Responding to the COVID-19 Pandemic: Challenges and Opportunities for Bicultural and Multicultural Providers

Marilyn Laila Sampilo, PhD, MPH

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Disclaimer: The views, opinions, and content expressed in this presentation do not necessarily reflect the views, opinions or policies of the National Latino Behavioral Health Association (NLBHA), the Center for Substance Abuse Treatment (CSAT), or the Substance Abuse and Mental Health Services Administration (SAMSHA).
Our Mission

The Mission and Goal of The National Latino Behavioral Health Association is to influence national behavioral health policy, eliminate disparities in funding and access to services, and improve the quality of services and treatment outcomes for Latino populations.

National Latino Behavioral Health Association NLBHA
Our objective is to provide national leadership on Mental health and substance use concerns of the Latino Community in six major areas of focus:

- Targeted Capacity Expansion of Mental Health Services for Latinos
- Latino Behavioral Health Evidenced-Based Practices
- Legislation to Increase the Number of
  - Counselors
  - Therapists
  - Other Behavioral Health Practitioners
- Funding for Co-Occurring Disorders of Alcohol and Substance Abuse
- Opioid Crisis in the Latino Community
- Suicide Prevention
OUR ATTC MISSION

“The mission of the National Hispanic and Latino Addiction Technology Transfer Center is to provide high-quality training and technical assistance to improve the capacity of the workforce serving Hispanic and Latino communities in behavioral health prevention, treatment, and recovery. We disseminate and support the implementation of evidence-based and promising practices to enhance service delivery, promote the growth of a diverse, culturally competent workforce, and bridge access to quality behavioral health services. We are committed to increasing health equity and access to effective culturally and linguistically grounded approaches.”
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Executive Admin. Assistant
Today’s Presenter

Marilyn Laila Sampilo, PhD, MPH
Key Objectives

• Describe disparities in the context of the COVID-19 pandemic.
• Outline factors that contribute to behavioral health disparities.
• Discuss challenges and opportunities providers face with the current crisis.
• Outline programs that may help address challenges and steps to take moving forward.
COVID-19 as The Great Equalizer?

Latinos disproportionately dying, losing jobs because of the coronavirus: 'Something has to change'

Marco della Cava  USA TODAY
Published 9:01 a.m. ET Apr. 18, 2020 | Updated 1:55 p.m. ET Apr. 19, 2020
COVID-19's Devastating Impact On African Americans

African American share of state/city populations and COVID-19 deaths (as of Apr 06, 2020)

- Share of state/city's population
- Share of COVID-19 deaths

<table>
<thead>
<tr>
<th>State</th>
<th>African American Share</th>
<th>COVID-19 Death Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Louisiana</td>
<td>32%</td>
<td>70%</td>
</tr>
<tr>
<td>Illinois</td>
<td>15%</td>
<td>42%</td>
</tr>
<tr>
<td>Michigan</td>
<td>14%</td>
<td>41%</td>
</tr>
<tr>
<td>North Carolina</td>
<td>22%</td>
<td>22%</td>
</tr>
<tr>
<td>Chicago</td>
<td>30%</td>
<td>69%</td>
</tr>
</tbody>
</table>

Sources: 2010 Census, respective state/city health departments

COVID-19 not affecting all races equally in King County

In King County, some communities of color have been infected with the novel coronavirus at higher rates than white people, according to a new analysis of public health data.

<table>
<thead>
<tr>
<th>Race/Ethnicity</th>
<th>Percent of King County COVID-19 cases</th>
<th>Percent of King County population (2019)</th>
</tr>
</thead>
<tbody>
<tr>
<td>White</td>
<td>50.2%</td>
<td>58.7%</td>
</tr>
<tr>
<td>Black</td>
<td>10.2%</td>
<td>6.4%</td>
</tr>
<tr>
<td>Hispanic/Latino</td>
<td>23%</td>
<td>10%</td>
</tr>
<tr>
<td>Asian</td>
<td>13.2%</td>
<td>17.2%</td>
</tr>
<tr>
<td>Native Hawaiian/Pacific Islander</td>
<td>2.2% (0.8%)</td>
<td></td>
</tr>
<tr>
<td>American Indian/Alaska Native</td>
<td>0.7% (0.6%)</td>
<td></td>
</tr>
</tbody>
</table>

