Using Cultural Intelligence to Advance Treatment in the African American Community

By Brandon Jones, M.A.
Executive Director & Consultant

Trainer:
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- 2013 Bush Foundation Leadership Fellow

My Goal for Today
- My only Goal of the day is to get you to Shift your Lens
- Expand your Worldview
- Disrupt Your Current Thought Process.
- Provide some Context
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2 Rules

Be Honest

Ask Questions
• Test Question

UNDERSTANDING YOUR WORLDVIEW

WORLDVIEW DEFINED:
A PARTICULAR PHILOSOPHY OF LIFE OR CONCEPTION OF THE WORLD.
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Worldview Dynamics

- Influences
- Experiences

What is Cultural Intelligence?

- The ability to adapt to new cultural settings
- The ability to cooperate effectively with others from diverse cultural backgrounds and circumstances
- The ability to function in a group setting in non-competitive situations
Question

• What is one of your earliest recollections of race or racism?
• What happened and what do you remember?

Diversity and Inclusion

Diversity Represents The Full Spectrum Of Human Demographic Differences -- Race, Religion, Gender, Sexual Orientation, Age, Socio-economic Status Or Ability Status.

Diversity And Inclusion Is An Entity's Mission, Strategies, And Practices To Support A Diverse Space And Leverage The Effects Of Diversity To Achieve An Overall Goal.

Inclusion Is A Collaborative, Supportive, And Respectful Environment That Increases The Participation And Contribution Of All Individuals Involved.
Race is a Social Construction

This is what we have been taught and told to make us feel better about discussing it. What are some other Social constructions????
How about time????
How about colors???
However, we usually give them more validation than we do Race...but why???
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**What is culture?**

Culture is typically described as the totality of learned behaviors of a people that emerges from their interpersonal interactions.

Culture includes the ideals, values, and assumptions about life that are widely shared and that guide specific behaviors.

<table>
<thead>
<tr>
<th>Objective culture</th>
<th>Subjective culture</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visible: artifacts, food, clothing</td>
<td>Invisible: values, attitudes, norms</td>
</tr>
</tbody>
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**10 Areas of People Activity**

- Economics
- Education
- Entertainment
- Labor
- Law
- Politics
- Religion
- Sex
- War
- Health

**Economist Found $16 Trillion When She Tallied Cost of Racial Bias**

Dana Petersen, who was a Citigroup global economist, recalled her own experiences of bigotry while researching how gaps between Black and White Americans cost into economic output.

By Sajid Khan
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**Terminology**

- **Individual racism** refers to the beliefs, attitudes, and actions of individuals that support or perpetuate racism in conscious and unconscious ways.
- **Institutional racism** refers to discriminatory treatments, unfair policies, or biased practices based on race that result in inequitable outcomes for whites over people of color and extend considerably beyond prejudice.
- **Systemic Racism** refers to whites' historical and systematic oppression of non-European groups that manifests in the structure and operations of racist societies like the United States. It is reflected in disparities regarding wealth, income, criminal justice, employment, housing, health care, and education, among other factors.

**Anti-blackness**

Refers to our society's hatred of blackness
- "It's a theoretical framework that illuminates society's inability to recognize our humanity — the disdain, disregard and disgust for our existence." - Dr. Ross
  - It includes Colorism
  - It can permeate through ALL races/ethnicities

**Anti-racism**

Refers to the conscious decision to make frequent, consistent, equitable choices daily. These choices require ongoing self-awareness and self-reflection as we move through life.

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Two types of bias

Explicit bias
- Expressed directly
- Aware of bias / operates consciously
- Example – Sign in the window of an apartment building – "whites only"

Implicit bias
- Expressed indirectly
- Unaware of bias / operates sub-consciously
- Example – a property manager using more criminal background checks on African Americans than whites.

Implicit Bias Defined

An implicit bias, or implicit stereotype, is the unconscious attribution of qualities to a member of a certain social group. Implicit stereotypes are shaped by experience and based on learned associations between qualities and social categories, including race and/or gender.

Unconscious Manner?

- The human brain receives 11 million bits of information from our senses every second.
- It is estimated we can consciously process approximately 50 bits of information per second.
The Efficiency Solution:

- **Schemas**: the mental “frames” through which our brains help us understand and navigate the world:
  - Sort into categories
  - Create associations between things
  - Fill in the gaps when we only receive partial information

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Fast and Slow Processing

- **Fast Processing**: Occurs automatically—using schemas and mental mapping for efficiency—think of road hypnosis
- **Slow Processing**: Occurs deliberately—completing a complex task that requires concentration—filling out forms.

