



GCADV

PRACTICING CULTURAL HUMILITY AND DEFINING UNDERSERVED POPULATIONS

Presenters

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• Georgia Criminal Justice Coordinating Council

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Questions...

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What are they?

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CULTURAL COMPETENCY VS. CULTURAL HUMILITY

Definitions

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- **Cultural Competence:** the level of knowledge-based skills required to provide effective support and advocacy to survivors from a particular ethnic or racial group.
- **Cultural Humility:** a lifelong practice of self-reflection and self-critique; understanding how one's own culture influences our interactions with others

Competency vs. Humility

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Competency	Humility
<ul style="list-style-type: none">• Knowledge and training• The idea that one can become "competent" in other cultures• Based on academic knowledge rather than a lived experience• Promotes skill building and working toward an end goal• Supports the myth that culture does not change or evolve	<ul style="list-style-type: none">• Introspective and co-learning• The idea of learning with and from clients• No end goal or end result• Encourages lifelong learning with an appreciation of the journey• Attempts to diminish power dynamics between advocate and survivor

Video

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CULTURAL HUMILITY: PEOPLE, PRINCIPLES AND PRACTICES

WHAT IS CULTURE?

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“Actually the most important part of culture...is that which is hidden and internal but which governs the behavior encounter.” (Hall, 1976)

What is Culture?

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- Shared values, traditions, norms, customs, arts, history, folklore, and institutions of a group of people.
- A shared system of beliefs, values, and/or learned patterns of behavior
- Shapes how we explain and value our world
- The lens through which we give our world meaning

Culture – not a fixed point:

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- Dynamic and ever **changing**
- Neither a blueprint for behavior nor a static identity – cannot predict someone’s behavior based on their culture
- We can participate in several different cultures throughout a given day – home/family, workplace, school, religious organization

Why should we be concerned about culture?

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According to the [2010 U.S. Census](#), Georgia had a population of 9,687,653.

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- 59.7% White American
 - 55.9% Non-Hispanic White, 3.8% White Hispanic
- 30.5% Black or African American
 - including Hispanics
- 0.3% American Indian and Alaska Native
 - including Hispanics
- 3.2% Asian American
 - including Hispanics
- 0.1% Native Hawaiian and Other Pacific Islander
 - including Hispanics
- 4.0% from Some Other Race
 - including Hispanics
- 2.1% Multiracial American
 - including Hispanics
- 8.8% Hispanics and Latinos of any race

Top 10 Non-English Languages Spoken in Georgia

Language	Percentage of population (as of 2010)
Spanish	7.42%
Korean	0.51%
Vietnamese	0.44%
French	0.42%
Chinese (including Mandarin)	0.38%
German	0.29%
Hindi	0.23%
Niger-Congo languages of West Africa (Ibo, Kru, and Yoruba)	0.21%
Gujarati	0.18%
Portuguese and French Creole (tied)	0.16%

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Did you know?

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- The city of Atlanta also has one of the highest LGBT populations per capita. It ranks 3rd of all major cities, behind San Francisco and slightly behind Seattle, with 12.8% of the city's total population identifying themselves as gay, lesbian, or bisexual.



Why should we be concerned about culture?

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- **Understanding of:**
 - How others interpret their environment
 - How to avoid stereotypes and biases that can undermine our efforts
 - Appreciation of cultural differences
 - The development of services in DV & SA programs

Why have culturally competent services?

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- More likely to bring positive outcomes
- Advocate against oppression
- To increase the effectiveness and accessibility of services to members of marginalized communities.
- “Opens the door” to services for marginalized communities.
- Survivor feels a part of the program, rather than invisible or “out of place.”

Questions...

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Self-Reflection

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POLL QUESTION

Exercises in Self-Reflection

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- Identify your own cultural and family beliefs and values.
- Define your own personal culture/identity: ethnicity, age, experience, education, socio-economic status, gender, sexual orientation, religion...
- Are you aware of your personal biases and assumptions about people with different values than yours?
- Challenge yourself in identifying your own values as the "norm."
- Describe a time when you became aware of being different from other people.

