



# INTRODUCTION TO CULTURAL COMPETENCY



*Formerly Emergency  
Foodshelf Network*

GOOD FOODS IN THE GOOD FIGHT AGAINST HUNGER

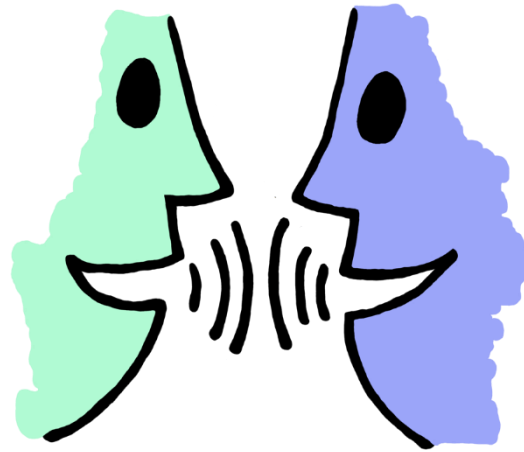
# Goals



- Begin to understand your own cultural identity and lens
- Gain understanding of what culture and cultural competency is
- Learn why cultural competency is needed in hunger relief organizations
- Learn what bias is and strategies to manage biases

# *Cultural Introduction*

Get in pairs and share  
Partner A – 2 minutes  
Partner B – 2 minutes



An iceberg floating in a blue ocean. The tip of the iceberg is above the water, and the much larger, jagged base is submerged. The background is a clear blue sky with a few birds flying.

food • dress • music  
visual arts • drama • crafts  
dance • literature • language  
celebrations • games

courtesy • contextual patterns • concept of time  
personal space • rules of conduct • facial expressions  
nonverbal communication • body language • touching • eye contact  
patterns of handling emotion • notions of modesty • concept of beauty  
courtship practices • relationships to animals • notions of leadership  
tempo of work • concepts of food • ideals of childrearing  
theory of disease • social interaction rate • nature of friendships  
tone of voice • attitudes towards elders • concept of cleanliness  
notions of adolescence • patterns of group decision-making  
definition of insanity • preference for competition or cooperation  
tolerance of physical pain • concept of “self” • concept of past and future  
definition of obscenity • attitudes toward dependents • problem-solving  
roles in relation to age, sex, class, occupation, kinship, and so forth

**LOW** — CONTEXT CULTURES

**HIGH** — CONTEXT CULTURES



GERMAN

SCANDINAVIAN

AMERICAN

ENGLISH

FRENCH

ITALIAN

SPANISH

MEXICAN

GREEK

ARAB

AFRICAN

CHINESE

# MANY TERMS TO DESCRIBE THE WORK AND CONCEPT

culturally relevant

culturally aware

culturally & linguistically competent

culturally appropriate

culturally competent

culturally proficient

culturally effective

cultural humility

cultural sensitivity

linguistically competent



# *Mason et al.'s Cultural Competence Model*



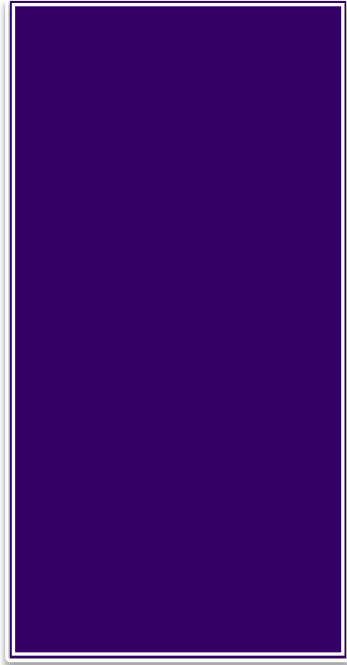
# Why cultural competency?



- 3 demographic trends
  - Urban areas growing
  - Unprecedented increases in MN's 65+ population
  - Growing diversity in Minnesota



