

## RECOVERY & EMPOWERMENT STATEWIDE CALL

Please plan to join on May 25<sup>th</sup>, 2023, for our next Recovery & Empowerment Statewide Call for 2023! Our theme this year is "Expanding Horizons." During the 2023 educational series, we will be exploring a wide variety of recovery pathways, considering some new and innovative things happening around us, and revisiting a few wellness tools that some of us may have been using for years.

Each call provides listeners the opportunity to hear directly from, and be inspired by, individuals in recovery. This month's focus is "Cultural Differences in Mental Health, Wellness & Recovery."

Please note that you don't have to be at an agency or in a group to participate. Individuals are welcome to dial in from a personal phone, or, as a new feature this year, you can log in from a home computer or through the WebEx app on a smartphone. Registration is not required. Instructions on how to join are below under the heading "How to Join."

### ABOUT THIS MONTH'S CALL

DATE: May 25th, 2023

TIME: 10:00 a.m. - 11:00 a.m.

TOPIC: Expanding Horizons: Cultural Differences in Mental Health, Wellness, & Recovery

#### OBJECTIVES:

- Recognize how various cultures may perceive the mental health system
- Identify ways culture can affect the impact of words and how they are perceived
- Explain inclusive language and the positive effect it can have on self-stigma

MEETING TITLE: Recovery & Empowerment Statewide Call

PANELISTS: Tanya Cooley, Christina Ancira, Nanette Larson, Tom Troe

COMMUNITY SPEAKER: Darren Dunham

#### HANDOUTS:

The following materials for the 5/25/23 call are attached:

- Evaluation Form
- Sign-In Sheet
- CEU Instructions
- 2023 Statewide Call Flyer
- PowerPoint Slides (PDF)
- Handout: My Cultural Identity Worksheet
- Handout: 10 Ways to Practice Mindful Inclusiveness

HOW TO JOIN:

*We understand that some participants were unable to dial in for the March call with the WebEx password provided. The issue has been corrected and should work properly for future calls. We apologize for any inconvenience.*

PHONE	COMPUTER	WEBEX PHONE APP
Dial 1-312-535-8110.  Enter Access Code: 2453 692 8428, then #.  Enter Password: 9496 4756, then #.	Click on <a href="#">this link</a> to open the WebEx site for the call.  - If prompted, enter your name & email address.  Click "Join Meeting."  Meeting #: 2453 692 8428 Password: statewide	On your smartphone, tap <a href="#">this link</a> to open the WebEx site.  If prompted, download the WebEx Meetings app. Enter your name & email address. Click 'Allow,' then 'Join.'  Meeting #: 2453 692 8428 Password: statewide

TO ASK A QUESTION:

1. You can call or log in up to 15 minutes early, but the audio may not begin until 10:00 a.m. All callers and participants will automatically be muted upon entry.

If you are calling in from your phone for audio only, you can press star (\*), then "3" to raise your hand. The host will call on you by the area code and first 3 digits of your phone number and notify you when you are unmuted.

2. If you are logging in from a computer or the WebEx app on a smartphone, please use the Raise Hand feature and wait to be unmuted.

#### ABOUT RECOVERY & EMPOWERMENT CALLS:

These calls have been held monthly since 2007, and were formerly known as "consumer education and support statewide call-ins." For all persons living with mental health or substance use challenges, this call is for you! The call is uniquely and specifically designed to provide education and support for individuals participating in publicly funded mental health and/or substance use treatment and recovery services in Illinois.

#### ABOUT STAFF PARTICIPATION:

Staff are welcome to listen in as well. However, the primary purpose of the call is to ensure that individuals participating in services have an opportunity to receive information, ask questions, and provide input.

IDHS/DMH Recovery & Empowerment Statewide Calls

## 2023 - Expanding Horizons



Please mark your calendars now for the  
**2023 Recovery & Empowerment Statewide Calls!**

Calls are held on the 4th Thursday of every other month  
(Jan, March, May, July, and September) 10:00 a.m. - 11:00 a.m.

