



FEDERATION FOR CHILDREN
WITH SPECIAL NEEDS



INFORMING, EDUCATING, EMPOWERING FAMILIES
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Federation for Children with Special Needs (FCSN)

- **Special Education Center:**
Parent Training & Information Center, LINK Center
- **Family Support Center:**
Family TIES of Massachusetts, Pathways For Parents
- **Health Care Advocacy Center:**
Family-to-Family Health Information Center @ Mass. Family Voices
- **Family and Community Engagement Center:**
FACET, Recruitment, Training & Support Center for Special Education Surrogate Parents
- **Parent-Professional Leadership Center:**
Advancing Parent-Professional Leadership in Education, MassPAC





**Cultural Brokers:
An Effective Approach
for Engaging Diverse Families**

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Workshop Objectives

Participants will...

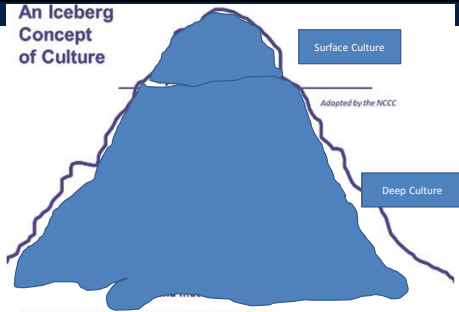
- Understand the depth of the term "Culture"
- Embrace the richness of diversity
- Learn the definition of cultural Brokering
- Move to close gaps in access, services, and awareness of disability civil rights among racial/ethnic groups
- Learn strategies on how to support all families



**Culture is about
Groupness
Let's Talk About Your Own
"Culture"**

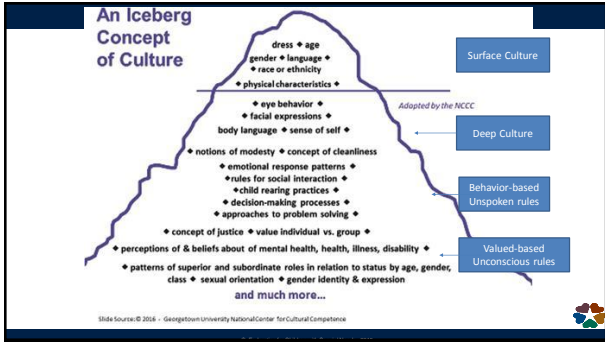


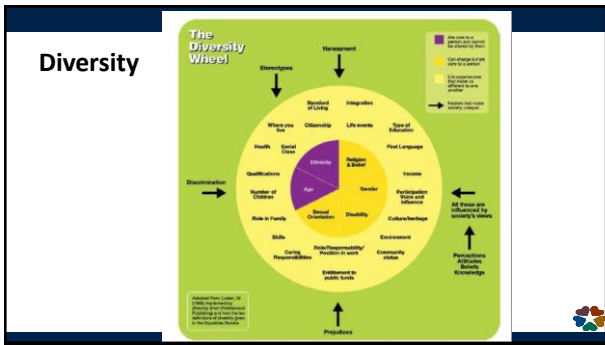
An Iceberg Concept of Culture



Slide Source: © 2004 - Georgetown University National Center for Cultural Competence







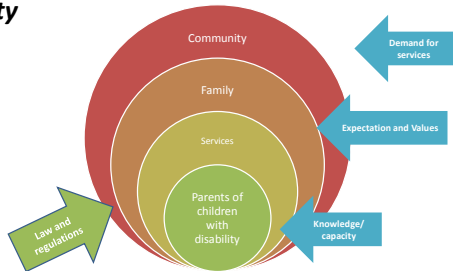
The Richness of Diversity

- Celebrate and encourage the presence of a variety of people in all activities.
- Understanding each other and moving beyond simple tolerance to embracing and celebrating the rich dimensions of diversity contained within each individual.

Technical Assistance



Reality



Adapted from the LifeCourse Framework, National Community of Practice on Supporting Families of Individuals with ID/DD, University of Missouri-Kansas City Institute for Human Development.



How FCSN Addresses This Challenge

- Apply the Cultural Broker model by recruiting bilingual/bicultural staff.
- Outreach Team members: represent a wide number of Federation projects, have an appreciation of the varied diversity of our callers and experience working with families
- Collaborate with Community Leaders to:
 - Identify parent leaders;
 - Empower them to take the lead in providing support to parents from their own communities;
 - Help FCSN understand the needs of their communities;
 - Review training materials to ensure that they are culturally and linguistically appropriate; and
 - Encourage parents to participate in research.



Have You Heard The Term "Cultural Brokering"?



What is Cultural Brokering?

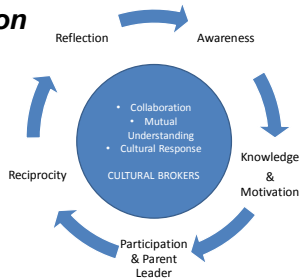
- The act of **bridging, linking, or mediating** between groups or persons of differing cultural backgrounds for the purpose of reducing conflict or producing change . (Jezewski, 1990)
- A cultural broker acts as a **go-between**, one who advocates on behalf of another individual or group. (Jezewski & Sotnik, 2001)



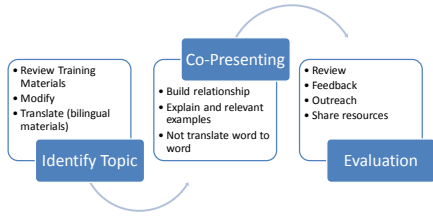
* Source: National Center for Cultural Competence



Collaboration



Training for diverse families with cultural brokers



Source: National Cultural Competence Center

What Do Cultural Brokers Do? Beyond translation ...

