



Cultural Considerations for Person-Centered Planning

|| A Companion Guide to the NCAPPS Culture and Person-Centered Practices Shorts

January 2023

This guide is a companion to the National Center on Advancing Person-Centered Practices and Systems (NCAPPS) Culture and Person-Centered Practices Shorts. It is for anyone working to advance understanding of the critical role of culture in person-centered thinking, planning, and practice.

In this guide, we provide themes and quotes to facilitate selection of short videos to use in trainings and as [conversation starters](#). The [summary table](#) in this resource provides a hyperlink to each video segment, a list of covered key topics, and a selected quote from the featured speaker.

About the Shorts

Acknowledging and understanding a person's racial and cultural identities is essential for providing person-centered supports with cultural competence

Glossary of Terms

- **Culture** is a dynamic system of rules, explicit and implicit, established by groups to ensure their survival, involving attitudes, values, beliefs, norms and behaviors.¹
- **Cultural humility** is the lifelong process of self-reflection and critique where the person not only learns about other cultures but examines their own beliefs and cultural identities.²
- **Cultural norms** are behavior patterns that are typical of specific groups. They are often passed down from generation to generation by observational learning by the group's "gatekeepers" such as parents, teachers, religious leaders and peers.³
- **Intersectionality** is the intersection between gender, race, and other categories of difference in individual lives, social practices, institutional arrangements, and cultural ideologies and the outcome of these interactions in terms of power.⁴

¹ Matsumoto, D., & Juang, L. (2004). *Culture and psychology* (3rd ed.). Wadsworth/Thomson Learning.

² Tervalon, M., & Murray-Garcia, J. (1998). Cultural humility versus cultural competence: A critical distinction in defining physician training outcomes in multicultural education. *Journal of Health Care for the Poor and Underserved*, 9, 117-125.

³ Matsumoto, D., & Juang, L. (2004). *Culture and psychology* (3rd ed.). Wadsworth/Thomson Learning.

⁴ Crenshaw, K. (1990). Mapping the margins: Intersectionality, identity politics, and violence against women of color. *Stan. L. Rev.*, 43, 1241.

and **cultural humility**. NCAPPS applies an equity lens to all the work that we do to advance person-centered thinking, planning, and practice. We are committed to working through the implications of the fact that most person-centered models were developed by white people operating in the dominant **culture** in which white, middle/upper-class, cisgender, heterosexual, individualistic cultural values are the norm or “default.” So, in that context, what have we missed? What do we take for granted? Who has been left out of the conversation?

In a series of short videos, people with a range of lived experience share their narratives on how they think about person-centeredness in relation to their **intersectionality**. These reflections are as varied as the speakers’ racial and cultural identities and experiences. Some key topics include: **cultural norms**, language barriers, ageism, sexuality, spirituality, and disability.

Culture and Person-Centered Practices Summary Table

Title of Short (Hyperlink)	Key Themes	Quotes
<p><u>Providers Must Honor and Welcome Our Culture</u></p> <p>Featuring: Maria Martinez</p>	<p>Rural experience Linguistic supports Health care advocacy Caregiving for elders Cognitive disability Spiritual support Cultural values</p>	<p>“The advice I would give is to remember that people with disabilities are human, and we have dreams and goals too.”</p>
<p><u>Person-Centered Practices Help Immigrants Find Support, Belonging, and Community</u></p> <p>Featuring: Dr. Sarmistha Talukdar</p>	<p>Immigrant experience Influences of history, culture & language Neuro-divergent disability Language barrier considerations Minimizing assumptions Spirituality related to ancestors Intersectionality</p>	<p>“As a Bengali, my history, language, and cultural practices are integral to how to exist, feel grounded and move in my own being, as well as in the world.”</p>

Title of Short (Hyperlink)	Key Themes	Quotes
<p><u>A Pueblo Perspective on Person-Centered Practices</u></p> <p>Featuring: Joseph Ray</p>	<p>Native American culture Reservation community experience Eldercare Lack of tribal elderly support Priority of tribe vs. person</p>	<p>“I wanted to talk today about how person-centered practices and systems are a difficult concept at times for my community at Pueblo Laguna to understand because of the nature of our history, as being communal, tribal of course.”</p>
<p><u>Notes from a Native Son on Person-Centered Services</u></p> <p>Featuring: Al Cunningham</p>	<p>African American male experience Explicit/implicit biases Considerations of historical trauma Genuine, empathetic communication & shared understanding Avoiding stereotypical conclusions</p>	<p>“... [I]t’s important to incorporate an invocation and remediation of explicit and implicit bias into every level of program planning, delivery, and evaluation. Especially at the top of the chain where, in my experience, it’s often most likely rooted, and most pernicious.”</p>
<p><u>Patsy's Purpose</u></p> <p>Featuring: Patsy Starke</p>	<p>Transgender/LGBTQ+ culture “Meet people where they are” Eliminate pre-judgments Appreciate individual experiences Don’t make assumptions Develop trusting relationships Ageism Consideration of gender-related needs End of life</p>	<p>“Person-centered care, to me, is trying to hear the other person’s story and not make assumptions about that person. And to really quiet my judgmental mind and to listen.”</p>

