

***Racial Inequities in Housing and Homelessness Webinar Series***

*Webinar Three:*

**Individualizing Your Approach in Working  
with Diverse Populations**

December 18, 2018

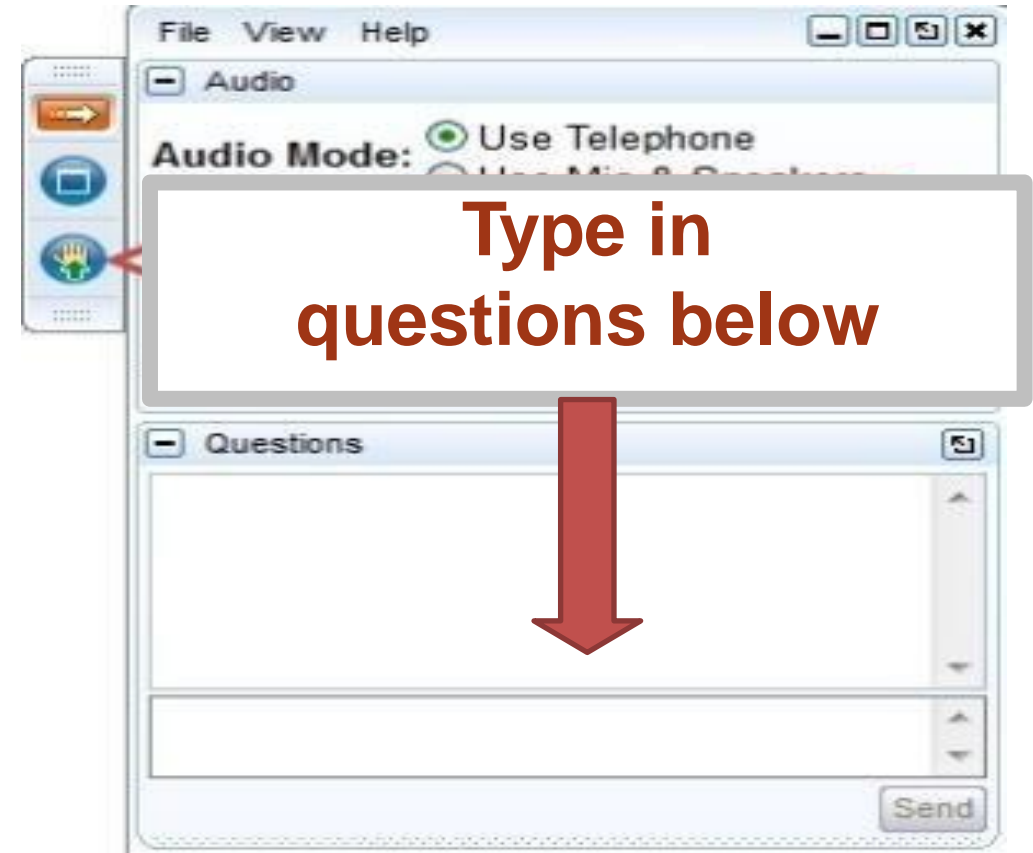


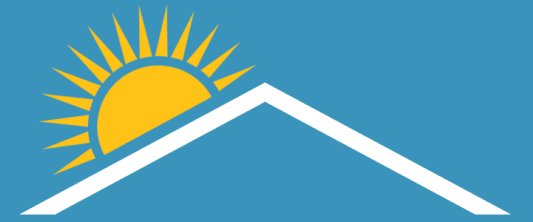
# **Tashmia Bryant**

*Training and Technical Assistance Coordinator*

# 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:

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- 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.

