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Addiction Technology Transfer Center Network  
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# Responding to the COVID-19 Pandemic: Challenges and Opportunities for Bicultural and Multicultural Providers

Marilyn Laila Sampilo, PhD, MPH

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## 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 ATTTC 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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# 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.





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# COVID-19 as The Great Equalizer?

**NATION**

## **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



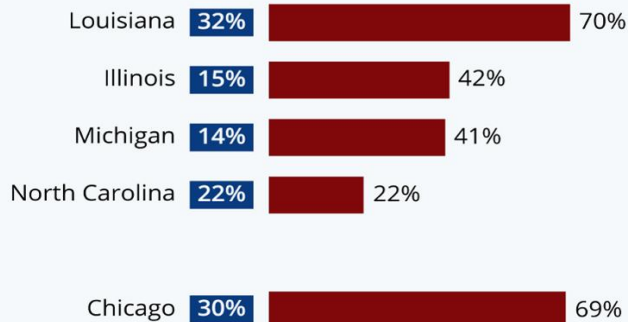


# State Data

## 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

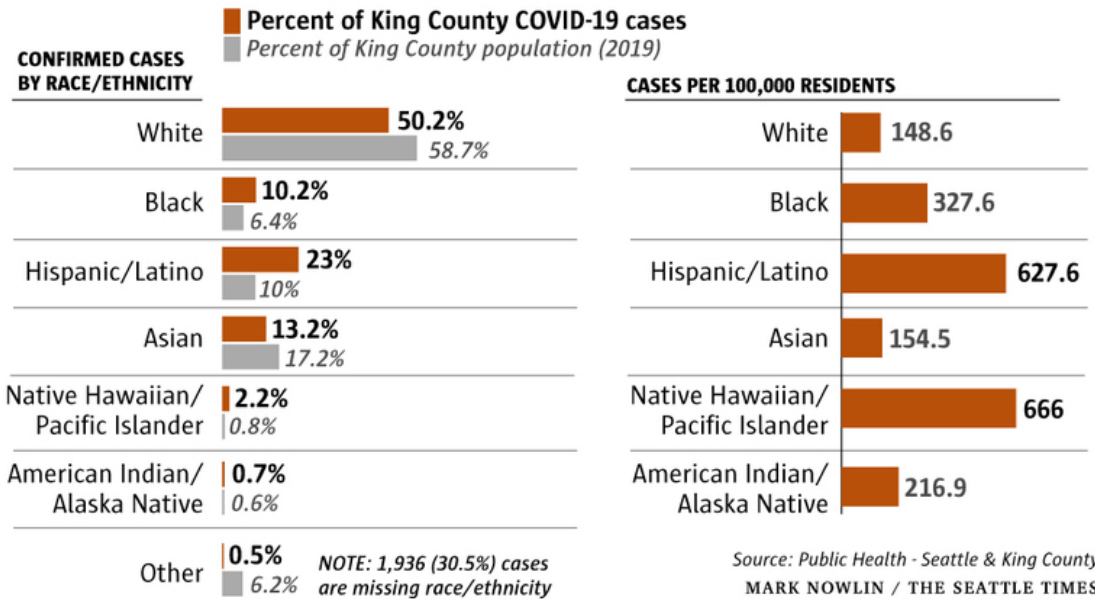


Sources: 2010 Census, respective state/city health departments



## 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.



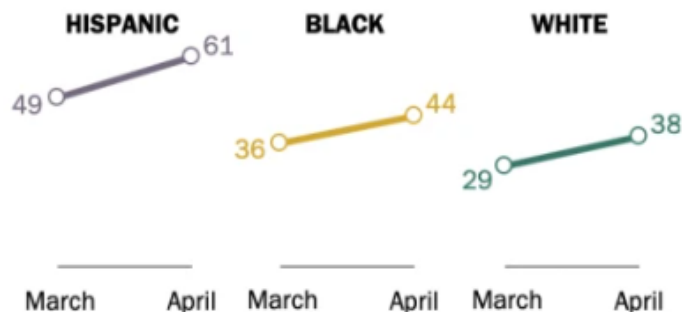
Source: Public Health - Seattle & King County  
MARK NOWLIN / THE SEATTLE TIMES