Title of Short (Hyperlink)	Key Themes	Quotes
<p><u>Reshaping Person-Centered Planning to What It Should Be</u></p> <p>Featuring: Ketrina “Trina” Hazell</p>	<p>Caribbean perception of disability with seclusion, shame, pity or, curse/hopeless perception</p> <p>Pre-conceived plans for individuals can disregard a person’s potential</p> <p>Supportive Decision-Making</p> <p>Family support</p>	<p>“The advice I would give is to remember that people with disabilities are human, and we have dreams and goals too.”</p>
<p><u>Learning About the "B" in LGBT Person-Centered Care Planning</u></p> <p>Featuring: Terri Clark</p>	<p>Bisexual community</p> <p>Gender education & awareness</p> <p>LGBTQ+ supportive networks</p> <p>Biases related to heterosexuality</p> <p>Myths related to bisexuality</p> <p>Aging in the bisexual community</p>	<p>“Person-centered care is the opposite of ‘we treat everybody the same.’”</p>
<p><u>Challenging Assumptions</u></p> <p>Featuring: Bex Mui</p>	<p>Assumptions</p> <p>Biracial</p> <p>Spirituality</p> <p>East Asian racism</p> <p>Gender fluidity</p> <p>LGBTQ+</p> <p>Vision impairment</p>	<p>“I want to offer that if you hadn’t thought about queer folks or me particularly having a spiritual path or spiritual journey or identifying with any type of spiritual practice or religion that might be an assumption you want to check.”</p>
<p><u>Insular Identities</u></p> <p>Featuring: Sara Liss</p>	<p>Intersectionality</p> <p>Difficulty bringing your full identity to marginalized communities</p> <p>Perceptions through intersectionality</p> <p>Understanding different levels of safety</p> <p>Respecting boundaries</p>	<p>“My identities are very meaningful to me. They reflect how I see the world—not always in ways that people outside of them would anticipate.”</p>

Title of Short (Hyperlink)	Key Themes	Quotes
<p><u>Culture in Person-Centered Planning</u></p> <p>Featuring: Deanna Yadollahi</p>	<p>Respecting multicultural families Understanding the bi-racial experience Embracing and celebrating different cultures Understanding cultural norms Code-switching</p>	<p>“It would be necessary for me to have the ability to maintain my own culture in how we interact with each other. So that we are individualizing it and letting me be true to who I am and to the culture that I come from.”</p>
<p><u>Listening Before Acting</u></p> <p>Featuring: Andy Arias</p>	<p>Multiple identities Planning incorporating the whole individual LatinX LGBTQ+ Foster care system Cultural Humility Community engagement/involvement</p>	<p>“What person-centered planning means to me, specifically in the way thinking and implementation happens, is bringing the person with a disability to the forefront of their planning.”</p>
<p><u>Perspectives on Person-Centered Planning</u></p> <p>Featuring: Kenny Burr</p>	<p>Stereotypes Understanding privilege Self-determination</p>	<p>“I had the good fortune of being raised by parents whose goal was to provide me with the opportunities to acquire skills so I could get the greatest level of independence possible. “</p>

Title of Short (Hyperlink)	Key Themes	Quotes
<p><u>The Importance of Chosen Family Supports in Queer, Trans, and Disabled Communities</u></p> <p>Featuring: Lydia X.Z. Brown</p>	<p>Chosen family Queer, trans & disabled communities Intersectionality Safe spaces/safe relationships Support networks</p>	<p>“You’re not going to find academics who are cataloging our histories and our community’s experiences, but we know that trans and queer and disabled people, especially those of us that straddle those lines of identity and experience, especially those of us who are also people of color...we’ve always had to build our own families and support networks.”</p>
<p><u>The Importance of Intersecting Cultural Identities in Person-Centered Practices</u></p> <p>Featuring: Miso Kwak</p>	<p>Vision impairment Korean American experience Immigration experience Disability as a part of culture (Blind community) Clashes of cultural norms Translating and merging disability and self-determination concepts</p>	<p>“Korean culture is more collectivistic and more family-oriented, more community oriented than “western” or “American” ways of life and thinking.”</p>
<p><u>Collective Conversations</u></p> <p>Featuring: Danyetta Najoli, Kachelle Cunningham, & Julia Bean</p>	<p>Community-focused supports Art with the community as a means for connection Supports based on collective community engagement</p>	<p>“I wanted to be connected...we all get together and we just do something. So, it is based on a shared connection.”</p>

Title of Short (Hyperlink)	Key Themes	Quotes
<p><u>Culture and Person-Centered Practices from a Native American/Alaska Native Perspective</u></p> <p>Featuring: Hector Ramirez</p>	<p>Queer/Two Spirit experience Indigenous communities Intersectionality Cultural responsiveness System and policy considerations</p>	<p>“Person-centered planning in a culturally responsive way is really taking into consideration as much of the facets that really make up our unique identities because not only are we very biologically distinct beings, but the way that we experience life and that we celebrate or relate to our communities are also very unique.”</p>

Conversation Starters

Below are some simple questions that could be used to further conversation about the Shorts:

- What did you learn from the video?
- How can you incorporate what you’ve learned into your day-to-day work?
- What did the video bring up for you about your own cultural identity?
- How does what you’ve learned change how you understand other people’s identities?
- Are there ways you want to show up differently in the world as a result of what you watched?

Exploring your Cultural Identity

We can better understand another person’s cultural norms, values, and beliefs when we self-reflect about our own culture. Then, we work to remove our implicit biases to learn about other people’s cultures without preconception or judgement.

Below are some questions that could be used to further conversation about cultural identity:¹

- List some of your personal, social, and cultural identities.
 - Are there any that relate to each other? If so, how?
 - Which ones are dominant and which ones are nondominant?
 - What would a person who looked at this list learn about you?
- Describe a situation in which someone ascribed an identity to you that didn't match with your avowed identities. Why do you think the person ascribed the identity to you? Were there any stereotypes involved?
- How do your cultural identities shape you as a person?
- What is the difference between feeling proud about your cultural identities and feeling superior?
- How do you remain true to yourself as you move in and out of different communities, cultures, and contexts?

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¹ Adapted from: <https://open.lib.umn.edu/communication/chapter/8-1-foundations-of-culture-and-identity/> and <https://www.learningforjustice.org/learning-plan/understanding-cultural-identity>