

Session 1: Foundations of DEIA

June 7, 2023
2:00 p.m. – 3:30 p.m. ET

Facilitators:

Mary Baker-Boudissa, HTC TTA Navigator
Ebony Velazquez, HTC TTA Specialist

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Here are some helpful tips for using Zoom during today's training:

Audio Connection:

Select the arrow next to the audio button to access audio features and select your speakers. (Your **microphone** and **video** will not be used in today's webinar session).

Select a Speaker

Speakers / Headphones (Realtek Audio)
✓ Headset Earphone (Plantronics Blackwire 3220 Series)
Same as System

Test Speaker & Microphone...
Switch to Phone Audio...
Leave Computer Audio

Audio Settings...

Chat:

The default setting is to message Everyone. Please note that if you want to send a message to one of the hosts privately, use the drop-down and select their name from the list of options.

Q&A:

Please select the **Q&A** button to submit a question (*please do not submit questions in the chat*).

Closed Captioning:

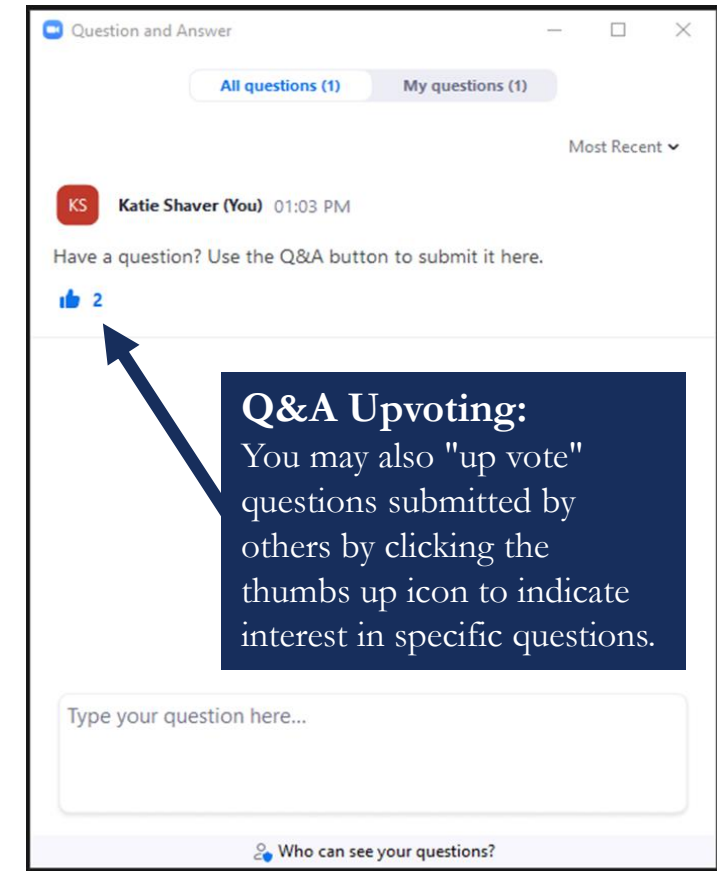
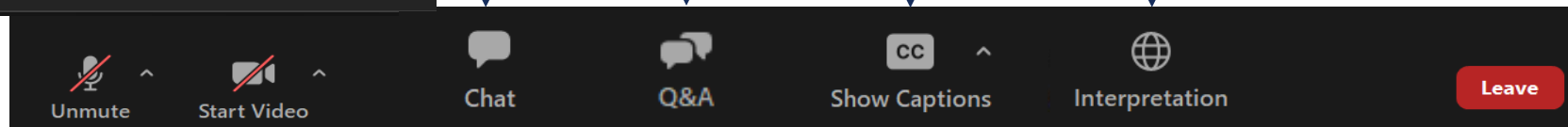
Please click the **Show Captions** button to view closed captioning.

Spanish Interpretation:

Please click the **Interpretation** button to select between the English and Spanish audio channels.