# 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 corona virus outbreak*



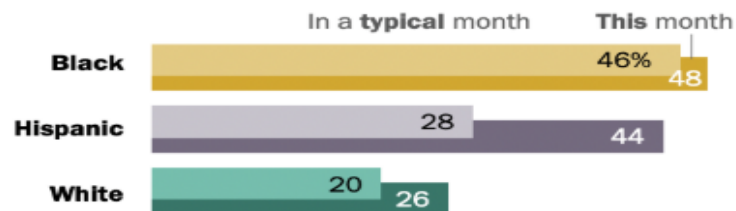
*% who said in April they do not have rainy day funds to cover expenses for three months in case of emergency*



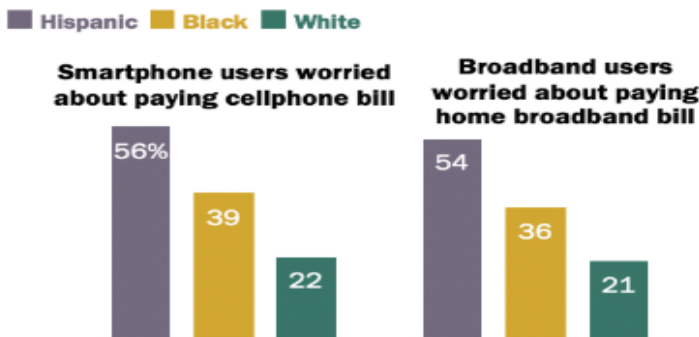
Note: Whites and blacks include those who report being only one race and are non-Hispanic. Hispanics are of any race. Share of respondents who didn't provide an answer not shown.  
Source: Surveys of U.S. adults conducted March 19-24 and April 7-12, 2020.

## Blacks and Hispanics most likely to have trouble paying bills

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



*% 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 ...*



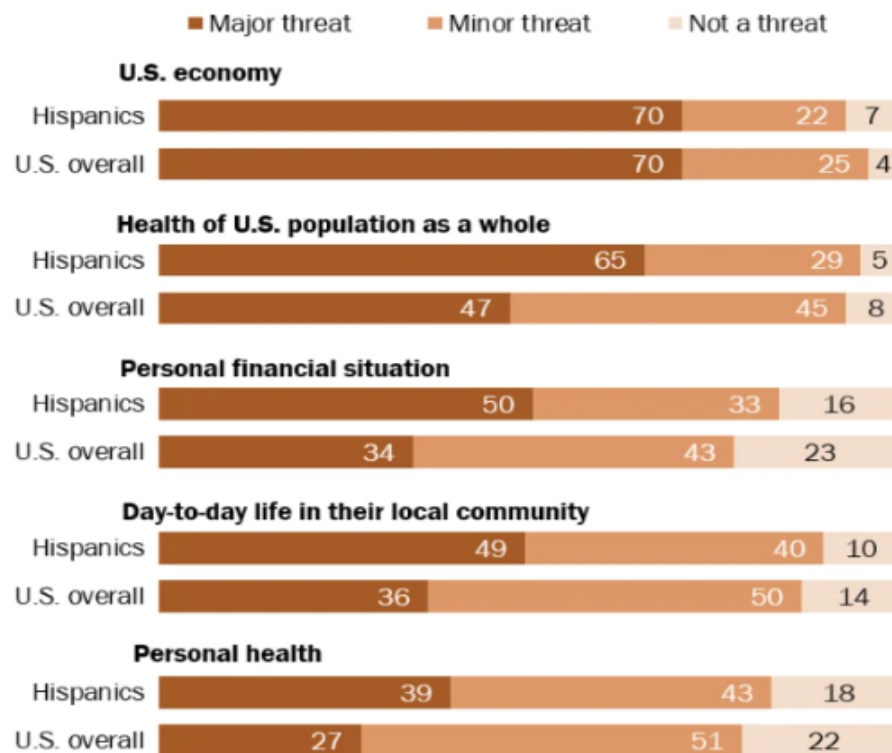
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Source: Surveys of U.S. adults conducted March 19-24 and April 7-12, 2020.



# Impact of COVID-19

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

*% of adults who say the coronavirus outbreak is a \_\_\_ to ...*



Note: Share of respondents who didn't offer an answer not shown.  
Source: Survey of U.S. adults conducted March 10-16, 2020.



