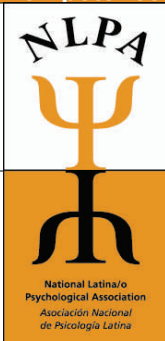


El Boletín

The Newsletter of the National Latina/o Psychological Association



From the President

Professional Development and Organizational Cultural Competence



Welcome to the first issue of the redesigned *El Boletín*, official newsletter of our National Latina/o Psychological Association. Under the watchful eye of our new editor, I. David Acevedo-Polakovich, this issue provides you with information about the various activities that NLPA and its members are involved in, and that are relevant to us as Latina/o Psychologists.

This issue is focused on Organizational Cultural Competence, reminding us of the roles and responsibilities that we as psychologists have regarding organizational change, the management of workplace diversity, and understanding the various levels at which multicultural competence can be implemented. This issue's salience goes beyond our particular organization and

has a direct impact on all psychologists' professional identities.

As informed psychologists, we know that multicultural competence is a life long active learning process requiring us to constantly update our knowledge about ethnicity/culture, sexual orientation, gender, socioeconomic status/religion and spirituality, and so forth. This is a challenging agenda, as each of these areas involve dimensions of awareness that require some difficult internal/interpersonal dialogues. During this process of life long learning, we must remain attuned to the many professional challenges that are part of our growth as psychologists. The intensity of some of these challenges demands that we hold a strong commitment to ongoing professional competence and become active consumers of new information relevant to our particular areas as psychologists: teaching or research, administration, or practice. I hope that this issue of *El Boletín* provides some useful information for all members regardless of their professional surroundings, and that it stands as a testament to NLPA's commitment to becoming the primary association attending to the concerns of all Latina/o psychologists.

I look forward toward meeting many

of you at NLPA 2008, which will occur on November 14th through November 16th, 2008 at the Westin Hotel, Orange County, California. The NLPA website is now open for paper submissions and conference registration. I encourage you to register early as we have a cap on the number of registrants for this conference, which I am certain will be in high demand.

Please enjoy this first issue of the redesigned *El Boletín*, it is only the beginning of what I am sure will become an invaluable resource to all Latina/o psychologists.

Joseph M. Cervantes, Ph.D., ABPP
Professor
California State University, Fullerton

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ACHIEVEMENTS

Eduardo Morales to be Honored as Fellow of Two APA Divisions.



Adding to an already impressive array of career achievements, Eduardo Morales has recently been selected as Fellow of Both

The Society for Community Research and Action (APA Division 27) and the *Society for Child and Family Policy and Practice* (APA Division 37). Dr. Morales will be officially awarded Fellow status in these two divisions during the upcoming 2008 APA convention.

Fellow status is an honor bestowed upon APA Members with evidence of unusual and outstanding contributions or performance in the field of psychology. Only about 1 in 20 APA members ever achieve Fellow status. Dr. Morales, who is a professor and interim Clinical PhD program director at the California School of Professional Psychology-San Francisco, has al-

ready attained fellow status in seven APA divisions. They are: *The Society for the Psychological Study of Social Issues* (Division 9); *the Society for Clinical Psychology* (Division 12); *Health Psychology* (Division 38); *Addictions* (Division 50); *Society for the Psychological Study of Gay, Lesbian, and Bisexual Issues* (Division 44); *Society for the Psychological Study of Ethnic Minority Issues* (Division 45), and; *Psychological Study of Men and Masculinity* (Division 51).

After being conferred Fellow status in these two additional APA divisions, Dr. Morales will be one of only 28 APA members who are fellows of 9 or more divisions. Dr. Morales' many accomplishments are a source of pride and inspiration for NLPA, who in 2006 honored him with the *Star Vega Distinguished Service Award*.

Lisa Edwards Receives Marquette University Promising Scholar Award. Lisa Edwards was named recipient of a 2008-2009 Way-Klingler Young Scholar Award, which provides a one-semester sabbatical to Marquette University faculty who have made important contributions to re-



search and demonstrate a potential for outstanding future research. Edwards will dedicate this sabbatical to a

project exploring the influence of cultural strengths, such as family and religion, on sexual behavior among Latino/a youth.

New Online Initiative to Record NLPA History. *Nuestras Voces/Our Voices*, a new initiative spearheaded by NLPA historian Marie Miville, will record members' personal stories about people who have influenced their path toward psychology and helping Latino/a communities. Members are invited to submit entries (up to 500 words) that express their unique experiences as Latina/o students and professionals, and the influential people who guided their interests in psychology and mental health. Entries can describe people, events or processes. They also can include friends, family

(continued on page 4)

In addition to the events and accomplishments of the National Latina/o Psychological Association, each issue of *El Boletín* features content centered around a particular topic considered important to the membership.

This issue is focused on organizational cultural competence, the set of practices that ensure an organization is responsive to the cultural needs of the populations they seek to serve. Topical coverage begins on page 10

NLPA Issues Call for Nominations for 2008 Student and Professional Awards.

The National Latina/o Psychological Association is accepting nominations, including self-nominations, for its 2008 awards, to be presented at the 2008 NLPA biennial conference in Costa Mesa, CA.

Awards for Full Members

Star Vega Distinguished Service Award. Conferred upon a psychologist who has distinguished him or herself through service to the Latino/a community. The award is named in honor and memory of Dr. Star Vega, who in 2002 became the first Latina to be elected President of the California Psychological Association. Previous winners of this award are Eduardo Morales and Salvador Santiago-Negrón.

Distinguished Professional Awards. The first of these is conferred upon a psychologist whose lifetime contributions have greatly advanced an agenda congruent with NLPA's mission. Previous awardees are Patricia Arredondo and Guillermo Bernal. The second Distinguished Professional award is also conferred upon a psychologist whose career has advanced an agenda congruent with NLPA's mission, but is limited to early career psychologists who are within 10 years of earning a doctoral degree. Previous awardees are Lydia Buki and NLPA president-elect Eduardo Delgado-Romero.

