

Intersectionality Matters!

Mitigating Unconscious Bias and Unintended
Racism in Behavioral Health Care

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Aims of Session

Define

Define unconscious bias, stereotypes, and unintentional racism



Explore

Explore the impact of intersectionality on marginalized groups



Discuss

Discuss experiences of microaggressions among PA Care Coalition community



Identify

Identify action steps to increase allyship and accomplicing

Instructions

- Download PowerPoint & handout
- Use handout throughout webinar
- During DISCUSSION slides, if you have feedback, RAISE HAND
- Full-screen your zoom to see charts
- If there is a term you don't understand, **flag** it in the chat box

1. How do you FEEL about the word bias? _____
2. At any given time, the brain filters information through the following before information is absorbed:
 - a. _____
 - b. _____
 - c. _____
 - d. _____
3. What are the four types of racism/bias?
 - a. _____
 - b. _____
 - c. _____
 - d. _____
4. What are 3 identity categories for which you have little exposure, minimal knowledge, blind spots, or stereotypes:
 - a. _____
 - b. _____
 - c. _____

5. What are your thoughts about internalized/individual level identity and bias?

6. What aspects of your allyship need more development, training, or empowerment?

Safe + Brave Space Agreements

- Love, compassion and respect
 - Confidentiality
 - Use of I-Statements
 - Be open-minded
 - Agree to disagree but seek understanding
 - Don't stamp comments in time
 - Appreciate each other's differences and backgrounds
-
- No judgement zone-we don't need to make conclusions
 - Trust in the positive intentions of others and be accountable for impact
 - Allow messy thoughts and offer constructive criticism
 - Be willing to feel vulnerable
 - Emotions are welcome here

*Thank
you*

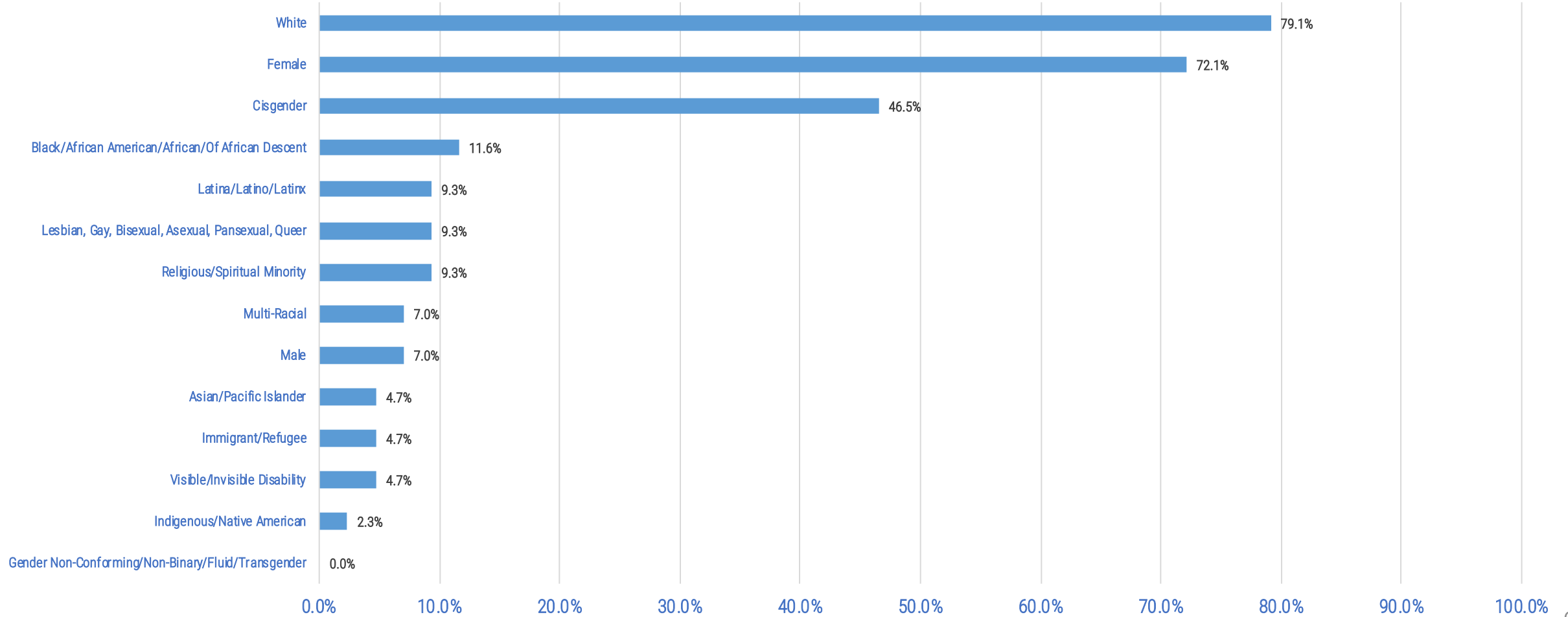
For sharing
your
experiences
in our
survey!