Q&A Upvoting:

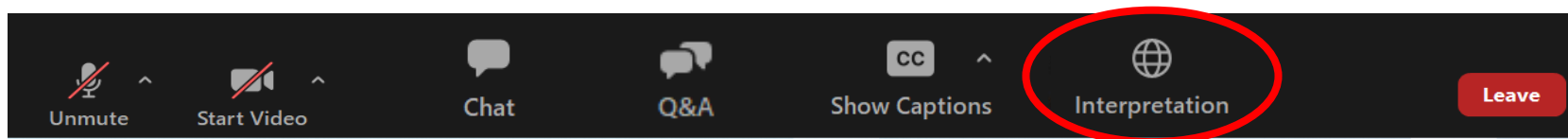
You may also "up vote" questions submitted by others by clicking the thumbs up icon to indicate interest in specific questions.



Live Interpretation Information

- Today's training will be offered in both English and Spanish. To access the Spanish line, please click the Interpretation button at the bottom of your screen to select between the English and Spanish audio channels.

El seminario web de hoy se ofrecerá tanto en inglés como en español. Para acceder a la línea de traducción en español, haga clic en el botón de interpretación en la parte inferior de la pantalla para seleccionar entre los canales de audio de inglés o español.

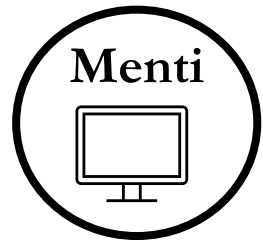


- Please note that the training recordings (English and Spanish), along with the PowerPoint slides and supporting resource links, will be circulated to grantees via email in the coming weeks.

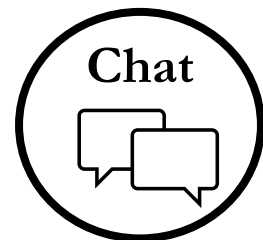
Technology and Accessibility Reminders

- OVC HTC is committed to providing universal access to all of our trainings and events. To request accessibility accommodations (e.g., sign language interpreters, large print), please contact HTCollective@icf.com to discuss with an HTC team member. *Please note that advance notice is necessary to arrange for some accessibility needs.*
- As with all technology, we may experience a momentary lapse in the session. If you experience any issues re-accessing the platform or with the audio during this session, please email our technical specialist, Bess Hoskins, at Bess.Hoskins@icf.com for assistance.

Engagement Tools



Menti will be utilized throughout this session and can be accessed through the Menti link, QR code, or [menti.com](https://www.menti.com) and entering the code 46 65 143.



The chat box feature will be used minimally at points throughout this sessions for providing quick answers or insight.



The reflection icon will be utilized to direct you to your course handbook to record any reflections during the presentation.

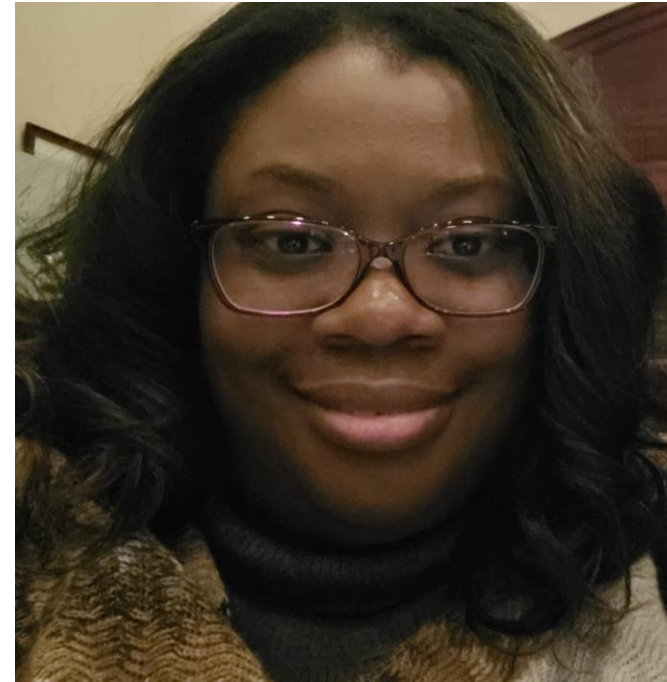
Evaluation

- At the conclusion of each session, participants will be prompted to complete a short evaluation survey for that session. Please select 'continue' to be taken directly to the evaluation.
- At the end of the series, participants receiving a certificate of completion will be asked to complete a more in-depth survey focusing on the training series as a whole.
- We sincerely appreciate your feedback!

