



California Women, Children & Families Technical Assistance Project (CaWCF)
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present



Engaging Latinas in Case Management Services

By Isabel S. Perez-Yañez,
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Case Management

- Goal of Case Management
- Different models for different Agencies
- Length of case management services
- Numbers of cases

Oppression and Stereotypes

- Study of public opinion polls administered by twenty agencies in last thirty years shows that Latinos/as are the least favored among all immigrant groups, and Mexicans are viewed with the greatest anti-immigrant sentiment

Multidimensional Contextual Practice, Diversity and Transcendence, Krishna L. Guadalupe, Doman Lum, pgs 178-179

- Stereotypical beliefs that Latino/a immigrants come to the U. S. to take advantage of welfare programs and other public services persist even though unsubstantiated

□ Multidimensional Contextual Practice, Diversity and Transcendence, Krishna L. Guadalupe, Doman Lum, pgs 178-179

Mistrust and Trust

- Cultural Background
- Experiences with racism, and oppression with
- Sociopolitical Systems
- Community
- Throughout Life
- Worldview of counselor and client

Counseling the Culturally Different, Fourth Edition Derald Wing Sue, David Sue

Health Concerns

- Latinas have the highest rate of cervical cancer caused by human papillomavirus (HPV).
- The rate of recently reported cases of young Latinas – between the ages of 10-19 – with Chlamydia is more than double that of young white females.
- HIV/AIDS is the leading cause of death among Latinos aged 25-44.

□ National Latina Institute for Reproductive Health, 1/16/08

Health Concerns

- ❑ More than 25% Latinas do not receive prenatal care during the first trimester
- ❑ Account for more than 20% of AIDS cases among women
- ❑ HIV infection rate 7 times higher than White women
- ❑ Among Mexican-American and Puerto Rican women, cervical cancer incidence rate is two to three times higher than White women
- ❑ Unintended pregnancy rate nearly two times the rate of White women

National Latina Institute for Reproductive Health, 1/16/08



- ❑ **The Latino population is growing at a rate of 4.7%, as compared to 0.3% for whites and 1.5% for African Americans**
- ❑ **Rates for substance dependence or abuse are highest for Hispanics (10.0%), followed by Whites (9.2%) and Blacks (9.0%) (SAMHSA, 2007).**

Drug Use



- ❑ Latinos experience more serious consequences of drug use (e.g., school drop out, prison, HIV)
- ❑ Such consequences may be a function of lower access to drug abuse treatment services.
- ❑ Hispanics report as much need for services as Whites, but are more likely to report not receiving services and to be less satisfied with the services they receive.



- ❑ Hispanic adolescents are more likely to abuse drugs, especially crack cocaine, heroin, and 'ice,' than are adolescents from other ethnic groups (Johnston, O'Malley & Bachman, 2003).
- ❑ **Inhalants- epidemic**
- ❑ Latino youth are more likely to report having been approached by someone selling drugs

- ❑ Lack of insurance, inadequate access to health care, poverty, language barriers, discriminatory treatment and limited awareness of health risks
- ❑ Only 38% Latinas age 40 and older has regular mammograms
- ❑ Chlamydia 3.5 times higher than for White women

National Latina Institute for Reproductive Health, 1/16/08

Five Characteristics of Effective Helping Professionals

- ❑ Worldview Respect
- ❑ Hope
- ❑ Humility
- ❑ Trust
- ❑ Empathy

Adapted from Fundamentals of Substance Abuse Practice, Jerry L. Johnson

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- **Worldview**-ability to understand and accept the overall approach, perspectives, background, actions, and beliefs of your client- so your counseling is compatible with that worldview
 - Respect

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- **Hope**-is fundamental to the pursuit of change and betterment
 - Generates the desire and ability to discover, create and experience meaning in life

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- **Humility**-to communicate the belief that you are not superior to your client-both of you are human beings with strengths and weaknesses.
 - Language is a powerful force, creates differences between people and groups in society

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- **Trust**-reflects the quality of your relationships with your clients
 - Clients have the right to decide not to change
 - Your role is to facilitate a relationships that puts clients in charge of their own lives
 - Substance abuse treatment can be difficult, painful, and sometimes lengthy ordeal

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- **Empathy**- is the "helper's ability to perceive and communicate, accurately and with sensitivity, the feelings of the client and the meaning of those feelings".
 - Skillful, reflective listening

Cultural Sensitivity an Integral Part of Client Engagement

- **First** , a culturally competent helping professional is one who is actively in the process of becoming aware of his/her own assumptions about human behavior values, biases, preconceived notions, personal limitations, and so forth
- **Second** , a culturally competent helping professional is one who actively attempts to understand the worldview of his or her culturally different client

Cultural Sensitivity an Integral Part of Client Engagement

- ❑ **Third**, a culturally competent helping professional is one who is in the process of actively developing and practicing appropriate, relevant and sensitive interventions strategies and skills in working with his or her culturally different client

Counseling the Culturally Diverse, Theory and Practice, Fourth Edition, Derald Wing Sue, David Sue, pg 18-19

Hallmarks of strengths-based helping strategies

- ❑ **Choice** about treatment context (individual, group, outpatient, family-centered), and informed choice about treatment methods (cognitive-behavioral, solution-focused, family of origin, etc.)
 - ❑ Addiction Treatment, A Strengths Perspective, Katherine van Wormer, Diane Rae Davis

Degrees of Cultural Identity

- ❑ Assimilation
- ❑ Acculturation
- ❑ Diversity and commonalities
- ❑ Primary culture
- ❑ Secondary Culture
- ❑ Place of Birth
- ❑ Environment
- ❑ Family
- ❑ Gender Roles
- ❑ Communication Styles
- ❑ Timing

Workers Beliefs

- ❑ Assimilation
- ❑ Acculturation
- ❑ Worldview
- ❑ Traditional
- ❑ Origins of Beliefs
- ❑ Diverse Ways of Communication

Cultural Needs In Case Management

- ❑ Immigration Information
 - Understand the Diverse Views
- ❑ Dispel Myths and Beliefs
- ❑ Day care and Transportation
- ❑ Home Visits
- ❑ Develop support with other Latinas
- ❑ Groups

Building Strengths

- ❑ Include La Familia
 - ❑ The Community, Environment
 - ❑ Cultural traditions
 - ❑ Spiritual beliefs
 - ❑ Multidimensional Contextual Practice, Diversity and Transcendence, Krishna L. Guadalupe, Doman Lum, pgs 178-179
- Listen to her stories of survival, strength, resiliency

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- ▣ Setting boundaries
 - ▣ Remember the purpose of role
 - ▣ Developing relations
 - ▣ Dependency or support
 - ▣ Self-sufficiency
 - ▣ Develop resources
 - ▣ Ongoing advocacy

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