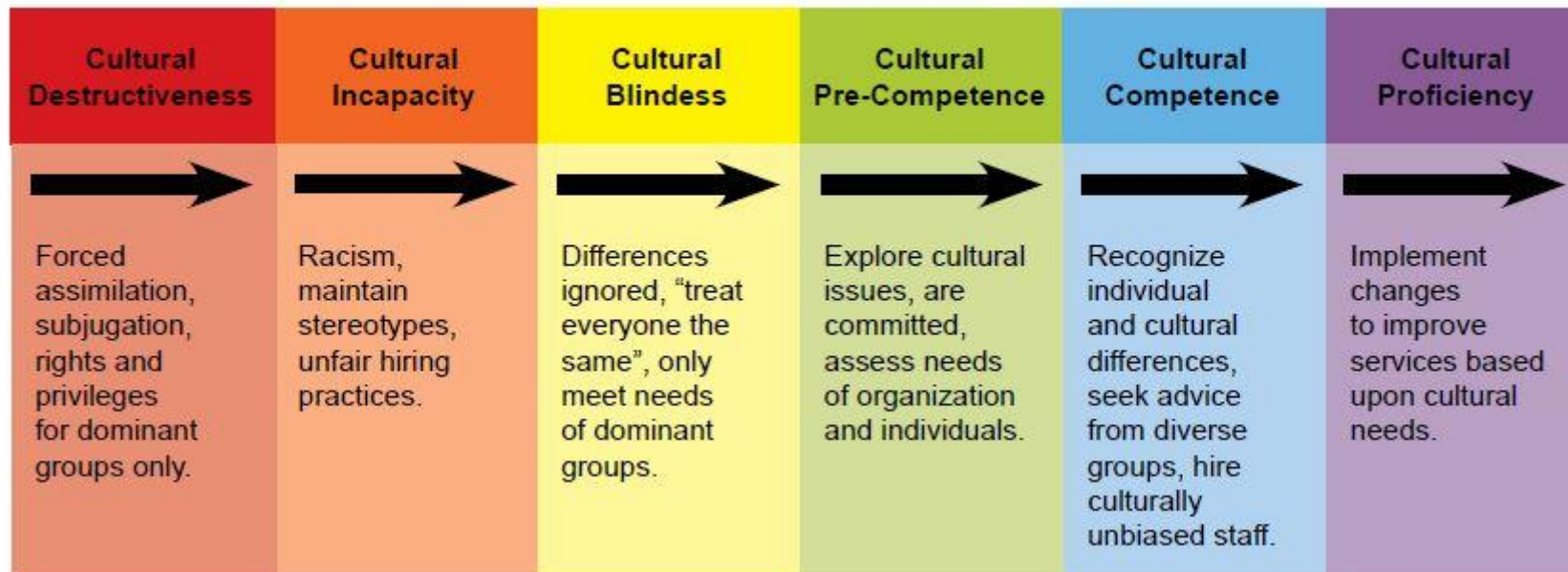


# **Cultural Competency and Responsiveness**

# 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



# Key Components of Cultural Competency

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## Awareness

Being aware of your own individual biases and reactions to people who are of a culture or background significantly different from your own

## Attitude

Delineate the difference between just being aware of cultural differences and actively analyzing your own internal belief systems and developing awareness.

## Knowledge

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.

## Skills

Taking practices of cultural competency and repeating them until they become integrate into one's daily behaviors



# Cultural Awareness

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- 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

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- **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