# 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

980  
Shares



710



244



1



2



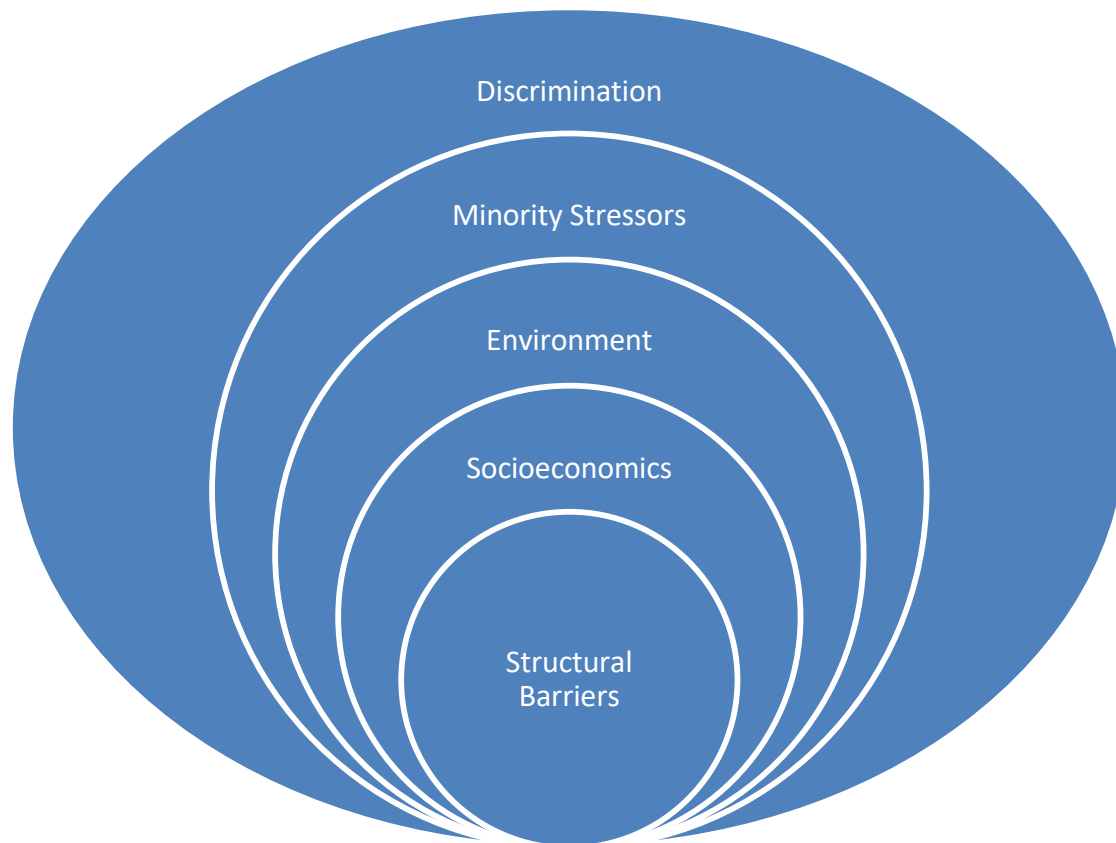
3



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

## More than four-in-ten Americans say their lives have changed in a major way

*% saying that, as a result of the coronavirus outbreak, their personal life has ...*

	Changed in a major way	Changed, but only a little bit	Stayed about the same
All adults	44	44	12
Men	41	46	12
Women	47	41	11
White	45	45	10
Black	34	43	22
Hispanic	47	43	10
Ages 18-29	43	45	12
30-49	46	43	10
50-64	42	42	16
65+	45	45	9
Postgrad	61	34	5
Bachelor's degree	54	40	5
Some college	43	45	12
HS or less	35	48	16
Upper income	54	39	6
Middle income	44	45	10
Lower income	39	44	16
<b>COVID-19 state health impact to date</b>			
High	51	39	9
Medium	43	44	12
Low	40	47	13

Note: Share of respondents who didn't offer an answer not shown. Whites and blacks include those who report being only one race and are non-Hispanic. Hispanics are of any race. "Some college" includes those with an associate degree and those who attended college but did not obtain a degree. Family income tiers are based on adjusted 2018 earnings. COVID-19 state health impact is based on per-capita cases and/or total number of cases. See Appendix for details. Source: Survey of U.S. adults conducted March 19-24, 2020. "Most Americans Say Coronavirus Outbreak Has Impacted Their Lives"