Nominations for these three awards should include a copy of a nominee's curriculum vitae and two letters of support documenting how the nominee fulfills the criteria for the award. Individuals nominated for the professional awards do not have to be NLPA members at the time of their nomination; however, all awardees must join NLPA before an award can be bestowed.

Student Awards

Cynthia de las Fuentes Dissertation Award. Presented to a student whose ongoing dissertation project focuses on issues related to Latino/a Psychology and contributes in a substantive way to the advancement of knowledge related to Latino/a Psychology. The award is generously funded by, and named after, longstanding NLPA member and former NLPA Historian, Cynthia de las Fuentes.

Distinguished Student Service Award. Conferred upon a graduate student who has made outstanding service contributions to the US Latina/o community. Service contributions are non-research professional activities that foster an agenda congruent with NLPA's mission. These can include –but are not limited to– the development of creative educational programs or other novel activities, working to increase funding for service agencies, working on legislation regarding mental health, involvement in policy-related issues, and initiating outreach programs.

Nominees for student awards must be matriculated graduate students (including pre-doctoral interns) and must be student members of NLPA at the time their nomination materials are submitted. For the *Cynthia de las Fuentes Dissertation Award*, a letter from the chair of the dissertation committee is required. Service award nominations require a letter from the academic advisor or training director verifying good standing .

Complete nominations and supporting documents for all NLPA awards must be received no later than September 1, 2008. More information, including complete nomination requirements, can be obtained from NLPA president-elect, Ed Delgado-Romero, by e-mail at edelgado@uga.edu, or by phone at 706-542-0500.

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NLPA Events and Accomplishments

(NLPA History. Continued from p. 2) members, and mentors who have supported and influenced members' journeys into the field of psychology, as well as current theoretical approaches and professional activities. Supplementary photographs, digital art and multimedia representations (must be original work) that address this topic are also invited. Submissions should be emailed, preferably as an attachment, to nlpahistorian@gmail.com. Submissions must be accompanied by an information sheet containing the following: name of the person submitting, affiliation, current mailing address, phone number, e-mail address, and title of work submitted. The NLPA Online History Project will be ongoing, and all entries submitted will be reviewed by Dr. Miville and other NLPA members for permanent placement into the NLPA Archive, which will be posted online in the future. Portions of these entries may be presented at upcoming NLPA conferences or in the NLPA newsletter.

NLPA Members Come Together to Support Student Participation at the Upcoming NLPA

Conference. Responding to an effort led by the executive committee, NLPA members have generously contributed to a fund supporting student participation in the upcoming biennial confer-

ence. To date, over \$7,000 dollars have been donated by NLPA members Patricia Arredondo, Guillermo Bernal, Esteban Cardemil, Jose Cervantes, Jose Del Pilar, Melanie Domenech-Rodriguez, Edward Delgado-Romero, Lisa Edwards, Alberto Figueroa-Garcia, Elena Flores, Alberta Gloria, Rene Diaz-Lefebvre, Brian McNeill, Scott Mesh, Los Niños Services, Marie Miville, Geneva Reynaga-Abiko, Adriana Rodríguez, and Azara Santiago-Rivera. Our deepest appreciation to these members who give life to NLPA's commitment to developing Latina/o psychologists. Individuals interested in contributing to this fund should contact NLPA's treasurer, Esteban Cardemil, at ecardemil@clarku.edu

New Book: *Latina/o Healing Practices: Mestizo and*

Indigenous Perspectives. Edited by NLPA members, Jose Cervantes and Brian McNeill, this new volume from Praeger Press focuses on the role of traditional or indigenous healers, as well as the application of traditional healing practices, in contemporary counseling and therapy with Latinas/os. The book offers a broad coverage of important topics, including traditional healer's views of psychological health and well-being, the use of traditional healing techniques in contemporary psychotherapy, and herbal reme-

dies in psychiatric practice. It also discusses common factors across traditional healing methods and contemporary psychotherapies, the importance of spirituality in counseling and everyday life, the application of indigenous healing practices with Latina/o undergraduates, indigenous techniques in working with perpetrators of domestic violence, and religious healing systems and biomedical models. Our NLPA colleagues have put together an important reference for anyone seeking to understand these important domains of culturally relevant practice with Latina/o populations.

Schwarzbaum and Thomas Publish Life History Approach to Dimensions of Multicultural

counseling. Sarah Schwarzbaum and Anita Thomas have published a new book, *Dimensions of Multicultural counseling: A life story approach*. The book presents a collection of autobiographical life stories by individuals from different races, ethnic groups, religions, sexual orientations, and social classes.

Schwarzbaum and Thomas use a content-theme analysis approach to facilitate understanding on how cultural factors influence identity, personality, worldview, and mental health. Among the 15 autobiographical life stories featured in the book, three reflect the ex-

(continued on page 5)

(Life History. Continued from p. 4) experiences of Latinas/os of various national origins and immigration statuses.

Nuevo Libro: *Habilidades Atencionales Básicas*, por Carlos Zalaquett y colegas.

Recién publicado por Microtraining Associates, este libro utiliza la microconsejería para educar estudiantes y profesionales en las habilidades comunicacionales básicas. El libro está enfocado a destrezas de ayuda tales como la atención eficaz, el parafraseo, el reflejo de sentimientos, el resumen y la entrevista de cinco etapas. Cada una de estas microhabilidades se define claramente dentro del texto, el cual ofrece también guías específicas para facilitar la práctica de estas, así como

de hojas de retroalimentación para asegurar su aprendizaje. Se espera que dicho proceso de enseñanza le proporcione a estudiantes y profesionales la oportunidad de demostrar cada destreza, recibir retroalimentación en su ejecución, y continuar practicándola hasta convertirla en parte de su propio repertorio de habilidades comunicacionales y psicoterapéuticas. Enhorabuena a nuestro colega de la NLPA, Carlos Zalaquett, por este importante logro.