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$25 Dollar Challenge
Implications

The same schemas (mental frames) that help us efficiently navigate our world are responsible for our stereotypes of others.

When we are stressed, time pressed, or faced with ambiguity, our behavior is likely to be heavily influenced by our stereotypes.

Question

How old were you when you first realized you were different from someone else racially?
Languishing is a sense of stagnation and emptiness. It feels as if you're muddling through your days, looking at your life through a foggy windshield. And it might be the dominant emotion of 2021.

- According to the New Times

What is Trauma?

A Deep Emotional Wound!

closely connected to Toxic Stress or Toxic Environments
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Race Related Stress

- Stress is the body's physiological and cognitive response to situations perceived as threats or challenges. It is a normal and natural response.
- Most stress individuals encounter on a day-to-day basis is tolerable, because individuals have coping skills and supportive relationships to help them endure it.
- However, exposure to stressful and adverse experiences over a long period without positive mitigating factors can become toxic.

Racial Trauma

Racial trauma or race-based stress comes from dealing with racial harassment, racial violence, or institutional racism. It is often compared to post-traumatic stress disorder (PTSD) as the symptoms are similar with irritability, hypervigilance, anxiety, and depression.
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Racial Trauma

- Race-based traumatic stress is the cumulative effects of experiencing and witnessing discrimination and even death of another person of same race.
  - Institutional racism
  - Microaggressions
  - Historical or personal memory of racism

Racial Trauma wounds often go unnoticed and are worn like invisible weights.

It can lead to the feeling voicelessness and impairs the ability to advocate for oneself.

The emotional response to experiences of degradation and devaluation as human being can result in Wounds of Rage.

Rage is a very complex emotion that can appear as anger, explosiveness, sadness, and depression.

Racial oppression is a traumatic form of interpersonal violence which can lacerate the spirit, scar the soul, and puncture the psyche.

- Dr. Kenneth Hardy
“Cumulative result of a natural race-related stress response to distressing mental and emotional conditions. These conditions emerged from constantly facing racially dismissive, demeaning, insensitive and/or hostile racial environments and individuals.”

- Dr. William Smith

How Trauma makes an Impact

- Individuals who have survived trauma vary widely in how they experience and express traumatic stress reactions.
- Traumatic stress reactions vary in severity; they are often measured by the level of impairment or distress that clients report and are determined by the multiple factors that characterize the trauma itself, individual history and characteristics, developmental factors, sociocultural attributes, and available resources.

The characteristics of the trauma and the subsequent traumatic stress reactions can dramatically influence how individuals respond to the environment, relationships, interventions, and treatment services, and those same characteristics can also shape the assumptions that individual makes about their world (e.g., their view of others, sense of safety), their future (e.g., hopefulness, fear of a foreshortened future), and themselves (e.g., feeling resilient, feeling incompetent in regulating emotions).
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Racial Microaggressions

- Racial microaggressions are a form of psychological warfare and are defined as:
  - 1) subtle verbal and nonverbal insults directed at people of Color, often automatically or unconsciously
  - 2) layered insults, based on one’s race, gender, class, sexuality, language, immigration status, phenotype, accent, or surname
  - 3) cumulative insults, which cause unnecessary stress to people of Color while privileging whites.

Interpersonal Racism

- Events that cause racial trauma occur in many different forms and may be direct or subtle and ambiguous.
- Although most racial encounters occur on an interpersonal level, they are usually the effect of structural or systemic racism like the examples listed above.
- Examples of interpersonal racism include (but are not limited to) physical and verbal assaults against a person of color, treating a person of color as a stereotype, such as assuming a person of color is criminal or dangerous.

How Racism is Showing Up in Workspaces

- Policies and practices entrenched in established institutions that harm certain racial groups, and help others create systemic racism.
- Systemic racism has roots in historic racism; however, it is reinforced by contemporary environmental, institutional, and cultural structures.
Microaggressions are the everyday verbal, nonverbal, and environmental slights, snubs, or insults, whether intentional or unintentional, that communicate hostile, derogatory, or negative messages to target persons based solely upon their marginalized group membership.
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Repetitive Injury & Microaggressions
- Expected to speak for and on behalf of people of color.
- Routinely accused of being hostile, aggressive, difficult and/or angry.
- Expected to be the diversity on committees and in meetings.
- Often, criticized for doing your work too early or well or not good enough or not speaking up more.

