

PRACTICAL APPLICATIONS OF CULTURAL COMPETENCY IN RAPID REHOUSING PROGRAMS

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PRESENTATION OBJECTIVES



Introduction of UMOM services



Build awareness about racial disparities in homeless services



Discuss cultural competence



Leave with practical applications at program management level and direct service



UMOM & RAPID RE-HOUSING

INFORMATION ABOUT UMOM



- Our mission is to prevent and end homelessness with innovative strategies and housing solutions that meet the unique needs of each family and individual.
- Providing homeless services for 54 years
- Providing RRH services for 10 years
- Services:
 - Shelter
 - Supportive Services
 - Affordable Housing

HOUSING IDENTIFICATION



Build relationships with landlords to have access to as many housing units as possible.



Find and secure housing as quickly as possible after a person or family becomes homeless.



Limit the time a family or individual spends homeless. Move people into housing within 30 days or less.

WHAT IS RAPID RE HOUSING?

- Rapid re-housing is a solution to homelessness designed to help individuals and families to quickly exit homelessness and return to permanent housing. It is offered without preconditions (such as employment, income, absence of criminal record, or sobriety) and the resources and services provided are typically tailored to the unique needs of the household.
- Source: <https://endhomelessness.org/rapid-re-housing-works/>

RENT AND MOVE-IN ASSISTANCE



Pay for security deposits, move-in expenses...



... and/or rent and utilities.



Length of assistance varies but often 4 to 6 months.

CASE MANAGEMENT

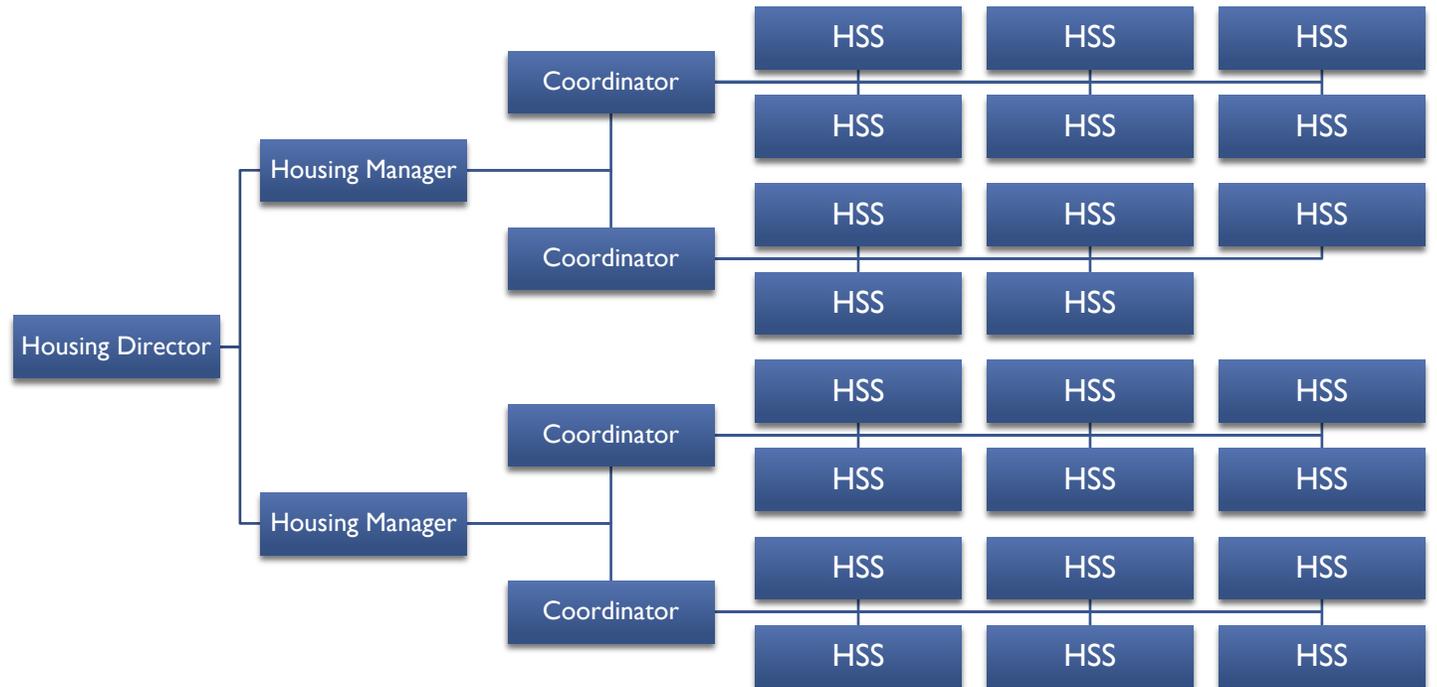
Connect families and individuals to services and supports in the community.