Call-In Number for audio only: 1-312-535-8110

Access Code/Meeting Number: see below    Phone Password: 78283943 #

DATE	TOPIC	ACCESS CODE
Jan 26 <sup>th</sup>	Recovery in Today's Crisis Services	2460 256 0278
Mar 23 <sup>rd</sup>	Tools for Wellness and Recovery	2456 549 1311
May 25 <sup>th</sup>	Cultural Differences in Mental Health, Wellness, & Recovery	2453 692 8428
Jul 27 <sup>th</sup>	Evolving Substance Use and Mental Health Recovery	2467 949 6899
Sep 28 <sup>th</sup>	The Role of Social Media in Wellness and Recovery	2451 262 1269

**NEW for 2023:** You now also have the option to log in & watch with WebEx! An invitation with login instructions will be sent out via Communications Alert email about two months before each call. Registration is optional.

Program Name: Recovery & Empowerment Statewide Call  
 Title: Expanding Horizons - Cultural Differences in Mental Health, Wellness and Recovery  
 Location: Teleconference  
 Instructors: Christina Ancira, Tanya Cooley

Program Number: 16341  
 Date: May 25, 2023  
 Time: 10:00 am – 11:00 am  
 CEUs Available: 1.0 hour

Name (Please Print) If we cannot read your name, your certificate will be wrong or not sent. <u>Please print legibly!</u>	I have my CRSS (yes/no)	I'm working toward my CRSS (yes/no)	I have another credential or license (please list)

RETURN COMPLETED CERTIFICATES TO (Print Name): \_\_\_\_\_ Phone: (    ) \_\_\_\_\_  
 RETURN COMPLETED CERTIFICATES TO: (Address): \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 RETURN COMPLETED CERTIFICATES TO: (Email): \_\_\_\_\_  
 \_\_\_\_\_

**AFTER THE CALL, please submit the form:**

Fax: Christal Hamm at (309) 346-2542 OR email at [DHS.DMHRRecoveryServices@illinois.gov](mailto:DHS.DMHRRecoveryServices@illinois.gov) OR  
 mail to DHS/DMH 111 N. Sixth Street, Pekin, IL 61554

(Sign-In Sheets received before the Call will not be accepted. If a person's name is not on the sign-in sheet, the name cannot be read and a phone number is not offered on this form, a certificate will not be issued. If the sign-in sheet is not received within 7 business days after the call, the sign-in sheet cannot be accepted.)



# 2023 Recovery & Empowerment Statewide Call Evaluation

Title: Expanding Horizons - Cultural Differences in Mental Health, Wellness, & Recovery

Date: May 25, 2023

Thank you for participating in the Recovery & Empowerment Statewide Call. We would appreciate you completing the following brief evaluation to let us know about your experience as a participant.

Please rate the following by checking the appropriate box indicating you "very much" agree, "somewhat" agree, "undecided", you don't really agree ("not really") or you don't agree at all ("not at all").

Very Much	Somewhat	Undecided	Not Really	Not At All
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1. The educational content was relevant to my situation.
2. The presentation was respectful of the diverse experiences of participants.
3. The education and support provided will help me cope better with challenges.
4. The education and support provided will help me find my own ideas for staying well or improving my life.
5. The education and support provided will help me to be involved in or take charge of my own mental health and wellness.
6. Overall, I was satisfied with the call.
7. I would recommend these statewide calls to others.

Comments:

For Comments or Questions: email [DHS.DMHRRecoveryServices@illinois.gov](mailto:DHS.DMHRRecoveryServices@illinois.gov)  
Submit Evaluation to: Fax: Christal Hamm at (309) 346-2542 OR email at [DHS.DMHRRecoveryServices@illinois.gov](mailto:DHS.DMHRRecoveryServices@illinois.gov) OR mail to 111 N. Sixth Street, Pekin, IL 61554

## CEU Instructions for Recovery & Empowerment

### Statewide Calls

1. Allow anyone who attends to sign in and receive a Certificate if they so choose.
2. Print your name. If a name is not legible, no certificate will be issued.
3. Include the name and address where to send the certificate(s); be sure it is legible.
4. Your name must be on the sign-in sheet. If a person's name is not on the sign-in sheet, the person cannot be issued a certificate.
5. Send your sign-in sheet by email, FAX or postal mail after the call. Information for where to send the sign-in sheet is included on the form.
6. Sign-in sheets must be received within 7 business days after the call. If the sign-in sheet is not received within 7 business days after the call, the sign-in sheet cannot be accepted.
7. Expect to receive your CEU Certificate within 30 days.