Cases per 100,000 Residents

<table>
<thead>
<tr>
<th>Race/Ethnicity</th>
<th>Cases per 100,000 Residents</th>
</tr>
</thead>
<tbody>
<tr>
<td>White</td>
<td>148.6</td>
</tr>
<tr>
<td>Black</td>
<td>327.6</td>
</tr>
<tr>
<td>Hispanic/Latino</td>
<td>627.6</td>
</tr>
<tr>
<td>Asian</td>
<td>154.5</td>
</tr>
<tr>
<td>Native Hawaiian/Pacific Islander</td>
<td>666</td>
</tr>
<tr>
<td>American Indian/Alaska Native</td>
<td>216.9</td>
</tr>
</tbody>
</table>
Impact of COVID-19

Hispanic and black Americans have been hardest hit in COVID-19 wage, job losses; most do not have rainy day funds

% saying they or someone in their household has lost a job or taken a pay cut due to the coronavirus outbreak

<table>
<thead>
<tr>
<th>March</th>
<th>April</th>
<th>March</th>
<th>April</th>
<th>March</th>
<th>April</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hispanic 61</td>
<td>49</td>
<td>36</td>
<td>44</td>
<td>29</td>
<td>38</td>
</tr>
<tr>
<td>Black 61</td>
<td>49</td>
<td>36</td>
<td>44</td>
<td>29</td>
<td>38</td>
</tr>
<tr>
<td>White 61</td>
<td>49</td>
<td>36</td>
<td>44</td>
<td>29</td>
<td>38</td>
</tr>
</tbody>
</table>

% who said in April they do not have rainy day funds to cover expenses for three months in case of emergency

<table>
<thead>
<tr>
<th>White</th>
<th>Hispanic</th>
<th>Black</th>
</tr>
</thead>
<tbody>
<tr>
<td>47%</td>
<td>70%</td>
<td>73%</td>
</tr>
</tbody>
</table>

Blacks and Hispanics most likely to have trouble paying bills

% who said in April that they cannot pay all of their bills in full...

<table>
<thead>
<tr>
<th>In a typical month</th>
<th>This month</th>
</tr>
</thead>
<tbody>
<tr>
<td>Black</td>
<td>46%</td>
</tr>
<tr>
<td>Hispanic</td>
<td>28%</td>
</tr>
<tr>
<td>White</td>
<td>20%</td>
</tr>
</tbody>
</table>

% of smartphone and home broadband users who said in April they worry a lot or some about paying their bills over the next few months for...

<table>
<thead>
<tr>
<th>Hispanic</th>
<th>Black</th>
<th>White</th>
</tr>
</thead>
<tbody>
<tr>
<td>56%</td>
<td>39%</td>
<td>22%</td>
</tr>
<tr>
<td>54%</td>
<td>36%</td>
<td>21%</td>
</tr>
</tbody>
</table>

Note: Whites and blacks include those who report being only one race and are non-Hispanic. Hispanics are of any race. Share of respondents who didn’t provide an answer not shown.


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## Impact of COVID-19

### COVID-19 outbreak as a major threat to health and personal finances

<table>
<thead>
<tr>
<th></th>
<th>U.S. economy</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Hispanics</td>
<td>Major threat</td>
<td>Minor threat</td>
</tr>
<tr>
<td>Health of U.S. population as a whole</td>
<td>Hispanics</td>
<td>70</td>
<td>22</td>
</tr>
<tr>
<td></td>
<td>U.S. overall</td>
<td>70</td>
<td>25</td>
</tr>
<tr>
<td>Personal financial situation</td>
<td>Hispanics</td>
<td>50</td>
<td>33</td>
</tr>
<tr>
<td></td>
<td>U.S. overall</td>
<td>34</td>
<td>43</td>
</tr>
<tr>
<td>Day-to-day life in their local community</td>
<td>Hispanics</td>
<td>49</td>
<td>40</td>
</tr>
<tr>
<td></td>
<td>U.S. overall</td>
<td>36</td>
<td>50</td>
</tr>
<tr>
<td>Personal health</td>
<td>Hispanics</td>
<td>39</td>
<td>43</td>
</tr>
<tr>
<td></td>
<td>U.S. overall</td>
<td>27</td>
<td>51</td>
</tr>
</tbody>
</table>

