Session 2: Culturally Responsive Client Engagement

June 21, 2023
2:00 p.m. – 3:30 p.m.

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

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Quick Technical Reminders

- Participation
- Closed Captioning
- Technical Support
- Evaluation

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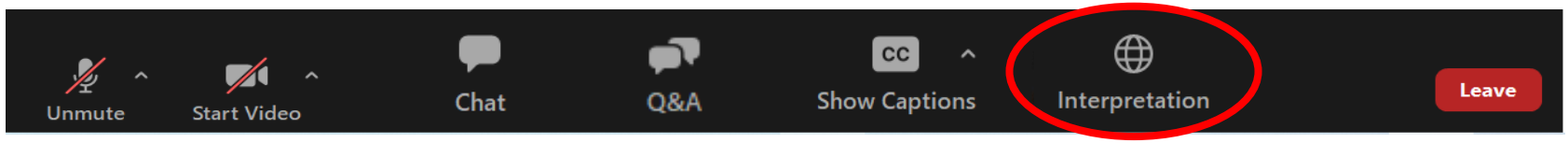
Live Interpretation Information

- Today's training session 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.

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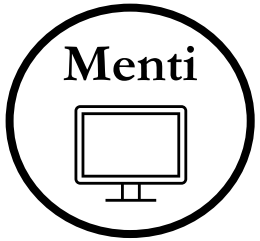
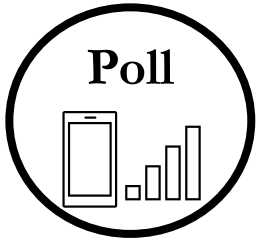
Engagement Tools



Mentimeter (Menti) will be utilized throughout today's session and can be accessed by following the instructions outlined on the designated slides.



Zoom polls will be prompted during the session and will automatically pop up on your screen.

Please use the **Q&A** feature to submit any questions or comments through the session.

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

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Icebreaker

Use the Q&A function to respond to the question "What is the best breakfast beverage?"

Training Facilitator's

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HTC TTA Navigator

Ebony Velazquez,
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Learning Objectives

This training session will help participants to:

- Understand the framework for building a *just* and culturally responsive organization.
- Acquire tools for organizational assessment, planning, and implementation around cultural responsiveness.
- Apply a DEIA framework to organizational policies, practices, and structures.

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“Injustice anywhere is a threat to justice everywhere. We are caught in an inescapable network of mutuality, tied in a single garment of destiny. Whatever affects one directly, affects all indirectly.”

— Martin Luther King Jr.

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Framework for DEIA

Structure of a Justice-led Organization

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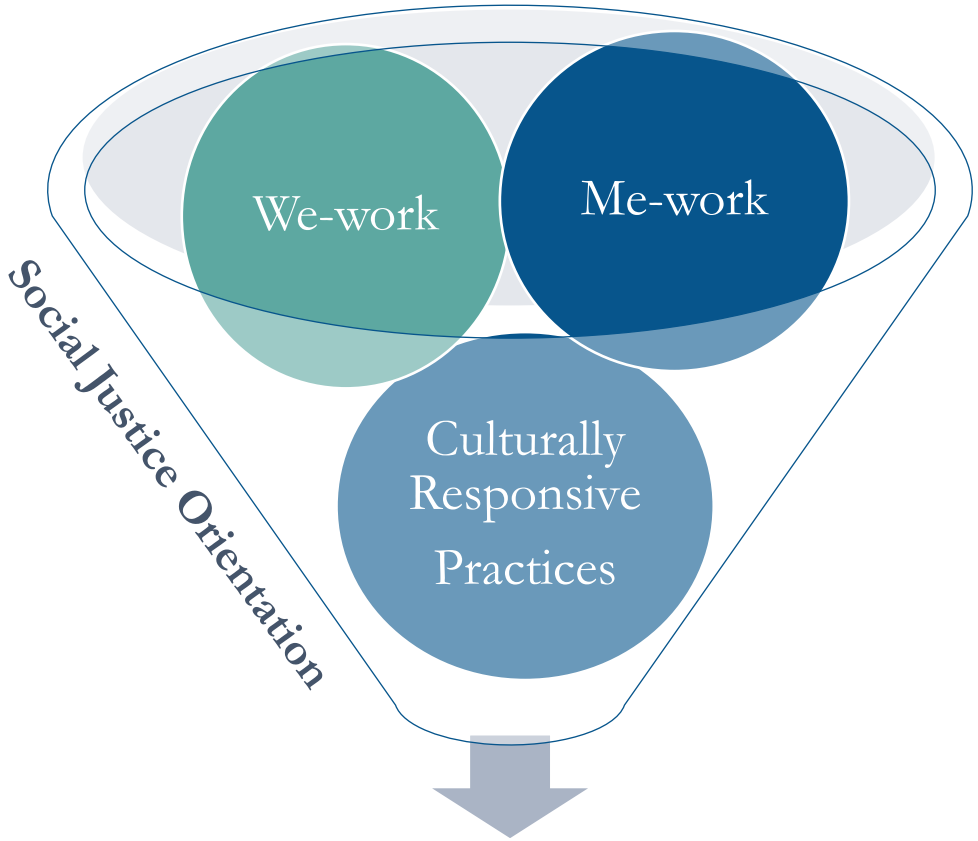
Cultivating DEIA