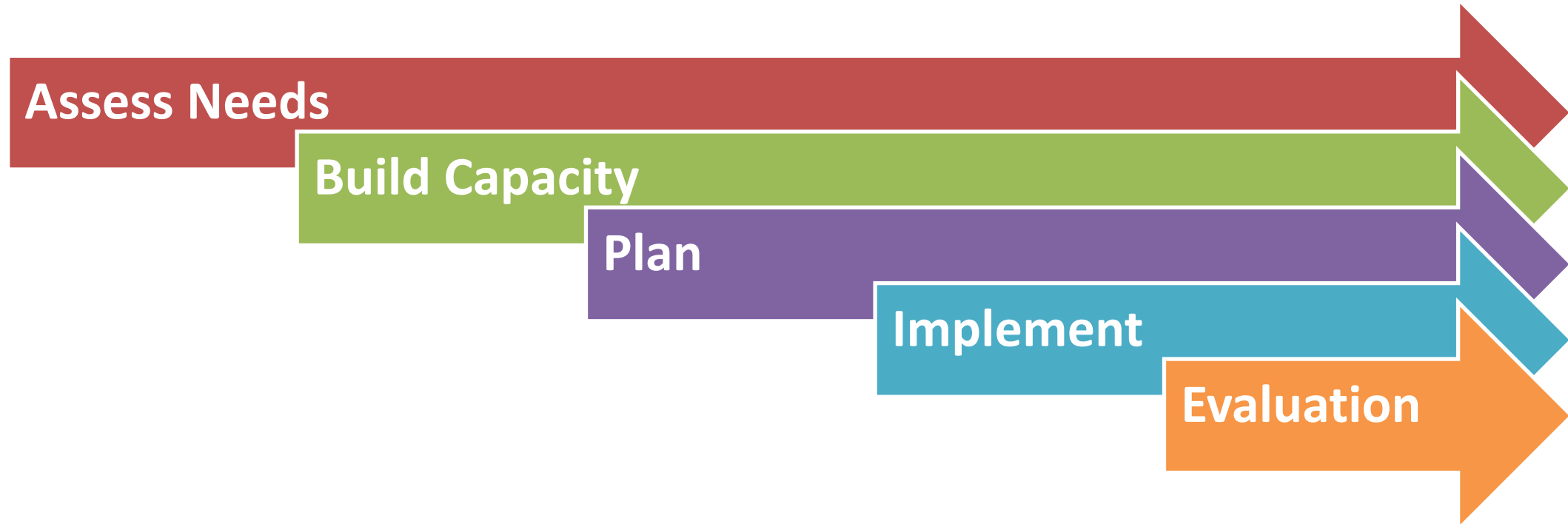
# Knowledge

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- 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 Competency Skills

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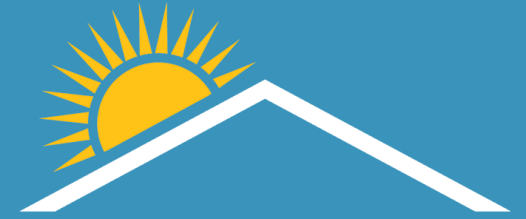


# Cultural Responsiveness

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- 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 <sup>1</sup>





# **Culturally Responsive Service Provision**

# Culturally Responsive Practices

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- 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

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- 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

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- 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

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

(Kelly, Lewis 2018)

# Cultural Strengths

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- Religious faith
- Connection to the community
- Connection to ancestors and past members who fought for future generations

# Priorities of homeless service users

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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

# Feedback

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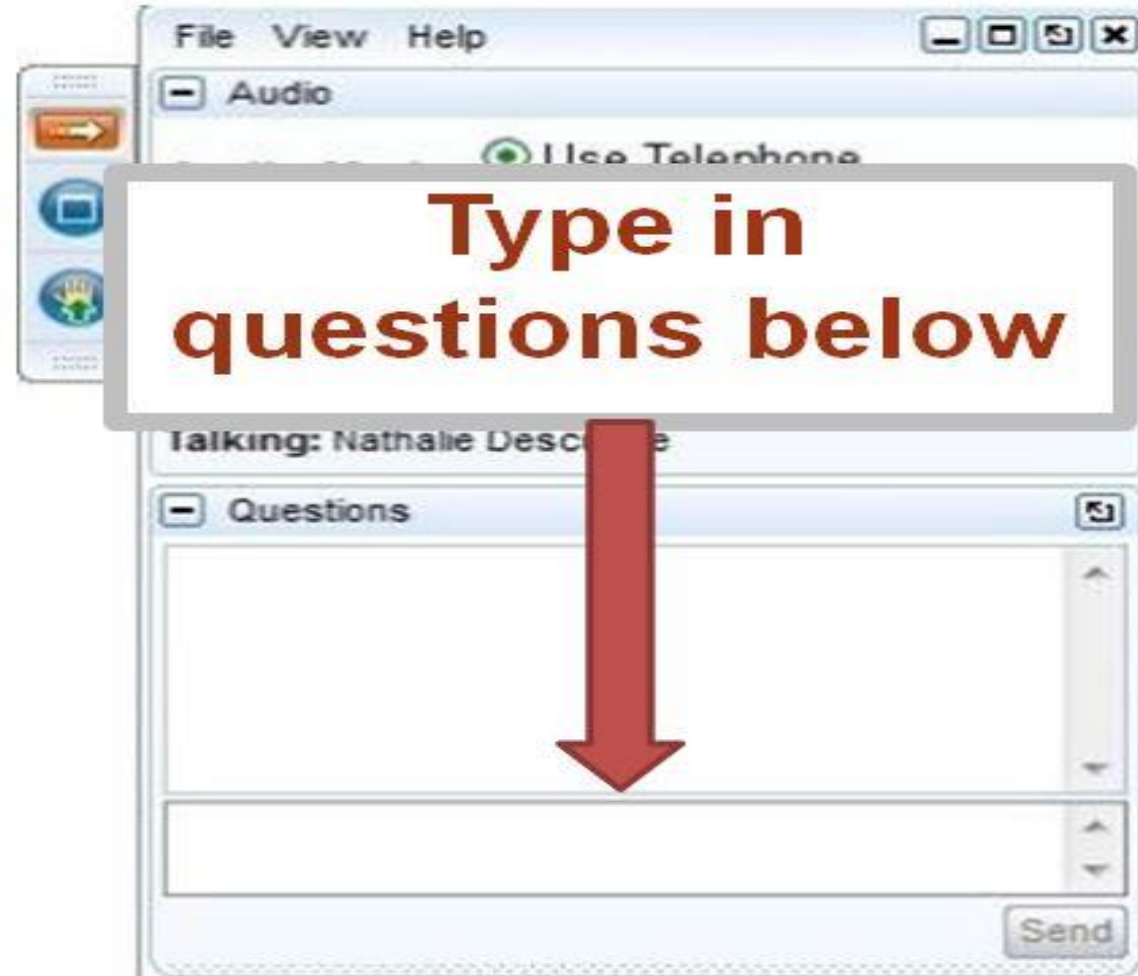
- Survey those you serve to hear how your services are and ways you can improve
- Give service-users a sense of ownership in the organization
- Enhance relationship between service-users and organization
- Empowers the voice of the service user

