Supporting Each Other: Identifying and Eliminating Bias and Discrimination

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Association of Clinicians for the Underserved
About us

- Membership organization founded in 1996 by members and alumni of the National Health Service Corps
- HRSA National Training and Technical Assistance Partner (Clinical Workforce Recruitment and Retention)
  - The Solutions, Training, and Assistance for Recruitment and Retention (STAR²) Center
- BHW National Health Service Corps Clinicians Readiness Initiative
- Other non-federal programs/services to support clinicians and the people they serve (JEDI Initiative, Vision and Eye Health Grants, Suicide Prevention)

www.clinicians.org
Objectives

1. Explore the science behind unconscious bias
2. Understand how bias contributes to oppression
3. Identify practical strategies to reduce bias in the workplace
Community Agreements

❤ Be present
❤ Listen with respect
❤ Trust intent
❤ Acknowledge impact
❤ There is no quick fix
❤ Step up, step back
CLA(I)M
HOW TO RESPOND WHEN CALLED IN

C – Center: Avoid centering yourself; center the individual who was impacted

L – Listen: Hear what the individual is saying (and believe them)

A – Acknowledge/Apologize: Instead of explaining your intentions, acknowledge what happened and apologize

(I) – Inquire: If the situation warrants and if the person consents, ask what you could have done instead

M- Moving Forward – Use the experience as an opportunity for growth

Credit: The CLA(I)M acronym is community knowledge originating from St. Stephen’s Community House in Tkaronto/Toronto
The intentional disadvantaging of groups of people based on their identity while advantaging members of the dominant group (gender, race, class, sexual orientation, language, etc.).

Source: The National Equity Project
Privilege
Sociopolitical immunity one group has over others (e.g., race, sexuality, gender)

Internalized oppression
When groups/individuals give up the fight to get access to equality and accept the negative beliefs perpetuated by oppressors as truth
Oppression

Source: National Equity Project
## Homelessness in the U.S. by Race

Percent of individuals experiencing sheltered homelessness by race

<table>
<thead>
<tr>
<th>Race</th>
<th>% Sheltered Homeless</th>
<th>% Population (non-Hispanic)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Black or African American</td>
<td>45%</td>
<td>12.6%</td>
</tr>
<tr>
<td>White</td>
<td>44%</td>
<td>59.3%</td>
</tr>
<tr>
<td>Multiple Races</td>
<td>5%</td>
<td>2.3%</td>
</tr>
<tr>
<td>Native American or Indigenous</td>
<td>2%</td>
<td>0.7%</td>
</tr>
<tr>
<td>Asian</td>
<td>1%</td>
<td>5.9%</td>
</tr>
<tr>
<td>Pacific Islander</td>
<td>1%</td>
<td>0.2%</td>
</tr>
<tr>
<td>Hispanic/Latine*</td>
<td>22%</td>
<td>18.7%</td>
</tr>
</tbody>
</table>

Source: 2021 HUD Annual Homeless Assessment Report; 2021 U.S. Census

*Hispanic/Latine populations not disaggregated from all other categories of sheltered homelessness
At least 1 out of 4 of people experiencing homelessness have a disability

- chronic illness
- physical disability
- mental health and substance use disorder
- developmental disability
Homelessness in the U.S. by Gender Identity and Sexual Orientation

Overall, 28% of LGBTQ youth reported experiencing homelessness or housing instability at some point in their lives.

- 44% Native/Indigenous
- 16% Asian American/Pacific Islander
- 27% White
- 27% Latine
- 26% Black
- 36% multiracial

40% of youth experiencing homelessness identify as LGBTQ2S

Source: The Trevor Project
Homelessness and housing instability were reported at higher rates among transgender and nonbinary youth

- 38% of transgender girls/women
- 39% of transgender boys/men
- 35% of nonbinary youth

*compared to 23% of cisgender LGBQ youth*

Source: The Trevor Project
Each person’s experience is unique and not comparable

Intersectionality
Privilege
Spoken language
Support network (friends, family, community)
Education
Health
Trauma
Coping skills and capacity
Obligations
Neighborhood and built environment
What role do we each play in perpetuating or eliminating inequities?
Poll

