Coordinated Entry for All (CEA)
Cultural Humility Training
CULTURAL HUMILITY
Objective 1

TALK STORY
To explore what cultural humility means.
DESCRIBING HOMELESSNESS
Cultural Humility – life long practice of self evaluation and critique while developing mutually beneficial and non-paternalistic partnerships with communities and individuals.
critical self-reflection & life-long learning

personal & institutional accountability

recognize & challenge power disparities
Culturally Humble Assessors

• Build relationships and trust, spend time just listening and are committed to open-hearted discussion

• Respect cultural knowledge and ways of knowing

• Recognize and respect cultural practices that are different from their own and have a respectful curiosity about them. They are patient with difference, ready to go the extra mile to try to understand.

• Aware of their own personal biases and natural tendencies to stereotype and be willing to let them go.

• Gentle and calm attitude and speaking style.

• Aware of the trauma that is the everyday reality for a person who is experiencing homelessness.

• Willing to work to find solutions for a client even if you don’t agree.
“I am connected to the three generations that have come before me, but I live my life in this world for the three generations who come after me.”

Taoyate Ob Naj (Dr. Richard Twiss)
For the next 5 minutes, get into groups of three and discuss:

• Describe a time when you experienced some type of exclusion because of your cultural identity.
• What are some of the cultural experience of someone who is facing homelessness?
Some things to consider not doing!

• my grandmother was a Cherokee princess” Don’t try to identify with a culture that you are not a part of.

• Racial stereotyping or generalizations

• Never assume you are the expert...
HOW BIG IS YOUR BRAVE?
BETTER SERVING THOSE WHO SERVED: MILITARY & VETERAN CULTURE 101

KIMBERLY HARDY, LMHCA

VETERANS TRAINING SUPPORT CENTER
OBJECTIVES

1. Identify the five branches and basic functions of each.
2. Distinguish among the terms “rank,” “rate,” and “grade.”
3. Understand the relationships among Enlisted Personnel, Warrant Officers, and Commissioned Officers.
4. Identify categories of military affiliated individuals, discharges & the use of a DD-214 form.
5. Summarize military training and experiences.
6. List common issues of readjustment & explain how various factors impact the transition to civilian life.
DEFINING VETERANS

Vet Connection

(2-3 people)

1. What images and thoughts come to mind when you think of military and/or veterans?

2. Were women part of your discussion? Why or why not?
WOMEN SERVICE MEMBERS AND VETERANS

• As recently as 1971 women constituted only 1% of military forces.

• Women comprise 14% of the 203,000 Active Duty Members and 18.5% of Reservists. They remain a ‘Minority Population’ in the military and in the VA.

• Women make up nearly 11.6% of OEF/OIF Veterans.
Video: 2013: First Women Move to Army Platoon Artillery Jobs
Your reaction to the video?
Highlights of the History of Women and LGBTQ Populations in the Military

Take a moment to look at the timeline handout. What is your reaction to the timeline? Are you surprised by anything you see?
It is important to differentiate types of military affiliation as each type has its own implications.

- **Active Duty** – 24/7
- **Guard & Reserve** - Minimum of one weekend a month & 2 weeks a year
- **Retired** - Served for 20 ‘qualifying’ years
- **Veteran** - Typically referred to those who are no longer serving but did not reach retirement eligibility
- **Family Members** - This category includes spouses, biological, foster/adopted, & step children
UNIFORMED SERVICES (BRANCHES), FUNCTIONS, AND BASIC FACTS

Take a few moments to look over the graph that gives an overview of five branches of the Uniformed Services.