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## Using WebEx Features

**Closed Captioning:** CC button, bottom left corner of WebEx window

**Raise Hand:**  
Press \*3,  
or click the  
hand button at  
the bottom  
of the WebEx  
window.

**Chat Box:**  
At the bottom  
right corner of  
the Webex  
window.

The screenshot shows the Cisco WebEx interface. At the top, there is a menu bar with options: File, Edit, Share, View, Audio & Video, Participant, Webinar, and Help. Below the menu bar, there is a large circular area labeled 'Speaker'. To the left of the speaker area, there is a hand icon. At the bottom left, there is a 'Closed Captioning' button with a downward arrow. At the bottom right, there is a 'Raise Hand' button with a downward arrow. On the right side, there is a sidebar with 'Participants (2)', 'Panelists (1)', and 'Attendees (1)'. At the bottom of the window, there is a control bar with buttons for 'Unmute', 'Raise Hand', 'Chat', and 'Participants'.

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welcome

Thank you for joining today's call!

Submit CEU Sign-In Sheets within 7 business days to Christal Hamm

**Fax:** 309-346-2542

**Email:** [DHS.DMHRRecoveryServices@illinois.gov](mailto:DHS.DMHRRecoveryServices@illinois.gov)

**Next Call**

July 27th, 2023: Evolving Substance Use & Mental Health Recovery

Email Your Feedback:

[christina.ancira@illinois.gov](mailto:christina.ancira@illinois.gov)

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## Guidelines for Today's Call

- All Speakers Will Use Person-First Language
- All Acronyms Will Be Spelled Out and Defined
- Diverse Experiences Will Be Heard and Validated



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## Meet the Presenters



- **Illinois Department of Human Services, Division of Mental Health**

- Tanya Cooley,  
Recovery Support Specialist
- Christina Ancira,  
Recovery Support Specialist

- **Community Speaker:**

- Darren Dunham - Team Leader, Trilogy

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## Learning Objectives

- **After this session, participants should be able to:**

- Recognize how various cultures may perceive the mental health system
- Identify ways culture can affect the impact of words and how they are perceived
- Explain inclusive language and the positive effect it can have on self-stigma



