

The Second Annual  
***CultureCounts***  
***Conference***



**Friday, May 16, 2014**

**The Conference Center at  
Montclair State University  
1 Normal Road  
Montclair, NJ 07030  
8:00a.m.-3:30p.m.**

## Conference Information

### Introduction

Throughout the year, CultureConnections' approach is to offer a variety of innovative workshop topics representing diverse perspectives to help participants gain the insight, knowledge, and skills necessary to provide culturally competent mental health services. The second annual CultureCounts Conference will highlight the importance of organizational cultural competence as a foundation for achieving and supporting a range of individual cultural competencies. A keynote address by Peter Guarnaccia, Ph.D. along with a choice of one morning and one afternoon workshop will offer attendees the opportunity to cultivate and enhance cultural competence skills at a personal, professional, and organizational level.

### Learning Objectives:

- ◆ Understand the relevance and importance of organizational cultural competence in achieving personal and professional cultural competence.
- ◆ Gain practical knowledge and skills applicable to culturally competent work with a variety of populations.

### Continuing Education Credits

Social Workers and Counselors will receive 5 CEUs in Cultural Competence. FAMILYConnections is approved as a provider for continuing education by the Association of Social Work Boards (ASWB), [www.aswb.org](http://www.aswb.org), through the Approved Continuing Education (ACE) program (provider #1252) and by the National Board for Certified Counselors (NBCC) Approved Continuing Education Provider program (provider #6604).

In accordance with ASWB and NBCC guidelines, all participants must sign-in and sign-out and complete a course evaluation in order to receive CEUs. Partial credit will not be given to those arriving late or leaving early.

### Target Audience:

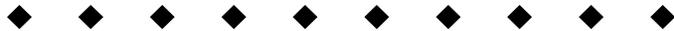
Mental Health Administrators, Clinicians, Self-Help Center Managers/ Facilitators, Screeners, Case Managers. This is a beginner to moderate level conference.

## Conference Information



### Agenda

Registration & Continental Breakfast	8:00 - 8:45a.m.
Welcome and Opening Remarks	8:45 - 9:00a.m.
Keynote Address	9:00 - 10:00a.m.
Morning Workshops (Participants will attend ONE)	10:15a.m. - 12:30p.m.
Lunch (provided)	12:30 - 1:15p.m.
Afternoon Workshops (Participants will attend ONE)	1:15 - 3:30p.m.



### Keynote Address By Peter Guarnaccia, Ph.D.

#### *Organizational Cultural Competence: The Cornerstone of Becoming a Culturally Competent Agency*

This keynote lecture will address the centrality of culture to mental health treatment and the fundamental importance of organizational cultural competence in supporting individual practitioners' successful therapeutic work. In order for individual practitioners to achieve cultural competence at the therapeutic level, mental health agencies must have a commitment to ongoing cultural competence at the organizational level. While it is essential that agency leadership embrace cultural competence and lead system level change, achieving organizational cultural competence requires the dedication, motivation, and involvement of staff at all levels. Based on over a decade of work with mental health agencies, this lecture will provide a framework for how both staff and leadership can help their agencies move toward achieving organizational competence and outline specific activities to succeed.

#### Learning Objectives:

- ◆ Understand the difference between individual and organizational cultural competence.
- ◆ Learn frameworks for understanding the role of cultural competence in agency transformation.
- ◆ Learn about the perspectives of diverse consumers on what cultural competence means to them.

### Morning Workshop 1

#### *Guidelines for Developing Cultural Competence Plans*

Peter Guarnaccia, Ph.D.

This workshop will present guidelines for systematically developing a cultural competence plan for your mental health agency. Based on 5 years experience working with leadership of community agencies on developing cultural competence plans, this workshop will provide an outline for the plan and activities to develop elements of the plan. The workshop will emphasize the creation of cultural competence change teams that will engage all sectors of the agency in developing the cultural competence plan.

#### Learning Objectives:

- ◆ Define cultural competence plans for mental health agencies.
- ◆ Identify the key elements of a cultural competence plan.
- ◆ Understand the role of cultural competence change teams in the plan development process.
- ◆ Work on sections of the plan.