EVENTS

NLPA Members Instrumental at the First National Conference on Evidenced Based Practices and Ethnic Minorities. The conference, held in Bethesda (MD) during March 13 and 14 of this year, brought scien-

tists, policy makers and practitioners together to examine a broad set of issues and challenges. NLPA member and previous *Star Vega* award recipient, Eduardo Morales, served as co-Chair of the conference planning committee, and the conference itself was co-sponsored by the NLPA, the Asian American Psychological Association, Alliant International University, the Asian American Center on Disparities Research of UC Davis, and a record breaking 25 APA divisions. Funding was provided by the National Institutes of Health (NIH) and the Substance Abuse and Mental Health Services Administration (SAMHSA).

A diverse crowd of over 200 attended the event, including NIH and SAMHSA representatives, APA mem-

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Proposals Being Accepted for the National Latina/o Psychological Association's 2008 Biennial Conference.

NLPA has released the call for papers for its 2008 national conference, *La Cultura Cura: Healing traditions and Models of Care with Latina/o families and Communities*, to take place on November 15 and 16 of 2008 at the Westin Hotel in Costa Mesa, California. Proposals are being accepted for paper sessions, symposia, roundtables, poster sessions, and keynote panel discussions. The full call for proposals and submission guidelines can be found at the NLPA website, www.nlpa.ws.

Proposals in the following four areas are particularly encouraged:

1. Healing traditions and models of care among Latina/o individuals, families and communities.
2. Psychosocial research and practice issues about Latina/o individuals and communities.
3. Social advocacy and the delivery of psychological interventions at multiple levels.
4. The health and well-being of Latina/o professionals and students.

Proposals are due by noon CST on June 1, 2008. Questions can be directed to the Program Co-Chairs:

Lisa M. Edwards, Ph.D.

lisa.edwards@marquette.edu

Rachel L. Navarro, Ph.D.

navarro@nmsu.edu

Noticias

NLPA Events and Accomplishments

(Conference. Continued from p. 5)

bers, scientists, directors of intervention programs and graduate students. Over 30 presenters -including NLPA members Guillermo Bernal, Felipe Gonzalez-Castro, Eduardo Morales, Antonio Polo, Ken Martinez, Mario Hernandez, David Acevedo Polakovich, and Luis Vargas- were invited to share their expertise on efficacious interventions with ethnic minorities.

Conference presentations centered on five themes: (1) Asking the right question in research and practice; (2) Transfer of Training Models; (3) Proper Assessments; (4) "From Practice-Based Evidence to Evidence-Based Practice", and; (5) "Is Policy Jumping the Gun?" Power point materials from the conference presentations can be found at <http://psychology.ucdavis.edu/aacdr/ciebp08.html> along with the conference agenda. The conference committee is planning on disseminating conference presentations through special journal issues, monographs, and books.

The conference was dedicated to Toy Caldwell-Colbert, Ph.D., previous president of APA Division 45, who helped launch this conference and was instrumental in advancing ethnic minority psychology throughout her career. Dr. Caldwell-Colbert passed away on the day before the conference.

MILESTONES

Promoted

Esteban V. Cardemil, PhD, to tenured Associate Professor, Department of Psychology, Clark University.

Y. Evie Garcia, PhD, to Associate Dean of the Graduate College, Northern Arizona University.

Mario Hernandez, PhD, to Chair, Department of Child and Family Studies, University of South Florida.

Luis Vazquez, PhD, to Associate Dean of the Graduate School, New Mexico State University.

Transitioned

Patricia Arredondo, EdD, to Associate Vice Chancellor in Academic Affairs, University of Wisconsin-Milwaukee.

Deceased

Toy Caldwell-Colbert, PhD.
NLPA Friend, Ally, and Supporter.

After a courageous battle with cancer, Dr. Toy Caldwell-Colbert transitioned peacefully and in the company of loved ones on the morning of March 12, 2008. Dr. Caldwell-Colbert was a dedicated multicultural psychologist and visionary member of APA, whose commitment to meeting the needs of women and ethnic minorities within psychology extended to her close mentorship and friendship with many NLPA members. With boundless en-

ergy, she took on various influential posts including those of President of APA Division 45 and Chair of the APA's Commission on Ethnic Minority Recruitment, Retention, and Training in Psychology.



Her elegant leadership, mentorship, and warm heart will be missed by her large professional family. Those who wish to honor Dr. Caldwell-Colbert's many contributions to our personal lives, psychology, and her commitment to education, may consider presenting donations on her behalf to Spelman College, her beloved alma mater (where she had served on the Board of Trustees). Donations may be made online at: <http://www.spelman.edu/alumnae/giving/>; or by mail to Spelman College, Office of Institutional Advancement, Box 1551, 350 Spelman Lane, SW, Atlanta, GA 30314.

Announcing the:

National Latina/o Psychological Association's Biennial Conference

*La Cultura Cura:
Healing traditions and Models of Care
with Latina/o families and Communities.*

Conference: November 15-16, 2008
Pre-Conference: November 14, 2008

**The Westin Hotel
Costa Mesa, CA.**

Conference Information Available at:

<http://www.nlpa.ws>

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NLPA Events and Accomplishments

Richard A. Rodriguez, PhD. Colleague, Friend, Advocate and Scholar for Latino LGBT Issues.

(Contributed by Elisa Velasquez)



Dr. Richard A. Rodriguez died unexpectedly of natural causes on January 12th, 2008 at his home in San Francisco. Richard was a dear friend and colleague to many in NLPA, as well as an outstanding professor and mentor. Richard received his B.A. degree from the University of Southern California and his Ph.D. degree in Counseling Psychology from the University of Utah. He completed his psychology pre-doctoral internship at the University of California-Irvine's Counseling and Psychological Services.

Throughout his career, Richard held several professional positions and was actively involved in professional and community organizations. He had pre-

viously served as Sonoma State University's Director of Counseling and Psychological Services from 2002-2004, and at the University of Colorado at Boulder as Director of Counseling and Psychological Services: A Multicultural Center from 2004-2007. In the Fall of 2007, Richard joined the faculty at the California School of Professional Psychology-Alliant International University, San Francisco campus, as a full-time core faculty member in the Doctor of Psychology program. At Alliant, he served as the San Francisco campus' Director of Multicultural Affairs, and as Clinical Director of the University's Alternative Family Institute, the nation's first counseling center exclusively devoted to LGBT couples and families. He also was a Fellow of the university's Rockway Institute for LGBT research and public policy.