Examples of Microaggression
- “You are so articulate”
- Assuming we are janitorial staff or secretaries
- Not learning to pronounce names
- “When I see you, I don’t see race” or “I don’t see color”
- “The most qualified people get the jobs/grants”
- Anything about affirmative action

Repetitive Injury & Micro-aggressions
- Your absence (at work, at meetings, at parties) stands out or is an issue.
- White staff receive praise publicly but nonwhite in private if at all.
- Uses sarcasm or humor to make fun of someone’s hair or clothes and then hide behind “I’m just kidding” attitude.
- “Shield against other people of color” The mouthpiece or to endorse them as “not racist,” or to validate their work or decision-making.
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How Does Racial Trauma Affect Individuals?

- Increased vigilance and suspicion – Suspicion of social institutions (schools, agencies, government), avoiding eye contact, only trusting persons within our social and family relationship networks
- Increased sensitivity to threat – Defensive postures, avoiding new situations, heightened sensitivity to being disrespected and shamed, and avoid taking risks
- Increased psychological and physiological symptoms – Unresolved traumas increase chronic stress and decrease immune system functioning, shift brains to limbic system dominance, increase risks for depression and anxiety disorders, and disrupt child development and quality of emotional attachment in family and social relationships

How Does Racial Trauma Affect Individuals? Cont....

- Increased alcohol and drug usage – Drugs and alcohol are initially useful (real and perceived) in managing the pain and danger of unresolved traumas but become their own disease processes when dependency occurs
- Increased aggression – Street gangs, domestic violence, defiant behavior, and appearing tough and impenetrable are ways of coping with danger by attempting to control our physical and social environment
- Narrowing sense of time – Persons living in a chronic state of danger do not develop a sense of future; do not have long-term goals, and frequently view dying as an expected outcome

Racing ACEs: Ensuring Racial Justice is a Central Tenet of Trauma-informed Care

- Advance Childhood Experiences
  - Abuse
  - Violence
  - Disaster
  - Adoption
  - Mental Illness
  - Drug Use
  - Family Death
  - Disability, and/or special education

- Adverse Childhood Experiences
  - Social/Emotional/Cognitive impairments

- Historical Trauma
  - Racism
  - Oppression
  - Grief, rage, compliance of BIPOC
  - Social identity threat, micro and macro aggressions, complex trauma

- Adverse Childhood Experiences
  - Intergenerational, historical trauma for Black people, Indigenous people, People of Color (BIPOC)

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Survival Stress Management

A process of adapting to stressful situations by acting or reacting without thinking of the consequences of our choices; immediate satisfaction or instant self-gratification; resulting in increased stress and/or depression:
- Judgemental and distorted thoughts and feelings, impatience, exploitation, aggression, abuse and violence directed against oneself or others.
- Addictive substances and behavior (i.e., drugs, alcohol), sex, shopping, fast money, gambling, food, video games, etc.) produces a limited sense of relief requires repetitions.

Historical Trauma

“History is not about the past. It’s about the present!”

— Dr. El Kati

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What is Historical Trauma?

- A type of trauma that is often overlooked is historical trauma. Historical trauma is most easily described as multigenerational trauma experienced by a specific cultural group.
- Historical trauma is cumulative and collective. The impact of this type of trauma manifests itself, emotionally and psychologically, in members of different cultural groups (Brave Heart, 2011).
- As a collective phenomenon, those who never even experienced the traumatic stressor, such as children and descendants, can still exhibit signs and symptoms of trauma.

Historical Trauma

- Who is Impacted by Historical Trauma
  - American Indians/First Nations Peoples
  - Immigrants
  - People of Color (including African-Americans/Blacks)
  - Families Living in Poverty
- Manifestations of Historical Trauma
  - People may begin to internalize the views of the oppressor and perpetuate a cycle of self-hatred that manifests itself in negative behaviors
  - Emotions such as anger, hatred, and aggression are self-inflicted, as well as inflicted on members of one's own group

Grief as the result of historical trauma that has not been adequately expressed, acknowledged, or otherwise resolved. Examples include Holocaust survivors; lack of acknowledgement of the Armenian genocide and the mass murder of other ethnic groups in World War II.
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**Internalized Oppression**
- As the result of historical trauma, traumatized people may begin to internalize the views of the oppressor and perpetuate a cycle of self-hatred that manifests itself in negative behaviors.
- Emotions such as anger, hatred, and aggression are self-inflicted, as well as inflicted on members of one’s own group. For example, self-hatred among Blacks/African Americans who act out their aggression on people who look like them.

**Disenfranchised Grief**
- Grief as the result of historical trauma when loss cannot be voiced publicly or that loss is not openly acknowledged by the public.
- For example, the lack of recognition of the generations of loss of American Indians from colonialism, disease and other factors, and the corresponding lack of recognition of their right to grieve these collective experiences.