Note: Share of respondents who didn’t offer an answer not shown.
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The Answer = No

COVID-19 doesn’t discriminate, but society does

When the CDC looked at 305 cases from March at seven metro Atlanta hospitals and one in Albany, they found that 83 percent of the COVID-19 patients were black

BY MICHELE COHEN MARILL - MAY 4, 2020

A coronavirus testing site in New York City. COVID-19 is disproportionately impacting communities of color across the United States.
Why? Because of Persistent Inequities
Potential BH Impact of COVID-19

- Current data indicate widespread impact of disruption in daily lives

- For H/L these numbers suggest disparity in impact
COVID-19: MH & BH Disparities

Figure 8: Significant Shares Say The Coronavirus Has Had A Negative Impact On Their Mental Health

Percent who say they feel that worry or stress related to coronavirus has had a negative impact on their mental health:

<table>
<thead>
<tr>
<th>Category</th>
<th>Major Impact</th>
<th>Minor Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>19%</td>
<td>26%</td>
</tr>
<tr>
<td>Male</td>
<td>15%</td>
<td>22%</td>
</tr>
<tr>
<td>Female</td>
<td>24%</td>
<td>30%</td>
</tr>
<tr>
<td>White</td>
<td>17%</td>
<td>27%</td>
</tr>
<tr>
<td>Black</td>
<td>24%</td>
<td>25%</td>
</tr>
<tr>
<td>Hispanic</td>
<td>24%</td>
<td>24%</td>
</tr>
<tr>
<td>Parent of child&lt;18</td>
<td>19%</td>
<td>27%</td>
</tr>
<tr>
<td>Not a parent</td>
<td>19%</td>
<td>25%</td>
</tr>
</tbody>
</table>

Contributors to MH & BH Disparities

- Disproportionate burden of COVID-19
- Daily stress associated with COVID-19
- Barriers to implementation of recommendations
- Racism, discrimination and xenophobia
- Socio-political landscape and discourse
- Structural barriers to services
- Language accessibility
- Cultural and linguistic competence of services
- Stigma related to behavioral and mental health
Contributors to MH & BH Disparities

- Disproportionate burden of COVID-19
- Daily stress associated with COVID-19
- Barriers to implementation of recommendations
- Racism, discrimination and xenophobia
- Socio-political landscape and discourse
- *Structural barriers to services*
- *Language accessibility*
- *Cultural and linguistic competence of services*
- *Stigma related to behavioral and mental health*
Gaps in Treatment

Despite Consequences and Disease Burden, Treatment Gaps among Hispanics Remain Vast

PAST YEAR, 2018 NSDUH, Hispanic 12+

- Substance Use Disorder (SUD) 12+:
  - 3.3M
  - 89.7% NO TREATMENT

- Any Mental Illness (AMI) 18+:
  - 6.9M
  - 67.1% NO TREATMENT

- Serious Mental Illness 18+:
  - 1.5M
  - 44.0% NO TREATMENT

- Co-Occurring AMI and SUD 18+:
  - 1.3M
  - 93.0% NO TREATMENT

- Major Depressive Episode 12-17:
  - 882K
  - 62.1% NO TREATMENT

* No Treatment for SUD is defined as not receiving treatment at any location, such as a hospital (inpatient), rehabilitation facility (inpatient or outpatient), mental health center, emergency room, private doctor's office, self-help group, or prison/jail.
Filling the Gap: Bilingual, Bicultural, Multicultural Providers

- Language
- Awareness of culture-specific assets
- Strengths of bicultural competence

Chen & Padilla, 2019
Filling the Gap: Bilingual, Bicultural, Multicultural Providers

- Cross-cultural abilities
- Strengths in navigating multicultural environments
- Role on teams

Hong, 2010
Challenges and Opportunities
Challenge #1

- Increased burden
- Demand on professional and personal identity
  - Provider as language broker
  - Provider as cultural broker
Challenge #1 As Opportunity

- Be intentional and strategic in role
- Shape involvement
- Contribute in an authentic way
Challenge #2

• Increased responsibility around multicultural issues
• Desire to help, provide support
  – Provider as consultant
  – Provider as advocate
Challenge #2 As Opportunity

- Champion efforts around multicultural issues
  - Identify gaps and needs
  - Build infrastructure
  - Develop supports (e.g. diversity committees workgroups)

- Beyond “the checkbox” re: R&R
  - What needs did/do you have?
  - What supports did/do you need?
Challenge #2 As Opportunity

PROMOTING CULTURAL DIVERSITY AND CULTURAL COMPETENCY
Self-Assessment Checklist for Personnel Providing Behavioral Health Services and Supports to Children, Youth and their Families

Directions: Please select A, B, or C for each item listed below.