Training Facilitators



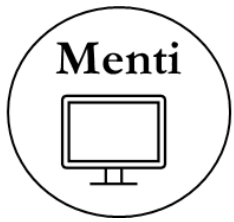
Mary Baker-Boudissa,
HTC TTA Navigator



Ebony Velazquez,
HTC TTA Specialist



OVC Opening Remarks



Mindfulness Exercise

What is one word or phrase that describes how you are showing up today?



Learning Objectives

This training will help participants to:

- Have a framework for building their approach to DEIA – both the “*Me*-work” and the “*We*-work”
- Engage in discussion around concepts like bias, cultural identity, intersectionality, and cultural humility to support culturally responsive client services
- Plan for DEIA within their organizations by identifying assets, gaps in culturally responsiveness, and considerations for updating policies and practices
- Set goals for their continued learning and growth in support of DEIA

Overview

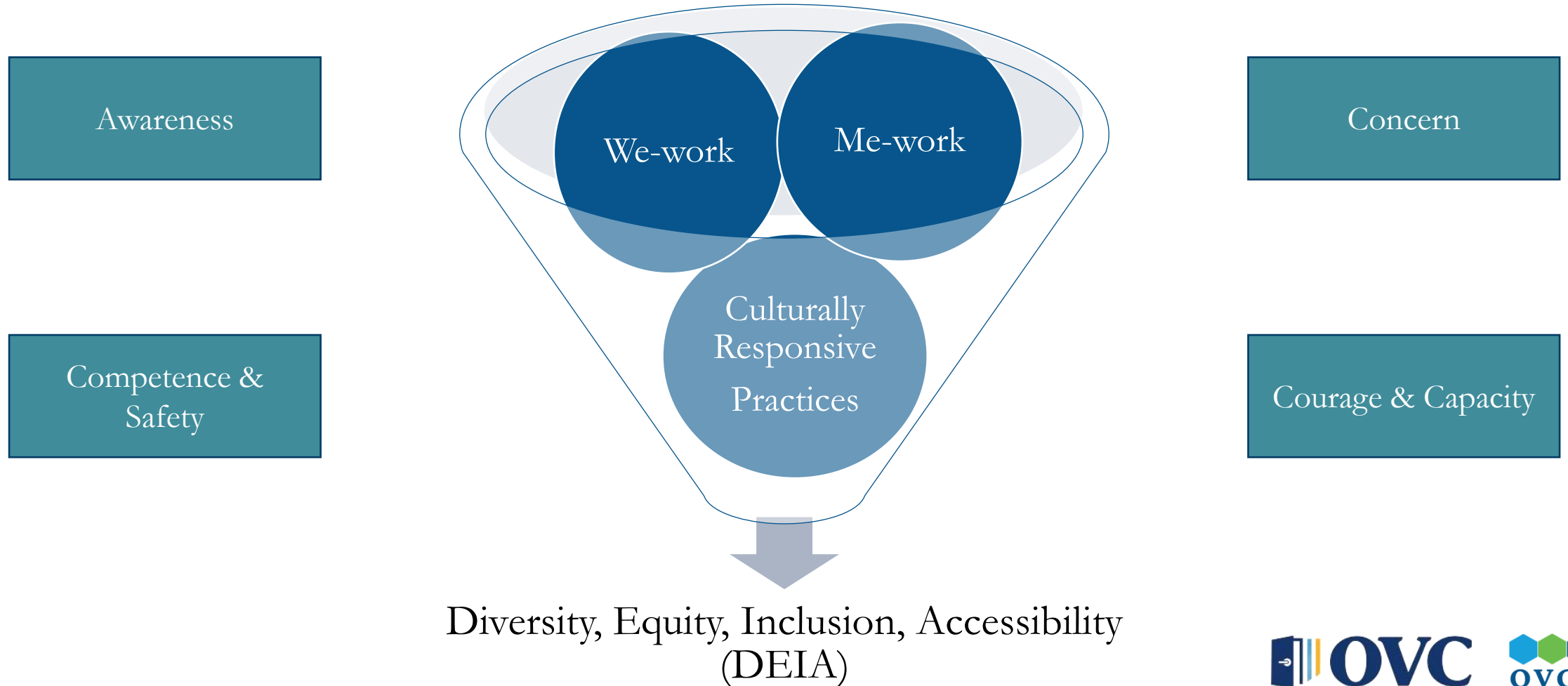
Framing the Journey to Effectively Supporting DEIA

- **Cultivate Awareness**
- **Cultivate Competence**
- **Cultivate Courage**



Framework for DEIA

Cultivating DEIA



Framing the “*Me-work*”

CULTIVATE AWARENESS, COMPETENCE & COURAGE

- Knowledge of self: bias, identity, culture & vulnerabilities
- Knowledge of others: cultural identity, experiences, values & needs
- Engage in reflection, learning & development
- Model accountability
- Demonstrate cultural humility & cultural responsiveness
- Understand intersectionality, marginalization, & trauma
- Allyship & disruption
- Stumble boldly





What was your biggest
takeaway from the
pre-session assignment
video?

