NURTURING AN EQUITABLE SUPPORTIVE SERVICES ENVIRONMENT

Flexibility:
Tailor services to the unique needs of diverse groups.

Trauma Informed/Responsive:
Recognize the signs, symptoms, and the role racialized trauma plays in tenants’ lives. Ensure racialized trauma informed/responsive care is incorporated within system design.

Utilize Data:
Continuously collect, disaggregate, and analyze both quantitative and qualitative data.

Bias, Cultural Responsiveness & Humility:
Understand and challenge biases. Keep an attitude that promotes the ability to learn from and relate respectfully when approaching people of different cultures.

Diversify Capacity:
Diversify the voices at the table. Change decision making structures to include more diverse perspectives and power dynamics.

Equity Always:
Understand that this is a life-long journey, not just a checked box.