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# Community Speaker

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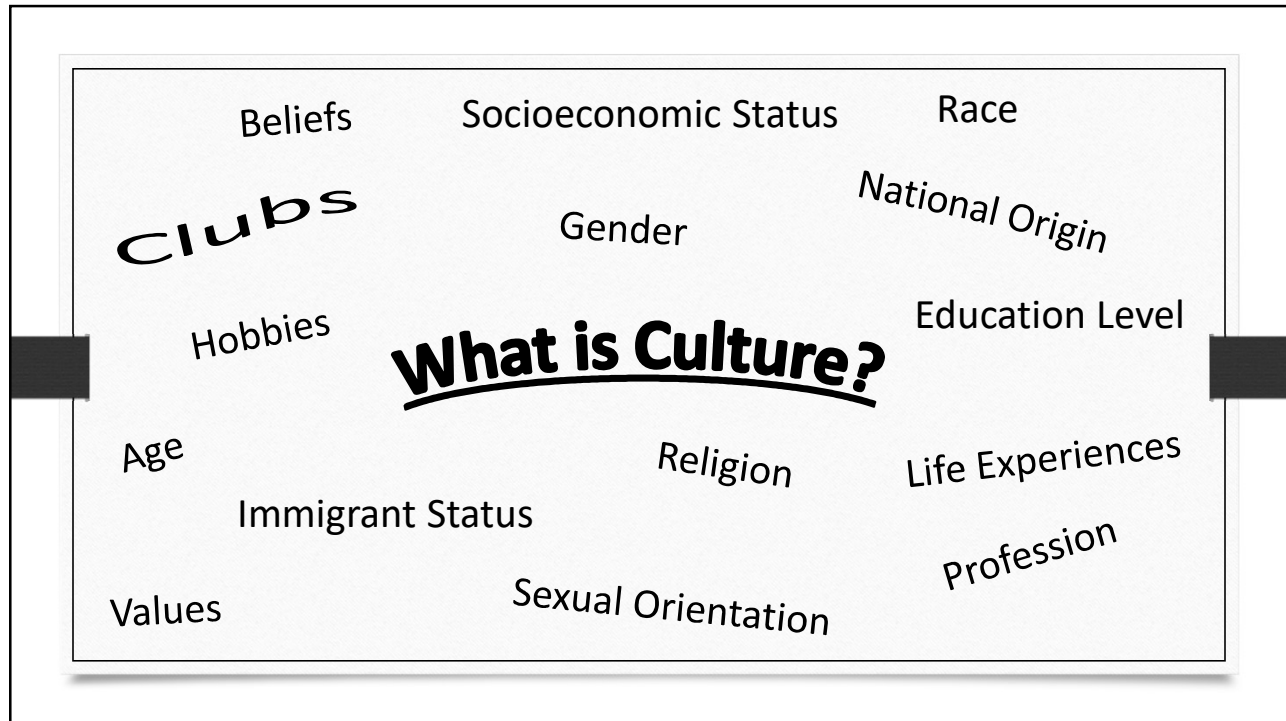
Darren A. Dunham, MHP  
Team Leader  
Trilogy

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## Cultural Differences in Mental Health, Wellness, & Recovery

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**Examples of cultural factors that may influence experiences in the MH/SU system:**

- Gender & Gender Identity
- Race & Ethnicity
- Religion & Spirituality
- Socioeconomic Status & Wealth

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## Where do we see cultural differences in mental health or substance use?

- How we access support networks
- How common MH/SU challenges are
- What symptoms look like
- How doctors diagnosis & treat MH/SU conditions

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## Cultural Factors That Can Impact MH & SU (1 of 2)

- Family Background
  - Family history, genetics, early development
- Religion
  - Source of comfort & support for some, but a source of conflict & persecution for others
  - Religious beliefs affecting stigma



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## Cultural Factors That Can Impact MH & SU

(2 of 2)

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- Social Norms
  - Collectivist vs individualistic cultures
- Traditions
  - Gender roles, grief, and mourning


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## Intent vs. Impact

**Intent**: purpose; objective; goal

**Impact**: the influence of an action on something or someone

*What you think you said may not be what they heard.*



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# Misunderstandings

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- Cultural differences
- Perceptual differences
- Same words, different meanings

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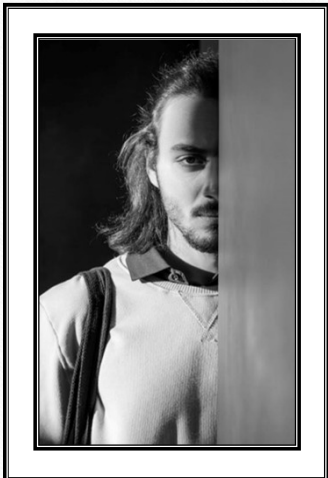
# Hidden Intent

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Hidden intentions aren't really hidden

