



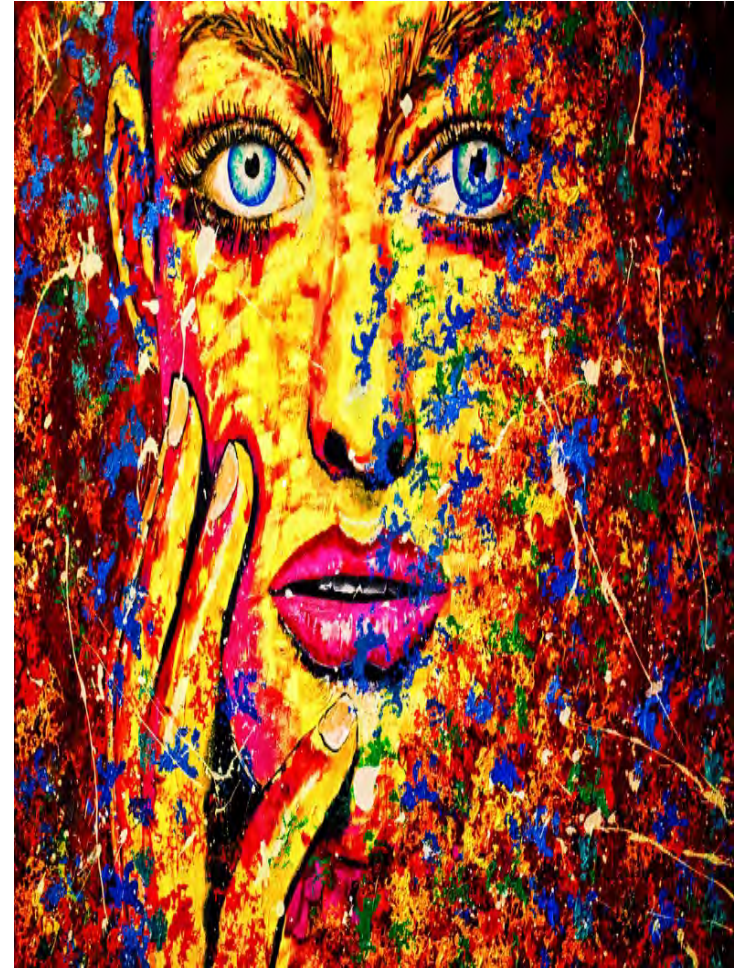
So What's Next: How to Build Culturally Inclusive and Responsive Environments

Presented by PerformCare
Facilitated by Lisa Kennedy
November 10, 2023



Who is in the room???

- Take the poll!!
- What role are you representing in today's session?





Little Something about Me!!!

- Lisa Kennedy is a Family Peer Support Specialist, York County Department of Human Services
- Mother of 4 and Grandmother of 5
- Former Foster Parent and Adoptive Parent
- Resides in York, PA with her family.
- Trainer, Chair of REF Grant, Commissioner- PA BH/MH Adult Commission, Co-Chair- PA MHPC, FAB CCBH





Presentation Goals

Define and highlight key terms

Engage in several interactive activities

Identify practical examples

Respond to key questions to preparing culturally responsive work environments

Identify 3 phases to view DEI-diversity, equity and inclusion



GOALS

The tragedy of life does not lie in not reaching our goals,
The tragedy of life is not having goals to reach for



Recognizing Difference



Group Activity!!



What do you see?





How do you define Equity?



EQUALITY



EQUITY





Equality versus Equity

- Equality – each person getting the same amount or portion of something. All things are equal.

- Equity says –
- Each person gets exactly what they need, with no reflection on others.





Inequality versus Inequity

These terms are sometimes confused but NOT interchangeable

Inequality - Refers to uneven distribution of resources or services

Inequity – Refers to unfair avoidable differences arising from poor governance, corruption or cultural exclusion





Conscious Bias vs. Unconscious Bias

**Conscious – also known
as Explicit Bias**



**Unconscious – also
known as Implicit Bias**

- Unconscious bias is defined as social stereotypes about certain groups of people that individuals form outside of their own conscious awareness.
-
- Everyone holds biases and beliefs about various social or identity groups, and these biases stem from one's tendency to organize social worlds by categorizing.



Addressing Unconscious Bias

Univ. of California, San Francisco, Office of Diversity and

- Promoting **Self Awareness** by recognizing and challenging one's thoughts about others
- **Understanding the nature of bias** – categorizing is a natural and normal aspect of life
- Opportunities to **engage** others from dissimilar groups in a safe space
- Continue learning through group discussions and trainings when possible



What does Culture mean?