Help resolve issues that may threaten housing stability, including conflicts with landlords.



OUR RRH PROGRAM STRUCTURE

- Population served:
 - Families (as defined by client)
 - Survivors of DV
 - Youth
- Housing Stability Specialist
 - Mixed Caseload: 15-18
 - Housing stability specialists take clients from intake to exit





RACIAL DISPARITIES IN HOMELESS SERVICES

HISTORY OF HOUSING RACIAL DISPARITY IN AMERICA



- The Kerner Commission, 1967
- President Johnson appointed the commission on July 28, 1967, while rioting was still underway in Detroit, Michigan.
- Examined discrimination in the areas of employment, education and housing
- The inflation-adjusted hourly wage of the typical black worker rose 30.5 percent between 1968 and 2016, or about 0.6 percent per year.
- African Americans today are much better educated than they were in 1968 but still lag behind whites in overall educational attainment.
- In 2017, the black unemployment rate was 7.5 percent, up from 6.7 percent in 1968, and is still roughly twice the white unemployment rate. In 2015, the black homeownership rate was just over 40 percent, virtually unchanged since 1968, and trailing a full 30 points behind the white homeownership rate, which saw modest gains over the same period.

HISTORY OF HOUSING RACIAL DISPARITY IN AMERICA

- Civil Rights Act
- Largely driven by the assassination of Martin Luther King Jr on 4/4/1968 and large minority casualties happening in Vietnam leaving widows with no ability to rent or purchase a home
- The Fair Housing Act April 11, 1968
- The Fair Housing Act protects people from discrimination when they are renting or buying a home, getting a mortgage, seeking housing assistance, or engaging in other housing-related activities. Additional protections apply to federally-assisted housing.



HUD HOUSING DISCRIMINATION AGAINST RACIAL AND ETHNIC MINORITIES 2012

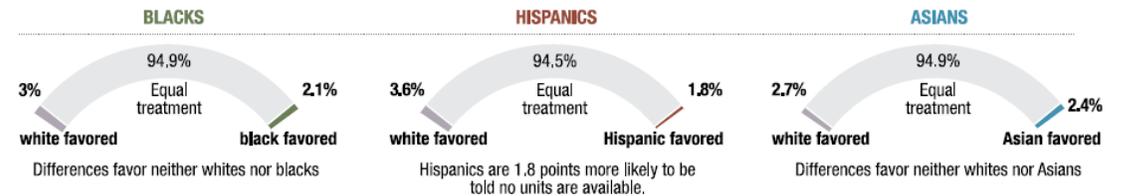
- Study conducted by HUD
- 8,000 tests
- 28 metropolitan areas
- Two individuals per test; one white and the other Black or Latino or Asian
- Paired by gender and age
- Each tester recorded the treatment they experienced

NATIONAL HOUSING DISCRIMINATION

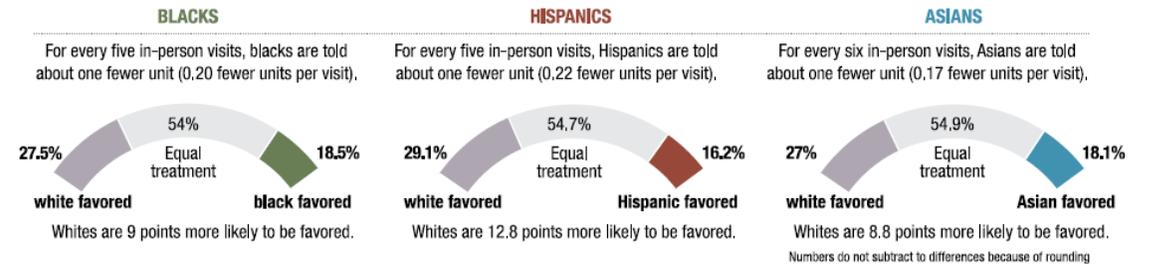
- Black renters who contact agents about recently advertised units learn about 11.4% fewer available units than equally qualified whites and are shown 4.2% fewer units.
- Latino renters learn about 12.5% fewer available units than equally qualified whites and are shown 7.5% fewer units.
- Asian renters learn about 9.8% fewer available units than equally qualified whites and are shown 6.6% fewer units.

