

*Culture Brokering:
Bridging the Gap Between
Foreign-Born Consumers &
the U.S. Disability Services*

*Rooshey Hasnain, Ed.D.
Institute for Community Inclusion*

What is the Purpose of this Session?

Introduce outreach strategies to promote the process of active inclusion of people with developmental disabilities from diverse cultures with your UCEDD

Promote the use of the cultural brokering process as an effective approach to increase access and use of services and opportunities among individuals with developmental disabilities from diverse cultures

Provide guidance on establishing and sustaining a cultural brokering mission within your UCEDD

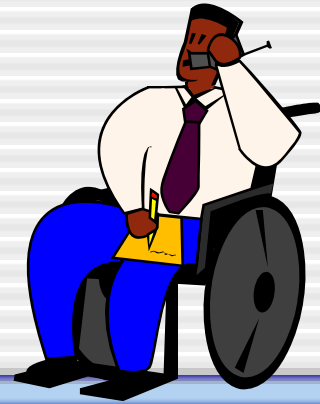
Federal Laws & Policies

A common notion in laws such as IDEA and Vocational Act of 1973, as amended, state that “disability is a natural part of human experience and no way diminishes the rights of individuals to live independently, enjoy self-determination, make choices, contribute to society, pursue meaningful careers, and enjoy full inclusion and integration in the economic, political, social, cultural, and educational mainstream of society which has further been endorsed by President Bush’s “New Freedom Initiative” but the promise of the these policies has not been realized by people with disabilities from underserved populations”. (National Counsel on Disability, 2003).

Overview of Community-Based Immigrant and Ethno-Cultural Serving Organizations

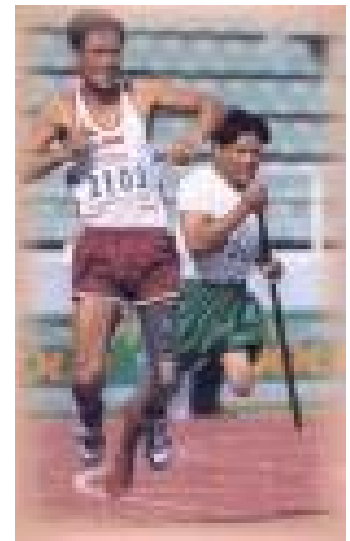


Overall Mission of ICI's Community Capacity Building and Outreach Projects



We strive to build the capacity and foster systems change that enable diverse communities to be inclusive of people with disabilities. With a focus on traditionally unserved and underserved populations, we strive to secure the best services, supports, and opportunities for individuals, families, and communities through education, shared knowledge and strategic partnerships.

Who Are the Unserved and Underserved in Our Communities?



Communities We Serve

Ethiopians

Somalis

Liberians

Chinese

Bosnians

Russians

Vietnamese

African Americans

Native Americans

Indian, Pakistani, and
Sri Lankan

Latinos (Puerto Ricans,
Cubans, etc)