## Increasing Level of Engagement

	Inform	Consult	Involve	Collaborate	Co-Lead
<b><u>Objective of the Approach</u></b>	To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, or solutions	To gather feedback from targeted stakeholders on the project's goals, processes, shared metrics, or strategies for change	To work directly with stakeholders continuously to ensure that concerns are consistently understood and considered	To partner with stakeholders in each aspect of the decision including the development of alternatives and priorities	To place final decision-making in the hands of stakeholders so that they drive decisions and implementation of the work
<b><u>Examples</u></b>	<ul style="list-style-type: none"> <li>• Email newsletters</li> <li>• Send press releases announcing progress milestones</li> </ul>	<ul style="list-style-type: none"> <li>• Ask for input on initiative strategies</li> <li>• Invite to small group or individual presentations about initiative</li> </ul>	<ul style="list-style-type: none"> <li>• Invite to join Working Groups or an advisory body for the initiative</li> <li>• Partner in policy advocacy</li> </ul>	<ul style="list-style-type: none"> <li>• Appoint to a leadership role on a Working Group to help shape strategies</li> </ul>	<ul style="list-style-type: none"> <li>• Invite to join the Steering Committee and/or similar body with decision making power in the initiative</li> </ul>

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

# Questions?





# Contact Information:

For more information on material from this training visit

<http://cceh.org/resources-library/>

**Questions?**

Contact: [training@cceh.org](mailto:training@cceh.org)



# Racial Inequities in Housing and Homelessness Webinar Series

## *Recorded Webinars*

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[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](mailto:training@cceh.org) for more information

# Works Cited

1. Charles, Thana-Ashley. "[4 Tips for Culturally Responsive Programming.](#)" *Tccgrp.com*, TCC Group, 16 Dec. 2016.
2. Diab, Rasha, et al. "[Making Commitments to Racial Justice Actionable.](#)" *Special Issue: Anti-Racist Activism: Teaching Rhetoric and Writing*, 7 Aug. 2013, pp. 19–40.
3. Fong-Olivares, Yaro. "[Addressing Racial Equity With an Organizational Change Lens.](#)" *Philanthropy New Digest*, Foundation Center, 17 May 2018.
4. Festinger, L. (1957). *A Theory of cognitive dissonance*. Stanford, CA: Stanford University Press.
5. Kelly, L. (2018, May 2). How to Check Your Unconscious Biases. Retrieved December 13, 2018, from <https://medicalxpress.com/news/2018-05-unconscious-biases.html>