Exhibit ES-3: In-Person Meeting with Rental Housing Provider

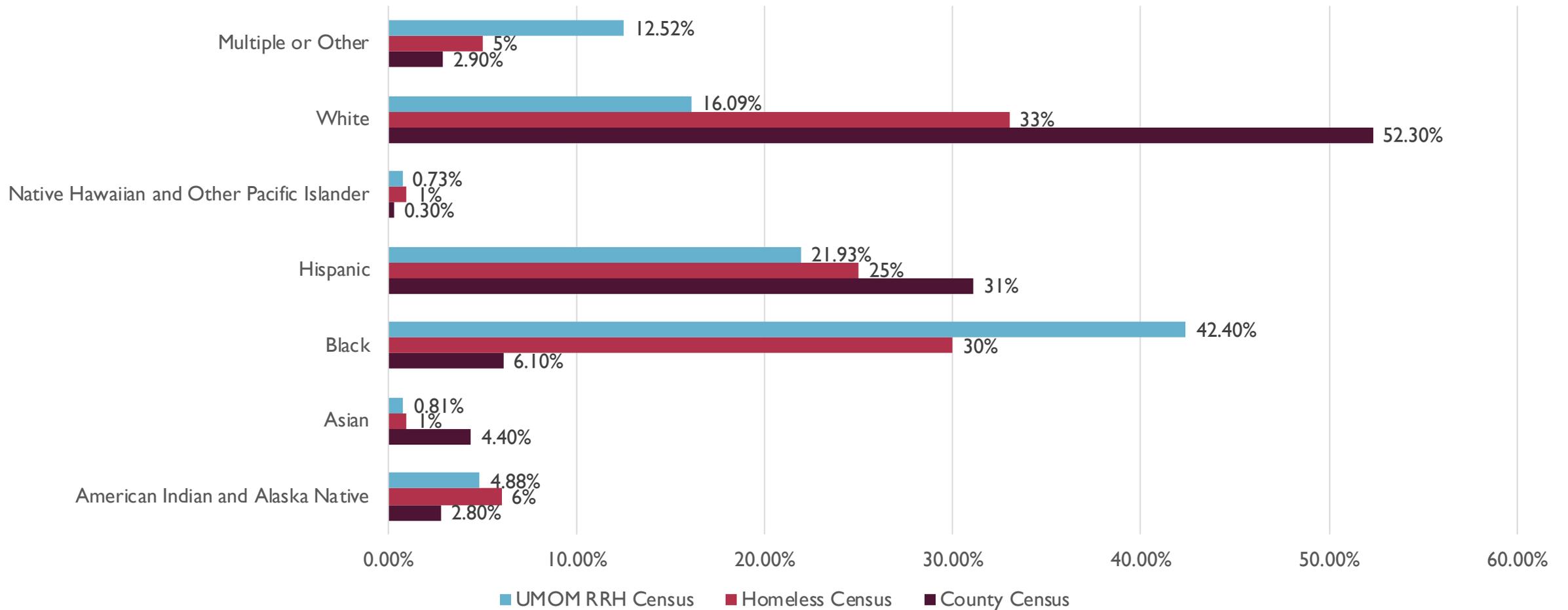
TOLD ABOUT AT LEAST ONE UNIT: In the vast majority of visits, both testers are told about at least one available unit.



LEARN ABOUT MORE AVAILABLE UNITS: In about half of in-person visits, one tester is told about more available units than the other.



RACIAL DISPARITY IN HOMELESS SERVICES



HOUSING DISCRIMINATION FACTORS



Compounding factors increases vulnerability of minority renters to substandard living conditions



Evictions rates and discrimination



Landlord tenant act policies



Why are people of color overrepresented in our homeless response systems?