# Where do 1 in 5 Minnesotans live?

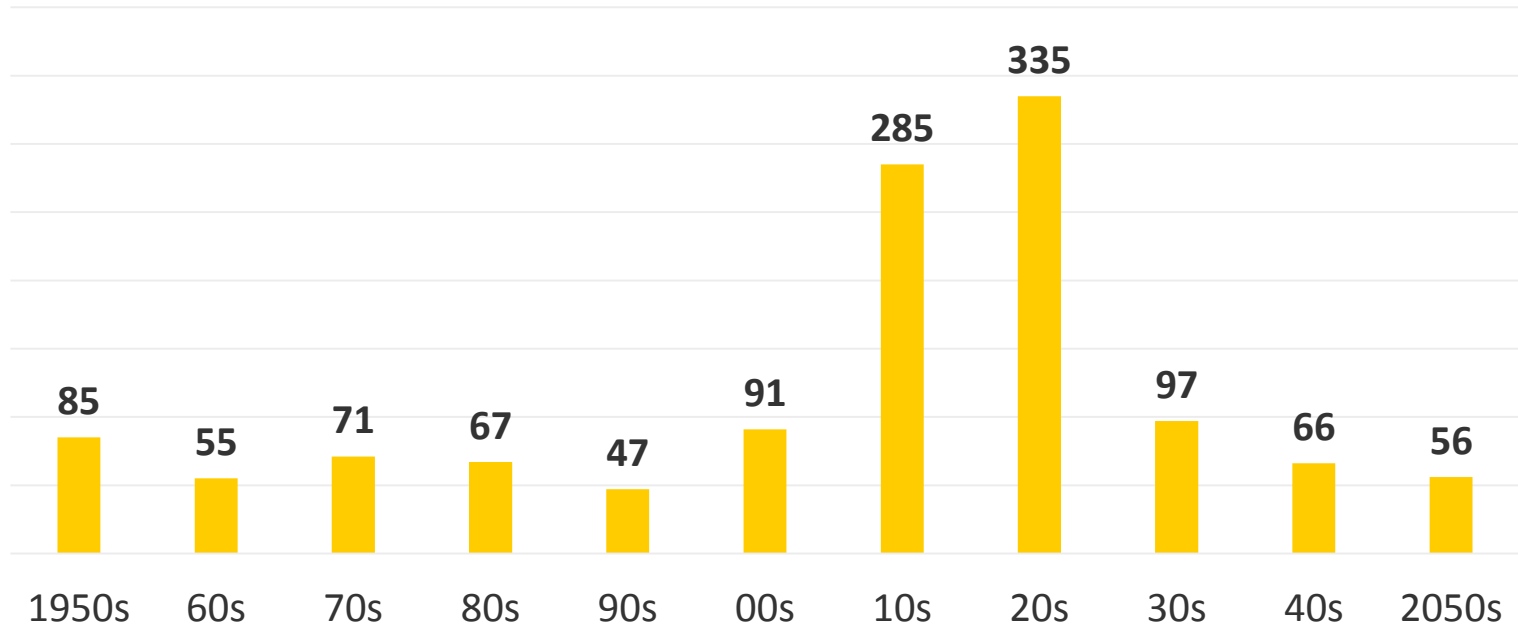


- A. The 7-county Twin Cities metro
- B. Otter Tail County
- C. Hennepin County

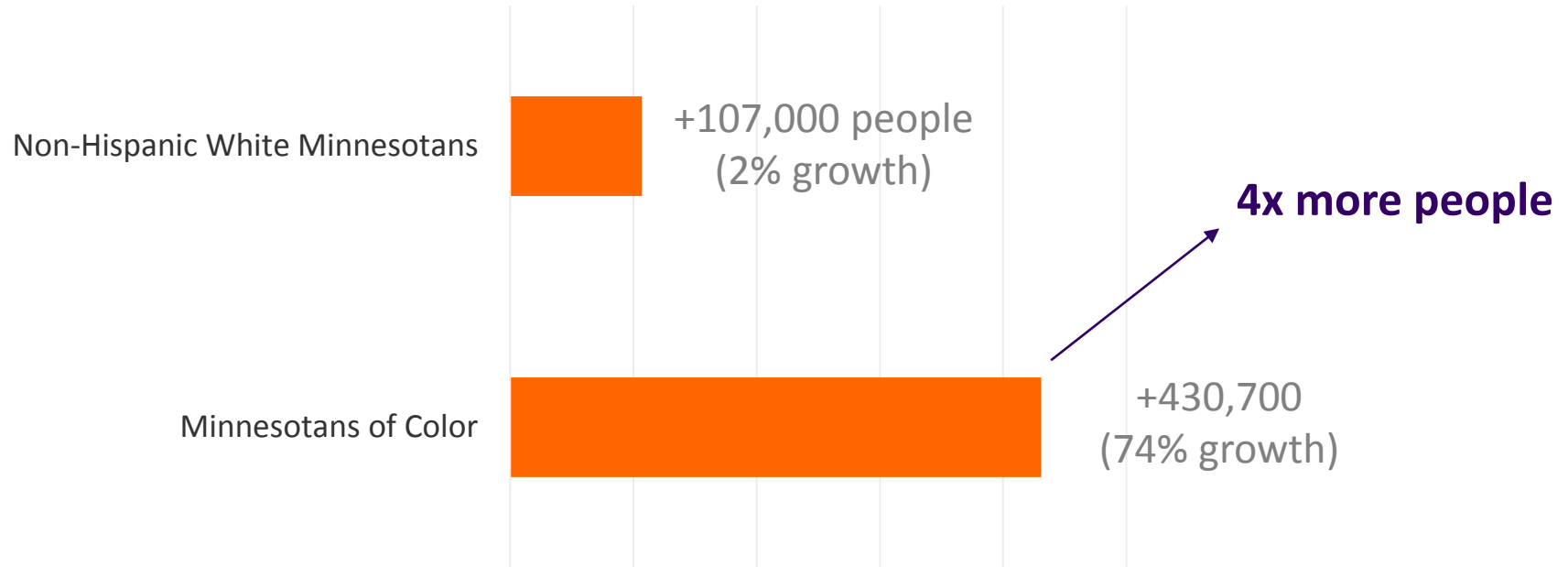
What event is predicted to happen in 2020 that has never before happened in the history of our state?

