



**HOWARD COUNTY  
BEHAVIORAL HEALTH PROVIDER  
COVID-19 RESOURCE &  
RESPONSE CALL #8**

COVID-19 and Cultural Competency:  
Managing Implicit Bias within the  
Therapeutic Process-  
A "New Normal" Discussion May 15, 2020

1

---

---

---

---

---

---


---

---

**HOUSEKEEPING**

Participants will be muted upon entry.  
Using the icons on your screen, you can:

- Mute/Unmute your microphone; Mute/Unmute button on phone
  - Please mute yourself during discussion/questions if not speaking



Use the "chat" feature to ask questions during the presentation.

- View Participant list on computer— opens a pop-out screen that includes a "Chat" icon that you may use to submit questions
- Question/ comment can also be added to the chat box throughout the meeting

*This meeting will be recorded...presenters may have cameras on.*

Promote. Preserve. Protect. [www.hclhic.org](http://www.hclhic.org) @hclhic

2

---

---

---

---

---

---

---

---

**WELCOME & OPENING REMARKS**

**Roe Rodgers-Bonaccorsy**

Director, Bureau of Behavioral Health  
Howard County Health Department

Promote. Preserve. Protect. [www.hclhic.org](http://www.hclhic.org) @hclhic

3

---

---

---

---

---

---

---

---

**PURPOSE**

**GOAL:**  
Learn what implicit bias is and how it impacts service delivery. By the end of this meeting, participant will understand that an awareness of cultural dynamics is key to be an effective clinician or agent of change.

**OBJECTIVES:**

1. Welcome & Opening Remarks
2. Managing Implicit Bias within the Therapeutic Process
3. Q&A
4. Closing Remarks

Promote. Preserve. Protect. [www.hclhic.org](http://www.hclhic.org) @hclhic

---

---

---

---

---

---

---

---

---

---

4

COVID-19 AND CULTURAL COMPETENCY  
- A "NEW NORMAL" DISCUSSION



**Robert L. Evans III**  
PhD, LCPC, LPC, MAC, NCC,  
Empowerment Counseling &  
Training Services

Promote. Preserve. Protect. [www.hclhic.org](http://www.hclhic.org) @hclhic

---

---

---

---

---

---

---

---

---

---

5

COVID-19  
Cultural Competency

A "New Normal" Discussion

**EMPOWERMENT**  
Counseling & Training Services

---

---

---

---

---

---

---

---

---

---

6

**Objectives & Key Takeaway**

**Objectives**

- COVID-19 overview
- Insights regarding safety measures
- Discuss racial disparities amongst COVID-19 victims
- Adjusting to the "New Normal"

**Key Takeaway**

- Improved self-awareness to enhance service delivery

---

---

---

---

---

---

---

---

7

**OVERVIEW**

COVID-19

---

---

---

---

---

---

---

---

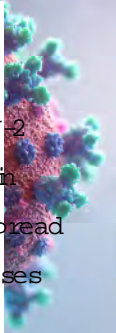
8

**COVID -19**

Coronavirus Disease 2019 (COVID-19) is an illness caused by a virus that can spread from person to person.

- ✓ SARS-CoV-2
- ✓ New strain
- ✓ Worldwide spread
- ✓ Coronaviruses

1960's




---

---

---

---

---

---


---

---

9

**COVID-19**

|  |   |
|--|---|
| <p><u>TRANSMISSION</u></p> <ul style="list-style-type: none"> <li>➢ Person-to-Person</li> <li>➢ Asymptomatic "Silent Spreaders"<br/>25% responsible for 75%</li> <li>➢ Presymptomatic: 2 weeks<br/>6% -13% of spread.</li> </ul> | <p><u>SAFETY PRECAUTIONS</u></p> <ul style="list-style-type: none"> <li>✓ Wash hands</li> <li>✓ Avoid touching your face</li> <li>✓ Social Distance</li> <li>✓ Face Masks</li> <li>✓ Clean surfaces frequently</li> <li>✓ Limit demands</li> <li>✓ Leverage virtual services</li> </ul> |
|--|---|




---

---

---

---

---

---

---

---

10



**Who's at Risk?**

SARS-CoV-2 is a virus that does not discriminate and can infect any individual regardless of ethnicity or race.