#### About Peter Guarnaccia

Peter Guarnaccia (Ph. D., Connecticut, 1984) is Professor in the Department of Human Ecology at Cook College and Investigator at the Institute for Health, Health Care Policy and Aging Research. His research interests include cross-cultural patterns of psychiatric disorders, cultural competence in mental health organizations, and processes of cultural and health change among Latino immigrants. He has examined mental health among Latino individuals in the U.S. and in Puerto Rico for two decades, most recently using the National Latino and Asian American (NLAAS) mental health study funded by National Institute of Mental Health. He was Associate Editor of Culture, Medicine and Psychiatry from 2000-2004 and Co-Editor-in-Chief from 2004-2007. He is co-editor, with Keith Wailoo and Julie Livingston, of *A Death Retold: Jessica Santillan, the Bungled Transplant, and Paradoxes of Medical Citizenship*, published by the University of North Carolina Press (2006). He has been shifting his research to Mexico, reflected in a recent publication in *Ethnic and Racial Studies* in 2011 entitled " 'We eat meat everyday': Ecology and economy of dietary change among Oaxacan migrants from Mexico to New Jersey." He currently directs one of the International Service Learning Programs on Community Health in Oaxaca, Mexico. He is currently working on a grant from NICHHD for a study of immigrant students at Rutgers entitled "What Makes Acculturation Successful?"

## Morning Workshop 2

### *From Haiti to the US: Haitian Culture and Mental Health*

Ghislene Meance, Psy.D.

This workshop will give mental health providers insight into the cultural aspects that impact Haitian clients and their family members. Participants will gain understanding of different Haitian family structures, as well specific help seeking behaviors prevalent in the Haitian community. Specifically, clinicians will learn useful information about behaviors and expectations of Haitian clients when in therapy.

#### **Learning Objectives:**

- ◆ Increase knowledge about the Haitian culture and challenge existing myths and taboos
- ◆ Improve ability to provide culturally competent services to Haitian immigrants
- ◆ Address specific challenges that have arisen in work with current or past Haitian clients.

#### **About Ghislene Meance**

Dr. Meance, a native of Haiti, is the president of The Multicultural Counseling and Testing Center (MCTC) located in Union County, New Jersey. She treats clients of all cultures and is often called to travel abroad and provide culturally sensitive and competent therapeutic interventions as an independent consultant. Dr. Meance is also a journalist and a published author. Most recently, in July, 2013 she contributed a chapter about Vodou Healing in the recently published book: *Caribbean Healing Traditions: Implications for Health and Mental Health*.

## Morning Workshop 3

### *Cultural Competence and Countertransference*

Patricia Sherman, Ph.D., LCSW

This experiential workshop will focus on some of the ways in which countertransference and culture intersect. We will look at ways in which clients who are both different from and like us can create conflicts within us that can potentially affect our ability to help them. Ways to understand and cope with these feelings will be explored.

#### **Learning Objectives:**

- ◆ Define the concept of countertransference
- ◆ List the ways in which countertransference may affect therapeutic work with clients.
- ◆ Understand how countertransference and cultural competence relate to each other
- ◆ Discuss ways to cope with countertransference feelings

#### **About Patricia Sherman**

Patricia Sherman, Ph.D., LCSW, is an assistant professor of social work at Kean University in Union, NJ. She received her master's and doctorate degrees in social work from Rutgers University. She had a private practice for twenty years specializing in treating issues of sexual trauma, grief, chronic and terminal illness, and adoption. Currently she has a consulting and training practice called Healing Is Possible, LLC. Pat presents on topics ranging from bereave-



## Morning Workshop 4

### *Inhabiting Multiple Worlds: Working with South Asian Immigrants with Mental Illness*

Rupa M. Khetarpal, MSW, LCSW

The growing South Asian population within the U.S has prompted the need to develop effective assessment strategies and treatment planning when working with South Asian consumers. This workshop will explore the impact of geography, historical roots, religious beliefs, ethnic and cultural identity issues of caste and class, and migration on shaping the South Asian identity in the U.S. The workshop will use case studies and a systemic approach to explore core values and beliefs that may guide the experience, attributed cultural meanings, and help seeking behaviors of South Asian consumers and their families. Participants will work through the challenges presented to identify appropriate assessment techniques that will enable effective support when working with this population.

#### **Learning Objectives:**

- ◆ Develop an increased understanding of contributing factors that comprise the South Asian identity.
- ◆ Develop an increased awareness of some core values and beliefs that guide the experience of mental illness and help seeking behaviors with South Asian individuals and their families.
- ◆ Identify and develop culturally appropriate assessment techniques while problem solving challenges are presented.