Awareness

Competence & Safety



Concern

Courage & Capacity

Diversity, Equity, Inclusion, Accessibility (DEIA)

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Framing the "*We*-work"

CULTIVATE CONCERN, CAPACITY & SAFETY

- Establish a common vision for DEIA
- Foster difficult conversations
- Build trust: transparency & psychological safety
- Embrace authenticity
- Meaningfully engage partners & client voices
- Encourage allyship, disruption & advocacy
- Sustain cultural responsiveness practices
- Foster social & emotional wellness
- Model continuous improvement

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Assets for Championing DEIA

Menti

Name 1-2 areas of strength to support DEIA in your organization.

Cultivate Awareness

Vision, Assessment, Opportunities for Growth

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What is your organization's vision for DEIA?

Cultivate Awareness: Set a Vision

Why?

- Communicate values internally
- Communication values externally
- Foundation for DEIA efforts
- Opportunity to build buy-in from within the organization

What?

- Statement on your website
- Statement included on communications
- Actionable steps toward strategic goals

Cultivate Awareness: Assessment

- **Diversity** – What gaps exist in having a staff that reflects our clients & communities?
- **Equity** – What practices do we need to address to improve equity?
- **Inclusion** – What voices are missing from decision-making, planning, and implementing services? What policies do we have that potentially exclude clients?
- **Accessibility** – What gaps do we have in meeting the needs of our clients who require additional support to access services?

Cultivate Awareness: Assessment

Liberatory Thinking Tool

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

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

How were you feeling?

Liberatory Thinking Tool

Action Results

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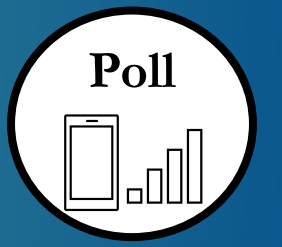
Poll: Organizational DEIA Awareness