Dr. Rodriguez was a member of the Mental Health Board of the City and County of San Francisco, and served on the Editorial Board of the Journal of GLBT Family Studies. He also served as Member-at-Large of the Executive Committee of APA's division 44, the Society for the Psychological Study of LGBT Issues.

Richard's legacy lives on through several awards and events:

Sonoma State University's Dr. Richard A. Rodriguez Memorial Social Justice Action Award. Will support students' initiatives that help reduce acts of stereotyping, prejudice, discrimination and racism. For donations, please con-

tact Lauri Ogg, SSU Scholarship Coordinator, 707-664-2036, lauri.ogg@sonoma.edu.

Sonoma State University's Annual Dr. Richard A. Rodriguez Multicultural Competence Retreat. Aimed at enhancing faculty's ability to work effectively with diverse populations.

Alliant International University's Dr. Richard A. Rodriguez Memorial Scholarship. Will support doctoral students with commitment to community leadership and/or research in the field of LGBT Latino Psychology. Donations can be made online through the Alliant university website.

APA Division 44's Dr. Richard A. Rodriguez Student Travel Award, provided by the Committee on Racial and Ethnic Diversity (CoRED) of the Society for the Psychological Study of Lesbian, Gay, and Bisexual Issues.

APA Division 51's Dr. Richard A. Rodriguez Award.

CALENDAR

September 5-6, 2008. The Chicago School of Professional Psychology's Cultural Impact Conference: Psychology in the Service of Latino Communities.

Held at the Holiday Inn Chicago Mart Plaza, the conference seeks to bring clinicians, academics, and professionals together to explore ideas, share research, and challenge one another about the complex issues related to caring for and working with Latinas/os. The keynote speaker will be APA board member Melba Vasquez. Indi-

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(Chicago conference. Continued from page 8)

Individuals interested in presenting should inquire by e-mail to cic2008@thechicagoschool.edu. General information about the conference, including pre-registration, is available at www.thechicagoschool.edu.

October 1-3, 2008. National Hispanic Science Network's International Conference: Community, Behavioral and Molecular Sciences in Addictive Disorders. NHSN's international conference will be held at the Hyatt Regency Bethesda. Registration is now open and can be accessed through the following website <http://nhsn.med.miami.edu/x282.xml>. Poster submissions will be accepted through the online abstract submission form found at <http://nhsn.med.miami.edu/x283.xml> until June 15. Travel awards are available for early career researchers. Travel award recipients will be selected by the NHSN Steering Committee based on need, funds, and abstract submission. Questions about registration, submissions, or travel awards may be submitted to Jane Brooks at jbrooks@med.miami.edu.

November 15-16, 2008.

The National Latina/o Psychological Association's Biennial Conference: Healing traditions and Models of Care with Latina/o Families and Communities.

To be held at the Westin Hotel in Costa Mesa, California. Proposals for paper sessions, symposia, roundtables, poster sessions, and keynote panel discussions are being accepted. Proposals in the following four areas are particularly encouraged:

1. Healing traditions and models of care among Latina/o individuals, families and communities.
2. Psychosocial research and practice issues about Latina/o individuals and communities.
3. Social advocacy and the delivery of psychological interventions at multiple levels.
4. The health and well-being of Latino professionals and students.

The full call for proposals and submission guidelines can be found at the NLPA website

<http://www.nlpa.ws>

Noviembre 14-16, 2008.

IX Congreso Internacional de Psicología Social de la Liberación: A los desafíos actuales, respuestas colectivas hacia la liberación. Tendrá lugar en la Universidad de la Tierra-Chiapas (San Cristóbal de Las Casas, Chiapas, México). El objetivo del congreso es construir un espacio de encuentro para intercambiar experiencias, reflexión y praxis acerca de los desafíos y posibilidades claves hacia la liberación de los pueblos en las realidades de este nuevo siglo, desde la perspectiva iniciada por Ignacio Martín-Baró. Cada sesión tendrá dos horas de duración y estará enfocada a construir conclusiones aptas para una asamblea. Hasta finales de mayo se aceptarán resúmenes de propuestas en las siguientes modalidades:

1. Presentación de ponencias leídas o de medios artísticos.
2. Diálogo y construcción colectiva.
3. Facilitar o moderar una sesión, de las modalidades arriba mencionadas, relacionada a su tema.
4. Taller.
5. Feria-exposición de trabajos.

Se pueden obtener mayores informes visitando la página electrónica provisional del congreso,

<http://psicosocialchiapas.blogia.com>, o por e-mail a: chiapascongreso08@gmail.com.

Organizational Cultural Competence in Psychology: A brief overview

Rebecca Rangel, MA, ATR and Marie L. Miville, Ph.D.

In 2003, the American Psychological Association (APA) approved its *Guidelines on Multicultural Education, Training, Research, Practice, and Organizational Change for Psychologists*. These guidelines highlight psychologists' roles and responsibilities regarding culturally competent organizational change, encouraging psychologists to become active in culturally informed organizational policy development and practice. The inclusion of organizational aspects in APA's guidelines resulted from decades of dedication and hard work by major leaders in psychology (including Latina/o psychologists such as Dr. Patricia Arredondo and Dr. Mario Hernandez).

"The inclusion of organizational aspects in APA's guidelines highlighted decades of dedication and hard work by leaders in psychology including Patricia Arredondo and Mario Hernandez"

Our understanding of organizational cultural competence has developed quickly over the last few decades. In contrast to the racial and ethnic focus of more recent definitions, early books written about organizational consultation (e.g., Gallesich, 1982) generally defined "culture" in terms of organizational norms, behaviors, and customs. This focus began to change during the 1980's with a growing interest in organizational multicultural issues. For example, Bhagat and McQuaid (1982) proposed having multicultural research teams as one way of effectively studying cross-cultural organizational behavior.