PERSONAL CHARACTERISTICS

With which of the following do you identify?

Selection: Check All That Apply

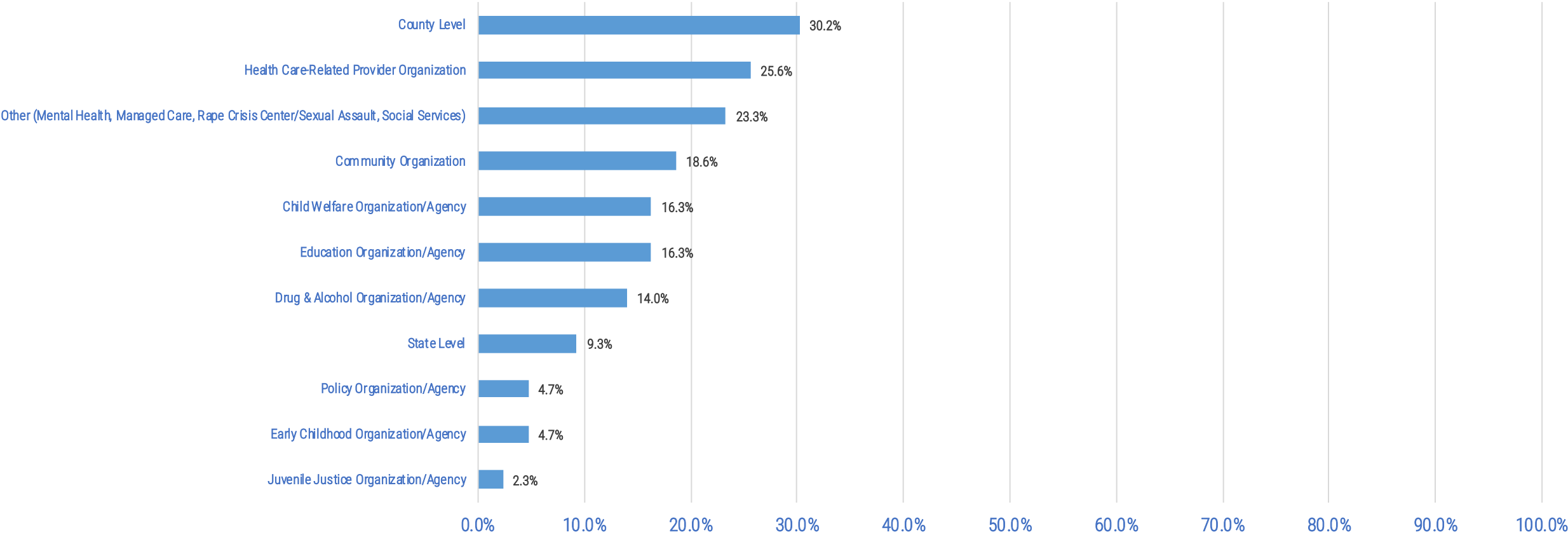
■ Respondents (n=43)



OTHER CHARACTERISTICS

Which best describes the kind of organization/agency/county you serve?
Selection: Check All That Apply

■ Respondents (n=43)

