

VETERANS HEALTH ADMINISTRATION

NASW Cultural Standards: Social Work Practice in Support of Diversity, Equity and Inclusion

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Chief, Social Work Service



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Objectives

- Define inclusion, diversity, equity and access (IDEA)
- Identify standards and indicators for cultural competence in social work practice



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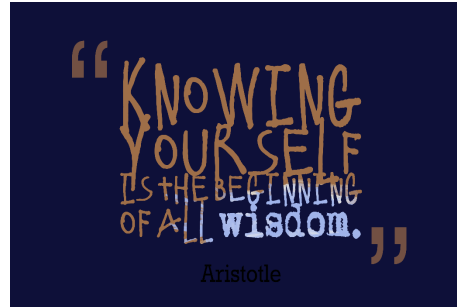
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Cultural Competence in Social Work

“Cultural competence requires social workers to examine their own cultural backgrounds and identities while seeking out the necessary knowledge, skills and values that can enhance the delivery of services to people with varying cultural experiences associated with their race, ethnicity, gender, class, sexual orientation, religion, age or disability [or other cultural factors]” (NASW, 2015, p. 65).



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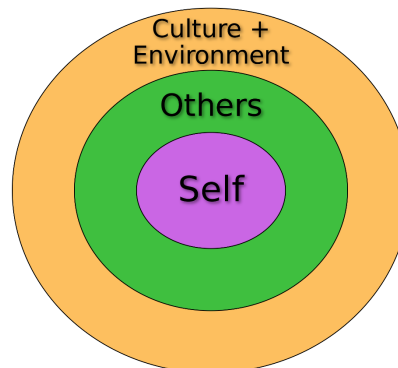
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Cultural Competence in Social Work

“Cultural Competence in social work practice implies a heightened consciousness of how culturally diverse populations experience their uniqueness and deal with their differences and similarities within a larger social context” (NASW, 2015).



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Cultural Competence in Social Work

Cultural Competence requires social workers to acknowledge their own positions of power vis-à-vis the populations they serve and to practice cultural humility (Tervalon & Murray-Garcia, 1998).



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Cultural Competence in Social Work



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Cultural Competence in Social Work

Unconscious Bias = Implicit Bias

Operates out of the person's awareness and can be in direct contradiction to a person's espoused beliefs and values (Papillion, 2016).



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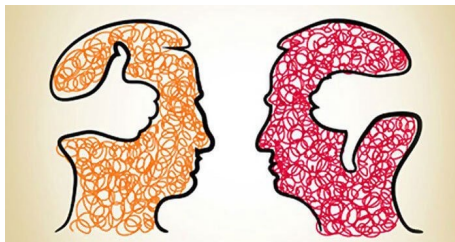
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Neuroscience Literature

Tells us that the brain has a unique ability to differentiate between those who are "Like Us" or within the "In-group" from those who are "Not Like Us" or the "Out-group" (National Center for Culture Competence at Georgetown University).



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Cultural Competence in Social Work

If the encoded message is members of this group are *not like us*, the ventromedial prefrontal cortex is activated (National Center for Culture Competence at Georgetown University).



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Why does this matter?

Implicit bias, which is a part of all of us is also a part of everything we do from lending, business practices, hiring, promotion, higher education, real estate, purchasing power & health care.

In 2011, Bank of America pays \$335 million to resolve allegations that its Countrywide unit engaged in widespread discrimination against qualified African Americans and Hispanic borrowers (CBS News, 2011).



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Why does this matter?

According to a study for the National Bureau of Economics, resumes and applications with names like (Bertrand & Mullainathan, 2003)

Jessica, Sally, Sam, Lucy, Catherine, Robert, Roger, Nancy, Emily



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Why does this matter?

Were **50% more likely** to be contacted for job interviews (Bertrand & Mullainathan, 2003).



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Why does this matter?

As opposed to applicants with names associated with Black Americans
(Bertrand & Mullainathan, 2003).

Jamal, Keisha, LaShaun, Javon, Jamar, Shonda, Laquita, Talisha,
Desean, Tameka, Devonte, Lamar.....



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Cultural Competence in Social Work

Let's take a look at how MEDIA impacts IMPLICIT and EXPLICIT Bias



Image of National Guard troops deployed to Lincoln Memorial June 2, 2022 during protests held in Washington, DC in relation to the murder of George Floyd.



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Cultural Competence in Social Work

Let's take another look at how MEDIA impacts IMPLICIT and EXPLICIT Bias



Image of Capital Riot selfie



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Why does it Matter?