[Video Link: Reimagining Equity Work | Shaundel Spivey | TEDxUWLaCrosse](#)

Cultivate Equity





Cultivate Awareness of Self

Readiness, Bias, & Cultural Identity

Cultivate Awareness: Assessment

What is Liberatory Thinking?

- Liberatory thinking is the re-imagining of one's assumptions and beliefs about others and their capabilities by interrupting internal beliefs that undermine productive relationships and actions.

Liberatory Thinking Tool

- Self-reflection tool to support individuals in using liberatory thinking.

DEIA Readiness

1

READY to LEARN – We recognize we have some work to do in this area and are willing to move out of our comfort zone.

2

LEARNING – We have done some work and feel confident in our ability to continue practicing these principles.

3

DELIVERING – We have extensive experience and comfort in navigating the practices aligned to these principles. We can help others.

Liberatory Thinking Tool

Bias Results

■ 1 - Ready to Learn ■ 2 - Learning ■ 3 - Delivering

I know of many social and gender identities of other people, their cultural influences, and how they...

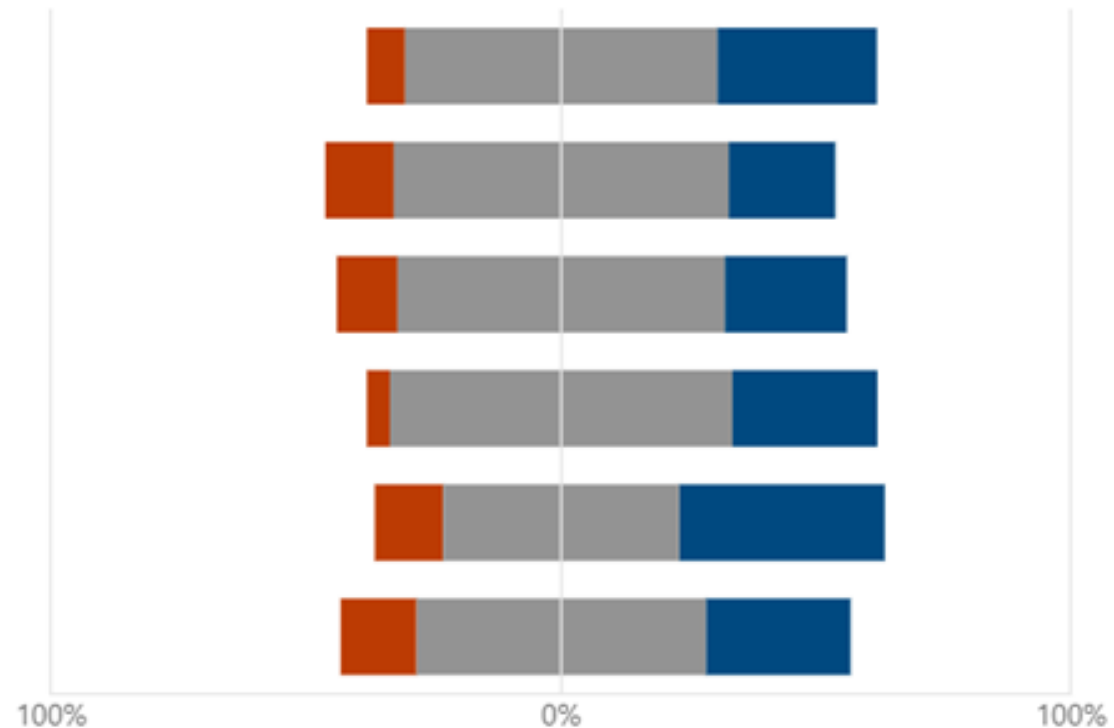
I have knowledge of the history, ideology, and continued presence of systemic inequalities and ho...

I understand how different forms of oppression operate on interpersonal, cultural, institutional, and...