During the mid 1990's, a surge of books on organizational multicultural competence appeared. Patricia Arredondo's (1996) book, *Successful Diversity Management Initiatives*, provided a specific step-by-step blueprint in managing workplace diversity, a rationale for doing so, the identification obstacles that might be encountered, and potential ways in which these may be managed. Sue and colleagues' (1998) *Multicultural Counseling Competencies:*

Individual and Organizational Development demonstrated the multiple levels at which multicultural competence can be implemented. These authors discussed how mental health professionals must change at the individual level in order to meet the needs of the culturally diverse and to serve as true advocates for organizational change in mental health policies, programs and institutions. Carter's (2000) book, *Addressing Cultural Issues in Organizations*, presents a collection of articles about organizational issues that intersect with U.S. cultural patterns. More recently, there has been a focus on coaching and consulting in a multicultural context as evidenced by a recent special issue of *Consulting Psychology Journal: Practice and Research* (e.g., Lowman, 2007; Peterson, 2007; Turner, 2007).

As conceptual models of organizational cultural competence continue to develop, researchers have begun to empirically examine these models. Hernandez and colleagues (2006; Harper et al, 2006) recently compiled and organized the empirical findings from over 100 research articles examining aspects of organizational cultural competence in mental health services, and developed a model for organizational cultural competence in this area (see article in this issue).

"Latina/o psychologists helped establish our understanding of organizational cultural competence ... yet key questions remain unanswered"

Latina/o psychologists have played a key role in establishing our current understanding of the important effects of organizational characteristics on cultural competence, an important and growing area with implications that go far beyond any one specific ethnic or cultural group. Nevertheless, key questions remain unanswered, opening the door for a new generation of Latina/o psychologists to make an impact.

Reducing Disparities through Organizational Cultural Competence

I. David Acevedo-Polakovich

Most psychologists working with Latinas/os in the US are likely to already be aware of the meaningful ethnicity-based disparities that exist in this country regarding the availability of, access to, quality of, and effectiveness of, mental health services. Generally speaking, Latinas/os, and other US ethnic minority groups fare worse in each of these areas than do white European Americans. These findings, grouped under the term mental health service disparities, have led to an increasing interest in developing, testing, and disseminating culturally competent mental health service practices.

An organization’s policies, structures, and processes play an important role in ensuring the successful deployment and dissemination of culturally competent mental health service practices. Many improved treatment outcomes tend to occur when organizations reflect the culture and environment of the populations they serve. These improved outcomes include increased access to treatment, decreased dropout, decreased no show rates for formerly underserved populations, increased client satisfaction, increased use of outpatient services and decreased use of crisis and inpatient services.

Through their work, Latino psychologist Mario Hernandez and colleagues are leading the development of our current understanding of organizational cultural competence. In recent reviews of the literature in this area, Dr. Hernandez and col-

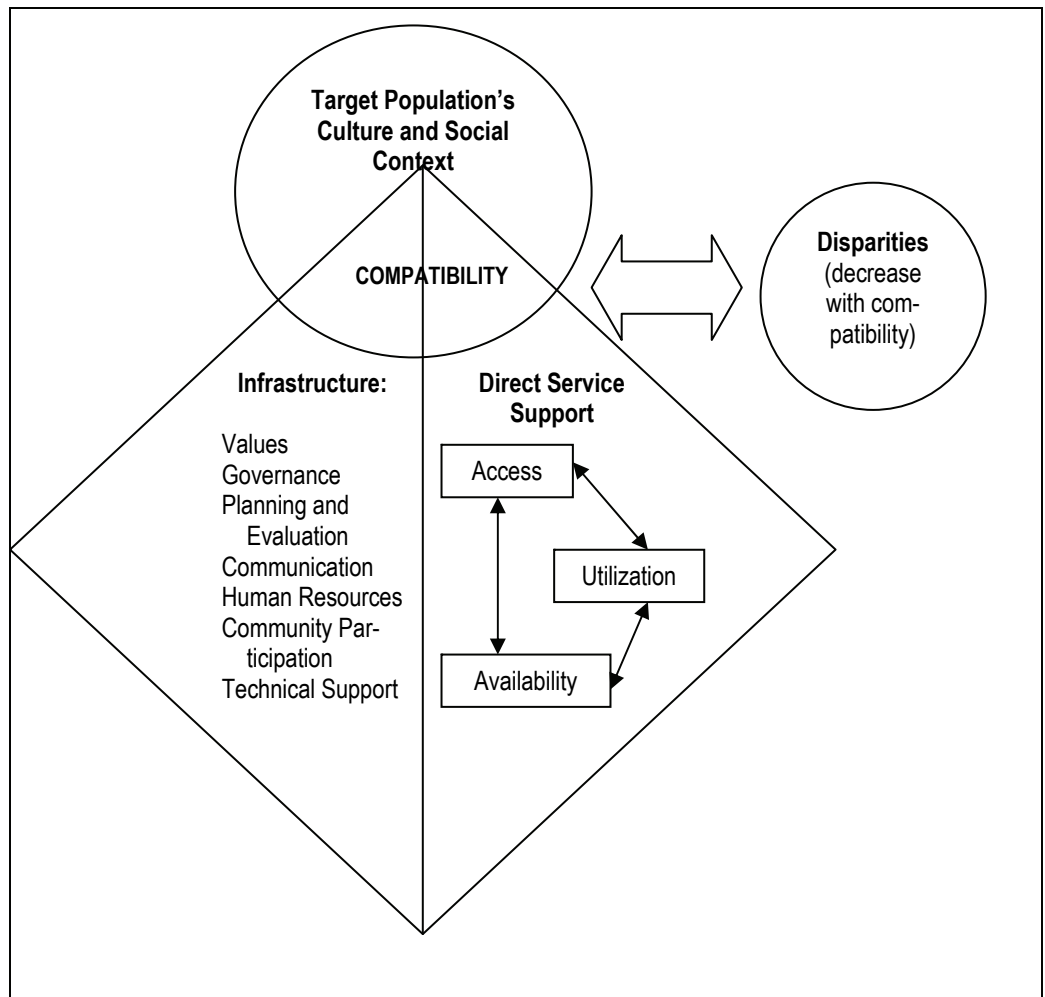
leagues have identified two principal domains of organizational cultural competence – infrastructure and direct services support (see figure).