[#SayHerName: India Clarke and anti-transgender violence - CNN](#)



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Cultural Competence in Social Work

LGBT Americans are "far more likely" to be the victims of hate crimes than any other minority group, according to the Southern Poverty Law Center. The nonprofit organization analyzed data from 1995 to 2008 and found LGBT people are more than twice as likely to be attacked as Jews and African-Americans, with Jews being the second most likely group to be victims of violent hate crimes. LGBT people are more than four times as likely as Muslims to be targeted and have nearly 14 times the risk of Latinos. In 2014, the most recent year for which data is available, the rate of hate crimes against LGBT people remained about twice that of those against African-Americans, according to an analysis by The New York Times.



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Cultural Competence in Social Work

Bias leads to Stereotyping

What is so dangerous about implicit bias is that it automatically seeps into a person's affect or behavior and is outside of the full awareness of that person (Papillion, 2016).



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NASW Code of Ethics Standard 1

Ethics and Values – Social workers shall function in accordance with the values, ethics and standards of the NASW Code of Ethics (2008, <https://www.nasw.org>).

“These revised standards reinforce the concept of “culture” as being inclusive beyond race and ethnicity, inclusive of, but not limited to, sexual orientation, gender identity or expression” (NASW, 2015).



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NASW Code of Ethics Standard 1

Standard 1

Includes an understanding and commitment to Cultural Competence.

NASW's 2015 reviews Cultural Competence requires:

- Self Awareness
- Cultural Humility

Commitment to understanding and embracing culture as central to effective practice (NASW, 2015).



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NASW Code of Ethics Standard 1

Standard 1

Includes religious identity or spirituality (NASW, 2015).



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NASW Code of Ethics Standard 2

Standard 2

Self Awareness (mentioned as critical in Standard 1)



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NASW Code of Ethics Standard 2

Standard 2

Social workers shall demonstrate an appreciation of their own cultural identities and those of others (NASW, 2015).

Social workers must also be aware of their own privilege and power in their work and on behalf of clients (NASW, 2015).

Social workers will also demonstrate cultural humility and sensitivity to the dynamics of power and privilege in all areas of social work (NASW, 2015).



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NASW Code of Ethics Standard 3

Standard 3

Cross-Cultural Knowledge

Social workers shall possess and continue to develop specialized knowledge and understanding that is inclusive of, but not limited to, the history, traditions, values, family systems, and artistic expressions such as race and ethnicity; immigration and refugee status; tribal groups; religion and spirituality; sexual orientation; gender identity or expression; social class; and mental or physical abilities of various cultural groups (NASW, 2015).



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NASW Code of Ethics Standard 3

Standard 4

Cross-Cultural Skills

Social workers will use a broad range of skills (micro, mezzo, and macro) and techniques that demonstrate an understanding of and respect for the importance of culture in practice, policy, and research (NASW, 2015).



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NASW Code of Ethics Standard 5

Standard 5

Service Delivery

Social workers shall be knowledgeable about and skillful in the use of services, resources, and institutions and be available to serve multicultural communities. They shall be able to make culturally appropriate referrals within both formal and informal networks and shall be cognizant of, and work to address service gaps affecting specific cultural groups (NASW, 2015).



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NASW Code of Ethics Standard 6

Standard 6

Empowerment and Advocacy

Social workers shall be aware of the impact of social systems, policies, practices, and programs on multicultural client populations, advocating for, with and on behalf of multicultural clients and client populations whenever appropriate. *Social workers should also participate in the development and implementation of policies and practices that empower and advocate for marginalized and oppressed populations* (NASW, 2015).

ADVOCATE.



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NASW Code of Ethics Standard 7

Standard 7

Diverse Workforce

Social workers shall support and advocate for recruitment, admissions and hiring, and retention efforts in social work programs and organizations to ensure diversity within the profession (NASW, 2015).



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NASW Code of Ethics Standard 8

Standard 8

Professional Education

**THE MORE I LEARN,
THE MORE I REALIZE I
DON'T KNOW**

ALBERT EINSTEIN



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NASW Code of Ethics Standard 8

Standard 8

Professional Education

Social workers shall advocate for, develop and participate in professional education and training programs that advance cultural competence within the profession. Social workers should embrace cultural competence as a focus of lifelong learning (NASW, 2015).



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NASW Code of Ethics Standard 9

Standard 9

Language and Communication



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NASW Code of Ethics Standard 9

Standard 9

Language and Communication

Social workers shall provide and advocate for effective communication with clients of all cultural groups, including people of limited English proficiency or low literacy skills, people who are blind or have low vision, people who are deaf or hard of hearing, and people with disabilities (Goode & Jones, 2009).