I understand the impact of societal inequalities on my own and others' experiences of...

I have high expectations of all leadership/staff/co-workers/volunteers and their capabilities

I am open to changing my daily practices, including sharing the power I hold due to my positional...



Implicit Bias

What is *implicit bias*?

- Preference or prejudice that is present but not consciously held or recognized; attitude or belief that unintentionally affects judgments, decisions, responses and behaviors; positive or negative attitude, of which one is not consciously aware, for or against a specific social group

Implicit Bias



Please click image
to play video

Recognizing Bias

1

READY to LEARN – I am aware that implicit bias exists but don't know what biases I hold.

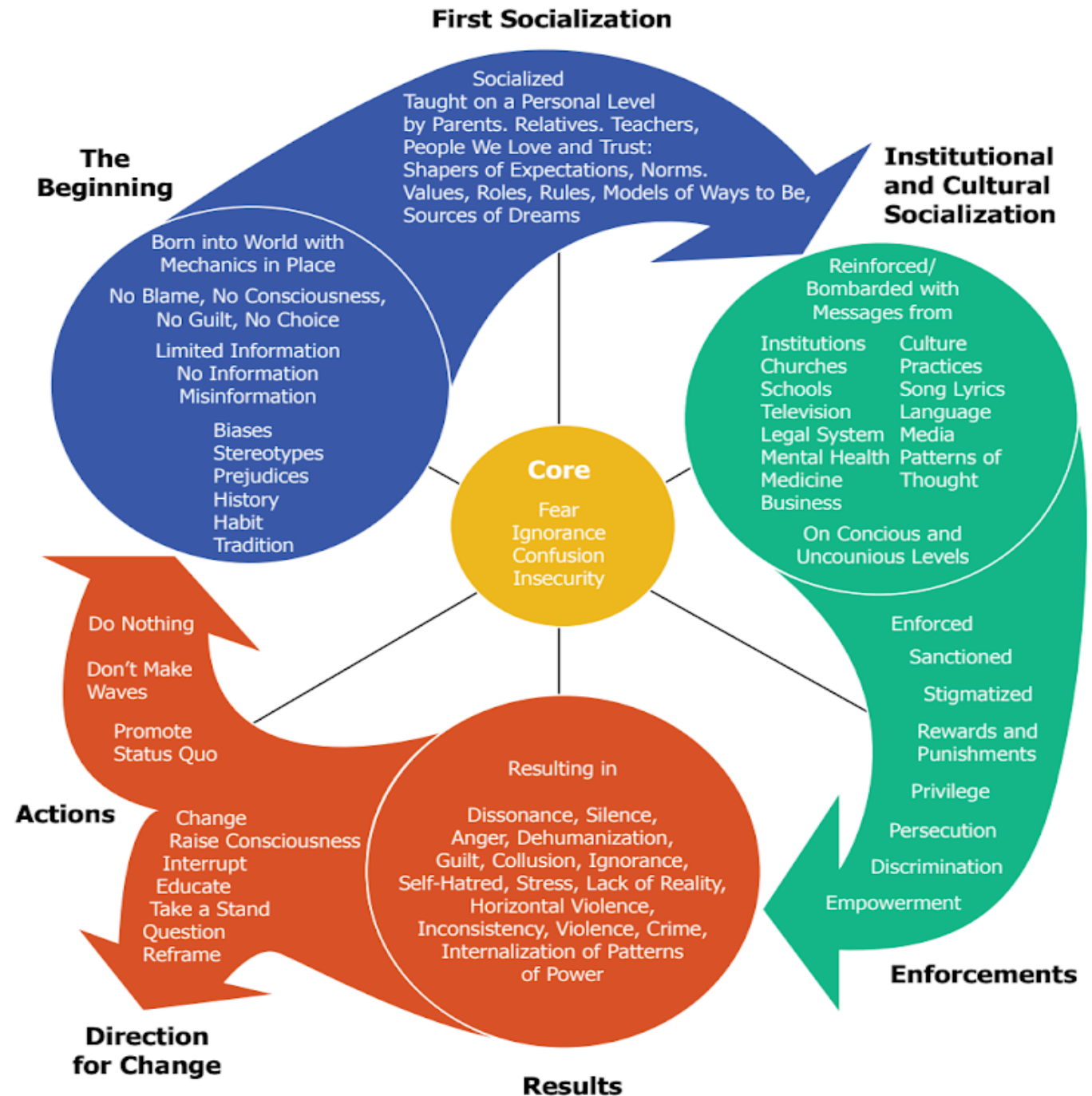
2

LEARNING – I have begun to assess and explore implicit (unconscious) biases and how they are showing up in my interactions. I am more aware of bias and the negative impact on different groups, both interpersonally and systemically.