Literature Way care education science pattern beliefs belief behavior cultivation institutions aspects goals arts excellence Families acquaintance generations PrintCulture expert practices Culture values Society transmitting intellectual customary human CultivatingLivingMaterial Communities BeautyCulture intellectual characteristic knowledge Understandingothers capacity taste material especially CorporateCulture social religious training depends existence learning forms enlightenment PopCulture Influences attitudes Organizations Origins Language 15thCentury everyday integrated developing People traits broad tillage succeeding MaterialCulture diversions Time Place moral aesthetic humanities features racial faculties Shared Land



Culture is Everywhere

Culture is in Everything

Culture is a combination of beliefs, language, religion, social traits, food, among other things. It's not only where we live, but how we were brought up.





Group Activity: Cultural Lens



1. What are the things you can identify about culture that are **VISIBLE**?
2. What are the things you can identify about culture that are **NOT VISIBLE**?





Cultural Iceberg





Key Imperative Questions



- Why should I consider the needs of DEI?
- Is the impact just only singular in results?
- What happens if we opt not to be inclusive?
- Can you afford NOT to consider DEI?



3 Phases to viewing DEI-





Phases of the Process!



Consider these categories

- Self Assessing – Your personal story
- Organizational – What's going on in the office
- Policies, procedures, laws, regulations and assessment tools



Challenging Self

Think about your personal experience?

How do you show up in a room?

How does who you are/what you look like impact your life experiences?

How does it change the way services are delivered to a you/family?





Organizationally.....



Continuum on Becoming an Anti-Racist Multicultural Organization
 MONOCULTURAL => MULTICULTURAL => ANTI-RACIST => ANTI-RACIST MULTICULTURAL
Racial and Cultural Differences Seen as Deficits => Tolerance of Racial and Cultural Differences => Racial and Cultural Differences Seen as Assets

1. Exclusive	2. Passive	3. Symbolic Change	4. Identity Change	5. Structural Change	6. Fully Inclusive Anti-Racist Multicultural Organization in a Transformed Society
An Exclusionary Institution	A "Club" Institution	A Compliance Organization	An Affirming Institution	A Transforming Institution	
<ul style="list-style-type: none"> Intentionally and publicly excludes or segregates African American, Native American, Latino, and Asian Americans Intentionally and publicly enforces the racist status quo throughout institutions Institutionalization of racism includes formal policies and practices, teachings, and decision making on all levels Usually has similar institutional policies and practices toward other socially oppressed groups such as women, gays and lesbians, Third World citizens, etc. Openly maintains the dominant group's power and privilege 	<ul style="list-style-type: none"> Tolerance of a limited number of "token" People of Color and members from other social identity groups allowed in with "proper" perspective and credentials May still secretly limit or exclude People of Color in coordination to public policies Continues to intentionally maintain white power and privilege through its formal policies and practices, teachings, and decision making on all levels of institutional life Often declares, "We don't have a problem." Monocultural norms, policies and procedures of dominant culture viewed as the "right way" business as usual Engages issues of diversity and social justice only on club member's terms and within their comfort zone 	<ul style="list-style-type: none"> Makes official policy pronouncements regarding multicultural diversity Sees itself as "anti-racist" institutions with open doors to People of Color Carries out intentional multicultural efforts, recruiting someone of color to committees or office staff Expanding view of diversity includes other socially approved groups But: "Not those who make news" Little or no contextual change in culture, policies, and decision making Is still relatively unaware of continuing patterns of privilege, penalization, and control Takes placements in self positions most assimilate into organizational culture 	<ul style="list-style-type: none"> Growing understanding of racism as barrier to effective diversity Develops analysis of systemic racism Sponsors programs of anti-racist training New consciousness of institutionalized white power and privilege Develops intentional identity as an "anti-racist" institution Begins to develop accountability to racially oppressed communities Increasing commitment to dismantle racism and eliminate wherever white advantage Actively recruits and pressures members of groups have been historically denied access and opportunity But: Institutional structures and culture that maintain white power and privilege still intact and relatively unchallenged 	<ul style="list-style-type: none"> Commits to process of intentional institutional restructuring based upon anti-racist analysis and identity Audio and restructures all aspects of institutional life to assure full participation of People of Color, including their world-view, culture and liberties Implements structure, policies and practices with inclusive decision making and other forms of power sharing on all levels of the institutional life and work Commits to struggle to dismantle racism in the wider community and build clear lines of accountability to racially oppressed communities Anti-racist multicultural diversity becomes an institutionalized asset Redefines and rebuilds all relationships and activities in society, based on anti-racist commitments 	<ul style="list-style-type: none"> Future vision of an institution and wider community that has overcome systemic racism and all other forms of oppression Institution's life reflects full participation and shared power with diverse racial, cultural, and economic groups in determining its mission, structure, consistency, policies and practices Members across all identity groups are full participants in decisions that shape the institution and inclusion of diverse culture, liberties, and interest A sense of restored community and normal caring Allows each others in combating all forms of social oppression Actively seeks in large communities (regional, national, global) to eliminate all forms of oppression and to create multicultural organizations

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- What is the culture of your organization?
- What are the unspoken rules in the office?
- How inclusive are things for families?
- How do you make decisions for families?
- Do you think of the "whole child – whole person" when making referrals?
- What about our service providers?