Collaborate with a family's interdisciplinary team

- Family Members and Child
- Educational Team
- Medical Team
- Social and Recreational Team
- Insurance

Support positive outcomes

- Educate and empower Parents
- Collaborate with Professionals (reciprocal and mutual understanding)
- Increase access to services



Cultural broker

Breaking down the barriers -Build TRUST & RELATIONSHIP

- Communicate community's needs and barriers for service access
- Provide Language Access to improve cross-cultural communication and increase access
- Promote cultural self-awareness and cultural humility
- Acknowledge reciprocity and mutual understanding
- Offer training on cultural competency
- Recruit and Train leaders from the targeted communities



Attributes of a Culture Broker

- A willingness to be a risk taker
- Able to tolerate ambiguous roles
- Good communication skills
- Comfortable functioning at the margins of various systems
- The ability to network
- Effective problem solving skills
- Flexibility and a willingness to learn and perfect the culture brokering role



Number of Diverse Families Reaching Out To FCSN

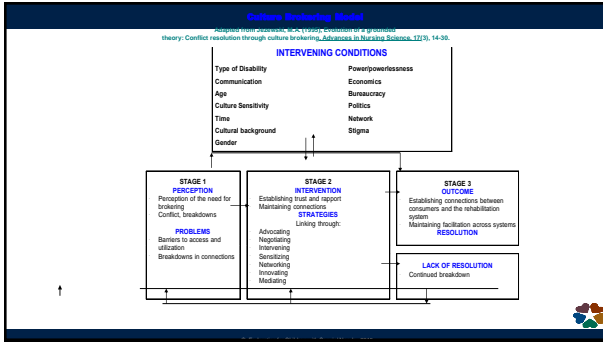
Language spoken by parents/professionals	Total # of Families
Arabic	3
Chinese	49
English	3478
Haitian Creole	24
Khmer	1
Other	35
French	1
Hindi	1
Portuguese	52
Russian	4
Spanish	346
Vietnamese	78
Grand Total	4072



Who are Cultural Brokers

- Cultural brokers may be any of the following:**
- outreach and lay health worker
 - peer mentor
 - community member (family member, patient)
 - administrative leader
 - nurse, physician, physical therapist, or health care provider
 - social worker
 - interpreter
 - program manager
 - health educator
 - board member
 - program support personnel





Case Study

- An Asian single parent with 4 children. 2 of them have disabilities and behavioral issues.
- One son physically attacked the bus driver and school proposed residential placement. Mom's response to this proposal is to keep her son at home.
- Mom has limited supports so she becomes more concerned about everybody's safety due to her son's aggressive behaviors.
- Mom speaks limited English and does not understand the system nor which services she can access for her two sons with disabilities.

Cultural Bias/Response = Relationship Building

Individual	Agency/Organization	System
Get to know yourself Worldview, Values, Cultural identities to better explore the uniqueness of others	Get to know your community Tradition Cultural norms Practices Beliefs Culturally linguistically community-based focus services to address needs and prepare assets/resources to meet those needs	Get to know your agencies Mission Culture Staff Values Policies Philosophies Serve the community

Implement and Sustain a Cultural Broker program

- Create a vision and ensure the commitment to diversity from organization leaders
- Get buy in and acceptance among stakeholders & constituency groups.
- Develop a logic model or framework for the program
- Identify and allocate resources appropriately

Adapted from NCCC



Resources

- Bridging Cultural Divide in Health Care Settings
http://www.culturalbroker.info/1_overview/index.html
- Cultural Competence Standards in Managed Care Mental Health Services: Four Underserved/ Underrepresented Racial/Ethnic Groups
<http://mentalhealth.samhsa.gov/publications/allpubs/SMA00-3457/preface.asp>
- Multicultural Support Manual
http://www.nami.org/Content/ContentGroups/Multicultural_Support1/AAPIManual.pdf
- National Center for Cultural Competence
<http://www11.georgetown.edu/research/gucchd/nccc/>
- NCCC Resources on Self-Assessment for Providers
<http://www11.georgetown.edu/research/gucchd/nccc/information/providers.html>
- The Provider's Guide to Quality and Culture
<http://erc.msh.org/mainpage.cfm?file=1.0.htm&module=provider&language=English>
- Growing Your Capacity to Engage Diverse Communities by working with Community Liaisons and Cultural Brokers:
https://org2.salsalabs.com/o/6739/images/CommunityBrokers_04-27-2009.pdf
- Electronic Resource Center - Nonverbal communication
<http://erc.msh.org/mainpage.cfm?file=4.6.0.htm&module=provider&language=English>



Resources

- Chua, Amy. *Battle Hymn of the Tiger Mother*. (2011)
- Fadiman, Anne. *The Spirit Catches You and You Fall Down*. (1998)
- Grinker, Roy Richard. *Unstrange Minds*. (2007)
- Henderson, Bill. *The Blind Advantage: How Going Blind Made Me a Stronger Principal and How Including Children with Disabilities Made Our School Better for Everyone*. (2011)
- Kalyanpur, Maya, Ph.D. and Harry, Beth, Ph.D. *Cultural Reciprocity in Special Education: Building Family-Professional Relationships*, (2005)
- Nguyen, Kim Yen. *Surviving War, Surviving Autism*. (2011)
- Stone, John H. *Culture and Disability-Providing Culturally Competent Services*. (2004)



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