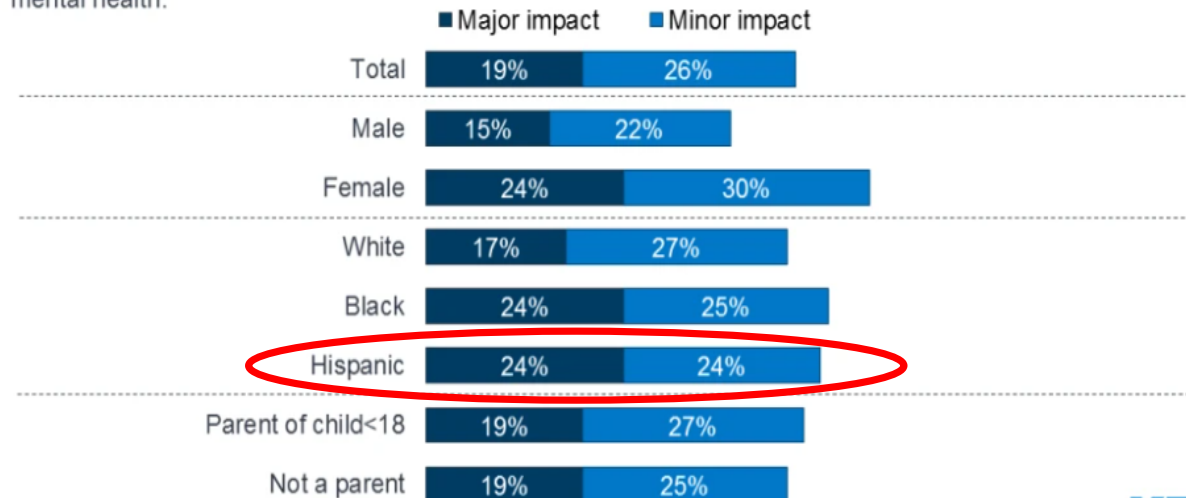


# COVID-19: MH & BH Disparities

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:



SOURCE: KFF Health Tracking Poll (conducted March 25-30, 2020). See topline for full question wording.



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



# Contributors to MH & BH Disparities

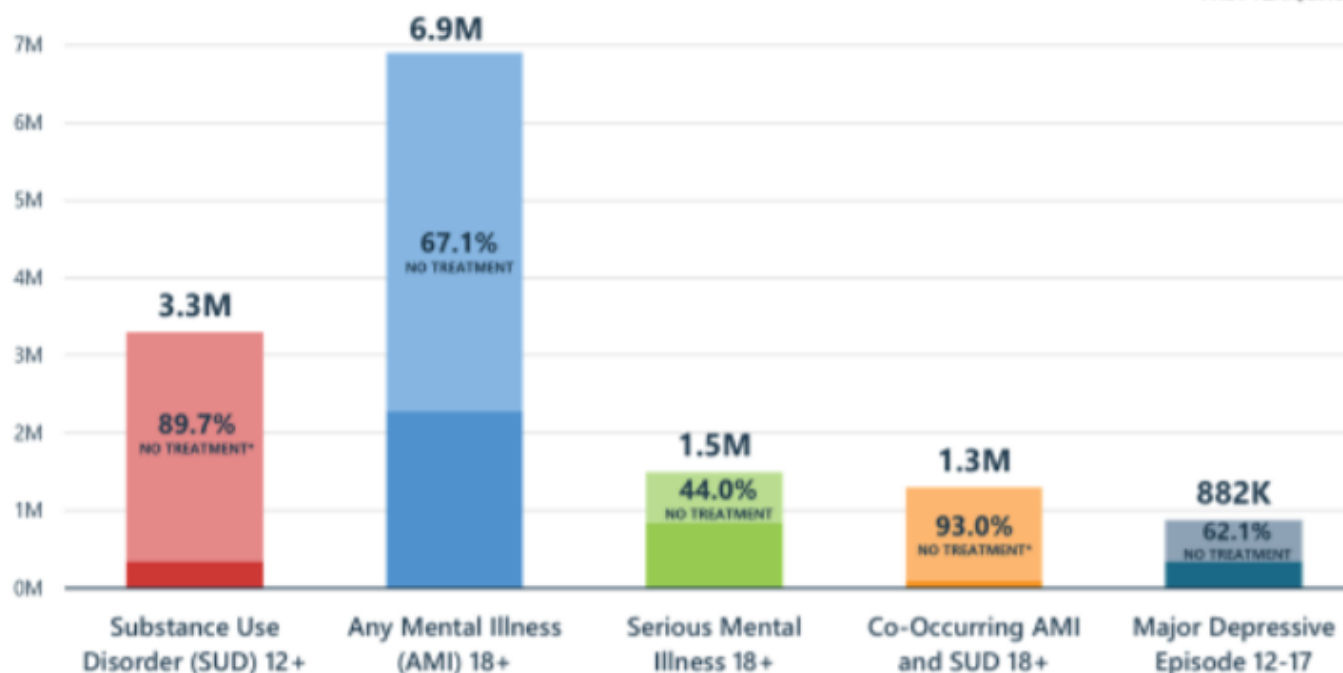
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# Gaps in Treatment

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

PAST YEAR, 2018 NSDUH, Hispanic 12+



\* 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



# Filling the Gap: Bilingual, Bicultural, Multicultural Providers



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



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# 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.

