

# Bryant & Stratton College

FOR EVERY & IN LIFE

## HUSS130 - Cultural Competence in Human Services: Portfolio Project Identifying Client Characteristics

### Week 2: Identifying Client Characteristics Chart Template

Read the “mock client” scenario provided in the Portfolio Project Directions and Rubric Document. Use the scenario to identify the client’s cultural/ethnic beliefs, values, and practices and complete the table provided below. You will use this table to provide information about the client and about yourself.

The information gathered in this chart will help you in completing other deliverables throughout the course, including working to develop a culturally appropriate working **plan of care**.

Characteristics to Consider	Client	Student (me)
Name	Amal Client	Emma Crawley
Gender Identity	Male	Female
Race	Iranian	Caucasian
Age	23	19
Sexual Orientation	Questioning	Straight
Religion/Spiritual Beliefs	Muslim	Christian
Education	No Highschool Diploma and passed the GED.	High School Diploma
Disability	N/A	N/A
Veteran Status	N/A	N/A
Other multicultural dimensions of diversity	N/A	N/A

### Week 3: Identifying Potential Areas of Conflict

When someone is biased, that means they have a strong point of view of a situation, or they have a stronger relationship with a person than someone else. An example would be that a parent would go to their kid's soccer game, and root for their kid and not the other team. The parents are biased because they want their kid to win, and they want what is best for them. There are two types of bias, the first type is conscious bias. Conscious bias can be more extreme in nature, as everyone is aware of one's point of view in a negative way. If the parents who went to the soccer game started to yell at the opposing team, calling them names, then this would be conscious bias. The second type of bias is called unconscious bias. This bias still influences decisions, but in a less extreme way. When an employer is looking through applications, they are using unconscious bias. It is true that "fictitious resumes with White-sounding names sent to help-wanted ads were more likely to receive callbacks for interviews compared to resumes with African American sounding names" (Bertrand). Many employers are known for doing this when looking through applications, without even being aware of what they are doing. It is also true that male applicants are more likely to be hired than female applicants for certain jobs. Understanding the differences of conscious and unconscious bias will allow one to become more informed of how society is run today.

Understanding bias will help make appropriate referrals and find suitable resources for the client Amal. For Amal to receive the help that he needs, it is important to find him a healthcare provider that can understand his culture. I would need to refer him to a healthcare worker who could diagnose his depression. Since his mother does not have a full-time job and is disabled, and Amal does not have a full-time job, they have not qualified for medical insurance. I would need to refer Amal to someone who would make sure he went to the necessary appointments to be able to qualify for state benefits. His mother Doretha would like to leave the house but is afraid to leave, because of Amal's violent father. She also

speaks a different language and would need a healthcare provider who speaks the same language as her. As a member of the agency, I must provide someone who can help him achieve higher education, place him in a job, help with his mental health, and help with alcohol and drug use. It may be necessary to refer him to various healthcare providers. I would refer him to a therapist from his culture, someone to help with state benefits, another person to help with higher education, and a translator for Amal's mother Doretha. Although this is a difficult case, it is important as a healthcare provider that all his needs are met.

When comparing the characteristics between Amal and I, there are at least two significant differences. The first difference would be our religion, Amal is Muslim, and I am a Christian. Although these are both quite different religions, that does not mean that I will treat him any differently than someone of my own religion. It helps that I know his religion, so I know he would prefer to be referred to for healthcare services. The second difference would be our sexual orientation, Amal is currently questioning his sexual orientation, and I am straight. This significant difference would also not alter the quality of care I will give him. I would use this information to help him find a therapist to help him understand his sexual orientation, his depression, and substance abuse issues. Having all of these details helps me get better referrals to be able to help Amal to the best of my ability. When a patient comes in with completely opposite beliefs and culture from a healthcare worker, they should never be treated with disrespect.