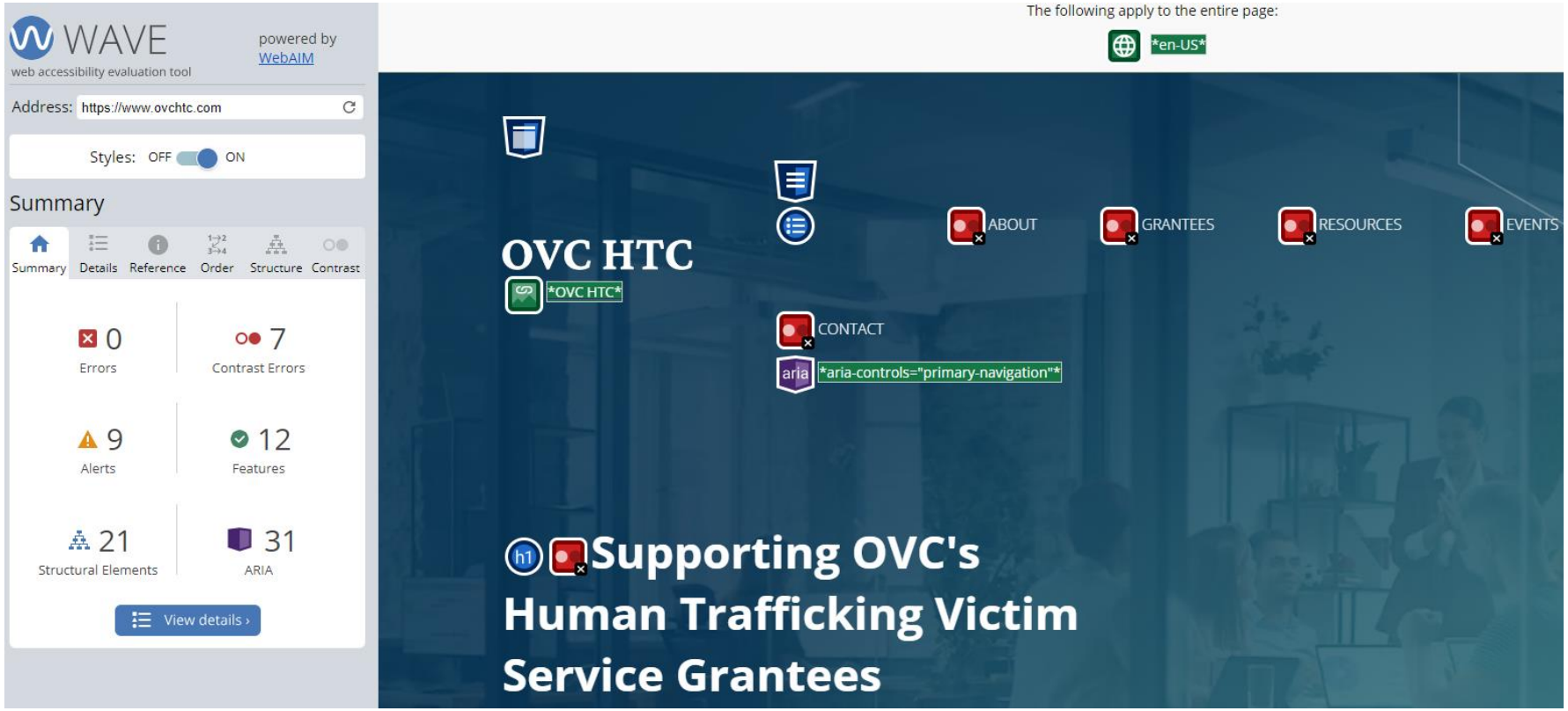


1. READY to LEARN – We recognize we have some work to do in this area and are willing to move out of our comfort zone.

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.

Assessment Tool: WAVE



Web Accessibility Evaluation Tool (WAVE) – www.wave.webaim.org

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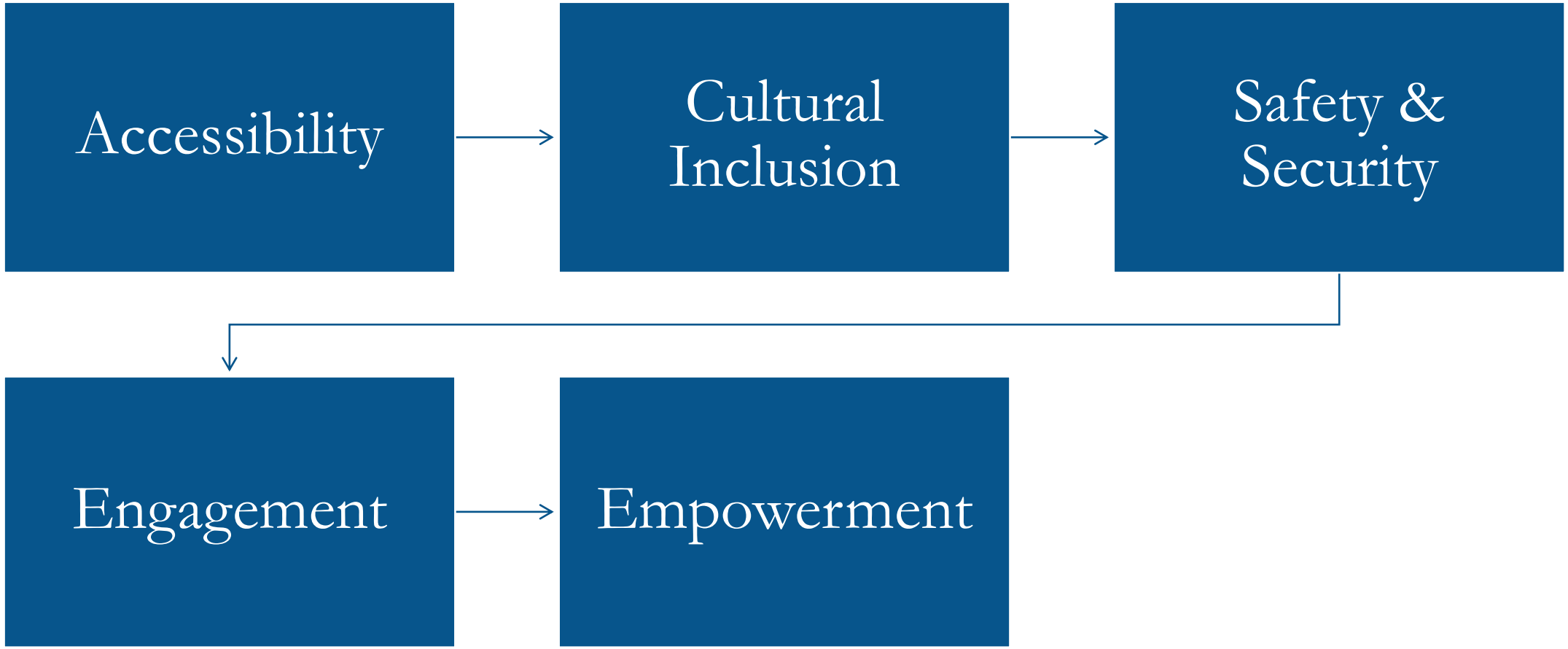
Assessment Tool: Team Walkthrough