Underlying health conditions are most at risk!

78% in ICU  
71% hospitalized & ICU  
27% hospitalized

COVID-19 does not discriminate.  
Coronavirus can infect anyone, of any age.

---

---

---

---


---

---

---

---

11



**DISPARITIES**

COVID -19

---

---

---

---

---

---

---

---

12

### DISEASE DISPARITIES

**Racial Minorities Lead Deaths**

- Heart Disease (90% more likely)
- Diabetes (60% more likely)
- Stroke (2X as likely)
- Cardiovascular Disease (44-48% of AA)
- Obesity (Women 50% more likely)

**Gender**

- 2X as many men die from virus/diseases as women

---

---

---

---

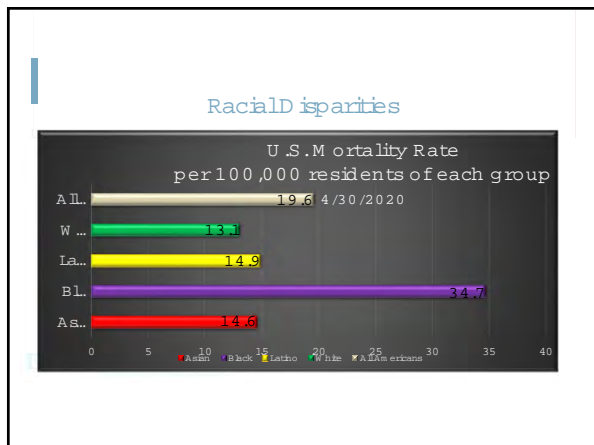
---

---

---

---

13




---

---

---

---

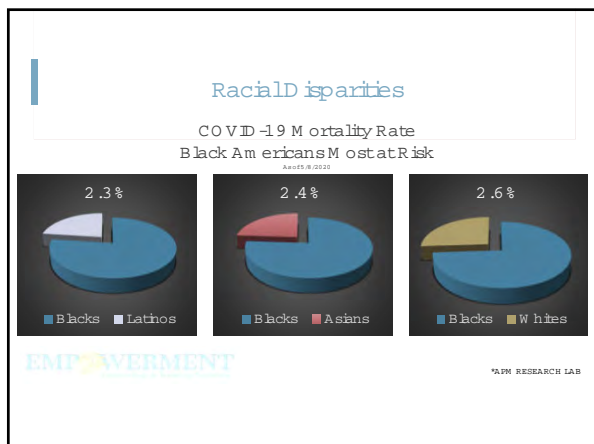
---

---

---

---

14




---

---

---

---

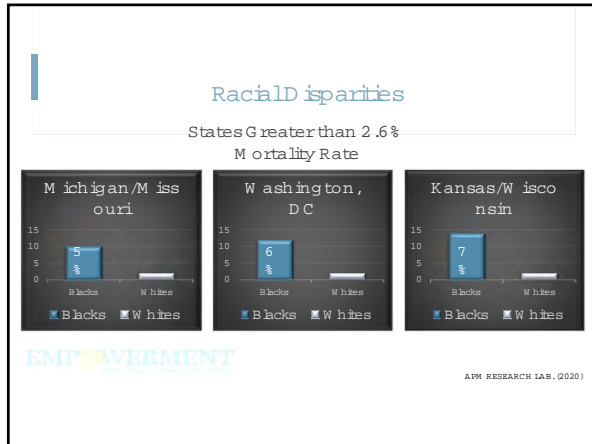
---

---

---

---

15




---

---

---

---

---

---

---

---

---

---

16

### Racial Disparities

In Chicago, 72% of people who died of coronavirus were black.  
Although only one-third of the city's population is Black.  
early April 2020

---

---

---

---

---

---

---

---

---

---

17

### New Normal Discussion

EMPOWERMENT

---

---

---

---

---

---

---


---

---

---

18

New Normal Discussion



"I was a bit angry by the extra tax I had to pay as a Black man," he wrote, "devoting time and energy to not be overwhelmed by the anxiety of simply trying to protect myself and others from illness."

Anderson knew that the combination of racism and stereotyping means a Black man walking into a store with his face covered in a bandana could have an unfortunate outcome.