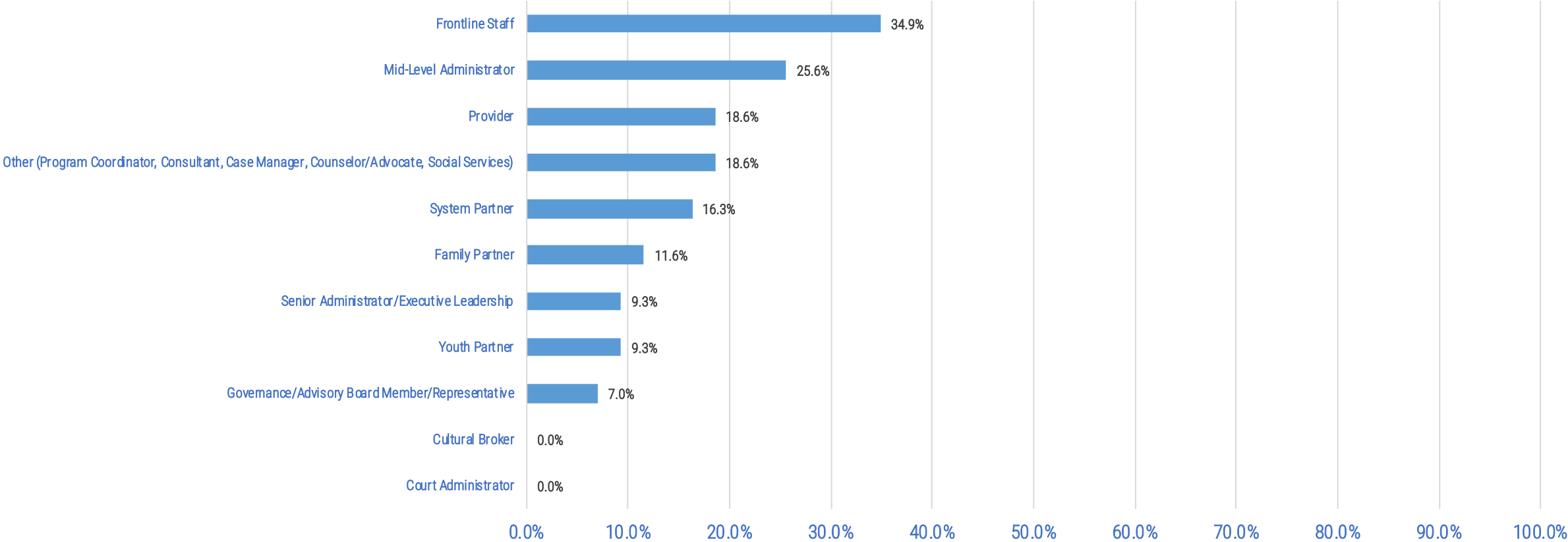


OTHER CHARACTERISTICS

Which best describes your position or role with the organization/agency/county you serve?

Selection: Check All That Apply

■ Respondents (n=43)





Let's Unpack

Unconscious Bias

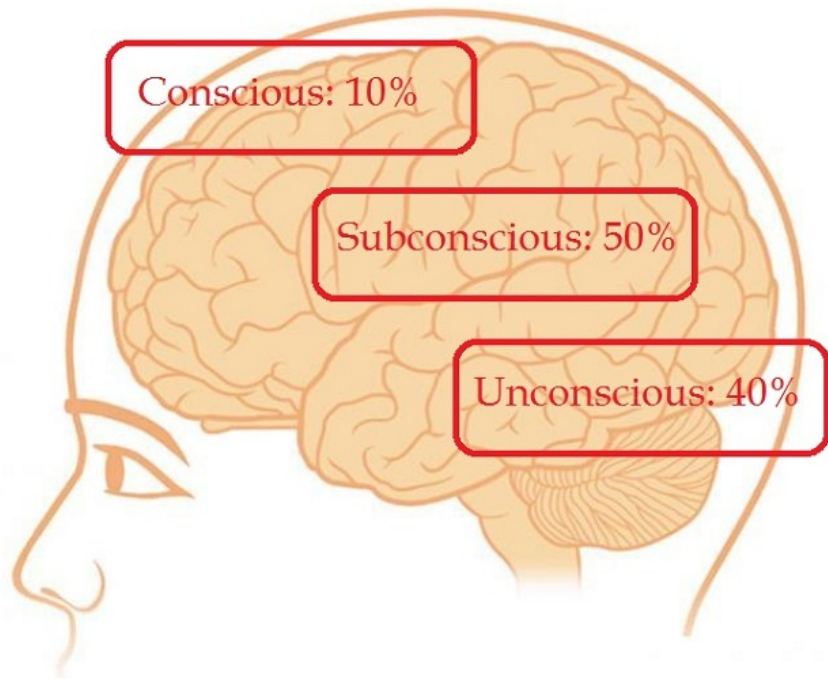


Check In— In the Comments

Share a **word or two** that reflects **how you FEEL** about the word **bias**?

- Is it negative?
- Positive?
- Do you feel defensive?

Share in the chat!



