HUSS130 – Cultural Competence in Human Services. Portfolio Project Directions and Rubric This Portfolio Project is worth 25% of your grade Completing this Assessment will help you to meet the following: Course Outcomes: · Identify areas of potential conflict between human and social service providers and a patient's cultural beliefs and values. · Use knowledge of health-related cultural/ethnic beliefs, values, and practices to design a plan of care for culturally and ethnically diverse populations. Program Outcome for Human and Social Services Assistant Diploma · Demonstrate an understanding of patient/client/customer service needs within the continuum of human and social service environments. Program Outcome for Human and Social Services, AAS · Adapt essential communication skills to interact effectively with supervisors, peers and the public in various human and social settings. Program Outcome for Human and Social Services, Bachelor’s · Identify and select interventions which promote growth and goal attainment. Institutional Outcomes: Information Literacy and Communication - Utilize appropriate current technology and resources to locate and evaluate information needed to accomplish a goal, and then communicate findings in visual, written, and/or oral formats. · Relational Learning - Transfer knowledge, skills, and behaviors acquired through formal and informal learning and life experiences to new situations. Scenario You have been hired as a Diversity and Inclusion (DI) Outreach Specialist for a human services agency in your community. The agency was established to assist diverse and vulnerable individuals in need of local resources. Your job is to ensure individuals in the community are aware of the services available to them and help them find resources applicable to their unique situation. Your supervisor has asked you to create a comprehensive and culturally appropriate plan of care based upon the following scenario. Mock Client Scenario: Amal is a 23-year-old Iranian American male who lives in low-income housing with his 57-year-old, Iranian-born mother, Doretha. Doretha is severely disabled. Amal has visited the agency three times to request referrals for services. The agency supervisor asked that you handle his case because of your expertise and experience in providing culturally appropriate referrals/resources to clients. Amal reports that he has struggled with social anxiety and depression for most of his life. He does not, however, have a formal diagnosis from a licensed professional. Amal did not finish high school but did take and pass the GED. Amal and his mother do not currently have full-time jobs and do not qualify for medical insurance. Amal reports they have applied for state benefits but have not attended the necessary appointments to fill out the paperwork to obtain those benefits. Doretha has never visited the agency, but Amal requested information on ways to help his mother leave the house. Amal revealed his mother is not comfortable leaving the house because of language barriers and the fear of being found by his violent father. Amal has no contact with his father or his father’s family due to a Domestic Violence (DV) order. Amal disclosed that he occasionally uses marijuana and often drinks too much. Amal believes he cannot be successful due to his lack of education and job experience, and poor social skills. Amal and his mother are Muslims, but do not participate in daily prayer or family customs. During one of his previous visits to the agency, Amal mentioned he also is questioning his sexual orientation. He is not attracted to females, which has caused problems in his relationship with his mother due to their Muslim customs and religious practices. Amal believes turning away from his cultural traditions and religious beliefs is partly why he has mental health issues, sexual orientation uncertainty, and continued problematic use of alcohol and other substances. Amal came to the agency to find information about higher education, job placement referrals, mental health, substance abuse, and/or other relevant local services. Directions In completing this assignment, you will create a plan of care for Amal based on his current situation and concerns. The plan you create should show respect and consideration for Amal’s background and demographic characteristics. The plan of care will explicitly identify Amal’s unique requests and consider his cultural background. Additionally, your plan of care will pinpoint services available to Amal, offer a brief description of the service, and provide referrals and/or resources from national, state, and local agencies/organizations. To help you create a culturally responsive and responsible plan of care, you will complete initial steps in the beginning part of the session. Requirements and Formatting Some weeks, the deliverables required will make use of a template provided in Blackboard. For weeks without a template, your submission should be made in a Word Document, using Arial or Times New Roman 12-point font, with one-inch margins. Deadlines Deliverable items for the Portfolio Project will be required at different points during the course. Details for each submission are included below in the Deliverable Descriptions. Deliverable Descriptions Week 2: Identifying Client Characteristics · Due by the end of Week 2 at 11:59 pm, ET. Use the mock client scenario provided above to identify the client’s cultural/ethnic beliefs, values, and practices. Then add this information to the Identifying Client Characteristics Chart Template provided in Blackboard. You will also fill in and label information about yourself in this chart. If the characteristic is not applicable, type N/A in the box. The information