(Jelani Anderson, a 52-year-old Black man from New Jersey)

19

---

---

---

---

---

---

---

---

---

---

Racial Disparities (Stigmas)

- Larger Body size
- Less Educated
- Stronger
- Poor
- Violent
- Criminal
- **INFECTED!**

Everyone who share similar physical characteristics do not always share:

- ✓ beliefs
- ✓ values
- ✓ attitudes
- ✓ ways of being
- ✓ identity of the race



20

---

---

---

---

---

---

---

---

---

---

Racial Disparities

High concentration of Africans in Guangzhou, southern China, banned from universities, stores, and homes and are forced to sequester on the streets.




21

---

---

---

---

---


---

---

---

---

---



Racial disparities  
Who's protesting?

**Ethnocentrism**

The practice of judging one culture by the practices or standards of one's own culture. "My ethnic group is better than yours!"

---

---

---

---

---


---

---

---

22

Doctor handcuffed while serving!




---

---

---

---

---


---

---

---

23

**Cultural Competence**



"Having the capacity to function effectively as an individual and an organization within the context of the cultural beliefs, behaviors, and needs presented by consumers and their communities." and acting accordingly!

---

---

---

---

---

---



---

---

24



Spin on Competence



"It's not enough to have the capacity to function effectively in the context of the subculture presented by our clients."

-Dr. E

---

---

---

---

---

---



---

---

25

Without knowledge action is useless and knowledge without action is futile.

Abu Bakr



---

---

---

---

---

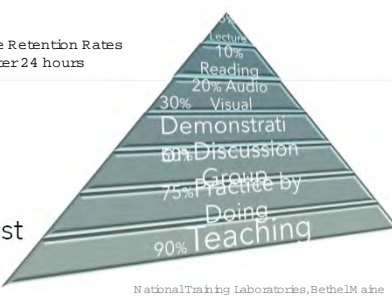
---

---

---

26

Average Retention Rates after 24 hours



Once we know better, we simply must do better.

National Training Laboratories, Bethel Maine

| Method            | Retention Rate |
|-------------------|----------------|
| Discussion        | 10%            |
| Reading           | 20%            |
| Audio             | 30%            |
| Visual            | 50%            |
| Demonstration     | 75%            |
| Practice by Doing | 90%            |

---

---

---

---

---

---

---

---

27

ALWAYS A LEARNING CURVE

DR REIM, (2019)

"As clinicians, it is our charge to treat individuals we service, regardless of color, hair texture, facial features, dress, etc.; as if they are a fresh canvas. Make no assumption. Learn each client in real time."

28

---

---

---

---

---

---

---

---

---

---

Implicit Bias

- ◻ Our mind finds
- ◻ People unconsciously internalize patterns of inequity
- ◻ Mental associations formed by direct/indirect messaging received
- ◻ Automatic and unconscious association between the group/subculture and characteristics

(even if its based on "fake news" ©)

29

---

---

---

---

---

---

---

---

---

---

LET'S TALK ABOUT IT

Teachers

Therapists

EMPOWERMENT Consulting & Training Services

30

---

---

---

---

---

---

---

---

---


---

Medical physicians' biases towards African Americans

Survey says.. !

- ✓ Less likely to receive narcotics than white patients
- ✓ "Less intelligent, less educated, more likely to abuse drugs and alcohol, more likely to fail to comply with medical advice and less likely to participate in rehabilitation than white patients."
- ✓ More likely to be treated with amputation than limb salvage

Goodney, P., et al., (2014)



31

---

---

---

---

---

---

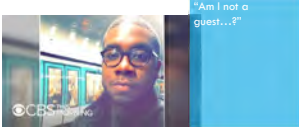

---

---

**IMPLICIT BIAS**

Blackness = Poverty & criminality?

Whiteness = Security and Safety?