Ideas for Providing Culturally Competent Services

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HOW TO INCORPORATE CULTURAL COMPETENCE AND HUMILITY INTO YOUR PROGRAM

Providing Culturally Competent Services

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• Feeling Welcome

- Images – posters, brochures
- Food
- Beauty/self-care products
- Music, tv, reading material

• Language Access

- Provide qualified, confidential interpreters
- Limit use of children

Providing Culturally Competent Services

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• Communication Styles

- Limit use of acronyms like TPO, DA's, GCADV or phrases like "walking on eggshells".
- Women from different cultures (even in USA) have different communication styles- might be more direct, circular (long winded), passive, dramatic, no expression, long pauses, etc.
- Be clear, direct, and polite when giving instructions to avoid confusion.

• Immigration

- Be realistic and honest when exploring options like law enforcement, TPO's, DFCS, etc.
- Consult with an immigration expert regarding options like VAWA self-petition, U-Visa, or T-Visa.

Practicing Cultural Humility

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- Cultural humility is not about having a “checklist of facts” about other cultures
- Instead focuses on self-reflection and self-critique
- What is my worldview, and how may it be different from my client’s?
- Develop an appreciation for different points of view
- Give careful consideration to our own assumptions and beliefs – what do I expect from this interaction with my client? What might she expect?

Open mind, Compassion and Sincerity

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- There is no cultural encyclopedia of rigid “do’s” and “don’ts”
- Avoid stereotypes
- Compassion and sincerity go a long way
- Be aware of your own judgments about cultural practices and don’t minimize cultural experiences

Questions...

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Shifting Our Approach to Support Underserved Communities

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A 3-TIER APPROACH

Content adapted from Women of Color Network www.wocninc.org

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Type your examples in the chat/question box on the right side of your screen.

Reaching Underserved Populations

In your organization or community...

- What's working in reaching underserved populations?
- What's not working in reaching underserved populations?

Content adapted from Women of Color Network www.wocninc.org

What do we mean by "underserved"?

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- Changes in VAWA 2013 to definitions of "underserved populations", "culturally specific" and "population specific" as well as new purpose areas focusing on underserved populations
- **New VAWA 2013 Underserved Definition:** Populations who face barriers in accessing and using victim services, and includes populations underserved because of geographic location, religion, sexual orientation, gender identity, underserved racial and ethnic populations, populations underserved because of special needs such as language barriers, disabilities, alienage status, or age

Content adapted from Women of Color Network www.wocninc.org

Underserved Populations

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- Face service challenges due to historical or ongoing systemic and societal or community-based barriers
- Experience roadblocks to safety, security and equity based on their race, ethnicity, etc.
- Share an identity and a state of "being" but "underserved" is not one category—they have distinct strengths and needs.

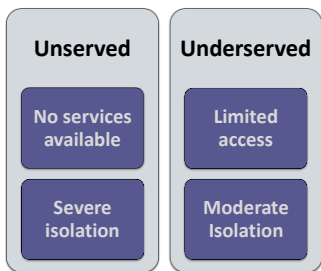
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Expanding and Enhancing Our Approach: A Spectrum of Needs

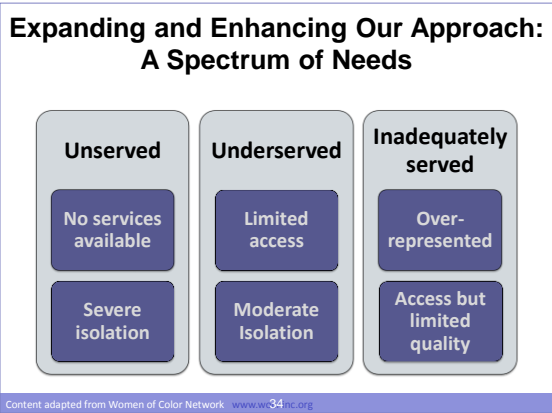


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Expanding and Enhancing Our Approach: A Spectrum of Needs



Content adapted from Women of Color Network www.wocnrc.org





Applying the Three-Tier Process to the Populations in Your Service Area

POPULATION	Unserviced	Underserved	Inadequately Served
Asian Pacific Islander			
Black			
Disabilities			
Immigrant / Refugee			
Later Life			
Latino / Hispanic			
Limited English Proficiency			
LGBTQ			
Multi-ethnic			
Native American			
Rural			
Undocumented			
Youth and Teens			
Non-Christian Faith			

Content adapted from Women of Color Network www.wocn.org

Building Community Relationships Effectively Across Cultures

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Consider...