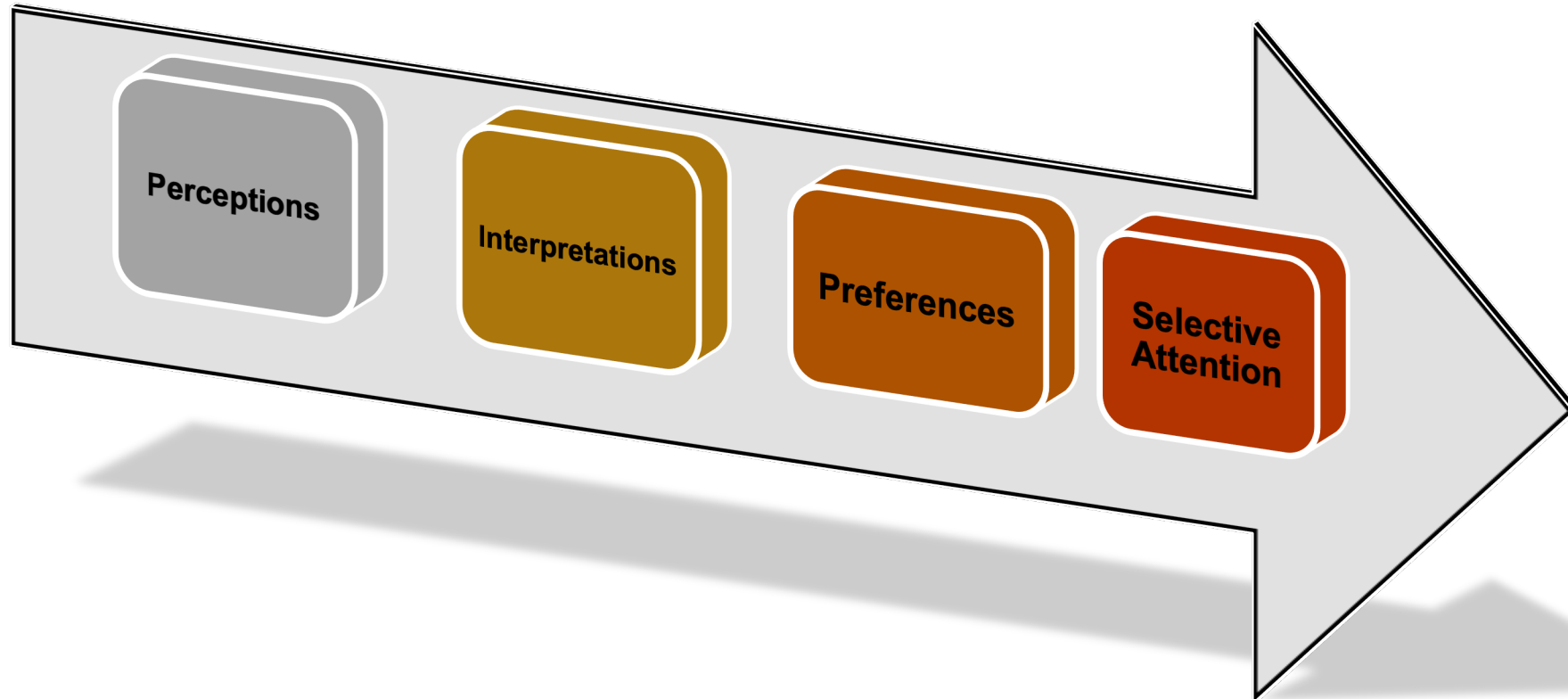
What is Bias?

Bias is a decision we make so quickly that it simply occurs to us as data; we don't know that we've actually taken in data points, interpreted them, and made meaning out of them.

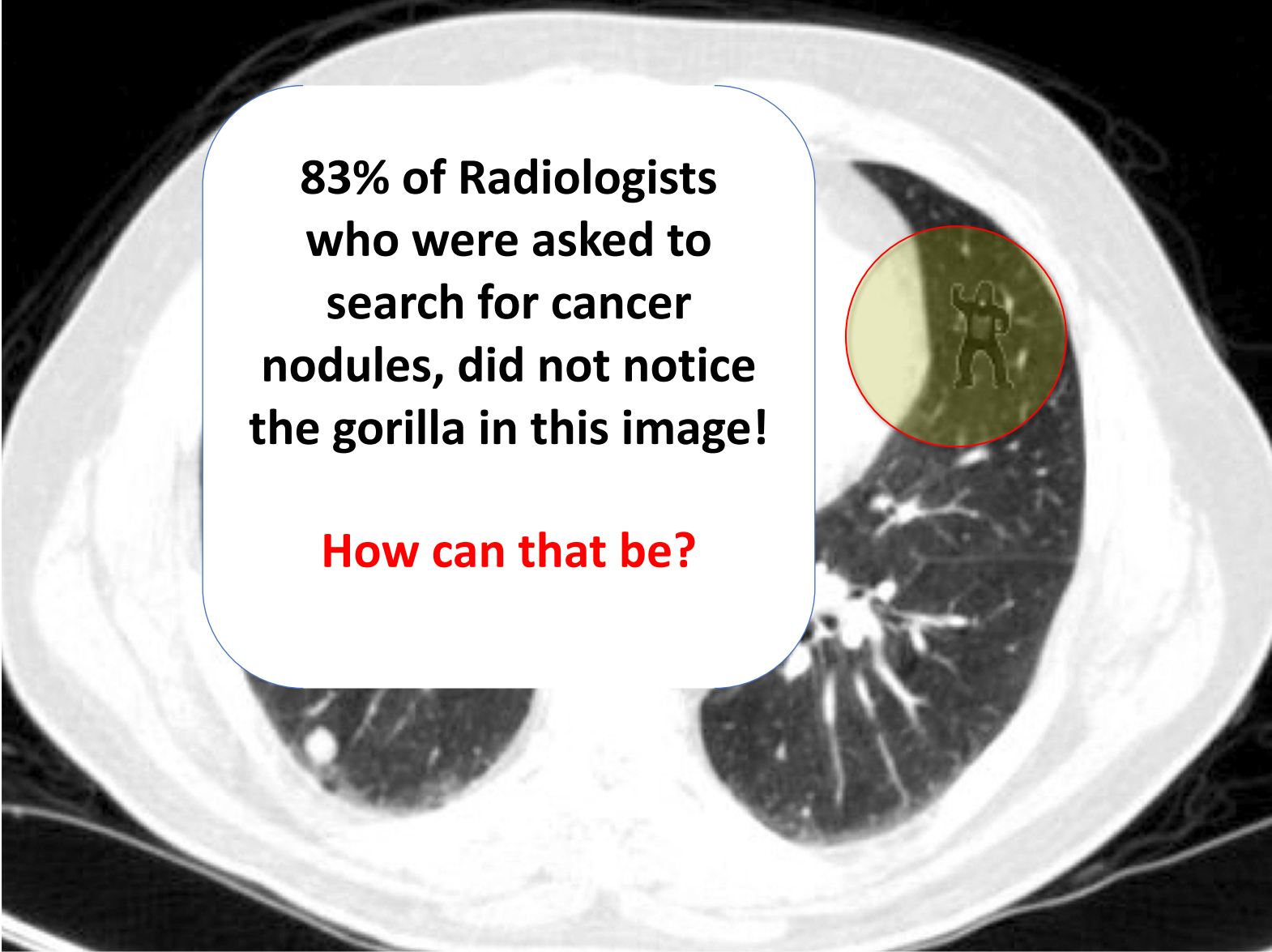
Driven by the mechanism of the brain that operates on associations; it is an automatic response. (Cook Ross)