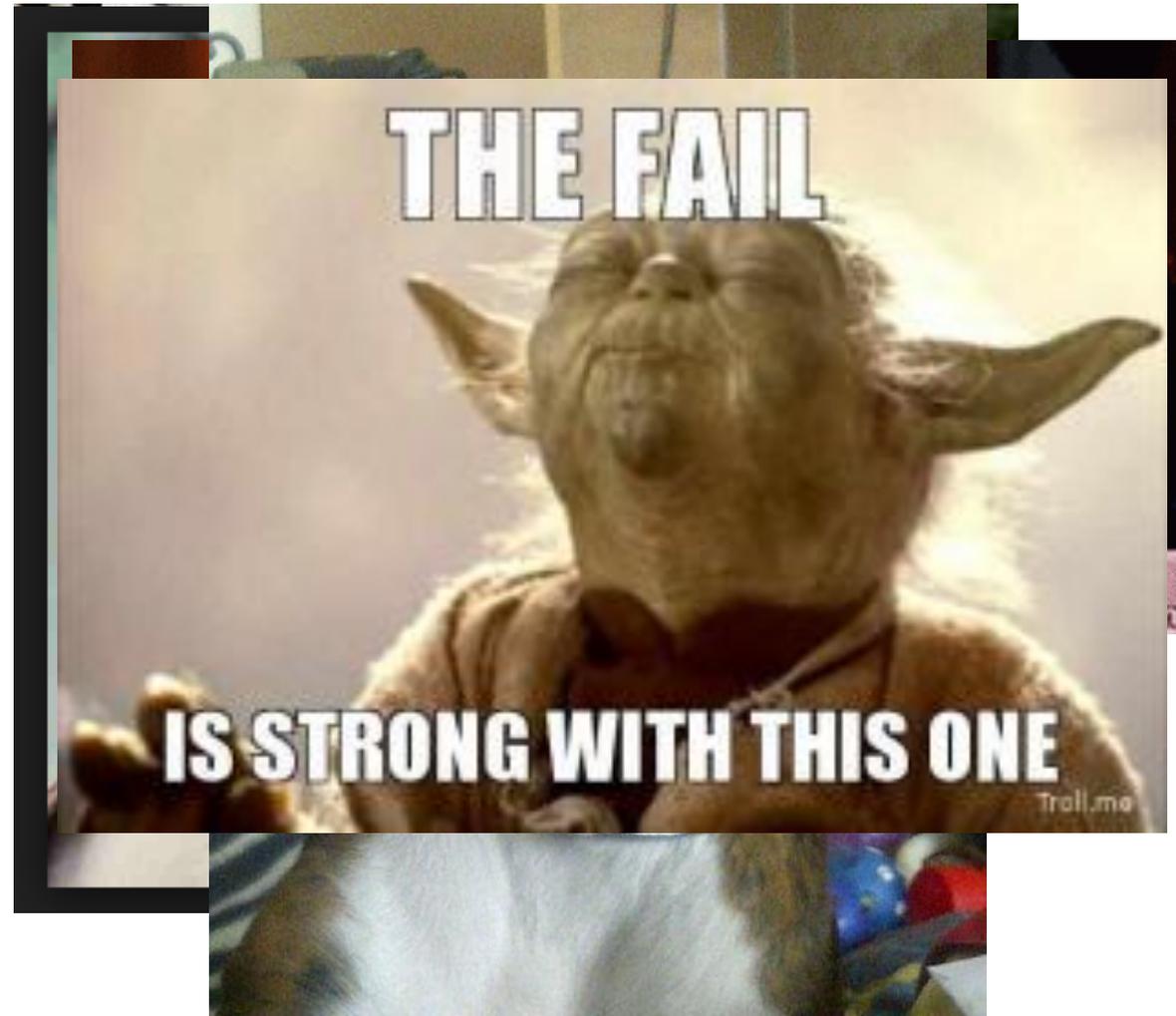


CULTURAL COMPETENCY

WHY CULTURAL COMPETENCY

What it is not!