- A. The Vikings will win the Super Bowl
- B. MN will have fewer people than Iowa
- C. MN will have more older adults than school-age children

# Change in older adults, age 65+ (thousands)



# Populations of Color are driving growth in MN (Change, 2000-2014)

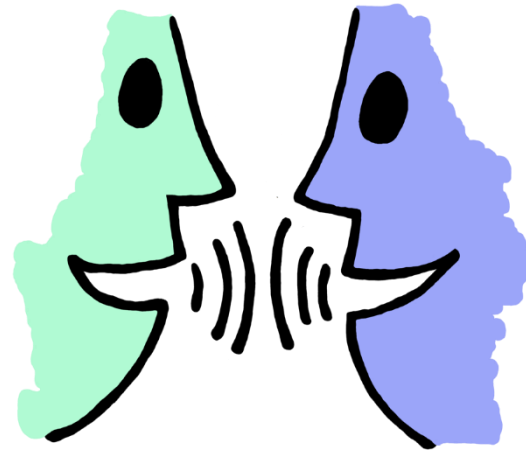


# *Partner Talk*

A partners with B  
C partners with D

5 minutes to learn about each other

- Weekend plans
- Favorite trip
- Family tradition



# Implicit Bias

- Confirmation Bias
- In Group Bias
- Culture Bias



# Strategies to Overcome Bias

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- Awareness, Retrain your brain
- Slow down!
- Give up being color/gender/culture-blind
- Stereotype Replacement
- Individuation
- Perspective Taking
- Increased Opportunities for Contact

# Could this happen at your organization?

## SCENARIO 1:

Ms. B takes great pride in her appearance and frequently receives compliments on her choice of clothing and jewelry. On this day, Ms. B walks into an agency for food assistance. She sits down with a caseworker who immediately compliments Ms. B on her outfit. The caseworker goes on to remark how she can't believe someone so well-dressed would need assistance. Although Ms. B finished her appointment, she left feeling insulted. She could not believe that anyone would stereotype the way food shelf clients dress.



# Could this happen at your organization?

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## SCENARIO 2:

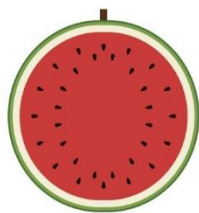
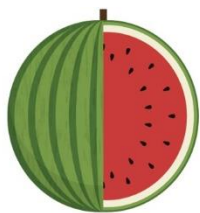
Ms. G speaks very little English. She needs help with finding food, but finds it very difficult to communicate over the telephone, and is frustrated when she shows up in person because she usually must wait until the only bilingual person in the office is free to assist her. Ms. G has to ask a friend or one of her older children to make the call or go with her to the office.

# Could this happen at your organization?

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## SCENARIO 3:

XYZ Food Shelf does great work in the community and distributes boxes of food to clients. They find canned foods they distribute with the boxes left behind in the parking lot. The food shelf staff and volunteers are frustrated as to why people would throw away food they didn't want.



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### **The Food Group's Equity Value Statement:**

*Equity is fundamental to our mission to fight hunger and nourish our community. Where we live, how much money we make, or the color of our skin currently influences access to healthy and culturally-appropriate foods. We must address the roots of these inequities so everyone in our community has the opportunity to live their best life. We believe in working with our community and organizations to improve food access and make systemic changes in hunger relief. To do so, we must include equity in all aspects of our work. We invite individuals from different abilities, ethnicities, genders, races, religions, sexual orientations, and socioeconomic backgrounds to take part in and shape our work.*

