

Three-factor Model: Tool for Multicultural Counseling of Individuals with Disabilities

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- Key Tasks Today**
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Introduction

- There is a cultural imperative in the 21st century for vocational rehabilitation (VR) services to be as effective as possible due to increasing demands for services, limited and uncertain funding, increasing and more diverse US population, and heightened accountability concerns. Therefore, VR services must serve everyone effectively.

Introduction

- In 2010, the developmental stage of most VR service research is that we have documented well that disability disparities exist (differences in disability occurrence, contemplation about system involvement, access levels, participation levels, and outcomes of VR services), but have done very little in terms of developing effective strategies to address these challenges. The three-factor model tool is one such strategy.

Introduction

- Use of the three-factor model tool has the potential to render its user (a VR counselor) more culturally competent or efficacious.

Background

- Evolved as part of a graduate course development process and a teaching aid to make the broad and voluminous topic of multicultural counseling manageable for students.

Background

- There was a desire to provide a meaningful culminating course activity for students, realizing the inherent difficulty in fully retaining the mountain of information typically derived from a multicultural counseling course.

Background

- Wanted students to leave the multicultural counseling course with a self-developed tool (something tangible and useful) to be applied professionally in the “real world” of VR beyond the course and degree program.

Description of Tool

- It is a multicultural counseling assessment tool (interview protocol).
- It is a conceptually grounded tool (theory-driven) that is developed by its user to maximize integration between (1) an approach toward understanding the client in three key domains AND (2) usual counseling style.

Description of Tool

- The goal is to gain key information on culturally different clients for assessment purposes to ultimately maximize individualized outcomes.
- Evaluates who the client is in the three domains of (1) cultural identity, (2) adjustment to disability, and (3) stage of development.

Purpose of Tool

- Tool serves as a pre-constructed interview prompt (set of guiding questions or areas for potential exploration) that ensures client assessment is systematically and intentionally conducted in each new clinical encounter with a culturally different client.

Purpose of Tool

- Attempts to render the “all important” initial assessment activity automatic due to:
 - (1) high ownership of tool because it has been developed by the user,
 - (2) optimal integration of the tool with user’s typical clinical style because it offers a set of areas to explore that though they have been identified beforehand can be flexibly deployed in a given situation by the user, and
 - (3) the visual attribute of the tool increases ease of recall, rendering the tool always accessible to its user.

Purpose of Tool

- Reveals critically important client information about cultural identity, adjustment to disability, and stage of development to promote an optimal counselor—client fit, and ultimately culturally relevant outcomes of the VR process.

Rationale

- The single most important ingredient in a successful counseling outcome, cross-culturally or otherwise, is building a strong counselor-client alliance and obtaining maximum information on the client necessarily promotes this.

Rationale

- Having a critical mass of information on the client augments the second and third of the three multicultural counseling competencies specified in the seminal work by Sue, Arredondo, and McDavis (1992)

[(1) awareness of own assumptions about human behavior, values, preconceived notions, limitations, and biases,

(2) understanding the worldview of clients who are culturally different without imposing negative judgments, and

(3) ability to develop and practice appropriately with culturally different clients.]

Rationale

- It is unwise to totally rely on generalized information on how to successfully counsel specific cultural groups found in many multicultural counseling textbooks, but rather it is better to collect key client information needed in a particular situation anew.

Rationale

- No counselor can expect to achieve perfect cross-cultural functioning everyday; therefore, having a personally developed tool that is fully integrated into one’s professional context (matches: own understanding, clinical style, and is visual to enhance recall) optimizes cross-cultural functioning because it guarantees that a systematic, intentional, and holistic assessment will be conducted in each new clinical situation involving a culturally different client.

Three Domains

- Cultural identity - when working cross culturally, a key variable to understand in getting acquainted with an individual is how she/he identifies culturally. Culture influences the VR process and outcomes.

Three Domains

- Adjustment to disability - when working with anyone with a disability, it is important to understand what will constitute optimal adjustment to that individual. Promoting optimal adjustment to disability is the reason that VR services exist. Culture influences adjustment to disability.

Three Domains

- Stage of development – developmentally speaking, disability is the ultimate non-normative experience, so understanding how an individual with a disability functions developmentally is very important. Culture influences development.