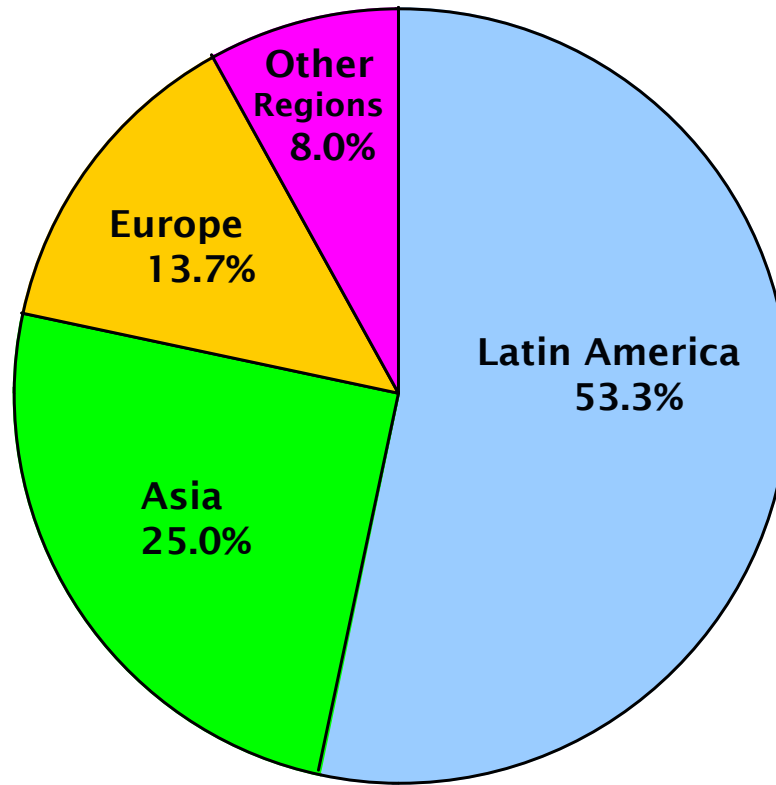
Middle Easterners

Portuguese and
others...

Foreign-born Individuals ~ A Snapshot~

- **Approximately 33.5 million foreign-born people live in the United States.**
- **The foreign born represent 11.7 percent of the U.S. population.**
- **People born in Latin America comprise approximately 53.3 percent of the U.S. foreign-born population.**

Percent Distribution of Foreign Born by World Region of Birth: 2003



Source: Current Population Survey,
Annual Social and Economic Supplement, 2003

Gaps Between the Disability Service System & Individuals and Their Families Who Are from Diverse Cultural Backgrounds

Disability Service System

- use of service jargon, lack of connection with local leaders in diverse communities, poor outreach efforts in unserved/underserved communities, minimal access to tools and skills to effectively serve diverse communities

Individuals, Families and their Community

- language and communication, lack of awareness of mainstream opportunities, perception of disability, uncertainty about benefits of involvement

Findings Related to Individuals with Disabilities from Diverse Cultures:

- Higher rates of acquired or birth disabilities
- More at risk, have fewer resources, have less knowledge about services
- Limited research on empirical studies relating to disability and diverse issues
- Program and service staff are typically not culturally, ethnically, linguistically diverse
- Insufficient and ineffective outreach by “mainstream” service systems

What Does Disability Mean in Diverse Communities?



Perception of DISABILITY

Major Differences exist....

Causation

*Birth or acquired?

*Folk?

*Spiritual?

*Genetic?

Is it a disability? If so, by who's definition?

Attitudes Toward Disability

Somali Immigrants

- Allah determines whether or not a child will be “disabled”, & this cannot be predicted or altered

Asian

- individuals with traditional beliefs may perceive a disability as evidence for transgressions committed in a previous life; disability caused by violating certain taboos include looking at certain animals, knitting, using scissors, & attending a funeral

Number of African Societies

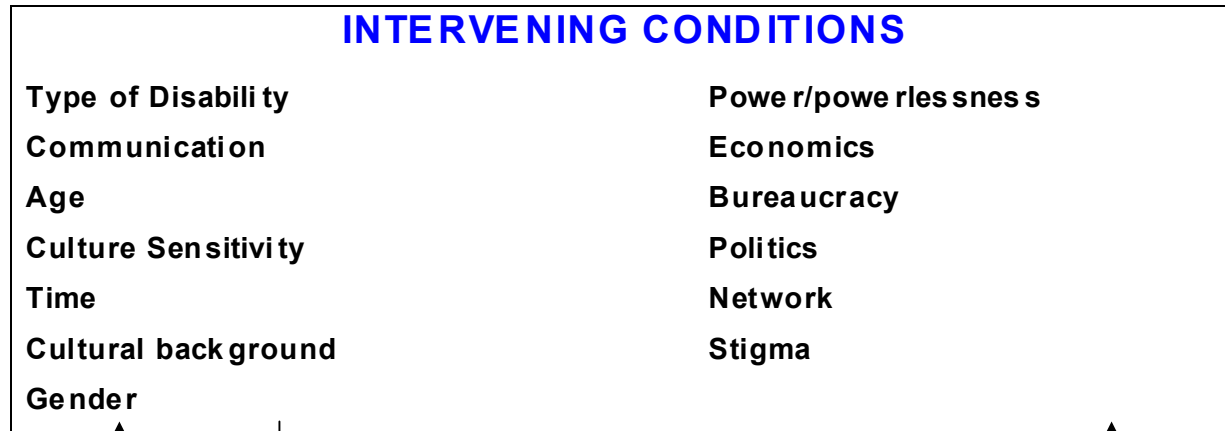
- believe in God as a supreme being & believe all people are "God's children," including those with disabilities.
- individuals with disabilities are valued members of the family
- others believe that witchcraft is strongly linked to chronic illness & disability