There are many strategies that can be used as a human and social services worker, to minimize the impact of bias. One strategy would be to never let one's own bias, opinion, culture, or religious beliefs stand in the way of giving someone the care that they require. The only way to gain respect as a human and social services worker is to give that same respect to those one is working with and for. Being able to empathize with a person and what they are going through, instead of judging them for making poor choices, will help make the patient feel that they are being heard and taken care of. Making a patient feel bad about their choices

may only produce negative effects on how the situation is handled. Approaching patients with love and kindness, who are going through addictions such as alcohol or drug use, can be beneficial. Listening to their stories and understanding what happened in their life to cause them to have the issues they are dealing with, is the best way to get to know your patient. Referring to doctors, therapists, or financial experts who can help that patient, can only positively impact the situation. When referring to professionals helping patients, it is important to consider their culture and religious beliefs, and to not get in arguments with patients about why you think your religion is the right one. Putting the patients' needs first, showing them empathy, and respecting their culture, is the best way to avoid bias in patient care.

## References

Bertrand, M. (2004). *Unconscious bias and healthcare*. Unconscious Bias and Healthcare | Center to Advance Palliative Care. <https://www.capc.org/unconscious-bias-what-it-is-how-it-impacts-health-care-and-what-you-can-do-about-it/>

- Write at least 5 open-ended questions you would ask Amal in your initial meeting/assessment.
  1. What coping mechanisms are you currently using to help with your anxiety and depression?
  2. Would you be able to attend appointments so we can help you receive state benefits?
  3. What jobs do you believe would suit you best, and are you currently applying anywhere?
  4. Do you currently have a support system to help you with your drug and alcohol addiction, as well as you questioning your Muslim beliefs and sexual orientation? If not, would you like us to help you?
  5. If we could provide a translator for your mother, do you think she would come to the agency to receive help?
- Explain how you believe the questions you wrote show respect for diversity and would help you better understand Amal.

The questions written show respect for diversity and help me better understand Amal. The first question addresses his first concern about his anxiety and depression. This question will help me better understand if Amal does anything to help him calm down if he begins to have an anxiety attack or become depressed. Understanding his coping mechanisms will help me better understand more about Amal and help me give him advice on how to help with his anxiety and depression. The second question is beneficial as in his description it explains how he was going to apply for state benefits, but he did not attend any of the appointments. This question addresses the issue of him not attending meetings, and if he would like to try again. The third question addresses his concern about finding a job, and it is wise to ask what jobs would suit him and if he is currently applying anywhere. This will give me a better understanding of how to move forward and be able to help him. The fourth question touches

on Amal's mental health and his many addiction issues that he is dealing with. Having a better understanding of his support system, or whether he has one or not, will make it easier to find a treatment plan for him. I also would try to refer him to someone who understands his culture, so that I can give him the best possible care. The last question asks about the concerns he has about his mother. I asked if she would be willing to come into the agency to receive help if she was given a translator that she could talk to. Throughout these questions, I tried to ask about the different concerns he had and what he is doing to better himself. Overall, these questions respected diversity, and helped me better understand Amal.

I would create Amal's plan of care based on his responses to the five questions that I asked. For the first question, I asked about the coping mechanisms that he used to help him deal with his anxiety and depression. Some coping mechanisms he may have responded with are taking deep breaths, reading a book, or talking about it with a close friend or family member. I would also recommend some other coping mechanisms, such as doing an activity that brings him joy, watching a tv show to take his mind off things, or to drink a cup of tea. These options can help with problems with anxiety and depression. For the second question, if Amal said that he would begin going to the appointments, then I would set up a plan for him to get his state benefits. I would also have him explain what was preventing him beforehand from attending those appointments. For the third question, I would help him get a job based on what he said his strongest skills are, and what job would suit him best. By asking questions about whether he has begun looking for jobs, it is wise to help him with his job search. Based on his responses to the fourth question, I would be able to create a plan of care for him. If he said that he does not currently have a support system, I would ask if there's anyone he could reach out to, or if I could refer him to a therapist. By asking these questions, he would be able to receive high quality care. If he told me he had a support system, I would ask who they are, and what have they been doing to help him get better. The last question addresses the concerns with his mother's care, and how I can best help her. If he

were to say that she would be willing to come to the agency if she were given a translator, then I would set that up right away. If she were not willing to come in with a translator, I would ask what else she would require for her to receive help from the agency. Overall, I believe his responses to these questions could help Amal receive high quality care.

