CMSA POSITION STATEMENT ON DIVERSITY, EQUITY, INCLUSION & BELONGING

The Case Management Society of America (CMSA) is committed to amplifying the critical importance of diversity, equity, inclusion and belonging (DEIB) for its members, the professional case management workforce, and the clients and families we serve. We advocate these seminal values in all our initiatives with oversight by the CMSA DEIB Committee and CMSA Board of Directors.

CMSA has adopted the following definitions to guide our work:

ABLEISM
A set of beliefs or practices that devalue and discriminate against people with physical, intellectual, or psychiatric disabilities.
Center for Disability Rights, n.d.

ACCESSIBILITY
Ensuring that those with disabilities have free and full access to the same programs, services, and areas as those without disabilities do, and without discrimination.
ADA.gov, n.d.

ANTI-OPPRESSIVE PRACTICES
(a) Recognizes the oppression that exists in our society/space and aims to mitigate the effects of oppression and eventually equalize the power imbalances that exist between people. It also recognizes that all forms of oppression are interconnected in some way, shape or form.
Aquil et al., 2021
(b) Focuses on race, culture, or equity, and include one or more of the following topics: (i) Cultural humility; (ii) Social justice; (iii) Racial equity; (iv) Implicit bias; or (v) Anti-racism practices
eLaws, 2024

BELONGING
The feeling of security and support when there is a sense of acceptance, inclusion, and identity for a member of a certain group; an individual can bring their authentic self to a space.
Collins Dictionary, n.d.

CULTURAL AWARENESS
The ability to experience, share, and understand cultural diversity in the world; Self-examination and in-depth exploration of one's own cultural and professional background, involving recognition of one's biases, prejudices, and assumptions about individuals who are different.
Campinha-Bacote, 2002

CULTURAL COMPETENCE
The capacity to work effectively with individuals from special populations, including clients from ethnic/racial communities and consists of five constructs: cultural awareness, cultural knowledge, cultural skill, cultural encounters, and cultural desire.
Campinha-Bacote, 2002

CULTURAL CONGRUENCE
Offering healthcare services that honor the cultural beliefs, values, and traditions of patients and communities.
ANA, 2015; Marion et al., 2016, Salinda et al., 2021

CULTURAL HUMILITY
A lifelong process of self-reflection and self-critique whereby the individual not only learns about another's culture, but one starts with an examination of her/his own beliefs and cultural identities.
Tervalon & Murray-Garcia, 1998

CULTURAL RESPONSIVENESS
Understanding and appropriately including and responding to the combination of cultural variables and the full range of dimensions of diversity that an individual brings to interactions. Cultural responsiveness requires valuing diversity, seeking to further cultural knowledge, and working toward the creation of community spaces and workspaces where diversity is valued.
Hopf et al., 2021

DISABILITY
A person who has a physical or mental impairment that substantially limits one or more major life activities, a person who has a history or record of such an impairment, or a person who is perceived by others as having such an impairment.
ADA, N.D.

DIVERSE/DIVERSITY
Involving the representation or composition of various social identity groups in a work group, organization, or community. The focus is on social identities that correspond to societal differences in power and privilege, and thus to the marginalization of some groups based on specific attributes—for example, race, ethnicity, culture, gender, gender identity and expression, sexual orientation, socioeconomic status, religion, spirituality, disability, age, national origin, immigration status, and language. There is a recognition that people have multiple identities and that social identities are intersectional and have different salience and impact in different contexts.
American Psychological Association, APA, 2021b

EQUITY
Critically examining systems to identify biases that prevent equal access and opportunity to individuals.
Merriam-Webster, n.d.

HEALTH EQUITY
Health equity means the attainment of the highest level of health for all people, where everyone has a fair and just opportunity to attain their optimal health regardless of race, ethnicity, disability, sexual orientation, gender identity, socioeconomic status, geography, preferred language, or other factors that affect access to care and health outcomes.
Centers for Medicare & Medicaid Services, CMS, n.d.

INCLUSION
Inclusion is the process of enabling the full participation and contribution of all human resources in support of the mission of the organization by eliminating implicit and explicit barriers.
Department of Health & Human Services, HHS. 2019

INTERSECTIONALITY
The interconnected nature of social categorizations such as race, class, and gender as they apply to a given individual or group, regarded as creating overlapping and interdependent systems of discrimination or disadvantage.
Crenshaw, 1994

INCLUSIVE LANGUAGE
Language that avoids the use of certain expressions or words that might be considered to exclude particular groups of people, especially gender-specific words, such as "man", "mankind", and masculine pronouns, the use of which might be considered to exclude women.
Collins Dictionary, n.d.

INTERCULTURAL EFFECTIVENESS (AKA INTERCULTURAL COMPETENCE)
The ability to communicate and behave appropriately and effectively in intercultural situations based on one's intercultural knowledge, skills, and attitudes. This competence allows individuals to function effectively in diverse cultural environments by understanding, valuing, and integrating different cultural perspectives.
Fleckman et al., 2015

CMSA commitment to diversity is woven into the very fabric of our profession through the *Standards of Practice for Case Management* and the following areas:

- **Workforce Composition:** Focus on having a workforce that is representative of the populations served through professional case management programs

- **Talent Acquisition:** Recruitment strategies and tactics that focus on candidates that represent the broad range of diversity.