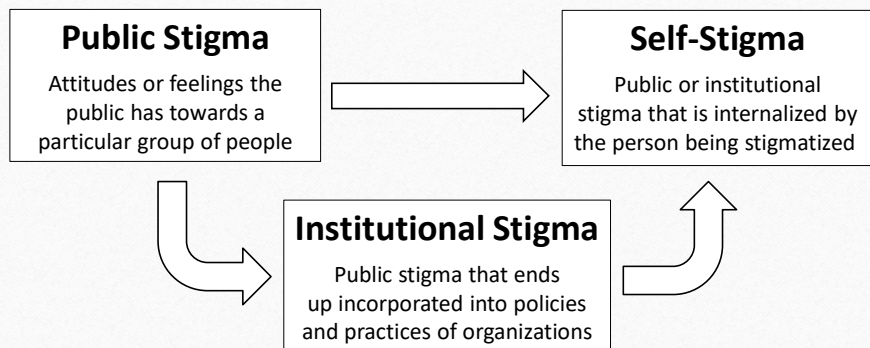
The words we speak reveal the intentions in  
our hearts

Your beliefs become your thoughts  
Your thoughts become your words



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## Ways Self-Stigma Can Be Created



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## The Positive Effect that Inclusive Language Can Have on Self-Stigma

### Person-first language

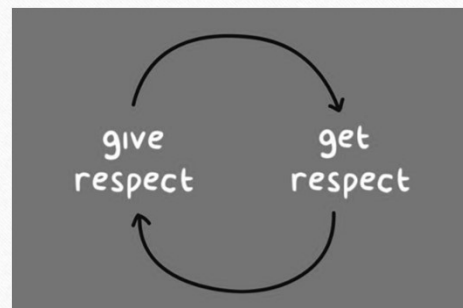
- Shows respect and builds trust

### Avoid microaggressions

- Can be unintentional

### When in doubt, just ask!

- Better to endure an awkward conversation than to make assumptions



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## For More Information

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[Article from Therapybrands.com - The Relationship Between Culture and Mental Health](#)

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[Article from BlackPast.org - Mental Illness in Black Community, 1700-2019: A Short History](#)

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[Video from Now This – How Biases and Racism Play Out in Psychiatry](#)

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## For More Information

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[Harnessing our Strengths: Exploring the Mental Health of Native American Communities](#)

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[Article from Psych Central - Cultural Influences on Substance Use](#)

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[Article from Northpoint Washington - Does Culture Influence Alcoholism and Addiction Rates?](#)



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## WHERE WE CAN FIND SUPPORT

**Call the Warm Line**  
866-359-7953  
Monday – Saturday  
8:00 a.m. – 8:00 p.m.

**Crisis Text Line**  
Text 741-741 when in a crisis.  
Anywhere, anytime.  
Anonymously.

**988 – call or text**  
24/7 crisis counselors  
Chat at 988lifeline.org

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<p><b>Nanette Larson</b></p> <p>Deputy Director, Bureau of Wellness and Recovery Services, IDHS/DMH</p> <p>Nanette.Larson @illinois.gov</p>	<h2 style="text-align: center;">DMH - WELLNESS &amp; RECOVERY SERVICES</h2> <ul style="list-style-type: none"> <li>• <b>Tom Troe</b>, 309-264-0291 <a href="mailto:thomas.troe@illinois.gov">thomas.troe@illinois.gov</a></li> <li>• <b>Tanya Cooley</b>, 217-785-0043 <a href="mailto:tanya.e.cooley@illinois.gov">tanya.e.cooley@illinois.gov</a></li> <li>• <b>Christina Ancira</b>, 618-614-8446 <a href="mailto:christina.ancira@illinois.gov">christina.ancira@illinois.gov</a></li> </ul>
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## Guidelines for Questions and Comments

- If you are a staff member, we ask that you email us any questions or comments you might have, so that we can focus our live discussion on hearing from those who are not staff
- Please use person-first language & define acronyms
- Diverse experiences will be heard and validated
- Please keep questions & comments relevant to today's topic

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## Guidelines continued

- Limit to one comment or question per person, then pass to the next person
- Reduce or eliminate any background noise so your question or comment can be heard
- Saying "thank you" indicates you are finished with your question

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## If You Would Like To Speak

Calling from your phone (audio only):

- Press Star (\*) then "3" to raise your hand
- Host will call on you by the area code and first three digits of your phone number

Logged in via computer or WebEx app:

