

## CULTURAL HUMILITY

<b>Definition</b>	Providing effective and equitable services within the context of the unique, varying, and widely diverse cultural beliefs, attitudes, behaviors, and needs of individual survivors and co-survivors and within the context of the systems of oppression that lead to sexual violence and barriers to service
<b>Goal</b>	To effectively meet the needs of individual survivors and co-survivors in ways that both honor and incorporate their cultural identity and experience
<b>Minimum Qualifications</b>	<ul style="list-style-type: none"> <li>• Maintaining a service delivery structure that is culturally relevant and responsive to the diversity of the community in which the Program operates, and that actively addresses power imbalances and inequity</li> <li>• May include the utilization of messaging and materials in specific languages, cultural languages, and dialects</li> <li>• May include a variety of routes to justice, such as transformative justice practices, in addition to system-based services           <ul style="list-style-type: none"> <li>◦ Cultivating cultural intelligence for all cultural beliefs and customs, and how those beliefs and customs impact the survivor's response to/recovery from violence; this may include specific training of staff and volunteers</li> <li>◦ Accommodating, to every extent possible, the unique needs of the survivor that are hindered by institutional, physical, or attitudinal barriers</li> <li>◦ Empowering the survivor and co-survivors by incorporating their specific beliefs and customs into the response process and service delivery</li> <li>◦ Connecting the survivor to resources in the community that can best meet their specific needs, whether directly or indirectly related to sexual violence</li> <li>◦ Developing and nurturing mutually beneficial partnerships and dynamics in the community, and demonstrating institutional accountability</li> </ul> </li> </ul>

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## ***Program Checklist***

### 1. Staffing

- As part of the required 40 hours of training for new staff members and volunteers and 30 hours of continuing education for existing staff members or volunteers, providers are assessed for knowledge of and continue learning about the following:
  - Oppression of individuals based on race, color, ethnicity, creed, religion, language, socioeconomic status, national origin, sex, gender identity, gender expression, sexual orientation, age, physical ability, physical health, cognitive disabilities, citizen status, veteran status, marital status, political affiliation, HIV status, and more, and the barriers to service that this creates
  - Strategies for advocating for survivors from marginalized and underserved communities in order to assist them in mitigating barriers to service, and the acknowledgement that these barriers are created by, and the responsibility of, the programs and systems that serve survivors, and not of the survivors themselves
- Staff members and volunteers demonstrate consistent openness to alternative service modalities that are inclusive of the survivor's culture
- The Program has an equal opportunity employment policy that includes nondiscriminatory practices regarding the recruitment, hiring, compensation, and promotion of persons from various cultures and with various characteristics, as well as the recruitment and selection of board members and volunteers from various cultures
- The Program works to promote an equitable environment that maintains Black, Indigenous, and people of color staff
- The Program's staffing and leadership reflects, to every extent possible, the demographic and cultural characteristics of the community in which the Program operates
- The Program consistently utilizes an anti-oppression framework from which to understand, discuss, and consider personal power, privilege, and biases of staff, and how these impact service delivery

### 2. Policies

- The Program incorporates cultural humility into its service delivery by:
  - Involving all staff members in service planning and implementation
  - Developing an awareness of organizational and individual biases that may interfere with effective service delivery, and working to overcome those biases

- Providing all services and information in a format accessible to people with disabilities and to people who speak languages other than English
  - Maintaining accurate demographic data about all populations in the community served by the Program, and developing a protocol for learning about new/emerging and/or underserved populations in the community
  - Collaborating with individuals and organizations in the community who provide relevant services to populations that are or should be served by the Program
  - Facilitating a training/in-service for staff on a topic related to cultural humility at least annually
- The Program utilizes culturally informed and equitable internal support methods for recruiting, sustaining, and offering pathways to leadership for volunteers and staff members from marginalized communities
  - The Program fulfills interpreting needs of survivors with limited English proficiency, as well as those who are Deaf or hard of hearing
  - To every extent possible, the Program provides materials translated into languages present in their communities in ways that are reflective of the understanding of/beliefs about how to address sexual violence within those communities
  - The Program provides services, conducts activities, and utilizes culturally appropriate and specific language that does not alienate persons who identify as LGBTQI
  - To every extent possible, locations that are inclusive of individuals from various cultures are chosen by the Program when conducting outreach and awareness activities
  - Services provided to immigrant survivors are not denied on the basis of immigration/ documentation status, and the availability of services (and non-denial of services) is regularly communicated to immigrant survivors

### 3. Evaluation

- The Program collects survivor data in a way that allows for disaggregation based on demographic information so that service biases can be identified and evaluated promptly
- The Program provides a report of the numbers served on a regular basis, per program/agency and funding policy, including disaggregated demographic information indicated in the Staffing section above
- Satisfaction surveys are provided to all who utilize services, when possible, with adaptations for translation and for varying abilities as needed
- The Program reviews surveys at least quarterly and adjusts services as needed to improve outcomes based on cultural needs
- The Program assesses its cultural humility policies and practices annually and adjusts as needed; this may be accomplished by consulting with outside professionals