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Owner Dana James

Policy Area Wraparound  
(Wrap, REACH,  
youth CCS)-  
Administration

## #033 - Cultural Humility Policy

### I. POLICY

It is the policy of Children's Community Mental Health Services and Wraparound Milwaukee (hereby referenced as Wraparound Milwaukee) to integrate internally and require all service providers to have **Cultural Humility**. It is the expectation of Wraparound Milwaukee that youth and families can experience service providers that offer culturally respectful and inclusive services and are **Culturally Humble** service providers. The integration of cultural, spiritual, health and healing practices, and beliefs which promote the individual youth and family's wellness will be integrated at the administration level and can also be seen in the assessment, planning, intervention and the ongoing review of care.

Wraparound Milwaukee is committed to keeping the value of equity and inclusivity at the forefront of our daily interactions with youth, families, service providers, and each other. We are committed to action that is directed and focused on all of our community care partners in order to establish equitable access and opportunity. This includes:

- Providing educational opportunities to the community of care service personnel to develop awareness of attitudes, beliefs, knowledge and skills to effectively respond to families.
- Embracing the racial, ethnic, religious, linguistic, sex and gender, sexual orientation, national, international and political diversity of staff and clients with respect to their identity, culture, heritage, history, beliefs and values.
- Teaching concepts that support understanding and pride in one's own diversity, as well as understanding, respecting, being sensitive to and accepting the diversity of others.
- Being a community resource to address diversity/cultural issues.

## II. DEFINITIONS

- **Bias:** Prejudice toward one group and its members relative to another group.
- **Explicit bias:** Biases that people are aware of and that operate consciously. They are expressed directly and overtly. Example: If you openly and purposely favor people who graduated from the same school as you, or people of the same race or ethnicity as you, or who worship in the same way as you, or openly and purposely disregard people in a way that impedes or limits access to opportunities or advancement, or opposition to living, working, or socializing in certain neighborhoods that are rooted in personal beliefs vs. evidence and information.
- **Implicit bias:** Biases people are usually unaware of and that operate at the subconscious level. Implicit bias is usually expressed in involuntary ways, that are not intended to harm. Example: When seeing someone wearing your favorite team's jersey, assuming you will get along with them or giving them the benefit of the doubt based on a shared interest vs. seeing someone in the opposing team's jersey and making assumptions about them that are negative.
- **Cultural Competency** – Cultural Competency involves the following:
  - The ability to increase one's awareness about personal biases, assumptions, attitudes and world views.
  - The specific knowledge of people, culture, history, languages and experiences.
  - A repertoire of skills that allows one to effectively intervene in personal and professional domains.
- **Cultural Humility** – respecting and valuing each person as the expert in their own life, experiences, and culture. This is different from Cultural Competence which implies a level of expertise in a culture that is not your own.
- **Culture** – Culture shapes attitudes and behaviors, and defines what is encouraged, discouraged, accepted, or rejected within the county. When properly aligned with personal values and needs, culture can unleash tremendous amounts of energy toward a shared purpose and foster a department's capacity to thrive. Example: When changing jobs you may notice differences in the ways people do things or interact with each other and the people they serve. Sometimes you may adjust your own behavior and perspective as a result of the culture of the program or department.
- **Culturally Humble Service Providers:** A Provider who can effectively interact and develop meaningful relationships with a variety of people from various cultural backgrounds, beliefs, customs, and religions.
- **Culturally Respectful and Inclusive Services** – Culturally respectful health care services refer to preparation and practices that integrate diversity, multicultural and culturally specific awareness, knowledge and skills into service delivery.
- **Diversity** – Diversity includes all the ways in which people differ and encompasses all the different characteristics that make one individual or group different from another. It is all-inclusive and recognizes everyone and every group as part of the diversity that should be valued. Examples include not only race, ethnicity, and gender, the groups that most often come to mind when the term "diversity" is used, but also age, national origin, religion, ability, sexual orientation, socioeconomic status, education, marital status, language, and physical

appearance. It also involves different ideas, perspectives, and values.