#### Week 5: Plan of Care with Brief Descriptions, Resources, and/or Referrals

- **Support plan completed by:**
- Organization: XYZ Agency
- Client Name: Amal
- Client Age: 23
- Client Gender Identification: Male

- Your Name and Role: Emma Crawley (DI) Outreach Specialist
- City/State: West Allis, WI

Client Concern	First Resource	Second Resource
<p><b>Mental health</b></p>	<p>Assistant Secretary for Public Affairs (ASPA). (2021, December 1). <i>Mental health and substance use insurance help</i>. HHS.gov. <a href="https://www.hhs.gov/programs/health-insurance/mental-health-substance-use-insurance-help/index.html">https://www.hhs.gov/programs/health-insurance/mental-health-substance-use-insurance-help/index.html</a></p> <p><b>This resource is wonderful for Amal as it addresses both his mental health and substance use addiction issues. Not only will this provide help for him, but it will also assist him in what insurance he will be covered under. (national)</b></p>	<p>CMS. (2010). <i>Affordable care act implementation faq portal</i>. Affordable Care Act Implementation FA Guidance Portal. <a href="https://www.hhs.gov/guidance/document/affordable-implementation-faqs-set-5">https://www.hhs.gov/guidance/document/affordable-implementation-faqs-set-5</a></p> <p><b>This resource will help Amal find affordable care, to help him with his mental health and addiction issues. By doing this, he will be able to have an easier time not worrying about expenses being too high, to find excellent quality care. (national)</b></p>
<p><b>Substance and/or alcohol use</b></p>	<p>SAMSHA. (2016). <i>Facing addiction in America: The surgeon general’s report on alcohol, drugs, and health [internet]</i>. National Center for Biotechnology Information. <a href="https://pubmed.ncbi.nlm.nih.gov/28252892/">https://pubmed.ncbi.nlm.nih.gov/28252892/</a></p> <p><b>This resource will benefit Amal and get him professional help with his drug and alcohol addiction. It is also a non-discriminatory site, and it helps people of all ethnicities, races, languages, and national origins. (national)</b></p>	<p>Rockville. (2020). <i>Smoking cessation: A report of the hhs.gov</i>. Smoking Cessation: A Report of the S <a href="https://www.hhs.gov/sites/default/files/2020-ces-report.pdf">https://www.hhs.gov/sites/default/files/2020-ces-report.pdf</a></p> <p><b>This resource is great for Amal to read and learn about. It explains the effects of smoking and drug use. It also will teach him the benefits of quitting. (national)</b></p>
<p><b>Sexual orientation confusion</b></p>	<p>Centers for Medicare and Medicaid Services. (2016). <i>Section 1557 of the Affordable Care Act - hhs.gov</i>. Department of Health and Human Services. <a href="https://www.hhs.gov/sites/default/files/section1557-presenters-guide.pdf">https://www.hhs.gov/sites/default/files/section1557-presenters-guide.pdf</a></p> <p><b>This resource will benefit Amal as it allows him to feel secure in whatever</b></p>	<p>UWM. (2023). <i>University of Wisconsin-Milwaukee. L Center</i>. <a href="https://uwm.edu/lgbtrc/support/question">https://uwm.edu/lgbtrc/support/question</a></p> <p><b>This resource will benefit Amal as he will have access somewhere local to help him with his</b></p>

	<b>sexual orientation he chooses. This article is nondiscriminatory of sex, race, language, or ethnicity. (local)</b>	<b>sexual orientation confusion. There is a number to call and people that he can talk to, that will help him understand his sexuality.</b>
<b>Job skills and/or education</b>	<p>(OCR), O. for C. R. (2023, January 12). <i>Enforcement success stories involving TANF programs</i>. HHS.gov. <a href="https://www.hhs.gov/civil-rights/for-providers/compliance-enforcement/examples/needly-families/index.html">https://www.hhs.gov/civil-rights/for-providers/compliance-enforcement/examples/needly-families/index.html</a></p> <p><b>This resource is perfect for Amal as it provides job opportunities and help for needy families. This resource is also completely nondiscriminatory based on race, language, or ethnicity. By doing this, Amal would be able to benefit both him and his mother. (local)</b></p>	<p>Indeed. (n.d.). <i>Job search   indeed</i>. <a href="https://www.indeed.com">https://www.indeed.com</a></p> <p><b>This resource is wonderful for Amal to find a job that he is qualified for. He can put in his educational background of receiving his GED. He can also punch in where he would like work, and what jobs he believes he would be qualified for. This way, employers will reach out to him, once he fills out an application and adds a resume.</b></p>