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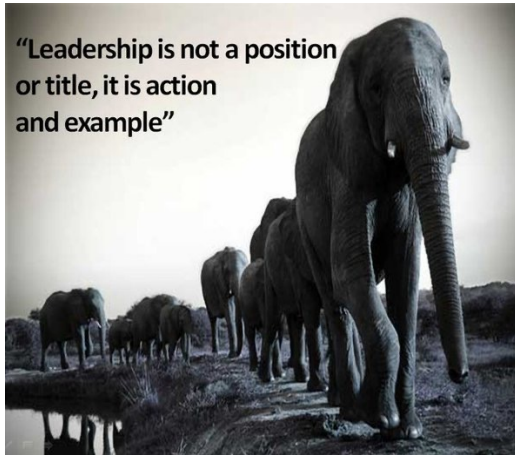
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NASW Code of Ethics Standard 10

Standard 10

Leadership to Advance Cultural Competence



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NASW Code of Ethics Standard 10

Standard 10

Leadership to Advance Cultural Competence

Social workers shall be change agents who demonstrate the leadership skills to work effectively with multicultural groups in agencies, organizational settings, and communities. Social workers should also demonstrate responsibility for advancing cultural competence within and beyond their organizations, helping to challenge structural and institutional oppression and build and sustain diverse and inclusive institutions and communities (NASW, 2015).



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Cultural Competence in Social Work

As social workers, what contributes to our struggle with open, affirming and inclusive behaviors towards all?

What's one action item you can implement in support of Cultural Competence?

How might implicit bias impact social work practice on teams, in leadership and in hiring?



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Cultural Competence in Social Work

Social workers are never expected to practice cultural competency
True or False

Implicit bias is the same as Explicit Bias
True or False

There are 15 Cultural Competency Standards
True or False



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Cultural Competence in Social Work

Ask yourselves:

- How do I see myself?
- How does my team see me?
- Which team members am I more comfortable with?
- Which team members am I least comfortable with?
- What power do I have?
- What privilege do I own?
- What's one thing I do to reinforce implicit bias?
- What's one thing I do to minimize implicit bias?



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Cultural Competence in Social Work

Stay Open...

- To feedback
- To growth
- To new ideas
- To change
- To each other
- To your clients



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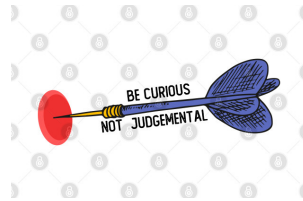
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Workplace Strategies

- Ensure that hiring panels are diverse
- Ensure that AT LEAST ONE interview question asks the candidate about their experiences with or advocacy for, equity and inclusion
- Watch your language for gender bias
- Cultivate a JUST CULTURE in your workplace and on your teams
- Dive into trainings that will expand your self-awareness
- Explore trainings
- DIG deeper
- Encourage “Non-judgement” every day



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Supplemental Resources



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Resources

Remember that while DIVERSITY encourages DIFFERENCE, EQUITY & INCLUSION foster acceptance, opportunities and belonging KNOW THE DIFFERENCE!!!!!!!!!!

[Let's stop talking about diversity and start working towards equity | Paloma Medina | TEDxPortland - YouTube](#)



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TMS Courses

- Instructor-Led (ILT) and Virtual Instructor-Led (VILT) Training
- Applying Cultural Competence in A Multicultural VA (TMS ID: VA 4210735)
- Combatting Incivility in the Workplace (TMS ID: VA 4191763)
- Diversity Tension in the Workplace (TMS ID: VA 4207813)
- Managing Gender Diversity in VA (TMS ID: VA 4207827)
- Managing Generational Differences in the Workplace (TMS ID: VA 4207831)
- Managing Implicit Bias in VA (TMS ID: VA 4208792)
- Valuing Workforce Diversity and Workplace Inclusion (TMS ID: VA 4208719)
- Practicing Effective Diversity and Inclusion in the Workplace for Managers, Supervisors and Team Leads (TMS ID: VA 4207833)
*Under Development
- Understanding Micro-Behaviors in VA Work Environment (TMS ID: VA 4558435) *Under Development
- Barrier Analysis Training (TMS ID: VA 3844925)
- VHA Support Service Center (VSSC) Training (TMS ID: VA 3823179)



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TMS Courses

Employee Mandatory Training

- The Prevention of Workplace Harassment and No FEAR Act Training (TMS ID: VA 8872)
- EEO, Diversity, Conflict Management Training for Managers and Supervisors (TMS ID: VA 1328672)

On Demand Training – Accessible through the [VA IT Campus](#)

- Enhancing Workforce Diversity and Workplace Inclusion (TMS ID: VA 4221993)
- Managing Implicit Bias in VA (TMS ID: VA 4222000)
- Applying Cultural Competence in a Multicultural VA (TMS ID: VA 4221996)
- Introduction to Combating Incivility in the Workplace (TMS ID: VA 4221998)
- Managing Generational Differences in VA (TMS ID: VA 4448047)
- Managing Gender Differences in VA (TMS ID: VA 444805)



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