“Organizations’ policies, structures, and processes play in an important role in ensuring culturally competent services.”

Organizational Infrastructure

The infrastructure domain includes all of the broad organizational characteristics that must be adapted to support cultural competence. These characteristics include:

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Hernandez et al's (2006) Model of Organizational Cultural Competence

Reducing Disparities through Organizational Cultural Competence

(Continued from page 11)

Organizational values, policies, procedures and governance, which should be adapted to promote compatibility with the community and support culturally competent service practices. *Planning and evaluation processes* contribute to cultural competence when they feature reciprocal partnerships with the community and collect data that accurately reflects community context and cultures. *Communication practices* are culturally competent when they foster direct communication and learning within the organization and between the organization and the community. *Human resource practices* that are culturally competent include those that increase linguistic or cultural capacity, and those that develop a workforce that is culturally representative of the communities being served. *Community outreach approaches* that provide opportunities for community participation can also lead to greater cultural competence. *Financial, technological and other supports* are also needed components of organizational cultural competence.

Direct Service Support

The second domain of organizational cultural competence, direct service support, includes three organizational functions that are closely linked to the implementation of culturally competent direct service practices. These are:

Availability, which refers to having enough services and supports to meet the target community's needs.

Accessibility, which includes all of the mechanisms that facilitate entering, navigating, and exiting needed services and supports.

Utilization, which refers to service use and is typically measured through factors such as the length of time in service, retention, or dropout rates.

PARK: An Example of Organizational Cultural Competence

As illustrated in the figure (previous page), Dr. Hernandez and his colleagues argue that mental health service disparities are most likely to be overcome when the values and practices of the community are reflected both in the

“mental health service disparities are most likely to be overcome when the values and practices of the community are reflected both in the types of services offered and in the characteristics of the organization that offers these services.”

types of services offered and in the characteristics of the organization that offers these services. For instance, the values and usual practices of the local Latina/o community are interwoven into the structure of Partnership for Kids (PARK), an organization serving Latinas/os and African Americans in Bridgeport, CN. Recognizing the strong interpersonal ties of the local Latina/o community, PARK engages Latinas/os through peer-to-peer support contacts that provide education about available services and supports. These services and supports are offered in English and Spanish, many are based in the schools or local churches, and often are led by trained families and youth with support from PARK staff. Latina/o families and youth also fill key decision-making positions within the organization, and PARK has strengthened the impact of its social marketing plan by integrating it with its cultural competence plan. These unique features facilitate the success of PARK's mental health services among Bridgeport's Latina/o community.

By identifying the many ways in which the success of efforts at implementing culturally competent mental health practices is related to the cultural competence of the organizations in which these practices exist, the work of Dr. Hernandez and colleagues increases the likelihood that culturally competent mental health practices can successfully lead to the reduction of mental health services disparities.

Becoming a Latina Psychologist:
Patricia Arredondo



It was as a young Mexican American girl growing up in northern Ohio that Patricia Arredondo first noticed the complex and sometimes painful ways in which double standards and acts of exclusion operated among and within ethnic groups. It seemed to her that teachers and other adults expected less of the Mexican American and Puerto Rican children in her community. Sadly, she noticed that these Latinas/os often discriminated against each other and against other ethnic groups. Reflecting on those early experiences, Dr. Arredondo says "We did not have the cultural sensitivity to appreciate differences ... others were viewed as outsiders, intolerance was very common."

The now Associate Vice Chancellor in Academic Affairs at the University of Wisconsin Milwaukee recalls many other –more positive- childhood experiences. Throughout her life, Patricia Arredondo has been motivated by her family and their expectations that she would do well in school and represent them with dignity. These expectations were communicated openly by her mother and exemplified daily by other family members. Dr. Arredondo finds great strength in her grandmother's example, who at only thirteen left behind her Oaxacan village and an arranged marriage

in order to pursue greater opportunities in the US. She remembers learning about community involvement firsthand by watching her father's dedicated efforts at making sure that newer Mexican arrivals had the resources and services they needed. The strong presence of her family throughout her childhood and adolescence makes it no surprise that, among her many accomplishments, the one that most gratifies Dr. Arredondo is that her parents were present during her doctoral hooding. She describes this experience as amazing and profound.

Motivated by her family and other community members, Patricia Arredondo enrolled in Kent State University, where she worked to broaden her understanding about human behavior across cultures and went on to major in Spanish and Journalism. Her interest in cultural perspectives, and the encouragement of some of her professors, led Patricia to pursue master's training in counseling at Boston College, and then a doctorate in Counseling Psychology at Boston University. During this time, Dr. Arredondo recalls being convinced by mentors to apply for her first administrative position, and then experiencing the disappointment of seeing it go to a European American colleague with less academic preparation. Dr. Arredondo considered this an important life lesson: She would continue to aim high, but she would also take ownership of the decisions about her own professional development. If judged by her tremendous success, this is a lesson that has paid off exponentially.

Patricia Arredondo's professional life has been persistently dedicated to increasing multicultural awareness and competence. She has held positions at Boston University, the University of New Hampshire, and Arizona State University, and has authored five books along with over 60 refereed articles on various aspects of cultural competence. In 1985, she founded Empowerment Workshops, an organizational consulting firm primarily focused on multicultural organizational development. She has been named a Fellow of the Society for the Psychological Study of Ethnic

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Patricia Arredondo

(Continued from page 13)

Minority Issues (APA Division 45), the Society of Counseling Psychologists and (APA Division 17)., and has served as president of several national organizations, including the Association for Multicultural Counseling and Development, APA Division 45, and the American Counseling Association. Recognizing her influence over the fields of cultural competence and diversity management, she was selected as a co-chair of the writing taskforce for the American Psychological Association's *Guidelines on Multicultural Education, Training, Research, Practice and Organizational Change for Psychologists*. Her many accomplishments have led to her recognition as a "Living Legend" by the American Counseling Association.