- **Multiculturalism** – Multiculturalism focuses on ethnicity, race and culture. In this context it refers to the following five major cultural groups in the United States: African American / Black, Caucasian / European, Hispanic / Latino, Asian / Pacific Islander, and Native American or indigenous groups who have historically resided in the continental United States. All persons can point to one or more of these macro-level cultural groups as sources of their cultural heritage.
- **Racial Equity** – when race no longer determines one's socioeconomic outcomes; when everyone has what they need to thrive, no matter where they live. Race can no longer be used to predict life outcomes and outcomes for all groups are improved.
- **White cultural norms:** Rooted in "white culture", the dominant, unquestioned standards of behavior and ways of functioning embodied by the vast majority of institutions in the United States, white culture norms are ways of thinking, behaving, deciding, and knowing, that come more naturally to those from a white, Western tradition, while devaluing or rendering invisible other ways. Citation: <https://www.giarts.org/article/paying-attention-white-culture-and-privilege>
- **Workforce Equity:** The workforce of the county reflects the diversity of its residents, including across the breadth (functions and departments) and depth (hierarchy) of government.

### III. STANDARDS OF CULTURAL HUMILITY SERVICE PROVIDERS

#### A. Awareness / Attitudes / Beliefs

Culturally Humble Service Providers believe cultural self-awareness and sensitivity to one's own cultural heritage is essential and shall seek to develop an understanding of their own personal, cultural values, beliefs, health care beliefs and practices. This is one way of appreciating the importance of multicultural identities in the lives of people.

This can be achieved through attending seminars, trainings, and/or workshops discussing the various topics, such as, but not limited to: Personal exploration, professional coaching, reading books and joining conversations with others.

Culturally Humble Service Providers are aware of their **Bias, Explicit Bias, Implicit Bias**, negative and positive emotional reactions toward other racial and ethnic groups that may prove detrimental to the health care relationship.

Not only are they aware, but they are able to acknowledge both their negative and positive emotional reactions and still meet the needs of the youth, parent/guardian, and family without causing harm.

#### B. Knowledge

Culturally Humble Service Providers have specific knowledge about **Culture**, their own racial and cultural heritage and how it personally and professionally affects their definitions of and biases about normality / abnormality and their practices. They have and continue to develop specialized knowledge and understanding about history, traditions, values, family systems, **Culturally Respectful and Inclusive Services**, health-care beliefs and artistic expressions of

people served.

Culturally Humble Service Providers receive their knowledge through seeking out educational, consultative and training experiences to improve their understanding and effectiveness in working with culturally diverse populations. Being able to recognize the limits of their competencies, they seek consultation, seek further training or education, refer to more qualified individuals or resources or engage in a combination of these.

#### C. Skills

1. Culturally Humble Service Providers **assess** the meaning of culture and use comprehensive assessments to evaluate cultural norms and behaviors as strengths and differentiate from problematic or symptomatic behaviors.
2. Culturally Humble Service Providers **integrate** information gained in the comprehensive assessment into culturally responsive interventions.
3. Culturally Humble Service Providers **assess** and respect religious and spiritual beliefs and values, health-care beliefs and practices, including attributions and taboos, because these affect world view, psychosocial functioning and expressions of distress.
4. Culturally Humble Service Providers **integrate** helping practices, planning, and treatment methods native to the families' culture in the planning process.
5. Culturally Humble Service Providers **use** the individual's natural/informal support system in resolving problems (i.e., folk healers, storefront churches, religious social development centers, and spiritual leaders, families of creation and other community resources).
6. Culturally Humble Service Providers **take responsibility** for interacting in the language requested by the family. Changes must be made to the Child and Family Team composition to accommodate the family's language. Culturally skilled service providers **seek** language services with cultural knowledge and appropriate professional backgrounds or make referrals to competent bilingual practitioners.

## IV. PROCEDURE

- A. It is a requirement of Wraparound Milwaukee that all providers and their staff are skilled in cultural humility.
- B. Through recruiting, hiring, training, and staff retention guidelines and practices, efforts are made and reinforced to assure that culturally competent, diverse staff and community Providers are available to serve clients.
- C. Through the use of surveys, questionnaires, Plan of Care reviews, etc., Wraparound Milwaukee will monitor that the cultural needs of the families we serve are being addressed and met.
- D. Continue to partner with youth, families, Providers and community partners to promote cultural awareness and to embrace and celebrates difference.

## Approval Signatures

Step Description	Approver	Date
	Michael Lappen: BHD Administrator	8/23/2022
	Brian McBride: ExDir2 – Program Administrator	8/23/2022
	Dana James: Integrated Services Manager- Quality Assurance	8/17/2022
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