- What are the challenges and benefits of using the 3-Tier approach?
- What kind of relationships do you have with 3-Tier communities?
- How do these relationships function?
- Who determines how the relationships are formed?
- What do successful relationships look like?

Content adapted from Women of Color Network www.wocninc.org

Strategies for Using the 3-Tier Approach

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Do

- Identify commonalities and differences in needs and strengths of Underserved, UnServed and Inadequately Served Populations
- Reflect on your organization’s mission, goals and progress
 - How do these support reaching these populations?
- Assess your capacity, strategy and resources
- Engage relevant and measurable outcomes developed in concert with community leaders
- Undergo reflection--ask the hard questions about your work

Content adapted from Women of Color Network www.wocninc.org

Strategies for Using the 3-Tier Approach

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Don't:

- Take the easy way out
 - "They aren't here in our community."
 - "We tried to reach them but they don't call us for help."
- Allow racial and ethnic populations to take a back seat to other populations
 - "We're all underserved in our area. We all face barriers."
 - "They only make-up a small percentage of our clients/community so we can't/shouldn't focus on them."

Content adapted from Women of Color Network www.wocninc.org

Connecting 3-Tier Approach to Cultural Humility and Cultural Responsiveness

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Culturally Responsive Services...

- Use cultural humility as framework for engaging diverse communities.
- Are designed to grow from the strengths of and to meet the needs of communities that are unserved, underserved, or inadequately served.
- Can be sole focus of an organization (culturally specific) or a program/practice within the organization.
- Some services may focus on one cultural community; others may serve multiple marginalized cultural communities simultaneously.

Oregon Coalition Against Domestic and Sexual Violence, Culturally Specific Services: A collaborative living document

Goal Setting and Defining Action Steps

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Where and how can you integrate these ideas into your work?

	Action Steps	Who is Involved	Resources Needed	Timeline
Identifying 3-Tier Populations				
Building Community Relationships with 3-Tier Populations				
Becoming a Stronger Ally to 3-Tier Populations				
Responding to Barriers to 3-Tier Populations				

Oregon Coalition Against Domestic and Sexual Violence, Culturally Specific Services: A collaborative living document

Beyond cultural competency to cultural humility is:

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- Not an end in itself (it is a process);
- The commitment of an individual and organization to practice self-reflection and self-critique
- Establishing the foundation and commitment to build respectful and accessible services for all people;
- A practice requiring discipline;
- Always changing and evolving; and
- Celebrates diversity.

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Our Journey to Cultural Competency and Cultural Humility Has Just Started



Take the discussion back to your program:

1. How to incorporate practices of cultural humility?
2. How to expand your approach with unserved, underserved and inadequately served populations?

Resources: Community Outreach Strategies

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- *Asian Women's Shelter Anti-Oppression Core Values*
<http://www.sfaws.org/values/read-more-about-aws-anti-oppresion-working-values.aspx>
- *Community Outreach Strategies to Address Domestic Violence*
<http://www.apiidv.org/files/CommunityOutreachStrategies-APIIDV-2011.pdf>
- *Building Partnerships: Key Considerations When Engaging Underserved Communities Under the MHSA*
http://www.dhcs.ca.gov/services/MH/Documents/BP_Key_Considerations.pdf
- *Building Comprehensive Solutions to Domestic Violence: Outreach to Underserved Communities*
http://vawnet.org/Assoc_Files_VAWnet/BCS_UnSer.pdf

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Questions...

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Thank You!



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