**11 million pieces
of information at
any one time**



**40-50 pieces
of information get
absorbed**

An axial CT scan of the chest showing the lungs and mediastinum. A circular red highlight is placed over a watermark of a gorilla in the upper right lung field. A white text box with a blue border is overlaid on the left side of the image.

**83% of Radiologists
who were asked to
search for cancer
nodules, did not notice
the gorilla in this image!**

How can that be?

Don't Talk About...

Race

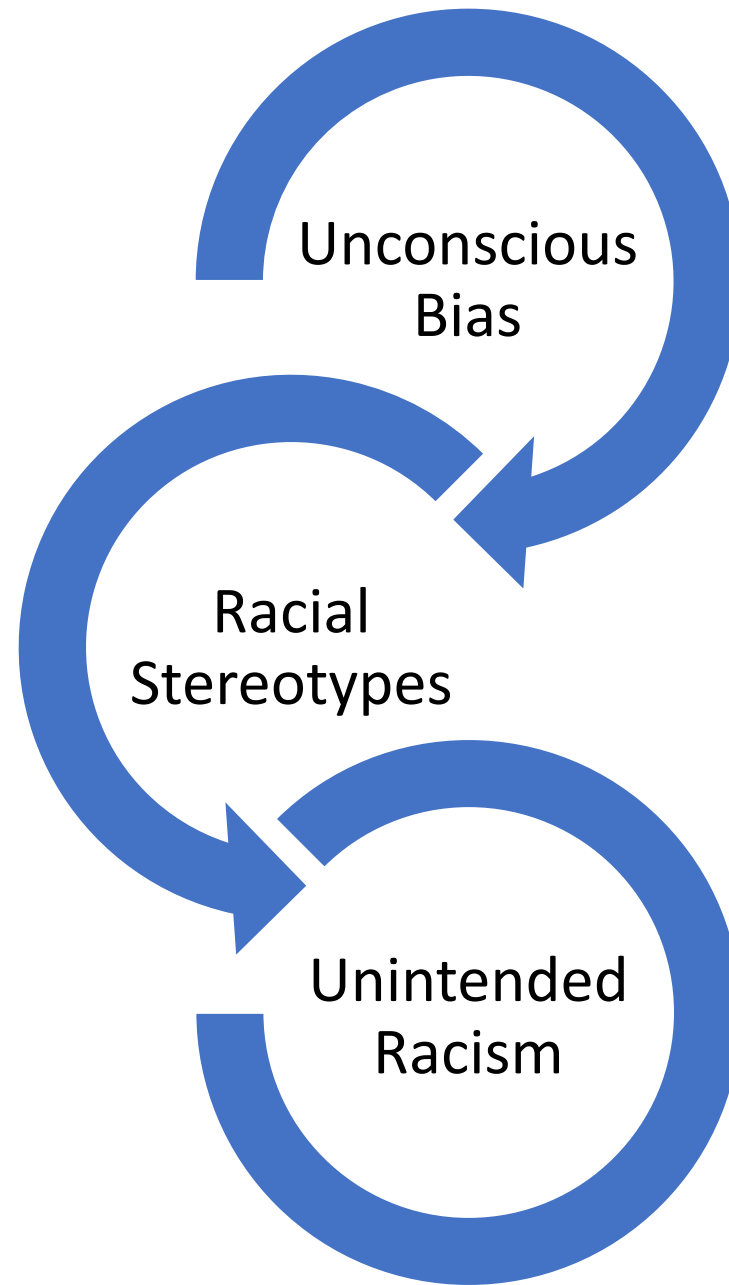
Religion

Money

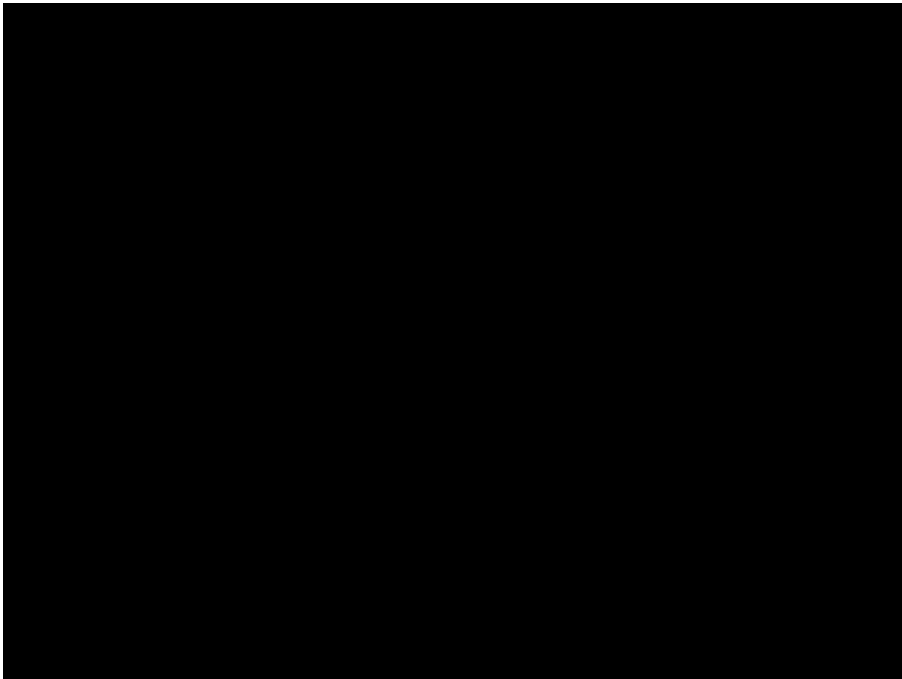
Sex/Sexuality

Politics





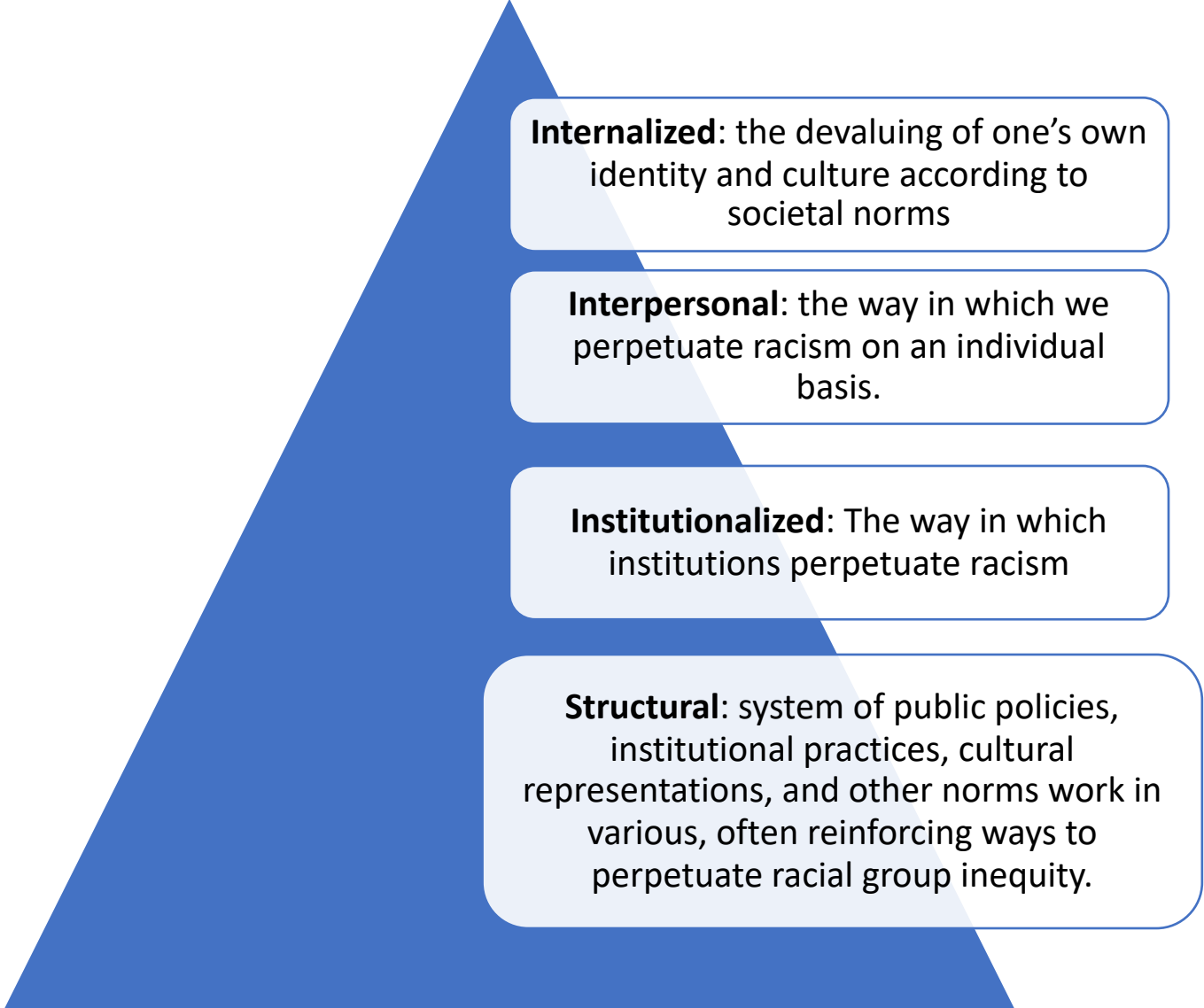
Stereotypes