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Cultivate Concern

Leadership Buy-In, Consensus Building, Partner Engagement

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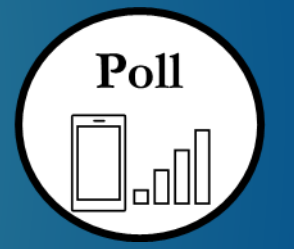
Poll: Challenges to Advancing DEIA



Which of the following do you see as the greatest challenge to advancing DEIA?

Organizational Diversity

Organizational Awareness & Training

Psychological Safety & Trust

Leadership Buy-in

Client & Partner Engagement

Cultivate Concern: Building Consensus

What is your "why"?

What gaps have you identified in your services?

What barriers to access have you identified?

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Building Consensus: Common Understanding

- **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.
- **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.
- **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.

Building Consensus: Policies, Bylaws

What makes a policy inclusive?

Cultivate Concern: *Inclusive* Policies

- **Cultural Identity** – Policies and procedures demonstrating how the agency is responsive to the needs of a client's cultural identity and experience
- **Gender Identity** – Any client forms related to the intake or case management process (or written protocols) that demonstrate how the agency responds according to a client's gender identity and/or selected pronouns
- **Sexual Orientation** – Any client forms related to the intake or case management process (or written protocols) that demonstrate how the agency responds according to a client's sexual orientation

Building Consensus: Partnership

What information do you need to collect from your partners about DEIA?

- DEIA supports
- Potential barriers to inclusion
- Policies & procedures that support equity

Cultivate Concern: Engage Partners

Considerations for collecting partner input:

- Delivery methods
- Barriers to accessing the survey
- Consider internal partners they will need to collect the information

Additional considerations for survey draft:

- What similar questions can you ask across partner groups?
- What partner-specific questions need to be asked?
- What have you learned from previous surveys? What has worked well? What has not worked?
- What goals can you set around the survey? (e.g., response rate, experience ratings, information to inform planning)