3

DELIVERING – I actively practice reflection on interactions and employ strategies to counter bias. I take steps to prevent and disrupt bias from negatively impacting others.

Cultural Socialization



Effects of Socialization

- Social Norms: Group expectation of what is appropriate and acceptable behavior for members of that group.
- Social Roles: Patterns of behavior that are expected of a person in a certain setting or group.
- Social Scripts: Individual's knowledge about the sequence of events expected to happen in a certain setting.

How can conflicting social norms affect our ability to interact with diverse clients?

Liberatory Thinking Tool

Identity Results

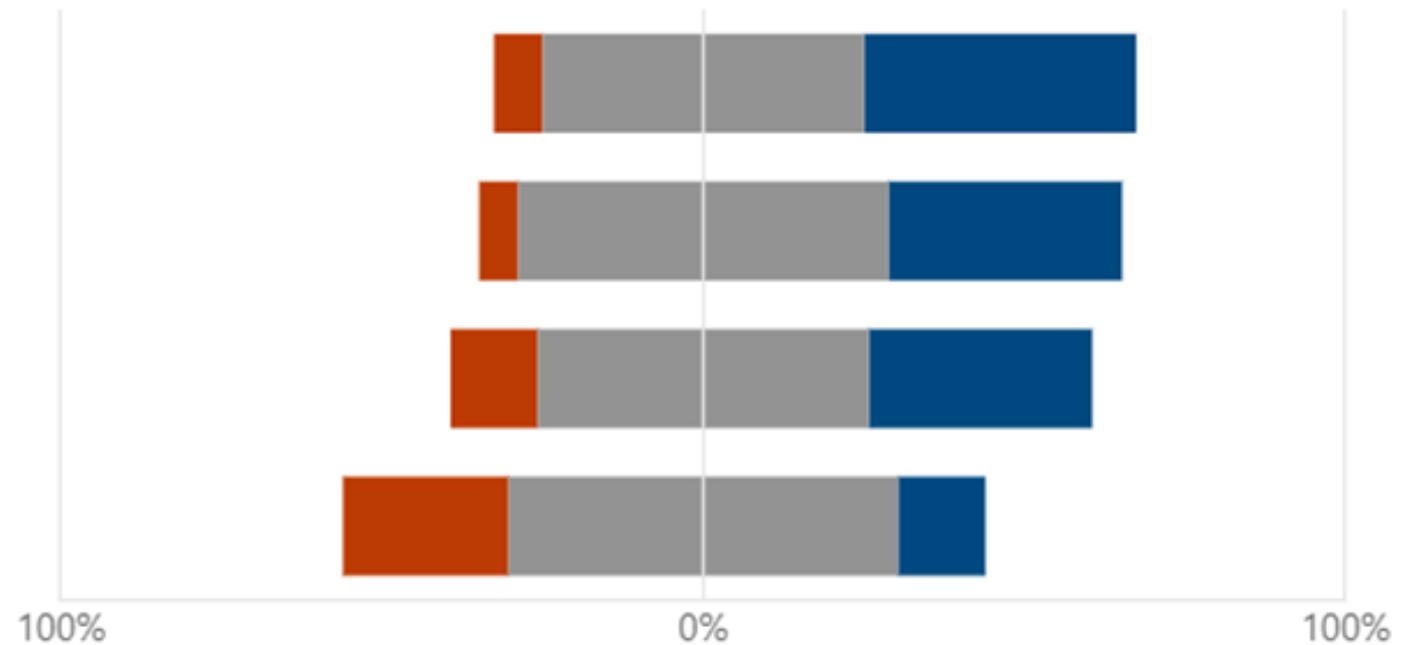
■ 1 - Ready to Learn ■ 2 - Learning ■ 3 - Delivering

I can communicate an understanding of my identities and intersectionality

I understand how my social identities affect how I do my work (e.g. interviews, work with communities)

I can name current racial inequities in my communities

I am able to recognize how I express internalized racial superiority* and internalized racial inferiority*



What cultural identities would you use to describe yourself?