Can someone from one oppressed group perpetuate the oppression of another oppressed group?
Systemic oppression
Systemic oppression

Cycle of Systematic Oppression

- Systematic Mistreatment of Targeted Group
- Justification for Further Mistreatment (Oppress based on the effects of having oppressed)
- Institutions Perpetuate & Enforce (Resources, rules, policies, laws, etc.)
- Internalized Dominance (Feeling superior, often unconsciously, to the target group)
- Internalized Oppression (Believe the misinformation about your own group)
- Society Accepts (Approves, Legitimizes, Normalizes)
- Misinformation Is Generated (including no information)

Power Control Economics
Mika works the front desk at a local social service agency. Her client, Ruby, is late for her appointment. Ruby is consistently late for her appointments. At Mika’s last appointment, Mika told Ruby that she would not receive services if she was late again. When Ruby showed up late, she was turned away which caused Ruby to breakdown and say hurtful things to Mika. As a result, Ruby is suspended from accessing services for 30-days.
Ruby is a Black woman with an unseen disability.
Ruby experiences trauma from past violence.
During the day, she is often taking care of a sick friend who lives in a local encampment.
The bus closest to the encampment only runs once an hour.
That day, Ruby was turned down for another job, berated by several random people, and refused services.
DISCUSSION

• What could Mika have done differently?
• What can the organization do to support Mika and others who might have trouble attending appointments on time?
• What can the organization do to address the institutional and structural factors contributing to Mika’s oppression?
Definitions

Bias - the connection we make between a group and a stereotype

Prejudice – the attitudes that we have about social groups

Discrimination – acting upon prejudice
Recommended Reading

BIASED

Uncovering the Hidden Prejudice That Shapes What We See, Think, and Do

JENNIFER L. EBERHARDT, PhD
The science behind bias

Other-race effect

Individuals are better able to recognize faces of their own race beginning at infancy (but this is malleable)
The science behind bias

Same-race advantage

- People process faces of their own race more *holistically*, so members of their own race are easier to identify
- Contributes to misidentification of people of other races
“We don’t see things as they are, we see them as we are.”

-Anaïs Nin

**Categorization** – allows our brains to manage large amounts of stimulus.

- We adopt certain traits that we assign to certain categories
- Your perceptual reality adjusts to the categories you’ve created
Social categorization thinking about others in terms of their group membership

Tajfel (1970)
Stereotypes
the beliefs that we have about social groups built on our experiences/environments

From Project Implicit
The science behind bias

Confirmation bias
we seek out and attend to information that confirms our beliefs
Discrimination and bias show up in the workplace

• Horn effect – you make a snap judgment about someone over one negative trait

• Halo effect – one redeeming quality casts their entire character in a positive light
Personal exercises to eliminate bias

- Approach individuals and situations with curiosity
- Reflect on moments where you had a biased or prejudiced thought
- Practice mindfulness at work – be aware of your actions and behaviors
- Recognize that stress exacerbates bias
- Be mindful of your language and how you communicate
- Learn from mistakes
Eliminating Bias within the Organization

- Regular trainings (one and done trainings are not enough). Ongoing opportunities for reflection are critical.
- JEDI statement/commitment to serve as your north star
- Write a strong anti-discrimination policy and how to report violations
- Establish a culture of bravery. We cannot eliminate oppression unless we talk about it and help others see it.
- Support community efforts to end oppression
Establishing a culture of bravery

• Bravery means that we say something when we see something
• Lean into tough conversations
• Become comfortable with being called in and calling others in
• Embrace conflict
Discussion

• If you witnessed bias and discrimination in a workplace? What happened and how was it handled?
• What is your feeling about the idea of “color blindness?” Does it help to eliminate bias and discrimination?
• In what ways might cis-gendered, non-disabled, White people serve as allies in the workplace?
• Do you think anti-bias trainings are enough to improve the workplace? If not, what more needs to happen?
Contact information

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