- I don't see color
- Having a black friend
- Being part of a minority group
- Not being overtly racist
- A quick fix
- A one hour annual training for direct care staff
- Just hiring minorities
- Only the responsibility of the case manager



WHAT IS CULTURAL COMPETENCY

- **Definition:** Cultural competence refers to a program's ability to honor and respect those beliefs, interpersonal styles, attitudes and behaviors both of families who are clients and the multicultural staff who are providing services. In doing so, it incorporates these values at the levels of policy, administration and practice. (Roberts et al, 1990)

Key Points:

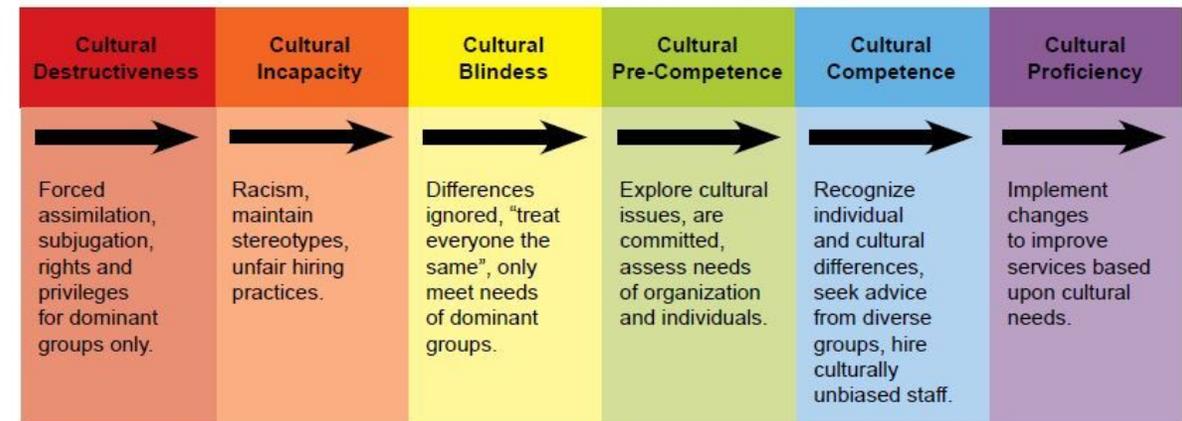
Awareness

Attitude

Knowledge

Skills

Continuum of Cultural Competency



AWARENESS

-
- Being aware of your own individual biases and reactions to people who are of a culture or background significantly different from your own. By being aware of your own internal biases you can begin to work towards other aspects of Cultural Competency

ATTITUDE

-
- The significance of attitude in cultural competence is to delineate the difference between just being aware of cultural differences and actively analyzing your own internal belief systems and developing awareness.

KNOWLEDGE

-
- Research into human behavior has shown that our values and beliefs about equality may not line up with our actual behaviors and further we often are ignorant as to the degree of difference between our beliefs and our actions. It has been shown that people who may test well in regards to having low prejudices may in fact act with great prejudice when actually interacting with other cultures. Understanding this disconnect is why knowledge is considered a key aspect of developing one's own cultural competence.

SKILLS

-
- This component is about actually taking practices of cultural competency and repeating them until they become integrate into one's daily behaviors. The most important aspect of the skills component is having an excellent grasp on effective and respectful communication whether within an organization or between individuals. An often overlooked aspect of communication is body language and the sometimes extreme variation in the meaning of gestures between one culture and another.

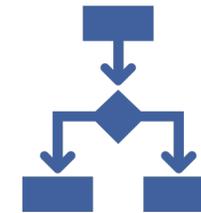
CULTURAL COMPETENCE AND HOUSING



Housing that facilitates community integrations



Maintains client's choice and control



Provides social support in way that respects and acknowledges the client's cultural values



PRACTICAL APPLICATIONS

CULTURALLY COMPETENT PROGRAM MANAGEMENT



Housing first



Create a diverse team to conduct a needs assessment of program/agency



Create partnerships w/ culturally inclusive community providers



Begin tracking data



Advocacy

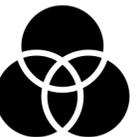


Agency that is reflective of the population you serve



HOUSING FIRST

- Fidelity to housing first at all levels
 - Coordinated Entry
 - Less qualifiers
 - Program Management
 - Eliminating screening barriers
 - A philosophy of hope
 - “They are not ready for housing”
 - Holding each other accountable