Reflection: Cultural Identity & Values



- Which identity is the one that most people would use to describe you?
- Which is the one that you feel the most judged by?
- Which identity means the most to you?
- Which one would you choose to give up if your life depended on it?
- Which one do you talk about the least?
- Which identity do you feel most influences the way you interact with colleagues? At home? With clients?
- Which identity do you feel you are judged for the most?
- Which identity do you feel you have to hide?



Cultivate Awareness of Others

Cultural Humility vs. Cultural Competence

Understanding Cultural Humility

A cultural humility perspective challenges us to learn from the people with whom we interact, reserve judgement, and bridge the cultural divide between our perspectives, in order to facilitate well-being, and promote improved quality of life. Such a perspective frees the observer from having to possess expert knowledge in order to maintain knowledge-based power, control, and authority over matters about which diverse populations are far more knowledgeable.

- Tervalon, M. and Murray-Garcia, J. (1998)

Cultural Humility vs. Cultural Competence

- **Cultural Humility** – Practice that requires us to view ourselves not as experts in other people’s cultures, but, rather, as learners. By acknowledging that we don’t know everything about cultures other than our own, we are showing respect and demonstrating our openness to learning.

VS

- **Cultural Competence** – Process by which we acquire, integrate, and transform knowledge about individuals and groups of people into specific standards, policies, practices, and attitudes, used in appropriate cultural settings to increase quality of interactions and services, thereby producing better outcomes.



Cultivate Competence

Strategies for Countering Bias

Cultural Responsiveness

- **Cultural Responsiveness** – Practice that combines increasing awareness of cultural factors and responding to them in an appropriate manner. This involves including culture as part of client assessments, tailoring interventions to take the client's culture into account, all while demonstrating respect, building on the strengths of the culture, and attending to clients in the contexts of their social environments, including culture.

Cultural humility helps us acquire the knowledge to practice cultural responsiveness.

Countering Bias



Mindfulness

What am I feeling? What emotions are showing up?
What is this emotion connected to in my experience?
Am I seeing the situation for what it is?



Humility

What do I really want to know?
What is motivating the other person?
How are they experiencing this situation?
What could I have done differently?