“Widely held but fixed and oversimplified image or idea of a particular type of person or thing”

(Oxford English Dictionary)

Wait, What is Racism?



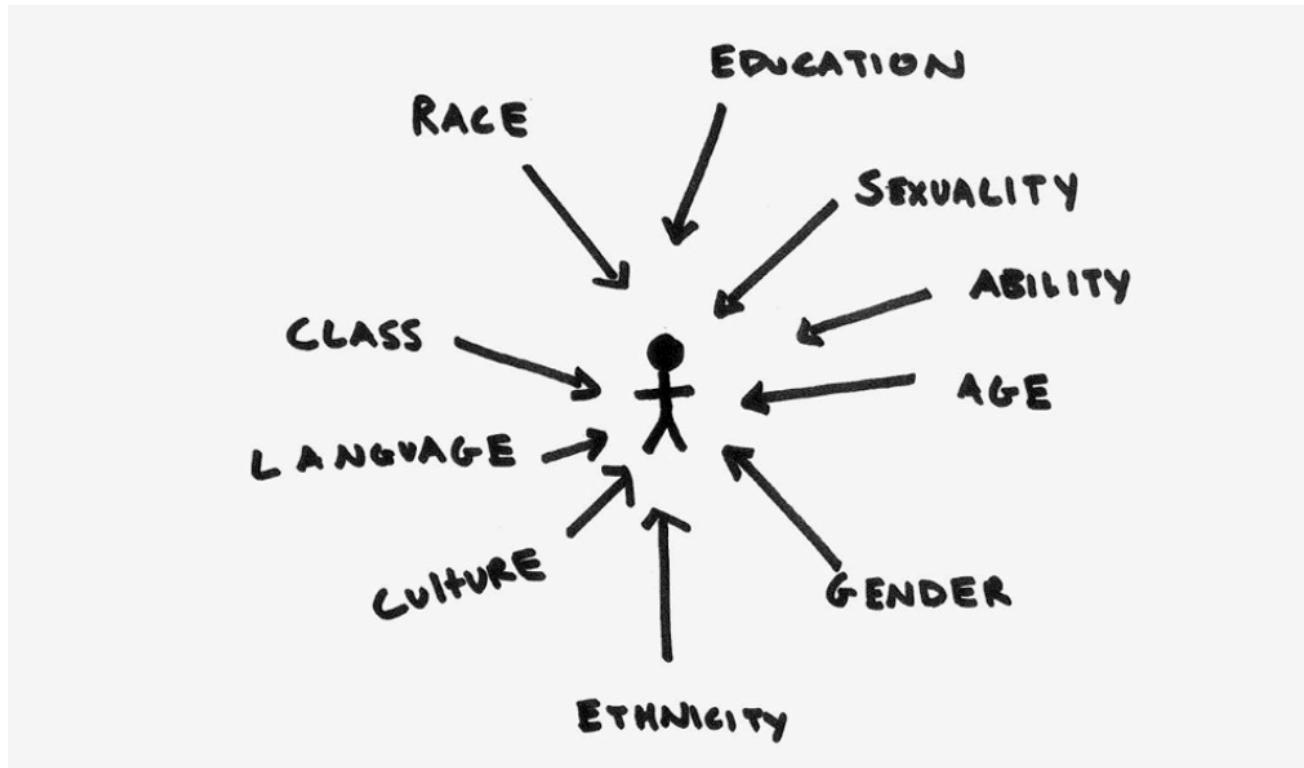
Internalized: the devaluing of one's own identity and culture according to societal norms

Interpersonal: the way in which we perpetuate racism on an individual basis.