A = Things I do frequently, or statement applies to me to a great degree
B = Things I do occasionally, or statement applies to me to a moderate degree
C = Things I do rarely or never, or statement applies to me to minimal degree or not at all

PHYSICAL ENVIRONMENT, MATERIALS & RESOURCES

1. I display pictures, posters and other materials that reflect the cultures and ethnic backgrounds of children, youth, and families served by my program or agency.

2. I insure that magazines, brochures, and other printed materials in reception areas are of interest to and reflect the different cultures of children, youth and families served by my program or agency.

3. When using videos, films, CDs, DVDs, or other media resources for mental health prevention, treatment or other interventions, I insure that they reflect the cultures of children, youth and families served by my program or agency.

Georgetown Center for Cultural Competence
https://nccc.georgetown.edu/documents/ChecklistCSHN.pdf
Challenge #3

- Perceived constraints or limitations of telemedicine
- Honoring cultural value of *personalismo* in absence of in-person sessions
Challenge #3 As Opportunity

- Increased reach and engagement for some
- Improved patient-centered care
- Permission to emphasize *personalismo y simpatía*
Challenge #4

• Providers not immune to impacts of COVID-19
• Intersection of professional and personal identities
• Competing demands
Challenge #4 As Opportunity

- Demonstrating empathy
- Leveraging lived experience
- Helping patient feel seen
Considerations

• Avoiding compassion fatigue and eventual burnout
  – Taking care of self → taking care of others
  – Know your own limits
  – Set boundaries
Considerations

• Taking action
  – Differentiate between now and later
  – Know your supports
  – Don’t go it alone
Coping And Self-Care

- Do opportunities fit in with wellness?
- Non-work-related interests, activities, goals?
- Balance between nourishing and depleting activities?
- Gratitude
- Grace and compassion

SAMHSA, 2016;
Doster, 2020
Coping And Self-Care
Programmatic Efforts

• Community Mental Health Navigator Program
  – Serves as a central coordinating post
  – Locates resources and facilitates referrals
  – Promotes engagement in behavioral healthcare
  – Provides client advocacy

Carter et al., 2016
Programmatic Efforts

• Cultural Broker/Cultural Ally Programs
  – Serves as liaison
  – Serves as guide
  – Serves as advocate
  – Serves as mediator
  – Serves as catalyst for change
  – *Individual vs. community focus*

Salami et al., 2018
Georgetown Center for Cultural Competence
Baez, 2020
Moving Forward: Selected Actions
Ways To Move Forward

Advocacy

◦ CLC Plan
◦ Funding
◦ Investment

“We cannot.. forget about progress and prosperity for our community... Our ambitions must be broad enough to include aspirations and needs of others, for their sakes and for our own.” - César Chávez
Ways To Move Forward

Community Engagement

- Understand experience, identify needs
- Develop partnerships
- Centering communities

“Nothing about us without us.” - Various Sources
Ways To Move Forward

"We are only as safe as the most vulnerable among us." - Various Sources

Centering “we”

◦ Shared Experience
◦ Shared Vulnerability
◦ Shared Humanity
However You Move Forward…

“I alone cannot change the world, but I can cast a stone across the waters to create many ripples.”

- Mother Teresa
References

References

• Kamb, L. (2020). King County has big racial disparities in coronavirus cases and deaths, according to public-health data. Retrieved from https://www.seattletimes.com/seattle-news/health/king-county-has-big-racial-disparities-in-coronavirus-cases-and-deaths-according-to-public-health-data/
References

National Hispanic and Latino ATTC

For more information about the National Hispanic and Latino ATTC and to request training and technical assistance you can reach us at:

www.nlbha.org
https://attcnetwork.org/centers/national-hispanic-and-latino-attc/home

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