



# CONSULTATION SERVICE

## What is Cultural Consultation?

- The goal of cultural consultation is to improve the delivery of mental health services to culturally diverse populations including immigrants, refugees, and ethnocultural minority groups.
- Consultants are licensed clinicians who can provide guidance and insight in a variety of clinical settings, including assessment and diagnostic services, case formulation and intervention strategy, psychotherapy and medication management, and supervisory or educational settings.
- Cultural consultation supports the development of cultural competence, or the process by which we help a client, student, supervisee, or patient feel culturally safe and respected regarding their values, customs, language, beliefs, choices, and styles.
- Cultural consultation falls under the umbrella of culturally informed practice, a standard recognized in the ethical codes of every major professional mental health organization.

## Meet the Consultants



### JIAN SHEN, LPC

Jian offers consultation for CSPP members who wish to learn more about working with clients within the Asian American community or with Asian descent.

258 Bradley St  
New Haven  
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### HOLLY HINDERLIE, PHD

Holly offers expertise in the areas of program development, strategic planning for diversity, crisis response, and supporting/coaching equity practitioners.

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### MARIA ELENA OLIVA, PHD

Maria specializes in the treatment of bilingual clients and the impact of childhood trauma on mental health. She uses a psychodynamic approach to evaluate the complexities of cross racial supervision and therapy.

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### MARGO L FUGATE, MD

Dr. Fugate has over 20 years experience in the field of psychiatry as an educator and clinician. She is dedicated to education about cultural issues in behavioral health and the importance of obtaining an individual's cultural narrative as part of a comprehensive evaluation and treatment plan.

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### LORETTA STAPLES, LCSW

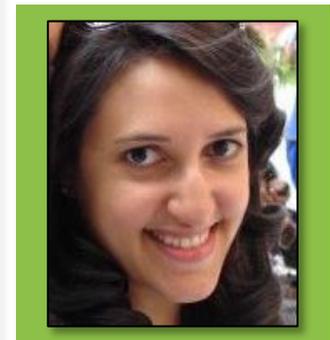
Loretta offers consultation for CSPP members who wish to learn more about working with BIPOC or multiracial clients.

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### INGI SOLIMAN, PHD

Ingi offers consultation for individuals across the lifespan and issues around refugee status and resettlement. She is fluent in Arabic and has extensive experience working within Muslim and Middle Eastern communities.

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## When to Seek Cultural Consultation

- It is ethically and therapeutically necessary to seek cultural consultation when working with clients whose cultural and/or ethnic background is unfamiliar to the clinician, or when the clinician holds beliefs or perspectives which clash with the client's background.
- Cultural consultation can be useful across all clinical and psychotherapeutic settings, but can be particularly helpful when:
  - Case conceptualization requires background knowledge about the presenting problem that the clinician does not possess, such as the impact of individual and collective group history or the processing of racialized trauma and systemic racism;
  - Using assessment instruments which are not normed for a particular client's background;
  - The clinician becomes aware of countertransference related to the client's cultural background, or notices the presence of racial enactments (see Leary, 2000);
  - The clinician notices a pattern related to race, culture, or ethnicity across multiple sessions, clients, or settings, such as difficulty retaining clients of a particular background.
- Failure to seek cultural consultation can result in the creation of an environment of cultural unsafety, in which our clients and patients experience a subjective sense that their values, goals, language, identity, and ways of life are not understood or appreciated, but instead are threatened or denigrated. In addition to being detrimental to the therapeutic alliance, cultural unsafety perpetuates discriminatory patterns which directly contribute to distress and injustice.

## What to Expect in a Consultation Session

- Consultants provide a non-judgmental space for exploring and identifying the ways in which we have absorbed harmful messages related to culture, race, ethnicity, and systemic injustice.
- Consultants can help to identify cultural "blind spots," or aspects of cross-cultural clinical practice which may impede accurate assessment, diagnosis, case conceptualization, medication management, and psychotherapy.
- Each consultant offers professional and lived experience navigating difficult conversations and situations surrounding culture, race, and ethnicity.
- Fees for consultation services are set individually by consultants. CSPP has no oversight or involvement in scheduling, payment, or any other aspect of the consultation process.

## Resources and Additional Reading

- Leary, K. (2000). Racial enactments in dynamic treatment. *Psychoanalytic Dialogues*, 10(4), 639-653.
- Allen-Meares, P. (2007). Cultural competence: An ethical requirement. *Journal of Ethnic and Cultural Diversity in Social Work*, 16, 83-92.
- Stubbe, D. E. (2020). Practicing cultural competence and cultural humility in the care of diverse patients. *Focus*, 18, 49-51.
- World Psychiatric Association – Transcultural Psychiatry: <https://www.wpa-tps.org/>
- Professional Boards – Ethical Standards:
  - American Psychological Association (2017). Multicultural Guidelines: An Ecological Approach to Context, Identity, and Intersectionality. Retrieved from <http://www.apa.org/about/policy/multicultural-guidelines.pdf>
  - National Association of Social Workers (2003). Standards and Indicators for Cultural Competence in Social Work Practice. Retrieved from <https://www.socialworkers.org/LinkClick.aspx?fileticket=7dVckZAYUmk%3D&portalid=0>

## For Further Information

For feedback or questions about consultation, please contact:

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If you are interested in offering consultation services, please contact:

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