Cultivate Competence & Safety

Growth Mindset, Fostering Cultural Safety

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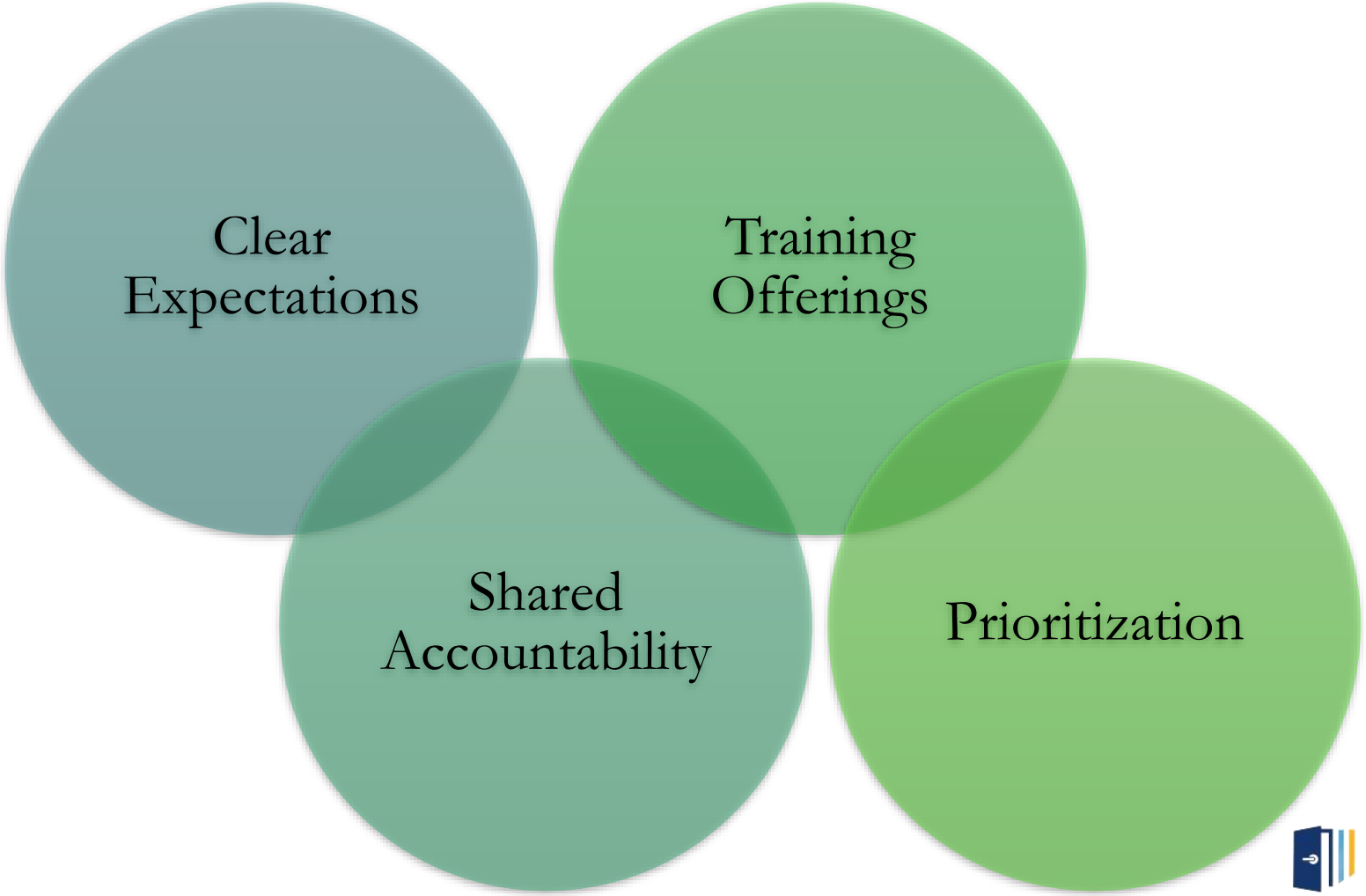
Building Cultural Competence



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Building Cultural Safety

What does it mean to foster *cultural safety*?

- Psychological Safety
- Authenticity at Work
- Permission to Fail
- Courageous Conversations

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Cultivate Cultural Safety

External Factors

- What incorrect or negative assumptions have we made about our clients?
- How well are we meeting the linguistic needs of our clients?
- What data does our team use to understand the diversity of our clients?
- In what ways does our organization meaningfully engage client (survivor) voice?
- How do our procedures empower clients and inform them of their rights?

Cultivate Cultural Safety

Internal Factors

In what ways does our organizational culture foster communication & trust?

How often does our organization assess aspects of positive & inclusive culture?

At what levels/in what roles could our organization improve in reflecting diversity?

Does my organization have a clear plan for DEIA?

In what ways does leadership demonstrate support for employee well-being?

Cultivate Courage & Capacity

Trust, Difficult Conversations, Allyship

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"We need to trust to be vulnerable, and we need to be vulnerable in order to build trust."

— Brené Brown

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Reflect: Building Trust

What will it take to improve trust within your organization?

