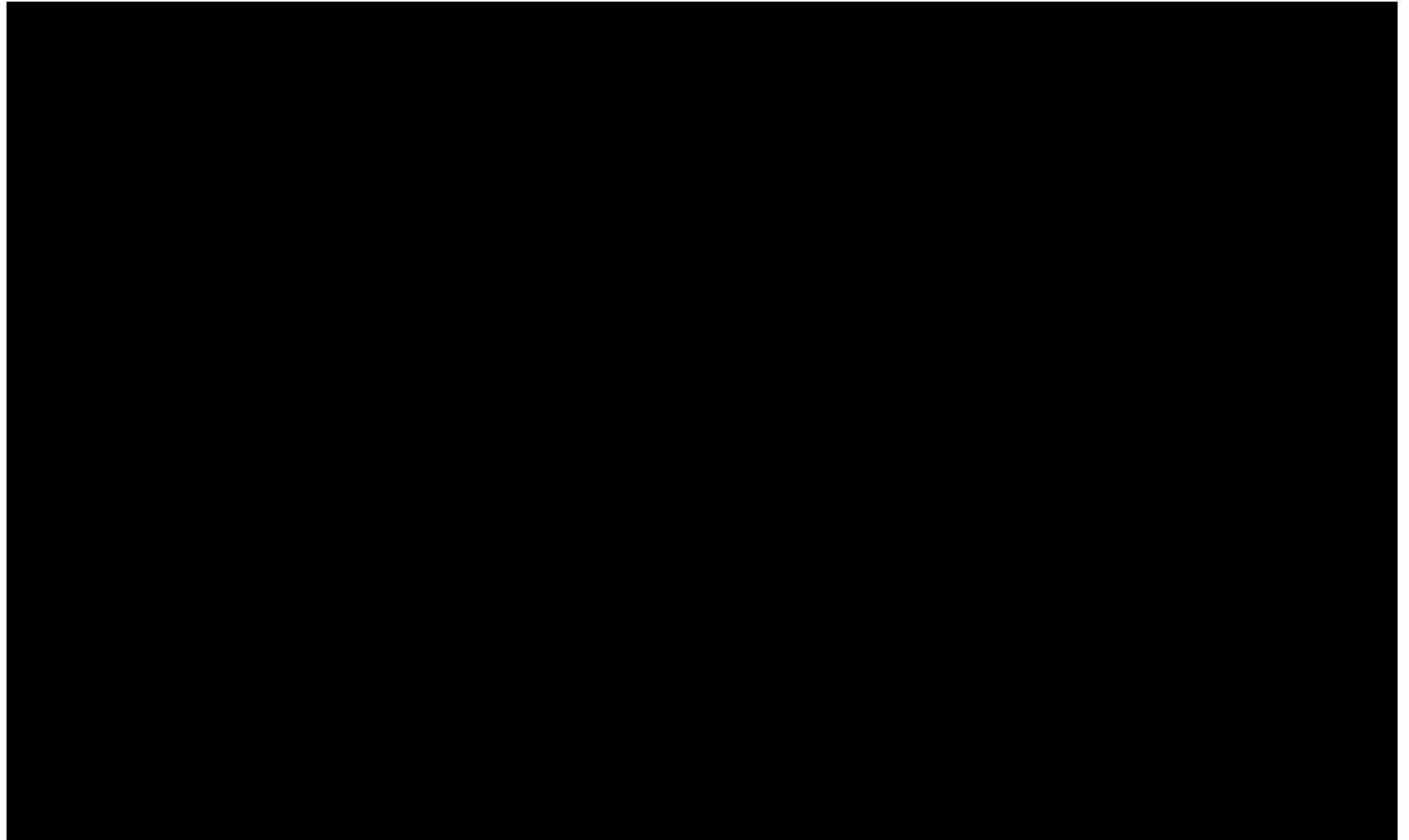*Large Group Discussion*

What does wellness look like in community?

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Definition of Peer Support

"**Peer support**. encompasses a range of activities and interactions between people who have shared similar experiences of being diagnosed with mental health conditions. This mutuality— often called "peerness"—between a **peer** worker and person using services promotes connection and inspires hope. **Peer support** offers a level of acceptance,"
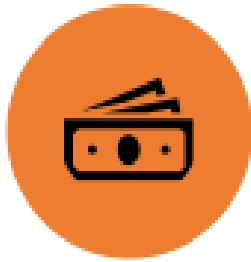
Source: Value of Peers Infographics: Peer Support (samhsa.gov)

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The Pieces of Wellness

Holistic

Self-Help

Employment

Peer Support

Recovery Centered

Choice

Client Driven

Peer Advocacy

Empowerment

Diversity

Voluntary

Community Based

Journey to Wellness
Tyrus's Story

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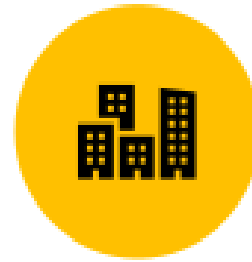**Behavioral Health Services**
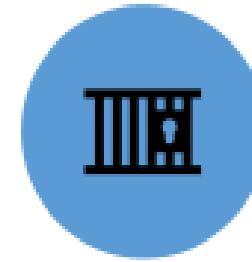
Community Impact

ECONOMIC

ROOM 1

HOUSING

ROOM 2

NAVIGATING
MULTIPLE AGENCY
SERVICES
ROOM 3

INCARCERATION

ROOM 4

FOCUS: HOW MIGHT _____ EFFECT INDIVIDUALS AND THEIR RELATIONSHIPS WITH COMMUNITY?

DOES THAT CHANGE AS THEY GET OLDER? CHILD, YOUTH, TEEN, ADULT, ELDER…

WHAT ARE HELPFUL WAYS TO PROVIDE SUPPORT?

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Debriefing Community Impact

In what ways does the provider role affect community impact? Or does it?

Group Discussion

Bringing It All Together

A Belief
in Wellness & Recovery

"Recovery from a mental illness is not only possible, it is to be expected."

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Reflections

- How can we support a client culture of wellness?

- Any ah ha moments/thoughts?

- How was the day for you?

Got Questions?