

NURTURING AN EQUITABLE SUPPORTIVE SERVICES ENVIRONMENT

Flexibility:

Tailor services to the unique needs of diverse groups.

1

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.

2

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.

3

Diversify Capacity:

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

4

Utilize Data:

Continuously collect, disaggregate, and analyze both quantitative and qualitative data.

5

Equity Always:

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

6