**Date of support plan:**

**This plan will be reviewed on:** (1 month from date)

Please ensure you read the statement below, then sign and date the form.

**Informed Consent**

I understand that completing this form will lead to a computer record being made, which will be treated confidentially. The agency will hold this information to provide information, advice, and support to meet needs and requests. To do this, the information may be shared with relevant national, state, or local agencies and providers of services. This document will also help reduce the number of times the client is asked for the same information.

Client Name- Amal

\_\_\_\_\_

Signature- Amal

\_\_\_\_\_

Outreach Specialist- Emma Crawley

Signature- Emma Crawley \_\_\_\_\_

### Week 7: Summary of Services Essay

Healthcare providers must make it their priority to offer the best care possible to all of their clients. Outreach Specialists must have a thorough understanding of various cultures and backgrounds, in order to do their job well. In Amal's case, he has a hard time at home as he is struggling financially, with substance abuse, questioning his sexuality, and having a tough time finding a job. Outreach Specialists must take all of these factors into consideration when providing him with proper care. They also must consider his Iranian culture, the fact that he is

struggling in his Muslim religion, and that he must take care of his mom who is severely disabled and is afraid to leave the house due to a language barrier. Taking all of this into consideration, I believe I have been able to create a plan to help him with many of these issues.

Outreach Specialists who deal with complex cases, such as Amal's, must take one problem at a time to be able to address every issue. In this case Amal suffers from depression and mental health issues. By doing research, I was able to find affordable care for Amal to receive professional help addressing his mental health and addiction issues. Once he begins to improve mentally, and get help with his addictions, it will be easier for him to begin looking for a job that he is well-suited for. I also found a wonderful resource that can help him with his sexual orientation confusion. At the University of Wisconsin-Milwaukee they have an organization that Amal can meet with to help him understand his sexual orientation. They also have a call center that he can call anytime if he needs help immediately. When it comes to Amal's job search, I found a resource that provides help with finding jobs for needy families. This is perfectly suited for Amal, as he is struggling financially, and he will have some guidance in finding a job. Overall, these resources will be beneficial to help Amal with many of the issues presented.

When creating a plan of care for a patient, it is important to take their culture, background, and financial status into consideration. While I created this plan for Amal, I made sure to find resources that were all non-discriminatory so that he would receive high quality care. I also made sure to find resources that were specifically tailored to needy families, or at low-cost but still high quality. Finding affordable care for Amal was vital to this plan as he is struggling financially, and he needs professional help that is also affordable for him. I also found a resource that helps needy families and is non-discriminatory, to help with the language barrier Amal's mother was struggling with. When I created the five questions that I would ask Amal, I made sure to be sensitive to what he was struggling with

and ask questions about what he does to cope with some of his issues. I also tried to address many of the issues stated to ensure I was not just focusing on one issue in all the questions. Overall, I found effective resources that were sensitive to his culture and his background.

Although Amal and I are quite different people, that does not mean that I cannot provide him with high quality care. Some of our major differences would be our religion, gender, race, and sexual orientation. One difficulty with him being Muslim and me being Christian, is that I may not understand his religion to a full extent. I could overcome this, by studying about the Muslim religion to become more well-educated. He also could think that I would judge him for questioning his sexual orientation because I am a Christian. If he made a comment about this, I would reassure him that I am only there to help him, and not to judge him in any way. Him and I being different genders will not be a major barrier, but our race may make it more difficult for us to relate to one another. Researching about his culture will help me understand him better and will result in more productive conversation. Overall, there may be difficulties because we have different cultures, but that does not mean that I cannot give him high quality care.