Some Native American Communities

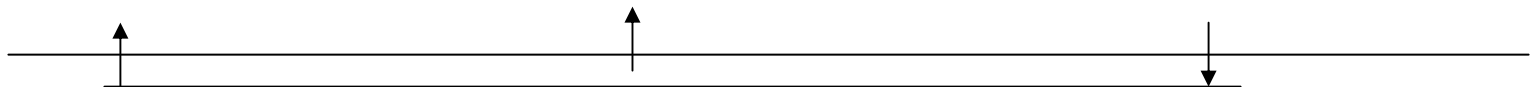
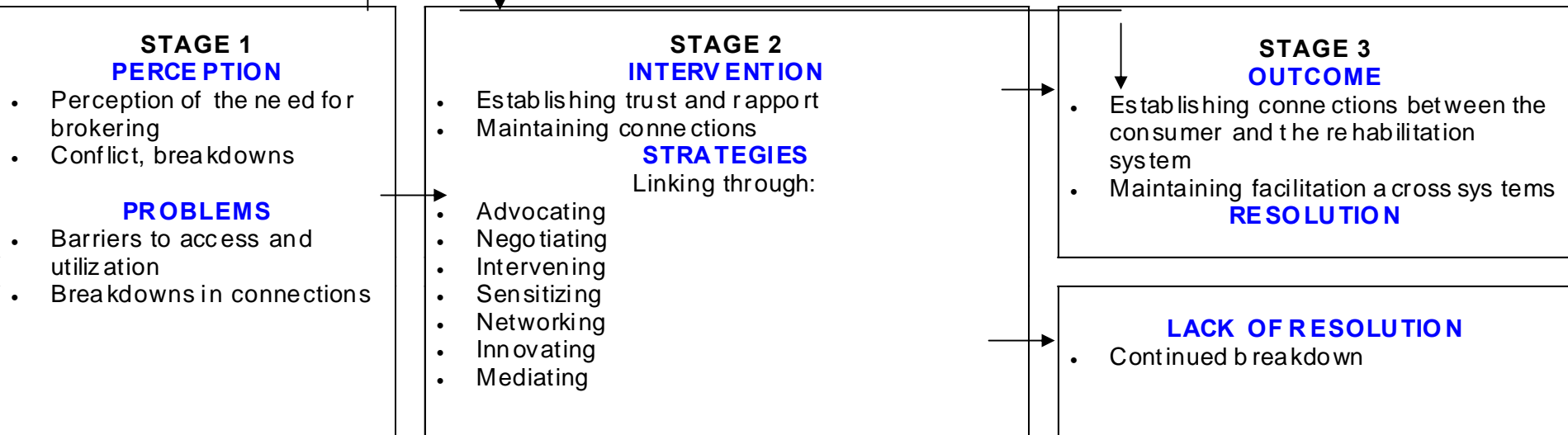
- disability was “meant to be” so attempts to “fix” the person may upset the balance, which includes his or her contribution to the group; individual is not seen as deficient; instead, contributes to the community in his/her own way regardless of disability

What Works and How to Be More Inclusive...

