



Cultural Awareness Training

A special thanks to Hannah Sexton

THANK YOU!



Hannah was a KanCare Ombudsman Volunteer as a KU Social Work Practicum Student. She put together the majority of this content for the KanCare Ombudsman Office.

Thank you Hannah for all of your hard work!



What is Cultural Awareness?

Essentially, to be culturally aware you should consider cultural differences and how they impact behavior and beliefs.

It also includes recognition of your own cultural influences upon personal values, beliefs, and opinions.

Reflect on the following questions:

How would you describe your culture? What events do you celebrate? What are your views on body modifications (tattoos, piercings, etc.) and why do you have those views?

How might you seek out experiences that expose you to other cultures? Why might you want others to be aware of your culture?



What is Cultural Humility?

- The National Institutes of Health (NIH) defines it as “a lifelong process of self-reflection and self-critique whereby the individual not only learns about another’s culture, but one starts with an examination of their own beliefs and cultural identities.”
- Cultural humility focuses on a sense of self that acknowledges cultural differences and experiences between a person and those around them.

Why is Cultural Awareness important?

- We live in a country that has many different cultures and backgrounds that affect people's way of life. Being culturally aware can help you communicate better with people who are different than you.



Q. Why is cultural awareness something we are talking about?

A. There is a wide variety of people who are on KanCare. It is important to be aware that:

1. the people who we help may speak different languages
2. have a varying degree of wariness or trust in our organization
3. we are aware of our own biases so that we can prevent the interaction from interfering with how we treat the callers.

A Note on Language...

The phrases “Cultural Humility” and “Cultural Awareness” have replaced the phrase “cultural competency” in this training. This is because competence implies lived experience, and a person who is not a member of a specific culture cannot be competent in that culture.

In the next slide, you’ll review some videos that elaborate on the change in language and why the changes are important!



Videos on Cultural Humility and Awareness

- Cultural Humility with Juliana Mosley, Ph.D
https://www.youtube.com/watch?v=Ww_ml21L7Ns
- Why use the term “cultural humility?”
<https://www.youtube.com/watch?v=vBPYuOWCfk>
- Cultural Competency & Cultural Humility
<https://www.youtube.com/watch?v=6eWb7N6MJ8A>

Discussion Questions from the videos

1. What are two things you learned from these videos?
2. Take a moment and reflect. What is a bias you may have?
3. What are the benefits of being culturally aware?



Trauma Informed Care Training



What is Trauma?

- To understand the concept of **Trauma-Informed Care**, we must define trauma: "An event, series of events, or set of circumstances that is experienced by an individual as physically or emotionally harmful or life threatening and that has lasting adverse effects on the individual's functioning and mental, physical, social, emotional, or spiritual well-being."
SAMSHA.

Reflect on the following questions

- What type of events can cause trauma?
- How might this impact an individual's ability and desire to seek services?
- What factors should one be aware of while helping others?



What is Trauma Informed Care (TIC)?

- Trauma-informed care is used to help the provider speak, act, and assist in a way that will not re-traumatize those they help, and create a safe, respectful, and compassionate environment.
- TIC seeks to shift the focus from “*What’s wrong?*” to “*What’s happened/happening?*”
- This helps ensure that the caller does not feel discouraged or deterred from seeking help or services in the future. It also promotes healing.

Videos on Trauma Informed Care

Module 1: What Is Trauma Informed Care?

- <https://traumainformedoregon.org/tic-intro-training-modules/module-1/>

Module 2: Why is Trauma Informed Care Important?

- <https://traumainformedoregon.org/tic-intro-training-modules/module-2/>

Questions to reflect on

- Why might we want to be trauma informed?
- What are some examples or scenarios where a provider re-traumatizes the person they are trying to help?
- How might a trauma informed call help promote healing?