- **ARMY**: Oldest Branch - established by the Continental Congress on June 14, 1775.
- **MARINE CORPS**: Established by the Continental Congress on November 10, 1775 to act as a landing force for the U.S. Navy. Established as a separate service in 1778.
- **NAVY**: Established by the Continental Congress in 1775.
- **AIR FORCE**: Youngest Branch: Created in 1947 under the National Security Act.
- **COAST GUARD**: Originally established as the Revenue Cutter Service in 1790. Re-formed as the U.S. Coast Guard in 1915 under the Treasury Department. Transferred to the Department of Transportation in 1967 and to the Department of Homeland Security in 2002.
SPECIAL CONSIDERATIONS - CONTINUED
POST 9/11 COMBAT OPERATIONS

- Operation Iraqi Freedom- Operational name for the armed conflict that began with the 2003 invasion of Iraq by a United States-led coalition. Renamed Operation New Dawn in Sept. 2010 to mark the official end of combat operations & a transition to stabilizing operations.

- Operation Inherent Resolve- Operational name for the military’s joint targeted airstrike intervention against Iraq and Syria as part of the strategy to degrade and defeat ISIL. Start date: June 15, 2014.

- Operation Enduring Freedom- official name used by the government of the United States to describe operations in Afghanistan from October 2001 to December 2014.
UNDERSTANDING ROLES THROUGH COMMON TERMS

*Rank, Rate, and Grade:* special descriptors that identify a service member’s authority and responsibility.

- **Rank:** Refers to a service member’s status and authority in comparison to other service members. Ranks of different branches cannot always be directly compared.

- **Rate:** Descriptor used by the Navy & Coast Guard in addition to the term “rank.” Rate tells what the service member’s job and rank is.

- **Grade:** Used to describe personnel and pay functions. Base pay of service members is equivalent across the military and based on rank (or rate) and time in service.
  
  - Grades of Enlisted service members are labeled E-1 through E-9, with each step denoting progression in rank.

  - Rank labels corresponding to each grade are different for each branch. For example:
    
    - Grade E-1 Army = rank of “Private”
    - Grade E-1 Air Force = rank of “Airman Basic”
UNDERSTANDING ROLES THROUGH CATEGORY

Rank is illustrated through three categories:

1. **Enlisted personnel**, denoted by grade “E”
2. **Warrant Officers**, denoted by grade “W”
3. **Commissioned Officers**, denoted by grade “O”

Note: The Air Force does not have warrant officers.

The hierarchy of rank/rate is:

**Commissioned Officer > Warrant Officer > Enlisted Personnel**

- New officers of higher ranks (e.g., Commissioned Officer, grade O-1) would out-rank senior officers of lower ranks (e.g., Sergeant Major, grade E-9).
- **“Pulling rank”** refers to the act of asserting rank/authority/position when giving an order.
- **“Insignia”** refers to the stripes and bars worn on the shoulders of the military uniforms to denote a service member’s rank/rate.
What’s the transition like entering the military?

Basic Training
MILITARY/COMBAT EXPERIENCE

War Zone Experiences and Skills (2-3 people)

- What skills are necessary to survive a deployment and/or a war zone?
- What environmental and psychological stressors are experienced in a war zone?
WARZONE SURVIVAL SKILLS AND EXPERIENCES

What skills are necessary to survive a deployment or war zone?

- Battle Buddies
- Accountability/Control
- Targeted Aggression
  - Anger/Adrenaline
- Tactical Awareness
- Quick decisions
- Lethally Armed
- Emotional Control
  - Detachment
- Individual Responsibility
- Discipline, Order

Stressors?
- Heat
- Exhaustion
- Isolation
- Other experiences
WARZONE SURVIVAL SKILLS AND EXPERIENCES

What skills and experiences are necessary to survive in a war zone?

- **Battle Buddies**
- **Accountability/Control**
- **Targeted Aggression**
  - Anger/adrenalin
- **Tactical Awareness**
- **Quick Decisions**
- **Lethally Armed**
- **Emotional Control**
  - Detachment
- **Individual Responsibility**
- **Discipline, Order**

How might these skills and experiences transfer to the civilian world?