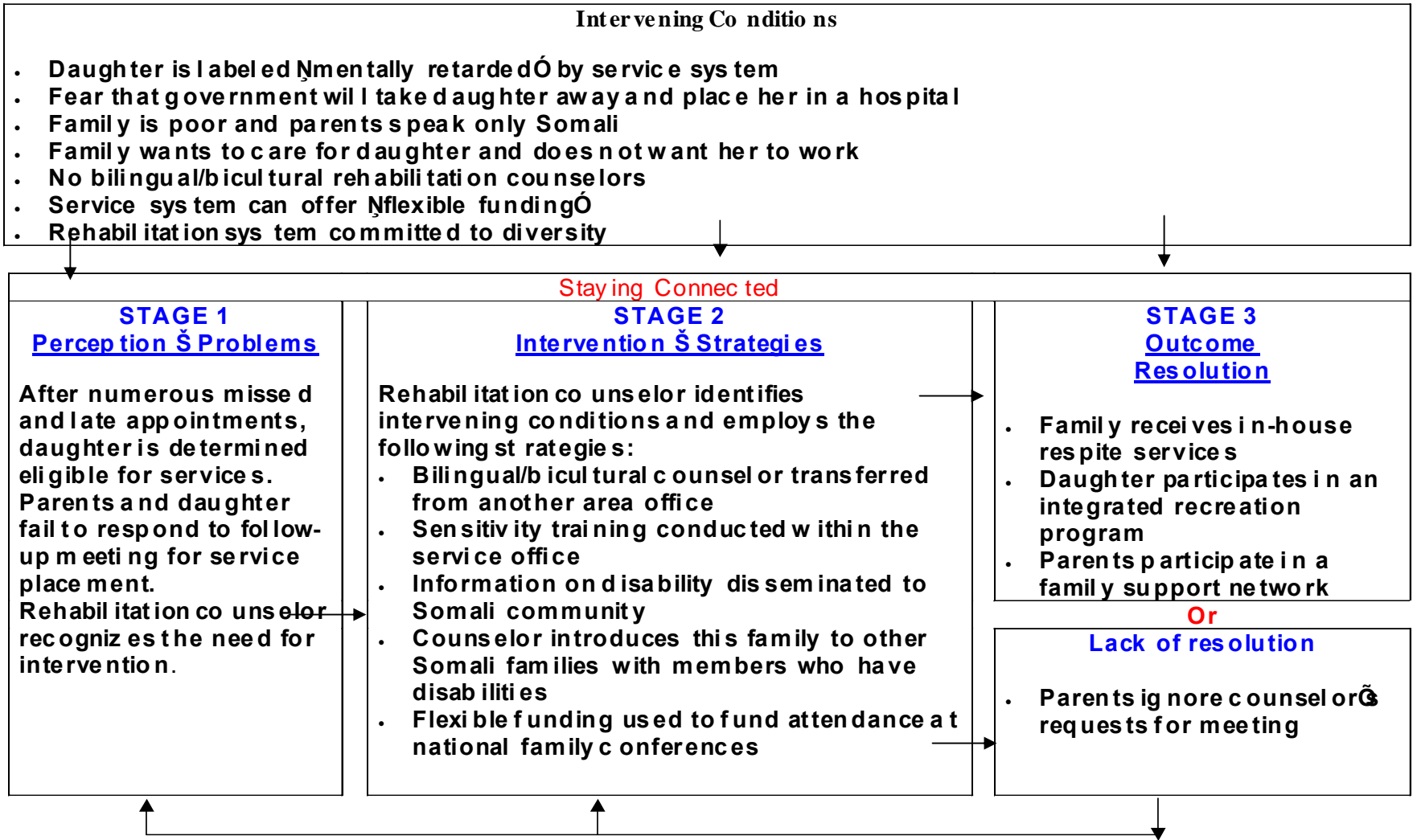
Culture Brokering Model



Adapted from Jezewski, M.A. (1995), Evolution of a grounded theory: Conflict resolution through culture brokering. *Advances in Nursing Science*. 17(3), 14-30.