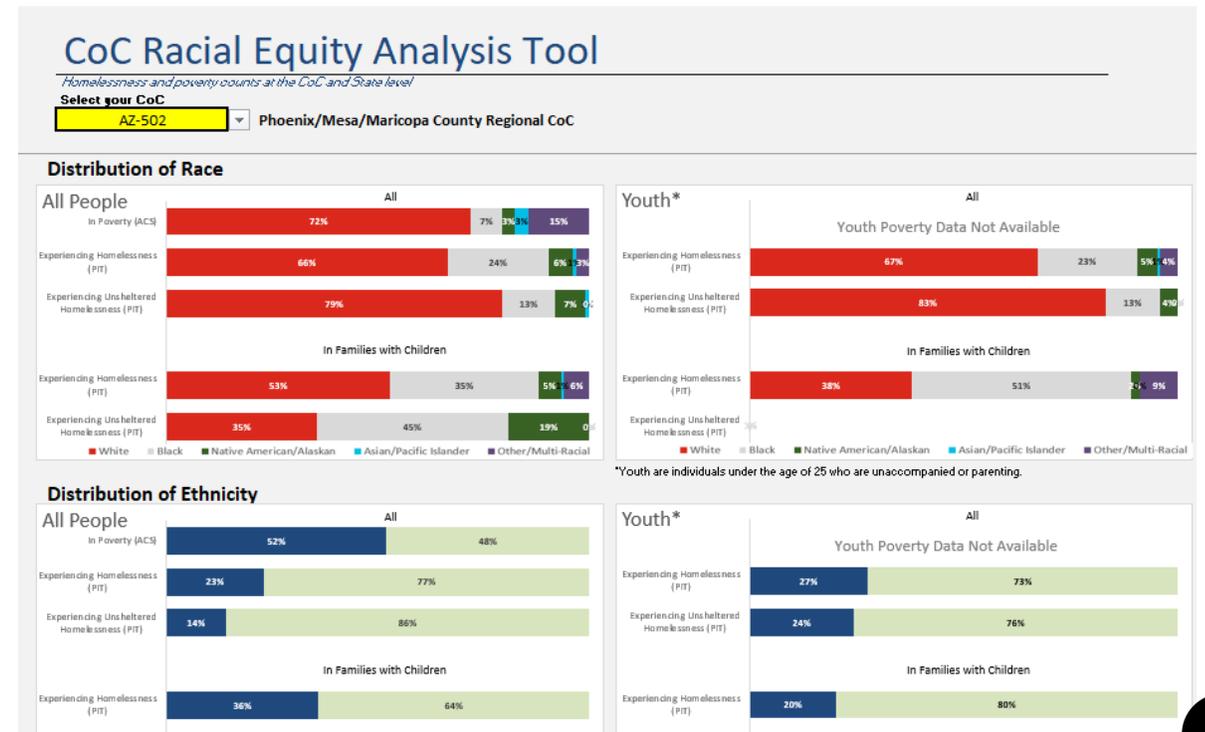


CREATE A DIVERSE TEAM TO CONDUCT A NEEDS ASSESSMENT OF PROGRAM/AGENCY

Coalition of Communities of Color Organization Self-Assessment Tool

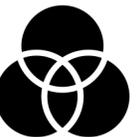
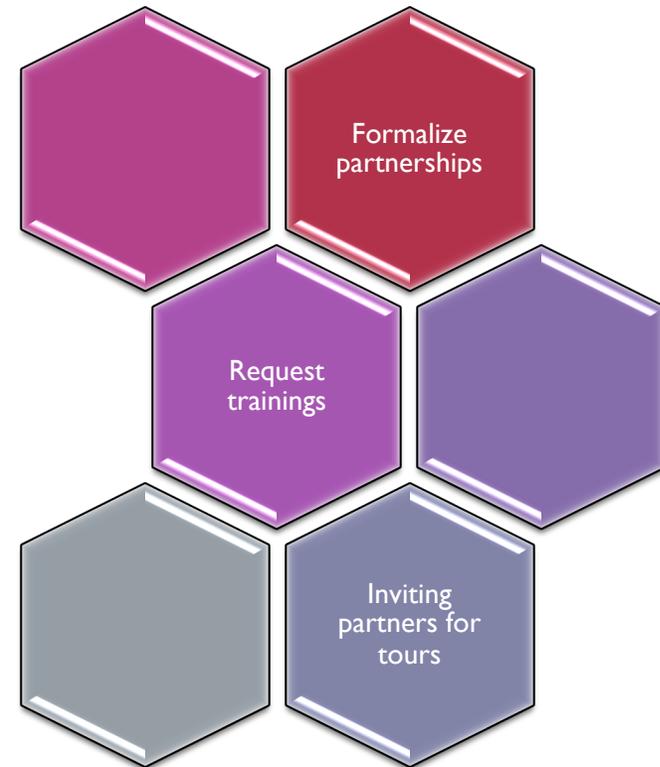
- Does your organization have mission statement that incorporates racial equity?
- Does your organization have a racial equity policy?
- Does your organization visually post materials in languages other than English?
- Are racial equity and cultural competency training and capacity building made available to your workforce?
- Does your organization allocate resources for engagement and outreach in communities of color?

HUD Racial Equity Tool



CREATE PARTNERSHIPS W/ CULTURALLY INCLUSIVE COMMUNITY PROVIDERS

- Does your organization have formal partnerships with organizations of color?
- Does your organization meet regularly with leaders from communities of color specifically to discuss racial equity within your organization?



BEGIN TRACKING DATA

Self-Assessments

- Do you reveal race and ethnicity data in a way that is accessible to your staff/public?
- Does your organization have a written policy or formal practice regarding the collection of race and ethnicity data?
- Is there a racial disparity in your success outcomes?
- How are your programs evaluated in terms of their impact on communities of color and racial equity goals?

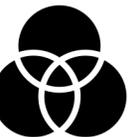


Tips

- Use community data to start making changes quickly
- Allow individuals to designate multiple races and or ethnicities
- Allow individuals to self-identify race and ethnicity
- Have a team dedicated to analyzing data on a regular basis
- Educate your self on your COC and county/state numbers

Why track?

- Increased data is an objective way to measure effect of programmatic changes to address racial disparity.
- Data can help drive programmatic and systemic changes needed in your agency and/or community.



ADVOCACY

- Advocate for:
 - Funding for undocumented clients, less restrictions
 - Creative funding to meet unique needs of communities of color
 - Cultural competency training for all levels of staff