EMPOWERMENT

32

---

---

---

---

---

---

---

---

**MANAGING IMPLICIT BIAS IN PRACTICE**

SELF AWARENESS  
+  
DESIRE =  
INTENTIONALITY



EMPOWERMENT  
Counseling & Training Services

EMPOWERMENT

33

---

---

---

---

---



---

---

---

### SELF AWARENESS

- What are my biases? ... There is always HOPE...
- What am I afraid of? ... AFRAID...
- Who am I afraid of? ... Losing a client to suicide...
- Who do I prefer to work with and why? ... Young adult men...
- Who do you have the most success working with? ... Middle aged men...
- Is there a group of people you prefer not to work with? ... Sex offenders...
- Is there any group that you have previously stayed away from? ... Homosexuals...

34

---

---

---

---

---

---

---


---

---



---

### DESIRE

ITS NOT ENOUGH TO BE AWARE OF OUR BIASES...



- Do you desire to face your fears?
- Do you desire to open your mind to the possibility that you are wrong about your assumptions?
- Can you give those you don't know an opportunity to prove to you who they are?
- Can you give everyone you meet a clean sheet of paper?
- Can you allow others to write their story for you to read?

35

---

---

---

---

---

---


---

---




---

---

### INTENTIONALITY



|            |          |
|------------|----------|
| BIAS       | BEHAVIOR |
| WISDOM     | COURAGE  |
| EXPERIENCE | FAITH    |

36

---

---

---

---

---

---

---

---

---

---



37

---

---

---

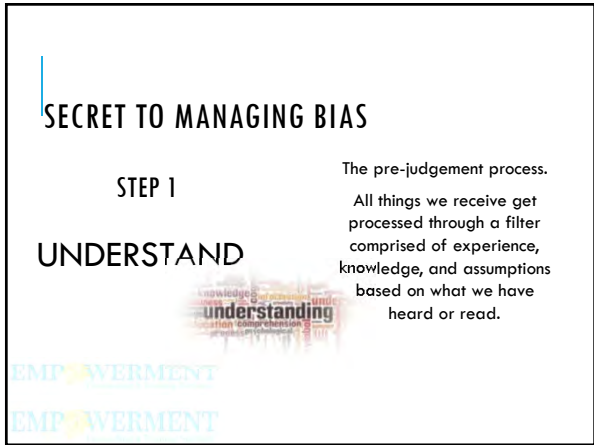
---

---

---

---

---



38

---

---

---

---

---

---

---

---



39

---

---

---

---

---

---


---

---

**SECRET TO MANAGING BIAS**

**STEP 3**

**CHOOSE**



Not to allow the judgement to impact your behavior.

EMPOWERMENT  
EMPOWERMENT

40

---

---

---

---

---

---

---

---

**ANY QUESTIONS?**




EMPOWERMENT

41

---

---

---

---

---

---

---

---

**Q & A**

**Please use the Chat Box to submit questions!**

Presentations and recording will be posted at [www.hclhic.org](http://www.hclhic.org)

For additional information or questions contact [lhic@howardcountymd.gov](mailto:lhic@howardcountymd.gov)

Promote. Preserve. Protect. [www.hclhic.org](http://www.hclhic.org) @hclhic

42

---

---

---

---

---

---

---

---

**CLOSING REMARKS**

- **Upcoming Webex Calls:**
  - Behavioral Health Provider Call #9: COVID-19 & Vulnerable Populations Children and Families - **Wednesday, 5/20/20 from 11:30 AM – 12:30 PM**
  - Behavioral Health Provider Call #10 - **Wednesday, 5/27/20 from 11:30 AM –12:30 PM**
- **Presentations, recording, & additional resources will be posted at [www.hclhic.org](http://www.hclhic.org)**
- **For additional information, contact [lhic@howardcountymd.gov](mailto:lhic@howardcountymd.gov)**
- **For general questions related to COVID-19, e-mail [askhealth@howardcountymd.gov](mailto:askhealth@howardcountymd.gov)**

Promote. Preserve. Protect.    [www.hclhic.org](http://www.hclhic.org)    @hclhic

---

---

---

---

---

---

---


---

---

---

43

“We are going to need to depend on each other, to look out for each other, and to take care of each other, because we are all in this together.” - Governor Hogan



A sign outside a day care facility in Forest Hill says: “We are in this together.” (Elizabeth Janney/Patch File)

Promote. Preserve. Protect.    [www.hclhic.org](http://www.hclhic.org)    @hclhic

---

---

---

---

---

---

---

---

---

---

44