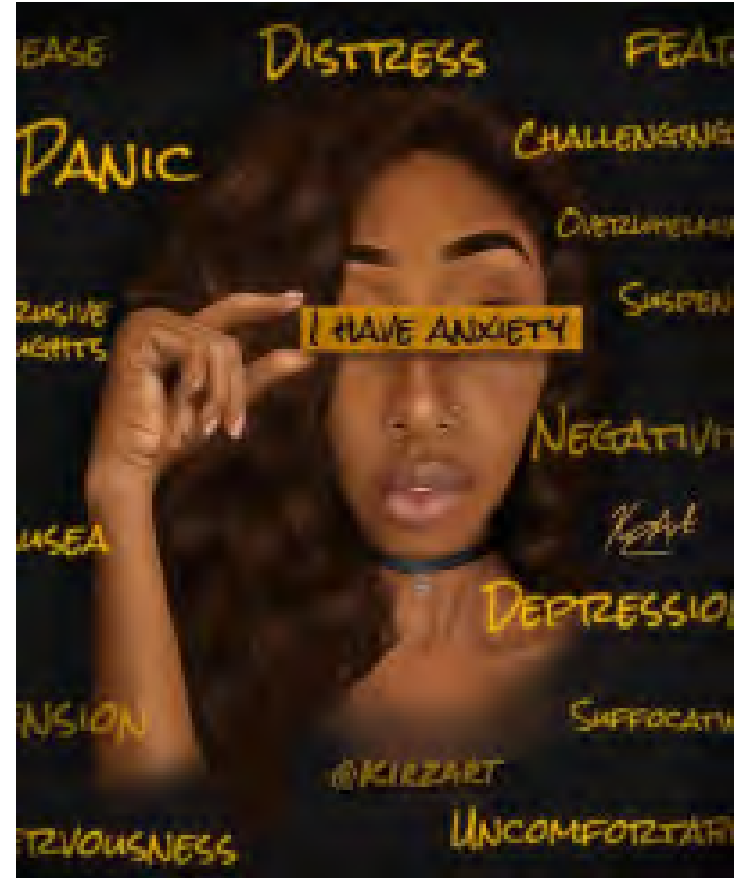
Assessment Tools & Other Forms of Data

- What information are you REALLY seeking?
- How are those questions designed?
- Are they culturally sensitive? Ex. PSSA
- Who are you leaving out or excluding?
- Have you even considered this thought process?
- How is the data going to be used?





Human Service World and Reality – Ex. Advertising/marketing





**What's the culture of your
System?**

What does it say about You?





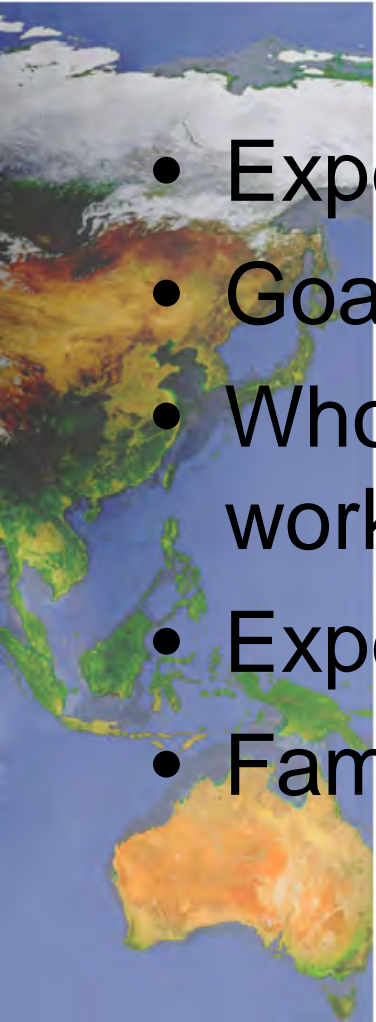
Who's in control?

FAMILY

- Expectations
- Goals/Intentions
- Who does the work?
- Experience
- Family's Rules

SYSTEMS

- Expectations
- Goals/Intentions
- Who does the work?
- Experience
- Policies/Regs/Law



What families want Systems
to know!!!!





Thoughts about Systems

Education


Mental Health

Foster

Adoption

Families





Family and Systems Structure

Discuss family
analogy –

How will you move
beyond on the
SQUARE system?



