

Cultural Humility & Antiracism Training for Trauma-focused Treatment Teams

2023-2024

DTRS

Overview

DTRS proposed to partner with The Courage Collective (TCC), a consulting firm specializing in DEI work to help us create an equitable and inclusive environment for our clients and staff. This proposal aimed to improve community building, cultural humility, anti racism, and DEI training, and to obtain outside facilitation/consultation to address complicated system inequities (e.g., pay disparity).

Data Snapshot

TCC conducted a DTRS employee survey & 3 focus groups to obtain feedback used to inform their DTRS DEI Roadmap. TCC also conducted many consultation meetings w/DTRS leadership. TCC created a DTRS Strategic Priorities Document & they provided us a Framework for Establishing a DEI Committee. The Strategic Priorities include overviews of 4 priorities, goals of each priority, strategy ideas to address each priority, & short term, mid term, & long term activities to bring priorities to life.

Resources

N/A



Project Details

The Division of Trauma Recovery Services (DTRS) partnered with The Courage Collective over the course of the project period to address our goals of improving our workplace and clinical services to be more in alignment with our cultural humility/anti-racism goals. In collaboration with TCC, DTRS leadership and other project stakeholders met regularly with TCC. During these meetings, we designed a DTRS specific inclusion and belonging survey that was disseminated to all DTRS employees, including our temporary medical provider staff. Permanent employees were also invited to participate in one of three focus groups.

TCC met with the project team as well as DTRS leadership together and separately over the project period. These meetings explored the outcomes of the survey and focus groups as well as provided individualized consultation on live time challenges faced by DTRS around equity and inclusion, specifically pay equity. TCC provided an organizational framework through which DTRS could address these challenges.

Project Challenges

We were very fortunate to have connected with The Courage Collective. They have a rock-solid approach to supporting organizations such as ours. Their team has a strong conceptual approach to supporting organizations through DEI work. A challenge outside of all of our control was the volume of participants that completed the survey. While we had a decent number of respondents, the majority of respondents did not share their demographic information. As a result, we were unable to stratify our results by demographic, an outcome we were hoping to be able to do in order to inquire if there are differences in experience based on demographics.

Lessons Learned

Projects like this are always humbling. It can be difficult to discern feedback for local leadership vs. feedback about the larger system, where as a leader we have less control. We learned that while we are a high communication organization, we could benefit from more visual/documented communication to help memorialize complex dialogues vs. returning to the same conversation over and over, which can be more activating vs. helpful. I've been reminded of the limits of my advocacy with the larger system, which is demoralizing given the significant impact larger system issues have on my local teams. However, I can help buffer some of this by being very clear with the team around expectations and where the limits of my reach exist.