Racial Inequities in Housing and Homelessness Webinar Series

Webinar Three:

Individualizing Your Approach in Working with Diverse Populations

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House Keeping

• Because this is a webinar, attendees are muted
• Please type any questions you have into the Questions Box
• We are recording this webinar and will send out the link to everyone who registered at a later date.
Agenda

• Introduction
• Cultural Competency and Responsiveness
• Culturally Responsive Service Provision
• Q&A
Goals of *Racial Inequities in Housing and Homelessness* webinar series:

- Provide information to expand cultural responsiveness in working with communities of diverse racial and ethnic backgrounds
- Provide context on systemic inequities disproportionately effecting communities of color and it’s correlation with homelessness
- Start a dialogue between housing and homeless service providers, educators, policymakers, parents, researchers, and other stakeholders on racial inequities that link to homelessness
- Elicit action to increase diversity, access and opportunity, and inclusion and reduce implicit bias.
Cultural Competency and Responsiveness
Cultural Competency

- The ability to interact effectively with people of different cultures
- Helps to ensure the needs of all community members are addressed
- To be respectful and responsive to the beliefs and practices—and cultural and linguistic needs—of diverse population groups
- Is an evolving, dynamic process that takes time and occurs along a continuum

### Continuum of Cultural Competency

<table>
<thead>
<tr>
<th>Cultural Destructiveness</th>
<th>Cultural Incapacity</th>
<th>Cultural Blindness</th>
<th>Cultural Pre-Competence</th>
<th>Cultural Competence</th>
<th>Cultural Proficiency</th>
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<tbody>
<tr>
<td>Forced assimilation, subjugation, rights and privileges for dominant groups only.</td>
<td>Racism, maintain stereotypes, unfair hiring practices.</td>
<td>Differences ignored, “treat everyone the same”, only meet needs of dominant groups.</td>
<td>Explore cultural issues, are committed, assess needs of organization and individuals.</td>
<td>Recognize individual and cultural differences, seek advice from diverse groups, hire culturally unbiased staff.</td>
<td>Implement changes to improve services based upon cultural needs.</td>
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### Key Components of Cultural Competency

<table>
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<tr>
<th>Component</th>
<th>Description</th>
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<tr>
<td>Awareness</td>
<td>Being aware of your own individual biases and reactions to people who are of a culture or background significantly different from your own.</td>
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<tr>
<td>Attitude</td>
<td>Delineate the difference between just being aware of cultural differences and actively analyzing your own internal belief systems and developing awareness.</td>
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<tr>
<td>Knowledge</td>
<td>Understanding the disconnect between our values and beliefs about equality and our actual behaviors. We often are ignorant as to the degree of difference between our beliefs and our actions.</td>
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<tr>
<td>Skills</td>
<td>Taking practices of cultural competency and repeating them until they become integrate into one’s daily behaviors.</td>
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Cultural Awareness

• Explicit Bias
  – “Explicit bias” refers to the attitudes and beliefs we have about a person or group on a conscious level.

• Implicit Bias
  – attitudes towards people or associate stereotypes with them without our conscious knowledge

Implicit Bias test:
https://implicit.harvard.edu/implicit/
Attitude

- **Core Belief System (CBS)** is primarily shaped by our assumptions, emotions, and experiences.
  - These gradually harden into our core set of beliefs—a set of relatively inflexible positions that we have intuitively distilled from our accumulated learning

- Internal model of the world is updated following experiences
Knowledge

• Dissonance- actions differ from what we believe
  – We have an inner drive that strives for cognitive consistency (Festinger 1957)
• We must actively work to align our actions with our beliefs
  – Change your beliefs
  – Change your actions
  – Change your perception of an action
Cultural Responsiveness

- Programs and services evolve appropriately to engage families and communities in the design, delivery, and evaluation of effective and appropriate services
- Services framed by understanding of culture, cultural competency, and cultural humility
  - Result: Culturally responsive foundation for families and communities to be engaged and supported utilizing the strengths of their diversity and cultural dynamics
Culturally Responsive Practices

• Identifying evidence-based programs
• Linguistic and cultural adaptations of programs
• It might be necessary to make cultural adaptations for use with different or diverse populations
Culturally Appropriate Housing

- Facilitates community integration
- Maintains consumer choice and control
- Provides social support in a way that respects and acknowledges the consumer's cultural values
Client-centered Approach

• Client-centered practices can lead to culturally relevant and appropriate services
• Guidance is necessary, but bias can have an effect if unchecked
Removing Bias from Service Provision

- Acknowledge you've got them.
- Learn what your biases are.
- Ease into new waters.

(Kelly, Lewis 2018)
Cultural Strengths

• Religious faith
• Connection to the community
• Connection to ancestors and past members who fought for future generations
Priorities of homeless service users

1. Being able to see someone who can help, and being able to see them quickly
2. Being treated with dignity, with recognition of individual needs and acknowledgement of homeless applicants’ potential vulnerability and apprehensiveness at approaching the service
3. Crisis resolution – especially if the applicant is literally homeless
4. Good communication between the service and the applicant throughout the decision making and rehousing process
5. Finding a safe and permanent home that meets the applicant’s individual needs.
   - Importantly, this needs to be safe and secure, and in a location near to family/friendship networks, education, employment and transport
6. Ongoing support if needed

Source: Adapted from Evans and Littlewood (2011, p1)
Feedback

• Survey those you serve to hear how your services are and ways you can improve
• Give service-users a sense of ownership in the organization
• Enhance relationship between service-users and organization
• Empowers the voice of the service user
Increasing Level of Engagement

**Objective of the Approach**

**Inform**
To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, or solutions.
- Email newsletters
- Send press releases announcing progress milestones

**Consult**
To gather feedback from targeted stakeholders on the project's goals, processes, shared metrics, or strategies for change.
- Ask for input on initiative strategies
- Invite to small group or individual presentations about initiative

**Involve**
To work directly with stakeholders continuously to ensure that concerns are consistently understood and considered.
- Invite to join Working Groups or an advisory body for the initiative
- Partner in policy advocacy

**Collaborate**
To partner with stakeholders in each aspect of the decision including the development of alternatives and priorities.
- Appoint to a leadership role on a Working Group to help shape strategies

**Co-Lead**
To place final decision-making in the hands of stakeholders so that they drive decisions and implementation of the work.
- Invite to join the Steering Committee and/or similar body with decision making power in the initiative

*Source: Collective Impact Forum, adapted from Tamarack Institute and IAP2*
Questions?

Type in questions below
Contact Information:

For more information on material from this training visit http://cceh.org/resources-library/

Questions?

Contact: training@cceh.org
Racial Inequities in Housing and Homelessness Webinar Series

Recorded Webinars

Racial and Homelessness: Utilizing the Past to Understand the Present

A Community Response to Racial Inequities in Housing

Individualizing Your Approach In Working with Diverse Populations

Contact training@cceh.org for more information
Works Cited