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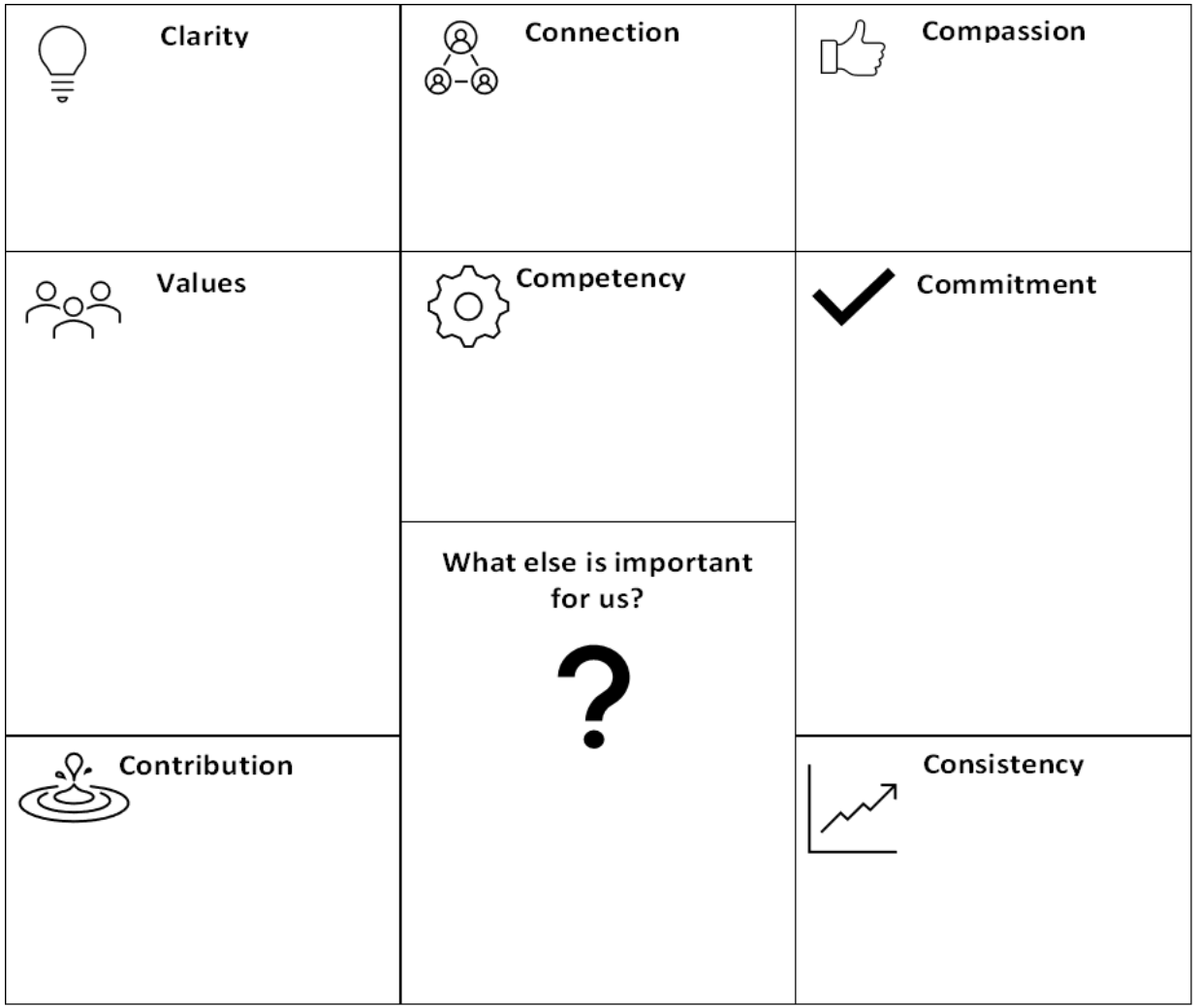
Cultivate Courage: Using a Trust Canvas



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Cultivate Capacity for Difficult Conversations