**Intergenerational Trauma**
- Is the transmission of historical oppression, toxic stress, and its negative consequences across generations.
- There is evidence of the impact of intergenerational trauma on the health/well-being and on the health and/or social disparities facing a collective of people.
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AMERICAN CHATTEL SLAVERY (1619-1865)

Chattel Slavery (personal property, bought and sold as commodities or like cattle)

- 1808 importing Africans as slaves was banned.
- A typical slave family was matriarchal in form, for the mother's role was far more important than the father's and many times fathers' names was omitted from birth records.

P.T.S.S.

- Post Traumatic Slave Syndrome is a condition that exists because of centuries of chattel slavery followed by institutionalized racism and oppression have resulted in multigenerational adaptive behavior, some positive reflecting resilience, and others that are harmful and destructive.
- Theory of P.T.S.S. was developed by Dr. Joy DeGruy as a result of twelve years of quantitative and qualitative research.
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JIM CROWism, 1865-1965

- 1865 - 13th Amendment /Slavery Abolished
  - either slavery nor involuntary servitude, except as a punishment for crime.
- 1866 - Convict Leasing
- Sharecropping: attempted to reimpose a thinly disguised form of slavery.
- 1866 - Ku Klux Klan
- Lynching (often included castration) 1882 to 1964, at least 4,742 in southern states and 219 in northern states.

“GREAT MIGRATION” AND GHETTO (1915-68)

- They were leaving the farm, sharecropping and the abuse.
- Menial and industrial manufacturing jobs; segregated housing and employment.
- 1919 “Red Summer” 13 days of racial violence on the South Side of Chicago, 23 blacks and 15 whites dead, 537 people injured, and 3,000 black families homeless.
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**GHETTO AND WELFARE (1968-1975)**
- Welfare rules: "no adult men in the home.
- Decrease in low education industrial manufacturing jobs.
- Drugs, crime, and family disintegration (all inter-related) took a heavy toll on the inhabitants of the inner city.
- The exodus of jobs and middle class.

**HYPERGHETTO AND PRISON (1975-1990)**
- Hyperghetto: extreme concentration of poverty and underprivileged groups.
- Blacks and whites use and sell drugs at about the same rate, but blacks are 20 times more likely going to jail.
- Drugs had major impact on the women and children.
- Concentrated police presence.
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INSTITUTIONALIZED GENERATION (1985 –Now)
- Generation developed after the crack era. Born from the mid 1980’s to present.
- Enriched with services providers external to family members.
- Creating an inferiority and dependent Culture.
- Element of internalized oppression and extreme level of learned helplessness.

African American Citizenship
1619 - 2022

Chattel Slavery
1619-1865
246 Years

Jim Crow and Segregation
1865-1965
100 Years

Citizenship Rights
1965-2022
54 Years

Struggle for full inclusion
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What Does All of This Mean?

• An awareness of unconscious bias requires us to fundamentally rethink the way we approach diversity work on several different levels.

• We have focused a great deal of attention on trying to find ways for people, especially those in the dominant groups, to "get" diversity. The challenge is that "getting it," on a conscious level, may have little or no impact on our unconscious beliefs and, more importantly, behavior.

YOU HAVE TO BE RESILIENT IN THE FACE OF ADVERSE TIMES
What Is Healing?

Healing is...
A consistent process of efforts to create peace, balance, and justice.

Interacting Layers of Trauma and Healing

Collected by Youth & Communities through Participatory Leadership, Education, and Activism...}

Nurturing Healing and Liberation by Healing-Centered and Restorative Practices, Listening Campaigns, Collective Care, Community Healing, and Community Healing Circles...
Healing Wounds

1. A commitment to healing is essential to facing history, making connections and taking effective action.
2. The impact of historical harms, their aftermaths and their legacies continue to cause pain and create limitations for individuals and groups. If left unhealed, trauma is destructive to both the individual and the community, as it impacts people on emotional, cognitive, behavioral, physical, and spiritual levels.
3. Cooperative efforts among historically divided groups are limited by the unhealed harm, while distrust, suspicions, fear and lack of comfort with one another can prevent obstacles to potentially constructive projects.

resilience:
"The capacity of a dynamic system to adapt successfully to challenges that threaten the function, survival, or future development of the system."
—Ann Masten, Professor, University of Minnesota, College of Education and Human Development

Defining Community Resilience

1. The ability of community systems to prepare for, withstand, and recover from acute shocks while also addressing and preventing the adverse effects of structural racism.
2. A community's ability to cope, strive, and be supported through equitable access to buffers that address and relieve sources of chronic stress and acute adversity.
4 Strategies to working Effectively with African American People

Shifting Our Thinking

“Human beings are ruled by ideals” – Dr. El-Kati

1. What’s Our Role in the Work?
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Being a Racial Ally

- Being Brave in a Place of Discomfort
- Willing to Use Privilege to Make Systematic Differences
- Willingness to be open to listening without Defensiveness
- Having empathy for other’s Pain
- Acknowledging your pain and that there is work for you to do also.