- **Isolation/Avoidance**
- **Details remain important**
- **Quick reactions/frustration**
- **Quick decisions/snapping reactions**
- **World is about absolutes**
  - Grey area thinking?
- **Vigilance about surroundings**
- **Anxious in crowds**
- **Need for structure**
- **Guilt/Loss**
- **Control emotions**
- **Inflexible Interactions**
PTS AND/OR TBI

**PTSD**
- Flashbacks
- Avoidance
- Hypervigilance
- Nightmares
- Re-Experiencing Phenomenon

**TBI**
- Irritability
- Cognitive Deficits
- Insomnia
- Depression
- Fatigue
- Anxiety
- Headache
- Sensitivity to Light or Noise
- Nausea
- Vomiting
- Vision Problems
- Dizziness
TYPES OF MILITARY DISCHARGE

Anyone who serves in the military will receive one of five types of discharge. The discharge type is determined by the quality of one’s service. Upon discharge, the service member will receive a DD-214.

**Honorable**- The service member satisfactorily fulfilled all of his/her duties.  
**General**- The service member’s performance fell short of expectations. This could include: failure to progress in training, failure to meet fitness standards, and minor discipline problems.

**Other Than Honorable (OTH) Discharge**- Form of administrative discharge. This type of discharge is administrative and illustrates that the service member’s conduct and performance did not meet the expectations for all military members.

**Bad Conduct**- Considered a punitive discharge and results after service member has been punished for a military crime.

**Dishonorable**- Also considered a punitive discharge and is a result of punishment for a military crime. Indicates increased severity of crime opposed to bad conduct discharge.
THE DD-214

Otherwise known as the Report of Separation or Certificate of Release or Discharge from Active Duty. Information on the form includes:

- Date/place of entry into & release from active duty
- Home address at time of entry
- Last duty assignment and rank
- Military job specialty & education
- Decorations, medals, badges, citations, and campaign awards
- Total credible service/prior active and inactive service
- Foreign service credited
- Separation information (type, character, authority and reason, separation and reenlistment eligibility)
Overall, Veterans are disproportionately homeless when compared to the national population, and female veterans are up to four times more likely to be homeless than non-veterans.

- "Pathway to homelessness" describes the interaction of characteristics that make female Veterans susceptible to homelessness. These factors include:
  - Pre-military adversity in the form of violence, abuse, and unstable housing.
  - Military trauma (including combat or MST).
  - Substance use/abuse while in the military.
  - Post-military interpersonal violence, abuse, and termination of intimate relationships.
  - Post-military mental illness, substance abuse, and/or medical issues.
  - Unemployment.
  - Criminal justice involvement.

- Contextual factors that affect access to health care and meeting psychosocial needs that also influence homelessness include:
  - The presence of a “survivor instinct.”
  - Lack of social support and resources.
  - A sense of isolation.
  - A pronounced sense of independence.
  - Barriers to care.
  - The individual did not receive care or counseling related to childhood trauma.
  - The individual entered the military in order to escape from abusive situations.
Propensity for Success

Vets Prevail
HELPFUL TIPS

Do This:

✓ Plan for uninterrupted time
✓ Provide direct written and verbal instructions
✓ Bridge the gap (Battlemind to Homemind)
✓ Use validation and convey empathy
✓ Use attachment strategies to encourage return for services
✓ __________________________
✓ __________________________
✓ __________________________

Avoid This:

☐ Single out the veteran
☐ Avoid the veteran
☐ Generalize veteran experience
☐ Expect the veteran will come to you with an issue
☐ Expect the veteran to self-identify
REFERRAL SOURCES

- VA Vet Centers
- WDVA Contracted Providers
- Give an Hour/Soldier’s Project
- Military One Source
- T2 Apps
- Worksource
- Joint Services Support
- 211
1. MA2 Ramirez Case Study (2 -3 People)

- Is she an OIF or OEF Vet?

- What paygrade is she? Rank in other branches?

- What do you see as some readjustment issues?