#### **About Rupa M. Khetarpal**

Rupa M. Khetarpal is a licensed clinical social worker and has her private practice in Morristown, New Jersey. Rupa was the former Director of the Cross Cultural Counseling Center, a mental health program for refugees and immigrants including survivors of torture, human trafficking, and domestic violence at the International Institute of New Jersey. Rupa is a trainer/consultant and trains mental health professionals in cultural competency and trauma response in NJ. She currently serves as a psychosocial consultant with Doctors Without Borders/Medecins Sans Frontiers (MSF) providing psychosocial care to humanitarian workers departing and returning from conflict and disaster zones across the world. Rupa is also adjunct faculty at the School of Social work at Rutgers University and teaches MSW/Graduate students. Rupa also serves on the Morris County Children's Working Group Sub Committee, NJ and is a member of the United Way of Northern New Jersey ALICE Committee. Additionally, she has been serving on the South Asian Mental Health Awareness, NJ (SAMHAJ) Advisory Council for the past four years. She has recently received National Alliance of Mental Illness (NAMI) and SAMHAJ's "Outstanding Provider" Award for 2013.

## Afternoon Workshop 1

### *Meaningful Communication: Language Access in the Mental Health Setting*

Sophia Rossovsky, M.Ed.

This workshop will address language access and communication in the mental health setting, including language and cultural barriers, core skills, ethical dilemmas, and standards of practice for professional interpreters. Participants will also gain insight into the challenges of providing vital documents and telephone access in various languages, as well as strategies for service providers to work effectively with interpreters.

#### **Learning Objectives:**

- ◆ Understand language access as it relates to organizational cultural competence for mental health organizations.
- ◆ Learn how to work with interpreters within a mental health setting.
- ◆ Recognize the components of an effective language access policy.

#### **About Sophia Rossovsky**

Sophia Rossovsky holds a Master's in Education and Linguistics and has over 20 years of experience in education, professional development and program management. She is part of various committees and associations, such as New Jersey Statewide Network for Cultural Competence and International Medical Interpreter Association.

Sophia is an experienced trainer. Currently she has a consulting and training practice called Diversity Experts Inc. Sophia presents on topics ranging from cultural proficiency to language access and interpretation.

In 2000 in collaboration with NJ DHSS she developed three models of interpreting curricula for the following settings: community, medical and mental health and trained over three thousand bilingual individuals as interpreters in New Jersey alone. She also launched the language access and train the trainer programs in state psychiatric hospitals.

Sophia is an avid advocate for culturally and linguistically appropriate services, presents at various forums and conferences and promotes meaningful communication in all entities.



## Afternoon Workshop 2

### *Micro-Aggressions: Making the Invisible Visible in the Therapeutic Setting*

**Debra Chatman-Finley, MA, DVS, LPC & Glicería Perez, MSW, LCSW**

Micro-aggressions are everyday occurrences which reflect a person's internalized stereotypes and prejudices. These verbal or nonverbal interactions are often unconscious and unintentional, and are difficult to recognize because they are subtle and appear innocuous. Therapists often bear witness to clients' experiences of micro-aggressions that leave them feeling inferior, dismissed or devalued. But what happens when therapists are the ones committing the micro-aggressions? While there are several types of micro-aggressions, this workshop will focus on micro-aggressions committed as a result of race and class. The workshop will provide a safe venue to encourage participants to examine their own beliefs (in terms of race and class) and how they may manifest as micro-aggressions in the therapeutic relationship and/or treatment.

#### **Learning Objectives:**

- ◆ Understand the concept of micro-aggressions and identify three forms of micro-aggressions (micro-insults, micro-assaults and micro-invalidations)
- ◆ Increase understanding of the clinical implications of one's own micro-aggressions when working with clients.
- ◆ Gain at least two practical tools that can be utilized to help assess one's own beliefs regarding race and class.

#### **About Debra Chatman-Finley**

Debra is a therapist in private practice in Somerville, where she provides therapy for individuals, couples and families. She is a licensed Professional Counselor and is also a National Board Certified Counselor. She earned her Bachelors degree in Psychology from Seton Hall University and her Master's degree in Counseling Psychology from the College of Saint Elizabeth. Debra is also a graduate and former Associate Faculty of the Multicultural Family Institute. In addition, Debra has facilitated numerous workshops on the topic of children and divorce, the impact of domestic violence, blended families and interracial/ intercultural families.