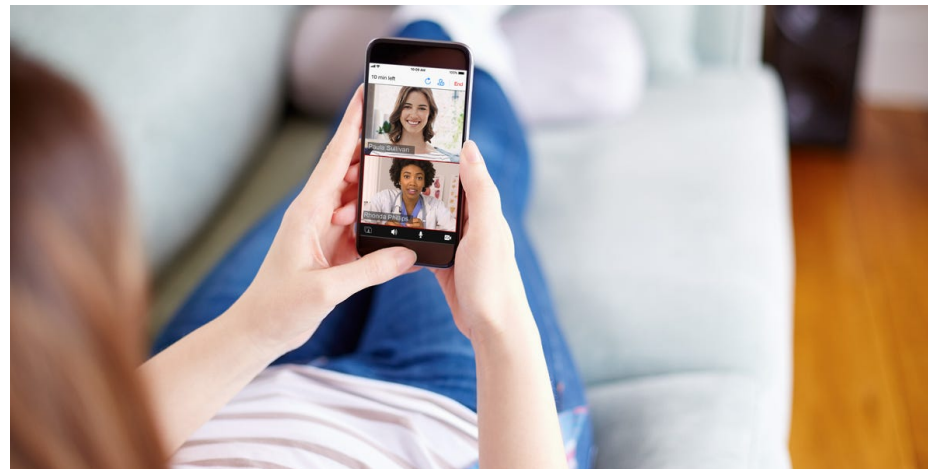
Georgetown Center for Cultural  
Competence

<https://nccc.georgetown.edu/documents/ChecklistCSHN.pdf>



## Challenge #3

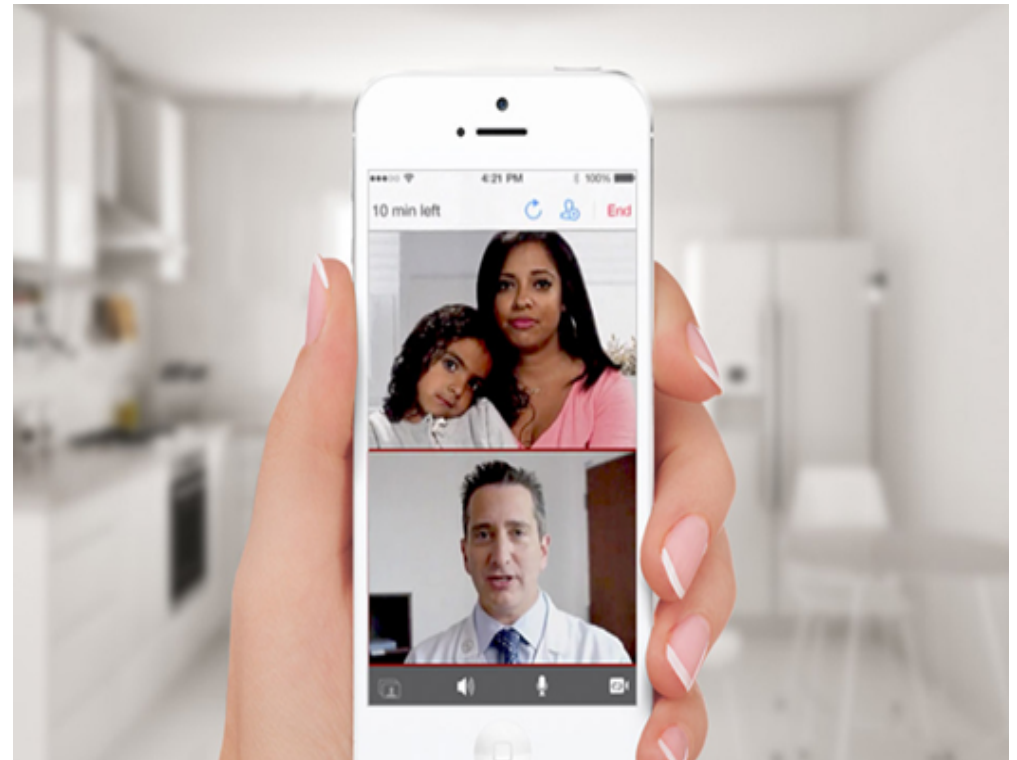
- Perceived constraints or limitations of telemedicine
- Honoring cultural value of *personalismo* in absence of in-person sessions