- What resources are applicable to her?

- Any other considerations?
1. List the five branches and basic functions of each.

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QUESTIONS OR COMMENTS?

IT'S A QUESTION PARTY!

MY FAVORITE!
It has been an honor to be with you today.

Thank you for your time and effort to better serve, those who have served!
BREAK (15 min)
DOMESTIC VIOLENCE SURVIVORS
AND ACCESS TO HOUSING OPTIONS

All Home DV Training
7/7/16
“Among women with children experiencing homelessness, more than 80 percent have experienced domestic violence.”
And not just in the homeless families’ population!

* DV/sexual assault history (and trauma impacts) significant contributing factors to chronic homelessness in women
* 93% of homeless women have experienced severe physical or sexual abuse in their lives;
* Homeless women may seek the perceived safety of a new partner and become the victim of survival sex and other coercive control
Domestic violence is a pattern of assaultive and coercive behaviors that an adult or adolescent uses to maintain power and control over their intimate partner.
Abusive tactics may include:

- Physical and sexual abuse
- Economic abuse
- Psychological abuse
- Emotional abuse
- Verbal abuse
- The use of children or systems to control the victim
Survivor Concerns

Safety

Sabotage

Physical
AND
Emotional
And one more...

Trauma
### How Trauma May Show up

- Difficulty with emotional regulation
- Hyper-arousal, flashbacks, nightmares, startle reaction
- Memory and concentration problems
- Pain, sleep disturbances, illness, substance abuse issues
- Short attention span; easily distracted
- Slowed thinking, difficulty with decisions
- Intrusive thoughts, confusion
- Changed sense of self, others, and the world
- Loss of sense of time and space
- Trouble with abstract concepts, complex directions
Trauma May be Mistaken For:

- Apathy
- Poor self-worth
- Lack of follow-through, unreliability
- Disinterest in getting help
- Uncooperative or oppositional manner
- “Spacy-ness”
- Poor judgment, inability to make good choices
- Deeper mental health issues
People who are fleeing or attempting to flee domestic violence, have no other residence, and lack the resources or support networks to obtain other permanent housing. It’s a process!
Survivors may enter both DV and Homeless System

Homeless system may be first point of contact

Survivors may be entering from DV system
Application of VI-SPDAT

- Informed, written consent
- Asking whether the applicant is fleeing someone (intimate partner, boy/girlfriend, spouse) who is a threat to their safety.
- Questions may trigger trauma
- Questions may raise issues related to sabotage or perception of sabotage
- Hesitancy to disclose may result in a very low vulnerability score
Day One

King County Coalition Ending Gender-Based Violence web site: http://endgv.org/local-services/

Develop relationships with your area service providers
Questions?

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Salaam and welcome to CEA Cultural Humility Journey
Thinking food a.k. Quotes

“A team is a group of people who may not be equal in experience, talent or education but in commitment”

Nazuruldean Jelall
Cultural
Culture is a set of learned beliefs, traditions, principles and guidelines for individual and collective behaviors that members of a particular group commonly share with each other.

Competency
Please define what competency means to you.
Cultural Competency really starts out by looking at how you deliver your service and how you work with clients.

Many of you might have been in other cultural competency courses or classes that tried to help you master others’ cultures.
Building Competency

“The first step towards change is awareness,
– I am learning and I will make mistakes

The second step is acceptance
– I will take responsibility for my errors
Refugee Vs Immigrant

Immigrant is defined:
– Someone who chooses to resettle in another country and is engaged in a process of residency.

Refugee as defined by USA:
– Refugee status is a form of protection that may be granted to people who meet the definition of refugee and who are of special humanitarian concern to the United States. Refugees are generally people outside of their country who are unable or unwilling to return home because they fear serious harm.
Questions people ask of leaders

- Can you help me?
- Do you care for me?
- Can I trust you?

- This is a competency question
- This is a compassion question
- This is a character question