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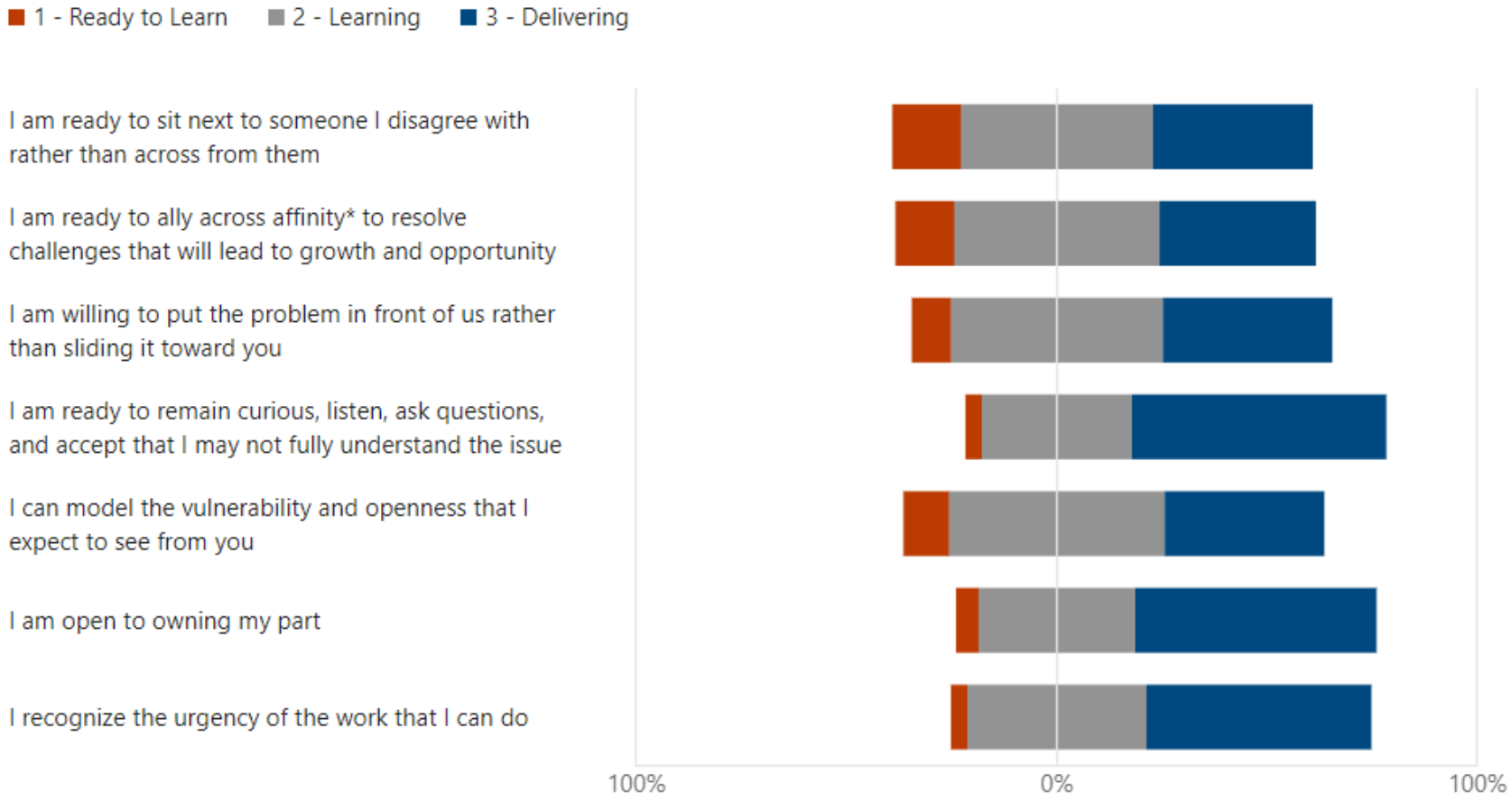
Liberatory Thinking Tool

Disposition Results



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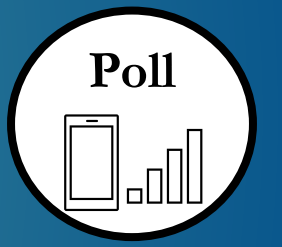

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Protocols for Fostering Discussion

Four Agreements

- Stay Engaged
- Speak Your Truth
- Experience Discomfort
- Expect and Accept Non-Closure

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Cultivate Capacity for Allyship

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Cultivate Capacity for 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

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Stumble Boldly

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Reflect: Identifying Growth Opportunities

What is one goal you have for your organization related to DEIA?

Wrap Up

WHAT ARE YOUR TAKE AWAYS FROM TODAY?

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Next Steps

- OVC contact: Darian.Hanrahan@usdoj.gov
- HTC contact: HTCollective@icf.com
- Series Follow-up & Certificates of Completion
- Evaluation