## 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

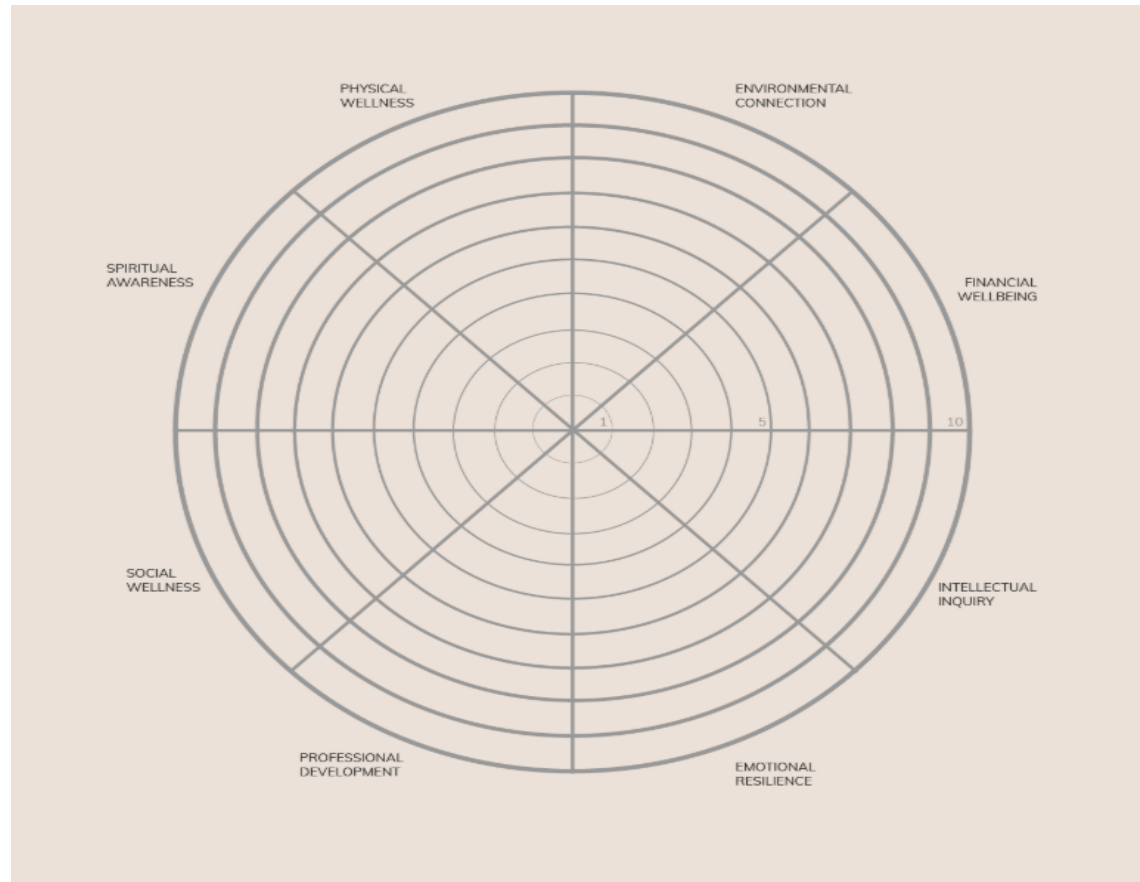


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# Coping And Self-Care





# 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





# 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***



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# Moving Forward: Selected Actions



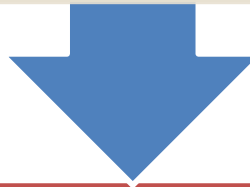
# Ways To Move Forward

## 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



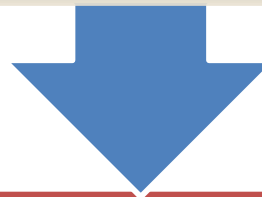
# Ways To Move Forward

## Community Engagement

- Understand experience, identify needs

- Develop partnerships

- Centering communities



“Nothing about us without us.” - Various Sources





# Ways To Move Forward

## Centering “we”

◦ Shared Experience

◦ Shared  
Vulnerability

◦ Shared Humanity



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



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# 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



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[www.nlbha.org](http://www.nlbha.org)

<https://attcnetwork.org/centers/national-hispanic-and-latino-attc/home>

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