An Application of the Culture Brokering Model Adapted for Rehabilitation



Stage 2

Intervention

Establishing trust and rapport
Maintaining connections

Strategies

Linking through:

networking
advocating
innovating
educating

Partnerships & Collaborations with Grassroots Community-Based Immigrant & Ethno-Cultural Organizations



OUTREACH-TO BEGIN

- **TRUSTED GATEKEEPERS**

- **GRASSROOTS CONNECTIONS**

Characteristics of a Community-Based Immigrant Organization

- **Serve underrepresented populations from ethnically, culturally, and linguistically diverse backgrounds and tend to be the center of life**
- **Are predominantly owned, managed, and/or staffed by individuals from diverse ethnic, linguistic, and cultural backgrounds**

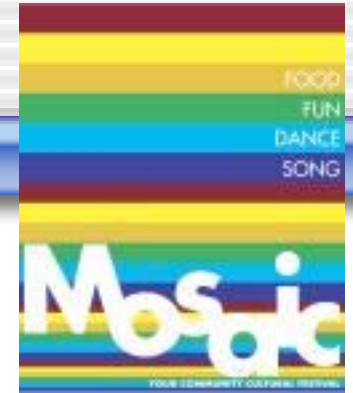


Why is it important to link with small grassroots community-based immigrant and ethno-cultural organizations?

Because....

- Trusted institutions that provide valuable services to the hardest-to-serve populations through a capacity building approach
- Address unique needs of the community and are very aware of current issues and problems
- Speak the language of their community
- Geographically accessible to the community and often tied with other important groups
- CBMOs are often in the best position... part of the network, beliefs, attitudes and behaviors.

Etc...



Developing innovative culturally competent interventions...

AND

HOW...

Networking

The service provider as culture broker establishes links with other professionals who can provide services to a wider network of organizations and communities

Initiate, develop and maintain contacts with diverse cultural/immigrant organizations and representatives prior to a project need

Expand your mailing list and get on mailing lists linked to cultural organizations and faith-based organizations

Use and contact specialized ethnic media, such as ethnic television, cable and radio stations, and community newspapers, to market your service.

Advocating

The redistribution of power and resources to the individual or group that has demonstrated a need

Sub-contracting with community-based and faith-based organizations to develop services and programs that are inclusive of people with disabilities from diverse communities

Display sensitivity and commit to educating not only the family but the community at large about disability rights and services

Innovating

To initiate or make a change by introducing or using a new idea, method or device

Informing the underserved communities with “easy-to-understand” and culturally appropriate stories about disability services and supports during English as a Second Language classes

Consider reaching out to the innermost circles of the underserved communities such as beauty parlors, laundromats, ethnic grocers and restaurants, healing and spiritual venues, local businesses and community organizations to spread the word about your service

Educating

Offer information workshops about disability services in unserved and underserved communities

Invite indigenous, native speakers in venues not typically used in community service to speak about disability issues from an ethnic-racial and linguistic perspective and help-seeking behaviors

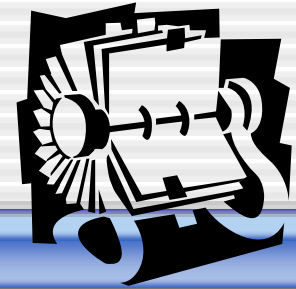
Streamline paperwork and ensure that all materials are provided in various languages and formats to accommodate various individual needs

Train trusted community members in disability related services and supports so the community maintains the needed knowledge after outreach workers have departed

Case Example



Resources



The Association of University centers on Disabilities: Multicultural Council Resources

<http://www.aucd.org/councils/multicultural/resources.htm>

The Resource Center

<http://nationalserviceresources.org/>

The Center for International Rehabilitation Research Information and\ Exchange (CIRRIE): <http://cirrie.buffalo.edu>

Institute for Community Inclusion – www.communityinclusion.org

Readings

Stone, J. (2005). Culture and Disability: Providing Culturally Competent Services: Sage Publications

National Council on Disability (November 20, 2003). Outreach and People with Disabilities from Diverse Cultures: A Review of the Literature.

http://www.ncd.gov/newsroom/advisory/cultural/cdi_litreview.html

Disability Agencies and Cultural Communities: Working Together to Support Volunteers. IMPACT.

<http://ici.umn.edu/products/impact/142/prof1.html>

CONTACT INFORMATION

Rooshey Hasnain

Institute for Community Inclusion
University of Massachusetts-Boston

100 Morrissey Boulevard

Boston, MA 02125-3393

(617) 287-4334 (voice)

(617) 287-4352 (fax)

(617) 287-4350 (tty)

rooshey.hasnain@umb.edu

www.communityinclusion.org