gathered will help you complete future deliverables of the Portfolio Project and aid in developing a culturally appropriate plan of care. Week 3: Identifying Potential Areas of Conflict · Due by the end of Week 3 at 11:59 pm, ET. In completing a plan of care for clients, including Amal, it is important to unearth your unconscious bias or potential areas of conflict that may surface when working and interacting with individuals of different cultural beliefs, backgrounds, and social/personal values. It is essential to be aware of our biases and understand the impact of unconscious bias before working with diverse/vulnerable clients/patients. The first step in addressing unconscious bias is to examine your personal beliefs, values, attitudes, and perceptions. To begin, review the information provided at the weblinks below: Unconscious Bias The impact of unconscious bias in healthcare: How to recognize and mitigate it Use the information found on the websites above to explore and explain your answers to the following questions in a Word Document. All answers should be completely in your own words. Your response should be at least 250 words in length. 1. Define the term “bias” and describe the two types of bias. 2. Explain how understanding bias will help you make appropriate referrals and find suitable resources for your client (in this case, Amal). 3. Looking back at the Identifying Client Characteristics Chart you completed in Week 2, identify at least two (2) significant differences that exist between you and Amal. These differences might include religious beliefs, sexual orientation, gender identification, socioeconomic status (SES), etc. Detail how these differences might relate to bias and/or impact the care Amal receives. 4. Summarize some strategies that you (as an individual working within the human and social services field) can use to minimize the impact of bias. Week 4: Asking Culturally Responsive Questions · Due by the end of Week 4 at 11:59 pm, ET. Engaging with vulnerable and diverse clients is both an art and a science. The first meeting is a time to build rapport with clients and to ask essential questions that will help you support and provide culturally appropriate resources to the client. This week you will create some assessment questions you think would be particularly useful in helping you identify Amal’s most pressing concerns. The answers Amal provides will give you information to use when you design his plan of care that addresses these concerns in a culturally responsive way. In a Word Document, please complete the following steps: · Write at least 5 open-ended questions you would ask Amal in your initial meeting/assessment. · Explain how you believe the questions you wrote show respect for diversity and would help you better understand Amal. · Describe how you would use Amal’s responses to create his plan of care. Week 5: Plan of Care with Brief Descriptions, Resources, and/or Referrals · Due by the end of Week 5 at 11:59 pm, ET. Research national, state, and local resources/referrals. Then, use these resources to fill in the Outreach Services Plan of Care Template using the directions included on the template form provided in Blackboard. The local resources/referrals you select should be specific to the community in which you live and/or hope to work. The goal is to find resources and referrals that could help Amal with his mental health concerns, substance abuse issues, sexual orientation confusion, and lack of job skills. Week 7: Summary of Services Essay · Due by the end of Week 7 at 11:59 pm, ET. Now that you have your assessment questions and possible plan of care ready, it is time to present your overall takeaways to your supervisor. Edit your Outreach Services Plan of Care based on instructor feedback from Week 5. Then submit your completed Outreach Services Plan of Care and add an essay of at least 300 words in which you address the following prompts. · Summarize your overall plan of care for Amal. Explain which resources you found that you believe will be most helpful in enabling him to achieve his goals. · Describe how you considered Amal’s cultural background and demographic characteristics as you designed assessment questions and created his plan of care. · Evaluate how differences between yourself and Amal may lead to conflict and/or difficulties in treatment. Offer an outline for how to overcome these differences and/or potential biases. Upload your Portfolio Project to the applicable Program Outcome in your ePortfolio listed below. Use the following naming convention: HUSS130 – Portfolio Project: Program Outcome for Human and Social Services Assistant Diploma · Demonstrate an understanding of patient/client/customer service needs within the continuum of human and social service environments. Program Outcome for Human and Social Services, AAS · Adapt essential communication skills to interact effectively with supervisors, peers and the public in various human and social settings. Program Outcome for Human and Social Services, Bachelor’s · Identify and select interventions which promote growth and goal attainment. For directions on how to upload your project to your ePortfolio, please see Student Resources in Blackboard on the navigation pane. Week 7.5: Reflection · Due by the end of Week 7.5 at 11:59 pm, ET. For the final piece of your Portfolio Project, you will reflect upon the project and how it directly relates to your future workplace. This reflection will be delivered as a Word document 1-2 pages in length. For this reflection: a) Analyze the importance of this project to your future career. In your own words, reflect on how this project meets the Program and Institutional outcomes as stated on the first page.