#### **About Glicería Perez**

Glicería Perez, LCSW is a psychiatric social worker at the Office of George J. Otowski, Sr., Center for Mental Health Care (formerly the Raritan Bay Mental Health Center) where she works primarily with individuals, groups and families of Latino descent. She is the lead clinician for the Families Fit Program at the Raritan Bay YMCA working with at-risk pre-teen, teens and their parents. Glicería also co-facilitates a bi-monthly Women of Color Group in Somerville, New Jersey. She earned her Bachelors degree in Sociology from Rutgers University and her Masters of Social Work degree from Fordham University. Glicería is a graduate of the Multicultural Family Institute and is currently training at the Trauma Center at JRI. Additionally, Glicería is trained in EMDR and Family Systems Therapy.

## Afternoon Workshop 3

### *End of Life Issues with GLBT Clients*

**James Fedor, LCSW**

This workshop will offer participants insight into the aging and end of life needs of lesbian, gay, and bisexual adults through the exploration of societal, historical, political and psychological issues. In addition, the impact that the confluence of these elements has on how LGB older adults experience terminal illness and bereavement will be addressed. Participants will learn clinical interventions as well as sensitivity training to aid in working effectively with this population.

#### **Learning Objectives**

- ◆ Understand the coming out process in a socio-cultural-historical context
- ◆ Understand why sexual orientation is significant to older adulthood
- ◆ Understand unique strengths and challenges that the older LGBT person might have in coping with end of life issues.

#### **About James Fedor**

James Fedor is a licensed clinical social worker in private practice. His areas of clinical expertise are on LGBTQ issues, coming out across the lifespan, and sexuality issues among older adults. He worked for ten years as a hospice social worker and bereavement counselor, and received advanced training at the International Observatory for End of Life Care at Lancaster University in England. He is an adjunct professor at Rutgers University School of Social Work, and is a PhD candidate at Rutgers.

## Afternoon Workshop 4

### *Understanding Child Development and Parenting Through a Cultural Lens*

Yolanda Hawkins-Rodgers, Ph.D.

This presentation examines the parental assumptions regarding what constitutes the concept of normal development/ behavior which has meaning only as it is interpreted and accepted across cultures. The multicultural perspective on development takes into account that the child should be understood within the social systems in which the child operates. Understanding cultural differences in child rearing practices and the role this plays in the development of treatment modalities is critical to becoming culturally competent when working with children and families.

#### Learning Objectives

- ◆ Examine individualistic vs. collectivistic cultures' impact on children.
- ◆ Examine the role of race and ethnicity in shaping child development.
- ◆ Examine parental similarities and differences in early development across cultures.

#### About Yolanda Hawkins-Rodgers

Yolanda Hawkins-Rodgers is chair of the psychology and counseling department at Fairleigh Dickinson university. She teaches courses in the graduate Clinical Mental Health Counseling program. She is a licensed psychologist, a licensed professional counselor and a certified clinical supervisor. She also does expert witness evaluations for the department of Child Protection and Germany children. She has been an invited workshop trainer on multicultural issues for several agencies within New Jersey.

She has worked on numerous boards within the community as well as with educational organizations throughout the state regarding multicultural issues. She has served on the Bergen County Mental Health Board. Dr. Hawkins-Rodgers has developed many training workshops and presented papers at national conferences regarding educational and clinical issues. She has received recognition from state wide organizations for her continued efforts in

## Registration, Deadlines, & Fees:

To register, please visit: [www.CultureConnectionsNJ.org](http://www.CultureConnectionsNJ.org)

### DMHAS-contracted mental health agencies and self-help centers:

Priority & free registration will be open until **April 4, 2014**.

**Public Registrants:** After April 4th, public registrations will be accepted based on space availability for a \$50 fee. Course fees include materials, continental breakfast, and lunch.

**Registration Deadline for all attendees:** Friday, April 18, 2014.

**Cancellation Deadline:** Friday, May 9th.

**Refunds will not be issued for registrations cancelled after May 9th.**

### Directions & Parking Information:

Please visit: <http://www.montclair.edu/conferencecenter/location.html>.

Detailed directions will be sent to participants in a confirmation email.

### Facilities and Grievances :

If you need accommodations for a disability or would like to report a grievance, please contact:

Niki DeVonish, Training Coordinator, at 973-323-3454.



CultureConnections, funded by DMHAS, is managed by FAMILYConnections, a nonprofit 501(c)(3) community-based mental health, substance abuse, and family service agency. Licensed by New Jersey's Division of Mental Health and Addition Services, we deliver research-based therapeutic services in our offices and on-site in pre-schools, schools, and directly in the home.

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