 - More affordable/low-barrier housing



AGENCY THAT IS REFLECTIVE OF THE POPULATION YOU SERVE

Self- Assessments

- Do your current direct care staff, management and board members reflect the community they serve?
- Does your organization have written procedures to increase the recruitment, retention and promotion of people of color?
- Are cultural competency knowledge skills and practices incorporated into performance objectives and appraisals/evaluations of staff?

Tips

- Higher pay for bilingual staff and translation services
- Documentation available in Spanish
- Include in job description ability to work with diverse communities a requirement.
- Utilize targeted recruitment strategies if applicant pool/board volunteers are not diverse.

DIRECT SERVICE



Advocate for communities of color w/landlords



Educate on rights in tenancy and employment



Utilize in-person interpreters and don't rely on children



Build awareness of culturally appropriate services (medical, mental health, family planning, legal)



Practice true housing first case management



Maintain list of affordable low barrier housing

QUESTIONS?





The success of a case manager in helping a client navigate and overcome racial discrimination in housing is based on the supervisor who hired with diversity in mind which is based on the director who valued cultural competency training and found funding for it which happened because a CEO went to a board who racially represented the community they served, understood, and were educated about the disparities that exist .



RESOURCES

-
- Coalition of Communities of Color- Tool for Organizational Self-Assessment related to Racial Equity
 - HUD Racial Equity Tool
 - National Research Center on Hispanic Children & Families- Developing Culturally Responsive Approaches to Serving Diverse Populations; A Resource Guide for Community-Based Organizations
 - Ten Things You Should Do To Promote Cultural Competence by Child Welfare League of America
 - SPARC; Supporting Partnerships for Anti-Racist Communities by Center for Social Innovation
 - Evicted by Matthew Desmond
 - The Color of Law by Richard Rothstein