Cultural Identity

- Sample Conceptual/Theoretical Frameworks:
 - Philosophical Aspects of Cultural Difference
 - Identity development models (Helms WRID model, Morten & Atkinson MID model, Cross BRID model [Nigrescence vs. Deracination], Helms PCRI model, and Cass Homosexual Identity Formation model)
 - Acculturation models (uni-, bi-, and multi-dimensional models)

Adjustment to Disability

- Sample Conceptual/Theoretical Frameworks:
 - awareness-acceptance-adjustment continuum
 - Whole Person model by Sharon Wegscheider-Cruse
 - Resilience (risks v. protective factors) by Hawkins & Catalano
 - Stages of change by Prochaska and DiClemente
 - theory of change (matching programmatic theory of change with individual change dynamics)

Stage of Development

- Sample Conceptual/Theoretical Frameworks:
 - Bronfenbrenner's Typology 1 (4 levels: micro to macro systems)
 - Bronfenbrenner's Typology 2 (4 levels: biological to cultural contexts)
 - Papalia and Olds Lifespan Development framework
 - Psychoanalytic (Freud & Erickson)
 - Mechanistic (behavioralism & social learning theory)
 - Organismic (Piaget)
 - Humanistic (Maslow)
 - Adler's Eight Levels of Social Interest

Steps in Tool Development

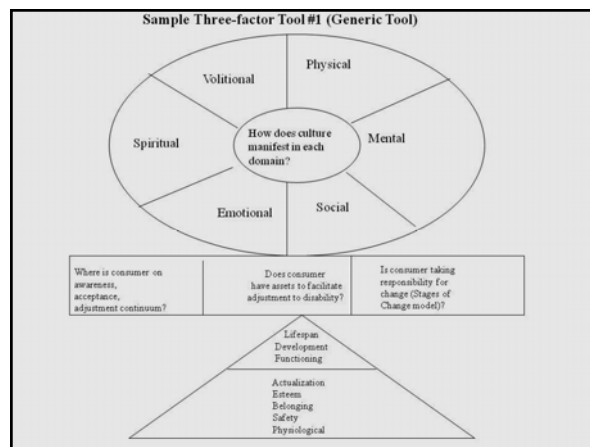
1. Consider various conceptual and theoretical frameworks for thinking about each of the three domains (cultural identity, adjustment to disability, and stage of development).

Steps in Tool Development

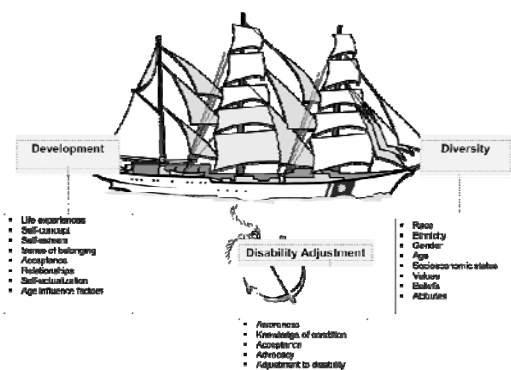
2. Decide on a conceptual/theoretical framework for thinking about each of the three domains that:
 - (a) matches personal intuitive understanding of each and
 - (b) relates directly to the intended tool usage or application (i.e., disability type, setting, modality, and preferred counseling approach/style).

Steps in Tool Development

3. Think about the interaction among the three domains (i.e., how do they relate to each other in an integrated manner?).
4. Decide on a graphic/visual format for the tool and draw it.
5. Test hypothetically, pilot in a real VR counseling situation, tweak, and continue to use and refine the tool over time.



Three-Dimensional Model #2—Used with an individual with a disability in a vocational context



Next Steps

- There are currently 300 to 500 VR counselors in the field that have developed a three-factor model tool as part of the multicultural counseling course taught at Virginia Commonwealth University for over 10 years.

Next Steps

- Thus far, the thinking behind this tool has been robust enough to have withstood over a decade of graduate student scrutiny in the classroom.

Next Steps

- Within the next year, a formal validation study is planned to tap into those VR counselors who have developed a tool to begin to understand how useful the tool has been in working with individuals cross culturally.

Sources for Further Reading on the Tool

- Lewis, A.N. (2006). The Three-factor model of multicultural counseling for consumers with disabilities. *Journal of Vocational Rehabilitation*, 24(3), 151-159.
- Lewis, A.N., & Shamburger, A. (2009). A Three-dimensional model for multicultural rehabilitation counseling (in F. Balcazar, Y. Suarez-Balcazar, T. Taylor-Ritzler, & C. Keys, Eds.), *Race, culture and disability: Rehabilitation science and practice*. Jones and Bartlett: Boston, MA.