In 2002, Patricia Arredondo led a dedicated group of psychologists committed to resurrecting the old National Hispanic Psychological Association, turning it into the National Latina/o Psychological Association. Dr. Arredondo was elected as the NLPA's first president, helping the organization develop a membership of several hundreds and organizing its first national conference in 2004. Not surprisingly, she was honored with NLPA's first ever Distinguished Professional Award. Asked about NLPA, its role in contemporary US psychology, and her role in its revival, Dr. Arredondo says NLPA "... represents an essential body of resources for shaping cultural perspectives in psychology. We are in a position to bring APA's Multicultural Guidelines to life by collaborating with graduate training programs, clinical providers, research teams, and administrators who are willing to adapt their organizational practices to be more responsive to Latinas/os and other underserved groups. I take great pride in re-energizing Latinas/os through NLPA. We are evolving as an organization, reaching out to Latinas/os and allies, and collaborating to put a spotlight on the wide-ranging health/mental health needs of our extended familia. NLPA can give voice to the dignity and respect every person merits. I am proud to be a part of ensuring NLPA's leadership in these areas."

Dr. Arredondo sees much to be excited about in current perspectives on diversity. "As a global society, we are be-

coming increasingly complex, contradictory at times, and at times overwhelming. Our 1970s-1990s two dimensional approach (ethnicity/race and gender) to cultural competence has evolved to a multi-dimensional approach. Age, sexual orientation, disability status, religion, and national origin provide comprehensive lenses to make meaning of life experiences ... we take our entire selves with us to the workplace, to the classroom, to make purchases, or to travel ... I believe very strongly that this is the time for proactive organizational planning for diversity and inclusion. I have always advocated for evaluating the role of institutional policies and practices in advancing workplace diversity. As educators and psychologists, we have the opportunity to use our existing concepts about cultural worldviews to inform organizations' practices."

Throughout her life and career, Patricia Arredondo has been a champion for diversity, inclusiveness, and social justice. It is greatly because of her vision and leadership that NLPA has re-emerged as an organization with an impact on how psychology is practiced, not only for Latinas/os, but for all people regardless of their ethnicity, age, gender, race, or disability status. By successfully owning her life and career, and demonstrating concern for the development of subsequent generations of psychologists, Patricia Arredondo has become the model for NLPA members: that of a quintessentially dedicated, active, involved, and inclusive psychologist, who never ceases being Latina/o.

Patricia Arredondo: Selected Resources

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The video, *A Living Legend: A Life Review Interview with Patricia Arredondo*, can be purchased from www.emicrotraining.com. Full text of the interview is available free of charge at the same website.

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Officers' Reports

President-Elect, Ed Deldgado-Romero

I hope you will join me in attending the 2008 NLPA conference, organized by Jose Cervantes, he has worked hard to make this important event a success.

The work of NLPA presidents is tied to the NLPA conference occurs during their term. As such, many of my activities have centered on planning for the 2010 NLPA conference. I am proud to announce that NLPA's 2010 conference will take place in Georgia, a state that has led the nation in Latina/o demographic growth over the last 18 years. I am in talks with people in the city of Atlanta and the city of Athens (home of the University of Georgia). The steady and dramatic rise in Georgia's Latina/o population has brought Latina/o issues to the forefront. Latinas/os in Georgia are finding their voice in a state historically focused on Black and White issues. The NLPA conference will support these important efforts by bringing to the state the most advanced dialogue in Latina/o research and social action.

Our mothers, sisters, abuelas, madrinas and the many women who preserve and transmit the Latina/o culture are a consistent source of strength in our communities. **The theme for the 2010 Georgia conference will be *La mujer Latina: A focus on the psychological strengths and resilience of Latinas*.** Latina psychology leaders and visionaries Dr. Patricia Arredondo and Dr. Melba Vasquez are our planned keynote speakers. The conference will honor several other prominent Latinas, both within and outside of psychology. Please contact me if you are interested in working with me on the conference.

In order to ensure that NLPA 2010 is a success, we must first ensure that NLPA 2008 is a success as well. Let's all bring the best of Latina/o psychology to California this year.

Past-President, Azara Santiago-Rivera

As the NLPA Observer on APA's Council of Representatives, I attended the Council's February 2008 meeting in Washington, DC. At this meeting, the Council

discussed the results of last year's membership ballot vote. As you may recall, the ballot vote asked APA's membership to approve an amendment of the APA bylaws that would allow the four ethnic minority associations a voting seat on the Council of Representatives. It did not pass. At the February meeting, the Council voted to send back the ballot for a full membership vote.

I also organized the election for the NLPA Secretary position, and am pleased that Dr. Lynda Field has been elected to serve in this capacity. Finally, I am serving on the ad hoc committee for the selection of NLPA's Association Manager. The committee is currently conducting interviews and will be making a recommendation to the Executive Committee in the near future.

Student Representative, Roseanne Illes

As the new Student Representative, I've spent the few months since beginning my term becoming familiar with my new role and responsibilities in the Executive Committee, and ensuring that the upcoming conference will reflect students' needs. Dr. Shannon Chavez-Korell and I are actively planning for the conference and expect to build on the wonderful opportunities for students that Diana Naranjo and Jeanette Castellanos brought to the 2006 conference.

After the conference, I plan to continue developing student initiatives already underway. These include more student participation in the organization, a potential mentoring program, and a research training program. A future goal that I hope to accomplish is to develop a more active student membership. Because we are spread throughout the country, it is important to develop ways that we can support each other, not only during the biennial conferences, but anytime. I look forward to meeting all of you during our conference. Together we can devise ideas on how to meet our student membership's needs. I am here to make sure student voices are heard.

Officers' Reports

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Treasurer & Membership Chair, Esteban Cardemil

I began my tenure as NLPA treasurer on January 1, 2007, and was helpfully assisted in transitioning to this position by Dr. Maryann Santos de Barona, our previous Treasurer and Membership Chair. The majority of my time has focused on updating our membership accounts, filing our annual report with the IRS, and staying abreast of our non-profit status. I have also formalized one new source of revenue for us – for a modest fee, we now offer organizations the opportunity to post news and job opportunities on our website.