How do you create inclusive environments????



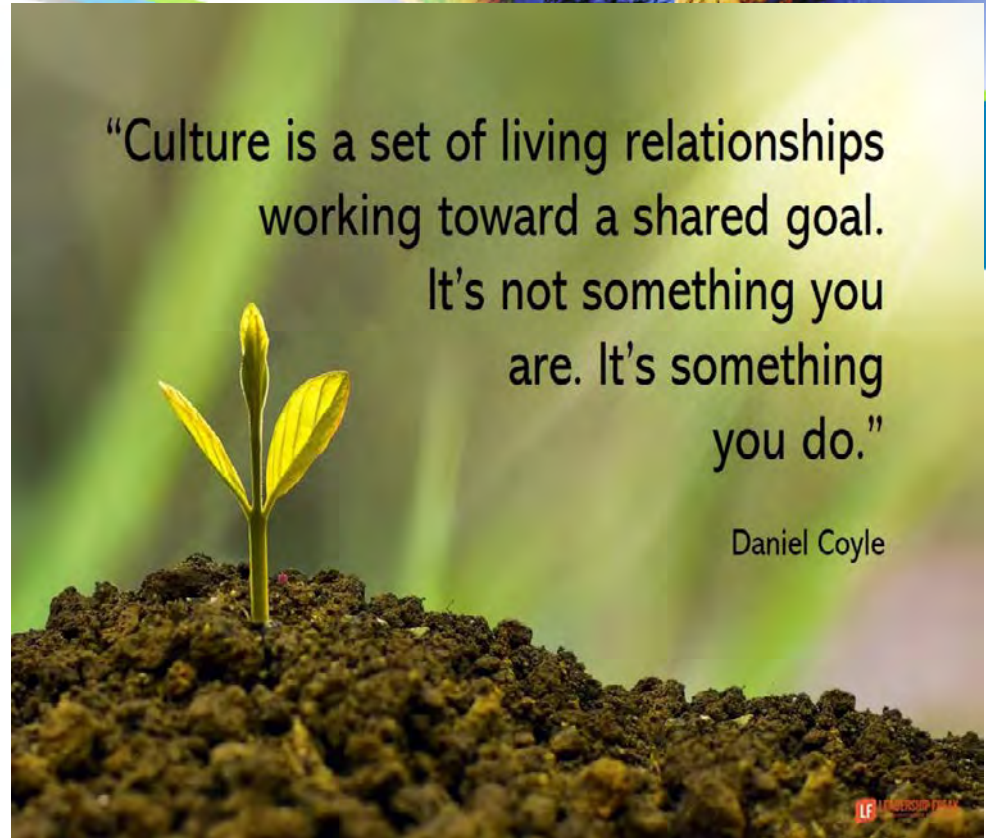


Take your first steps!

- Leadership must own and invest in this philosophy- in order to become embedded in the systemic process
- Assess the needs of your staff- are they with you? Where are they on the cultural humility journey

“Culture is a set of living relationships working toward a shared goal. It’s not something you are. It’s something you do.”

Daniel Coyle





Steps continued.....




- - Take stock of whom you serve – what makes them different?
- - Take the first step- jump off the cliff – but make sure your staff has the tools to be successful
- Build appropriate timelines for any change or implementation process
- - Create circles of influence



Steps continued.....

- Extend and welcome feedback – be intentional about hearing from others
- - Cut yourself a break – don't get overwhelmed
- - Always remember to evaluate, re-assess, and reflect on the journey



Who is the culture
champion in your
organization?



Final
Consideration!!
Culture
trumps
strategy –
everyday, all
day!





Group Discussion - Strategy



welcoming caring
cooperative fun supportive
committed inclusive
patience acceptance collaborative
encouraging helpful flexible communication
respect humour trust
school-spirit kindness
accessibility balance mentorship transparency positive-attitudes connections equality confidence-building sharing courageous professional empathetic philosophy
playfulness humility clean driven happy team-players pride
adaptable community respectful positive inspiring
warmth privacy happy-people giving lighthearted
participatory dependable

Key things to know about this journey!



WHAT
YOU
NEED
TO
KNOW





Remember-----

- You're going to make mistakes
- Change will not come overnight
- Make no assumptions about the needs
- Each person is on a different stage of the journey

-Just because you show up in the room physically different(color, disability, attributes) does not mean you have arrived or you don't have possess bias!!!!





Reflections on the Journey???

- What are your final thoughts?
- What's one thing you learned about yourself?
- Do you see your organization putting these pieces into practice?
- What would hinder you from taking steps towards creating inclusive/responsive environments?



 Thank you!

Questions/ Comments Contact Info

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**Working on yourself will
always benefit others!**