- **Career Advancement:** Implementation of mentorship and sponsorship programs, especially focusing on individuals from historically marginalized communities

- **Learning and Development (L&D):** Commitment to offering on-going continuous education on general health equity and related topics

Together, we're making strides toward a more inclusive society where everyone's rights are protected, so that all persons feel seen, with their voices heard and valued. Only in this way can all sectors of case management experience psychological safety in the context of their care, whether patients, their families, and the workforce itself.

References

ABLEISM
Center for Disability Rights (n.d.). #Ableism; Retrieved October 2, 2024, from
https://cdrnys.org/blog/uncategorized/ableism/

ACCESSIBILITY and DISABILITY
ADA.gov (n.d.). Americans with Disabilities Act; *Guide to Disability Rights La*ws; Retrieved October 2, 2024 from
https://www.ada.gov/resources/disability-rights-guide/#americans-with-disabilities-act-ada

ANTI-OPPRESSIVE PRACTICES (a)
Aqil A. R., Malik M., Jacques K. A., Lee K., Parker L. J., Kennedy C. E., Mooney G., German D. (2021). Engaging in anti-oppressive public health teaching: Challenges and recommendations. Pedagogy in Health Promotion, 7(4), 344–353. 10.1177/23733799211045407

ANTI-OPPRESSIVE PRACTICES (b)
eLaws(2024b). Title 10, Maryland Department of Health, Subtitle 42 Board of Social Work Examiners, 10.42.03. Code of Ethics

BELONGING
Collins Dictionary, (n.d.) belonging, definition; Retrieved January 6, 2025, from
https://www.collinsdictionary.com/dictionary/english/belonging

CULTURAL AWARENESS and CULTURAL COMPETENCE
Campinha-Bacote J. (2002). The Process of Cultural Competence in the Delivery of Healthcare Services: a model of care. *Journal of transcultural nursing : official journal of the Transcultural Nursing Society*, *13*(3), 181–201. https://doi.org/10.1177/10459602013003003

CULTURAL CONGRUENCE
Marion, L., Douglas, M., Lavin, M., Barr, N., Gazaway, S., Thomas, L., Bickford, C., (November 18, 2016) "Implementing the New ANA Standard 8: Culturally Congruent Practice" *OJIN: The Online Journal of Issues in Nursing* Vol. 22 No. 1

CULTURAL HUMILITY
Tervalon M, Murray-Garcia J. Cultural humility versus cultural competence: A critical distinction in defining physician training outcomes in multicultural education. *Journal of Health Care for the Poor and Underserved.* 1998;9(2):117–125. http://dx.doi.org/10.1353/hpu.2010.0233

CULTURAL RESPONSIVENESS
Friedman, H.S. and Markey, C. (2023). Murray, C. B. *in Encyclopedia of Mental Health.* 3rd edition. Elsevier Press,
Hopf, S. C., Crowe, K., Verdon, S., Blake, H. L., & McLeod, S. (2021). Advancing Workplace Diversity Through the Culturally Responsive Teamwork Framework. *American journal of speech-language pathology*, *30*(5), 1949–1961. https://doi.org/10.1044/2021_AJSLP-20-00380

DIVERSE/DIVERSITY
American Psychological Association, (APA), (2021b) Inclusive language guidelines, 2nd edition; Retrieved January 6, 2025, from https://www.apa.org/about/apa/equity-diversity-inclusion/language-guidelines

EQUITY
Merriam-Webster (n.d), Equity, definition; Retrieved January 6, 2025, from https://www.merriam-webster.com/dictionary/equity

HEALTH EQUITY
Centers for Medicare & Medicaid Services (CMS) (2023) *CMS framework for health equity;* Retrieved January 6, 2025, from https://www.cms.gov/priorities/health-equity/minority-health/equity-programs/framework

INCLUSION
The White House (2021). *Presidential Executive order 13583*; Retrieved January 6, 2025, from
https://www.whitehouse.gov/briefing-room/presidential-actions/2021/06/25/executive-order-on-diversity-equity-inclusion-and-accessibility-in-the-federal-workforce/

INTERSECTIONALITY
Crenshaw, K. (1994). Mapping the Margins: Intersectionality, Identity Politics, and Violence Against Women of Color". In: Martha Albertson Fineman, RixanneMykitiuk, Eds. The Public Nature of Private Violence. (New York: Routledge, 1994), p. 93-118.

INCLUSIVE LANGUAGE
Collins Dictionary (n.d.), Definition, Inclusive Language; Retrieved October 2, 2024 from
https://www.collinsdictionary.com/dictionary/english/inclusive-language

INTERCULTURAL EFFECTIVENESS (AKA INTERCULTURAL COMPETENCE)
Fleckman, J. M., Dal Corso, M., Ramirez, S., Begalieva, M., & Johnson, C. C. (2015). Intercultural Competency in Public Health: A Call for Action to Incorporate Training into Public Health Education. *Frontiers in public health*, *3*, 210.
https://doi.org/10.3389/fpubh.2015.00210