Being a Victim of the System...

- Understand that something has or is happening to you
- Have confidence and Pride in who you are
- Understand that you have value that does not need to be validated by anyone else
- Seek places and experiences to help you heal instead of places and experiences of acceptance.
- Stop trying to get others to get it...that is not your work. That is their work!

2. From “Self Care” to SUSTAINABILITY

- Sense of Social Support
- Sense of Meaning and Purpose
- Sense of Efficacy

Ultimately, Sustaining ability is being Proactive in our self-care. To continue providing high-quality educational, psychological, and support services to the community with a sense of meaning, purpose, efficacy, and social support.
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Secondary Trauma

Is the emotional duress that results when an individual hears or shares elements of the firsthand trauma experiences of another.

- Wellbeing Wheel -

Dimensions:

- Environment:
  - Personal Environment
  - Relationship with Nature
  - Global Environmental Health

- Health:
  - Diet & Nutrition
  - Physical Activity
  - Sleep
  - Thoughts & Emotions
  - Stress Mastery
  - Personal Relationships
  - Safety
  - Facing Fear
  - Relationship to Money
  - Life Purpose
  - Spirituality
  - Community Wellbeing

Creating a balanced ecosystem for holistic health.

Developing Our Cultural Intelligence!

- Cultural Intelligence...Maybe as important as EQ (Emotional Intelligence) for educators.
- Cultural intelligence measures a person’s capacity to function effectively in a multicultural environment.
- Employers and organizations apply CQ to foster tolerance and enhance cross-cultural interactions.

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Following the Framework

One way to develop cultural intelligence is to focus first on the motivation to engage with different cultures (CQ Drive).

Then it makes sense to gain an understanding of core cultural differences (CQ Knowledge).

Next, you can use your knowledge of how cultures are similar and different to consciously plan for multicultural interactions (CQ Strategy).

The final step is to make sure that your behavior is flexibly appropriate for different cultural settings (CQ Action). This is not the only way to develop CQ, but it provides one way of thinking about how you can enhance your CQ.

Post Traumatic Growth

Where do we go from here?
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PTG definition

- Post-traumatic growth is positive psychological change experienced as a result of adversity and other challenges in order to rise to a higher level of functioning.
- Ultimately, Post Traumatic Growth highlights the benefits of emotional growth, stronger relationship bonds, and a different perspective on life.

5 Domains of PTG

Personal Strength

- Trauma often leads to self-doubt
- Recognizing your ability to handle challenges
- Increase your sense of capacities to survive and prevail
- We must believe in our possibilities
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Healthy Relationships

- Finding supports and networks to help you move forward
- Set strong boundaries and let your expectations be known.
- Being afraid of being vulnerable is a major obstacle

Appreciation and Purpose of Life

- Understand what is important to you. What are the things you value and why?
- Do things that lead to a purpose.
- Small victories

Consecutive Constructive Choices

- Do not be afraid of new experiences. Explore new information, spaces, people
- Exposure and consistency are key
- Have some compassion for yourself

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Personal Development

- Do not be afraid of finding out who you truly are or who you want to be.
- What are you investing in yourself?
- Are you keeping it real with yourself?

Post Traumatic Growth

The process of post-traumatic growth can lead to improved relationships with others, more compassion, openness, appreciation for life, spiritual growth, personal strength, and a renewed sense of possibilities in the world.

RESILIENCY

- Resiliency is a quality that can help you recover from early life experiences and deep emotional wounds.
- The ability to “bounce back” or adapt in the face of adversity or major life stress.
- Everyone has an ability to be resilient and to become even more resilient.
RESILIENCE VS. PTG

- **RESILIENCE**: The ability to recover readily from illness, depression, adversity or the like; the ability to regain shape.
- **PTG**: A new level of functioning and perspective; it is a transformative response to adversity.

Please Remember

Healing is a Journey!
Questions...

• What are some strategies to engage parents in a conversation that their child might benefit from some mental health services, especially when relationship with the parent is minimal and/or exclusively virtual?

• What are some ways to explore parent perspective on mental health?

• What are some other options to suggest to support mental health needs besides the traditional mental health system?

Contact Information

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