- Use 'Raise Hand' button 

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## CEU Instructions

- Statewide call evaluation forms
  - Email to: [DHS.DMHRRecoveryServices@illinois.gov](mailto:DHS.DMHRRecoveryServices@illinois.gov)
  - Fax: (309) 346-2542
- Sign-in sheets must be received within 7 business days after the call to receive CEUs. Sign-in sheets will not be accepted before the call.
- Comments, questions, feedback, suggestions
  - Email to: [DHS.DMHRRecoveryServices@illinois.gov](mailto:DHS.DMHRRecoveryServices@illinois.gov)

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**IDHS**  
ILLINOIS DEPARTMENT  
OF HUMAN SERVICES

**Presenters:**  
**Tanya Cooley**  
**Christina Ancira**

DHSDMHRecoveryServices@  
illinois.gov

**THANK YOU**

A composite image featuring a starry night sky over mountains, a 'THANK YOU' graphic, the IDHS logo, presenter names, contact information, and a van on a mountain road.

# My Cultural Identity

<p><b>Family traditions that are important to me:</b> (Examples: Eating meals together, movie night, weekly religious services, etc.)</p>	
<p><b>Ways I express my spiritual beliefs:</b> (Examples: Prayer, meditation, moments of silence, time in nature, etc.)</p>	
<p><b>Ways I express myself:</b> (Examples: Journaling, art, music, poetry, dance, acting, etc.)</p>	
<p><b>Ethnic group(s) I identify with:</b> (Examples: Korean, Pacific Islander, French Canadian, Jamaican, etc.)</p>	
<p><b>How I describe my lifestyle:</b> (Examples: rural/suburban/urban, single/married/parent, busy/relaxed, etc.)</p>	
<p><b>Ways I prefer to communicate:</b> (Examples: texting, face to face, handwritten, one-on-one/in groups, etc.)</p>	
<p><b>Ways I practice healing/wellness:</b> (Examples: Sweat lodge, doctors, singing, prayer, medication, acupuncture, etc.)</p>	
<p><b>My values and/or beliefs:</b> (Examples: 'golden rule,' 'live and let live,' justice, patience, open-mindedness, etc.)</p>	
<p><b>Foods that comfort me:</b> (Examples: chocolate, pierogies, grits, ice cream, warm beverages, miso soup, etc.)</p>	
<p><b>Holidays/ways I celebrate my culture:</b> (Examples: Kwanzaa, Oktoberfest, Mardi Gras, LGBTQ Pride, Diwali, etc.)</p>	
<p><b>Other ways I express cultural pride:</b> (Examples: clothing, meals, music, gestures, language, social media, etc.)</p>	

# 10 ways to PRACTICE Mindfulness and Inclusiveness

**1** When you meet someone, take the time to learn how to pronounce their name correctly. You might also ask if the name has particular meaning in that person's language or if they were named for someone. Remember, our names are part of our identity, they link us to our family and our history.

**2** Pay attention to the calendar and take note of when religious holidays are occurring and what those holidays are about.

**3** If you are planning any type of meeting or event, address accessibility issues

**4** Expand your circle. Join a council, committee, or organization that connects you with people.

**5** Use respectful and inclusive language and labels.

**6** Consider these etiquette tips when interacting with persons with disabilities ([www.dol.gov/odep/pubs/fact/effectiveinteraction.htm](http://www.dol.gov/odep/pubs/fact/effectiveinteraction.htm)).

**7** Understand how your own work style, communication style, and conflict style differs from others whom you work with. Differing styles are neither right or wrong, just different.

**8** Consider ways to recognize others' accomplishments, needs, and difficulties; practice small, simple acts of empathy and kindness.

**9** Pay close attention to body language. The way we use our body and our facial expressions sends powerful messages, sometimes unintentionally. We can also misinterpret other people's body language, so it is important to pay attention and ask questions.

**10** Check your biases and assumptions. We all have biases which can affect how we behave toward others who may be different from ourselves, but by continuously checking and challenging the assumptions we make about others, we can act more inclusively.