This year, my attention is focused on the upcoming NLPA conference, as I am managing the funds that will support this exciting event. In the near future, we will likely be separating the duties of the Treasurer and Membership Chair, so stay tuned for a call for nominations for Membership Chair.

Please feel free to contact me with any information or questions that you may have. I can be reached by email at ecardemil@clarku.edu.

Secretary, Lynda D. Field

I was delighted to learn in April that I had been elected to be secretary of NLPA. Dr. Milton A. Fuentes, NLPA's previous secretary, has graciously provided mentoring to assist me during this transition. I look forward to working with everyone during the next two years.

Student and Professional Coordinator,

Shannon Chavez-Korell

In March 2008 I was appointed as Student and Professional Coordinator, a position previously held Dr. Jeanette Castellanos who has been incredibly helpful in advising me during this transition. I am working closely with our NLPA student representative, Roseanne Illes, in preparation for the upcoming NLPA conference. Roseanne recently sent out a survey to the NLPA student membership so we could

better assess the interests and needs of our students and thus plan accordingly for the conference.

Because this is my first service position in NLPA, I would like to take this opportunity to introduce myself to the membership. I am an assistant professor at the University of Wisconsin-Milwaukee, and have been a NLPA member since beginning my doctoral education six years ago. My membership in NLPA has been very meaningful for me both personally and professionally. I am very excited to be serving in this position and encourage all NLPA members to contact me if there are particular student and/or professional issues that you would like raised/addressed.

NLPA Historian, Marie L. Miville

I am working on the goal of promoting a more visible and accurate history of the NLPA by archiving information about people, events, writings, etc. relevant to our organization's history. I also would like to develop a living document of the past, as it informs our present and future as Latina/o professionals. One way of promoting our history is by providing regular articles in the newsletter by interested parties (e.g., see article in this issue). These articles will focus on topics such as theories and findings reflecting Latina/o psychology history, interventions with Latinos/as, and NLPA members' personal recollections about their beginnings in the field. We also plan to conduct interviews of several long-standing scholars who will provide their unique stories as Latina/o psychologists. Yet another way in which we are promoting and documenting our history, is through a major initiative, the *NLPA Online History Project: Nuestras Voces/Our Voices*. This project, described on page 2 of the newsletter, will collect and share NLPA members' personal stories about their development as Latina/o psychologists.

Recent Publications by NLPA Members

The recent publications of NLPA members are listed in this section as a service to the membership, and with the intent of facilitating the exchange of new information among Latina/o psychologists. All citations are provided directly by the authors. It is *El Boletín's* policy to include in this section all submissions by members that (1) have been published since the last issue of *El Boletín*, and; (2) Can be best described as books, full chapters in edited books, or articles in peer-reviewed publications.

Books

- McNeil, B. & Cervantes, J. M. (Eds.) (2008). *Latina/o Healing Practices: Mestizo and Indigenous Perspectives*. New York: Praeger Press.
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De Salida

From the Editor

Thank you for taking the time to read through this first issue of the redesigned *El Boletín*. A major element in the new design is a special section of each issue focused on a topical area (in this issue's case, organizational cultural competence). Typically, sitting presidents of NLPAs will choose the topical focus of the issues that appear during their term. Upcoming issues will focus on Cultural Practices, Emerging Latina/o Populations, and Latina/o Academic Achievement. All topical sections will include feature articles and biographical pieces such as those included in this article. Future topical sections will also include reviews of books relevant to the topic area, and an occasional ethics column written by NLPAs member Melanie Domenech Rodriguez. If you have any ideas for articles or features that align with an upcoming issue's topical focus, please e-mail.

This issue was built around a topic near and dear to my heart, organizational cultural competence. Latina/o psychologists have been instrumental in developing our understanding of organizations' roles in successfully implementing culturally competent practices, and in having this role recognized and acknowledged by our discipline. The roles that individuals like Patricia Arredondo and Mario Hernandez have played in this area are invaluable and inspirational. However, there is still much work to be done, and a whole new generation of Latina/o psychologists are involved in doing it.

Reflecting NLPAs role in recognizing and advancing Latina/o cultures and languages, the redesigned *El Boletín* will present pieces both in English and Spanish. The language for a particular piece will reflect both the language a piece was submitted in and its target audience. The two Spanish-language pieces in the current issue cover Carlos Zalaquett and colleagues' recent Spanish-language book on microcounseling skills and the upcoming congress on liberation social psychology in San Cristóbal de las Casas (México).

I would like to publicly thank and acknowledge the many NLPAs members who contributed to this issue. Without them, the job of editing this newsletter would quickly go from pleasurable to intolerable. These individuals include Marie Miville, Rebecca Rangel, Elisa Velasquez, Eduardo Morales, Lisa Edwards, Sarah Schwarzbaum, Lydia Buki, Hector Adames, Carlos Zalaquett, the entire NLPAs Executive Committee, and Patricia Arredondo (who patiently contributed incredibly humble viewpoints on her own life and contributions only to see me distort them in the current biographical piece). All NLPAs members are invited to contribute to *El Boletín* by sharing stories, announcements, etc. that may be of interest to the membership and are aligned with an upcoming topical focus. Members wanting to become even more involved in the preparation of our newsletter are invited to contact me directly by e-mail to:

idavidacevedo@gmail.com. I am particularly interested in members who would consider taking on the role of section editors, which would involve shared responsibility over one of the non-topical sections in the newsletter (e.g., Noticias, Becoming a Latina/o Psychologist, or the Book Review).

My hope is that this issue, and all that follow it, informs our NLPAs familia, helps foster relationships among us, inspires us with a sense of "sí se puede," and provides at least a piece of a roadmap for how to continue developing as successful, competent, **Latina/o** psychologists.

Con aprecio,

I. David Acevedo-Polakovich

Editor

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