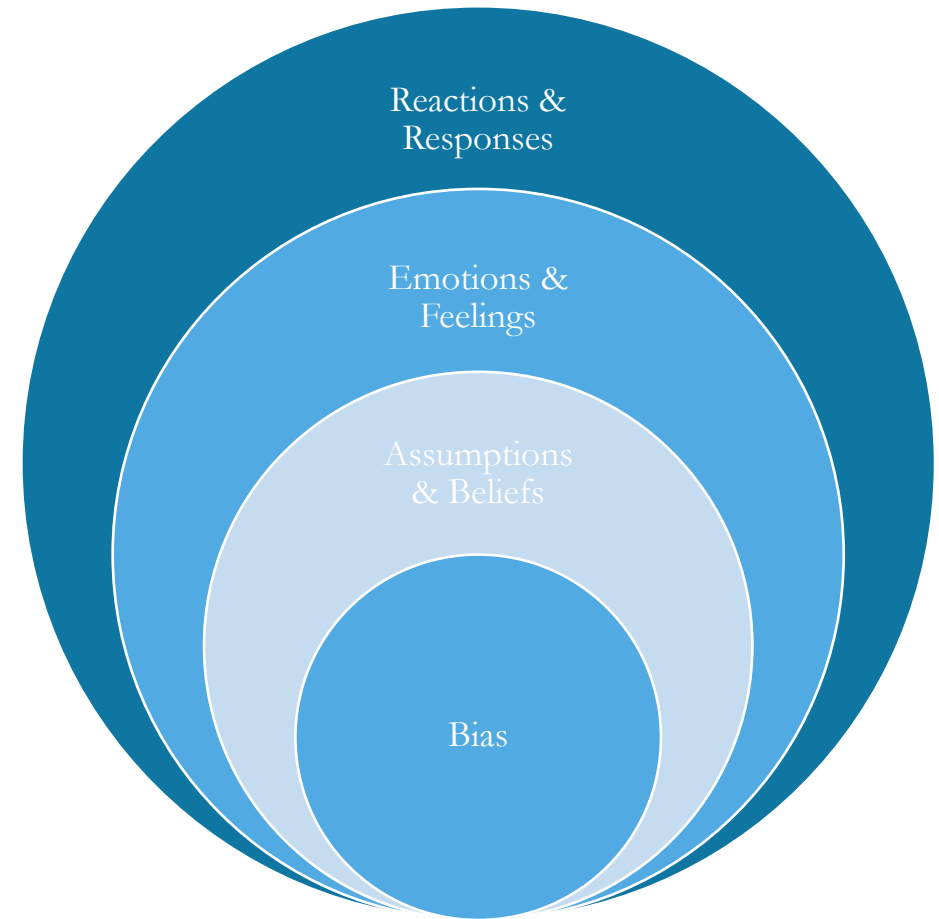
Perspective Taking

How would I feel in this situation?
What would have made me feel heard and seen?
What could someone have said to connect with me in a similar situation?

Countering Bias

Mindfulness

- Pause
- Acknowledge vulnerability and discomfort
- Take time to notice thoughts
- Consider what beliefs are influencing your response/reaction
- Recognize assumptions you are making



Countering Bias

Engage in
perspective
taking

What feelings or
emotions would
cause me to behave
similarly?

How can I better
demonstrate
empathy in this
situation?

Actively
engage
community

Where can I learn
more about this?

How can I engage
the voices of this
community?

Challenge your
expectations

Is my behavior
based on what I
know or what I
assume?

What assumptions
did I make about
this person? Based
on what?

Intersectionality & Trauma





Cultivate Courage

Microaggressions, Allyship & Speaking Up

Microaggressions 101



Please click
image to play
video

Activity: Allyship-Speak Up



Read the scenario and reflect:

- What might have made the speaker feel vulnerable in the situation?
- What evidence of bias did you see in the speaker? In others in the scenario?
- What did allyship look like in that situation?
- Would you have responded as the narrator did?

Scenario:

A manager writes:

“One of my employees constantly makes ‘jokes’ about people being ‘bipolar’ or ‘going postal’ or being ‘off their meds.’ I happen to know that one of our other employees — within earshot of these comments — is on medication for depression. How can I stop the bad behavior without revealing proprietary information?”



What do you need in order
to demonstrate allyship?

Allyship

Calling “In”

- Calling in is an invitation to a one-on-one or small group conversation to bring attention to an individual or group’s harmful words or behavior, including bias, prejudice, microaggressions, and discrimination.

Calling “Out”

- Calling out is bringing public attention to an individual, group, or organization's harmful words or behavior

Next Steps: Setting Goals

Identify 1-2 personal goals for:

- **Cultivate Awareness**
- **Cultivate Competence**
- **Cultivate Courage**

Setting Goals



Think about areas where you marked “Ready to Learn” or “Learning.”



What is one step or action that has helped/will help you to go from “Ready to Learn” to “Learning”?



What is one step you plan to take towards growth from “Learning” to “Delivering”?

Goal Setting Activity

Reflection



Focus Area	Vulnerability	New Understandings	Assets	Goals
<i>Cultivating Courage</i>	e.g., Afraid of saying the wrong thing	e.g., Saying nothing might be worse	e.g., Good rapport with colleagues	e.g., Call out microaggressions in staff meeting
Cultivating Awareness: Self				
Cultivating Awareness: Others				
Cultivating Cultural Humility				
Allyship				
Cultural Responsiveness				

Stumble Boldy



Reflection



Wrap Up



**WHAT ARE YOUR TAKE
AWAYS FROM TODAY?**



Q&A

Next Session

Session 2: Culturally Responsive Client Engagement

Date: Wednesday, June 21, 2023 | **Time:** 2:00–3:30 p.m. ET

Pre-session Assignments:

Required (*approximately 1 hour total*)

- Read: [How to Promote Racial Equity in the Workplace](#) (est. 10 minute)
- Watch: [Lily Zheng on gender ambiguity and transgender identity at work and more](#) (est. 11 minutes)
- Watch: [Our fight for disability rights and why we're not done yet | Judith Heumann](#) (est. 21 minutes)
- Read: [“Diversity, Equity, and Inclusion in Nonprofit Bylaw”](#) (est. 5 minute)

Optional (*approximately 15 minutes total*)

- Review: [Enhanced CLAS Standards for Health and Health Care](#) (sections: Introduction and Chapter 1) (est. 15 minutes)