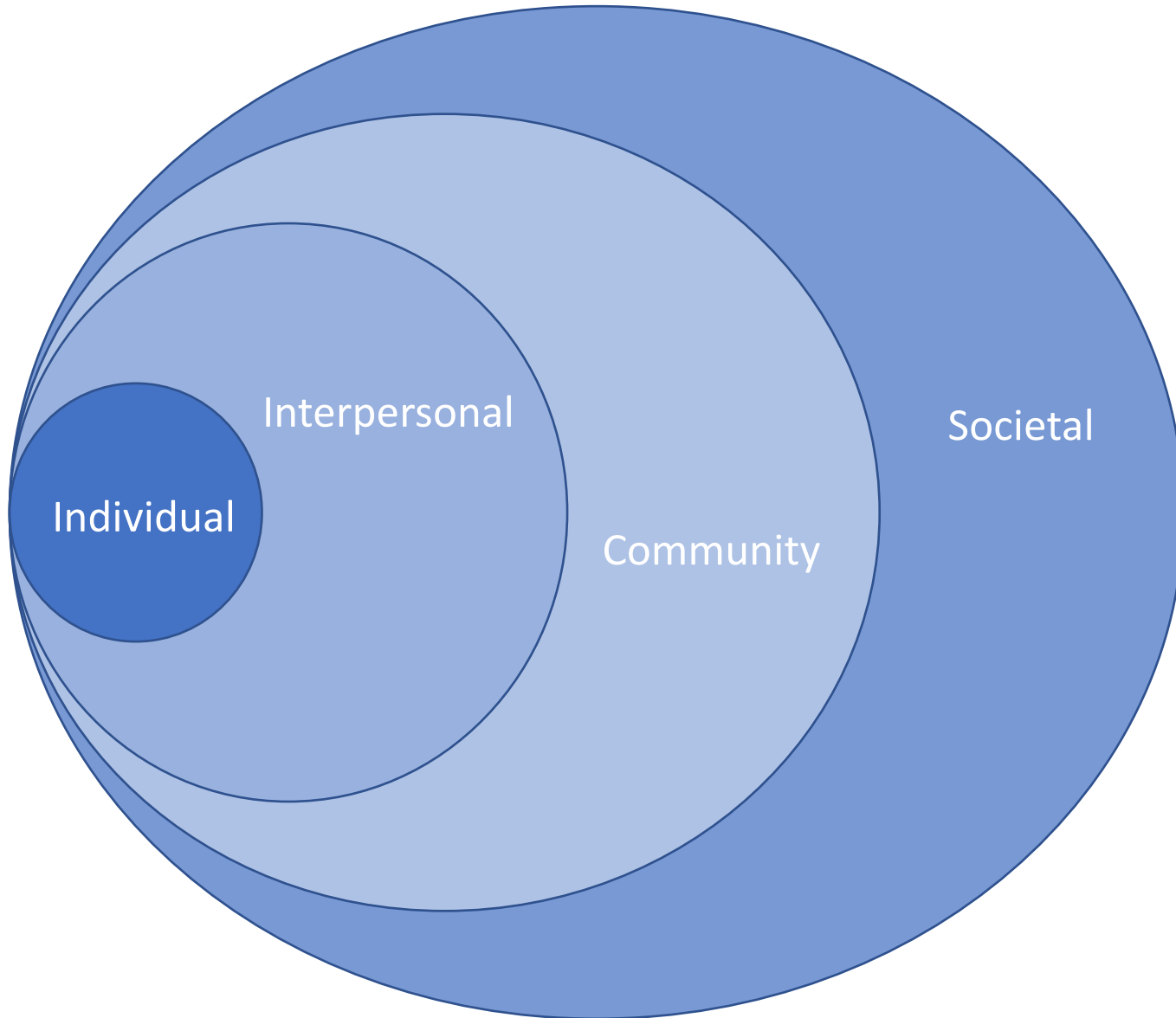
Institutionalized: The way in which institutions perpetuate racism

Structural: system of public policies, institutional practices, cultural representations, and other norms work in various, often reinforcing ways to perpetuate racial group inequity.

Intersectionality (Crenshaw, 1989)



The intersecting effects of race, class, gender, and other marginalizing characteristics that contribute to social identity and affect health.



Individual
 Personal, internalized
 or *intrapersonal* significance
 & power the person assigns
 to this identity

Interpersonal
 Exchanges involving
 experiences of
 discrimination or
 privilege

Community
 Out-group status could
 increase risk of
 victimization in terms of
 crime, threats to civil
 liberties, or other identity-
 based trauma exposures

Societal
 Structural
 inequalities in
 education, income,
 etc. associated with
 marginalized status

Privileged Groups



Privileged Groups



Individual

How are youth and family members served defining, valuing, devaluing, or channeling their intersecting identities?

Moment for Discussion

How do you observe or experience youth you serve valuing or devaluing their own identities?

How do they move between salient identities?

What stereotypes were you socialized into regarding the various identities that are being targeted among the youth?

What opportunities do you have to encourage or facilitate empowerment on an individual basis?

Interpersonal

How do discriminatory experiences, microaggressions, and interpersonal trauma influence how youth develop, identify, and navigate these systems?

RACIAL MICROAGGRESSIONS



“Brief and commonplace daily verbal, behavioral, and environmental indignities, whether intentional or unintentional, that communicate hostile, derogatory, or negative racial, gender, sexual-orientation, and religious slights and insults to the target person or group”

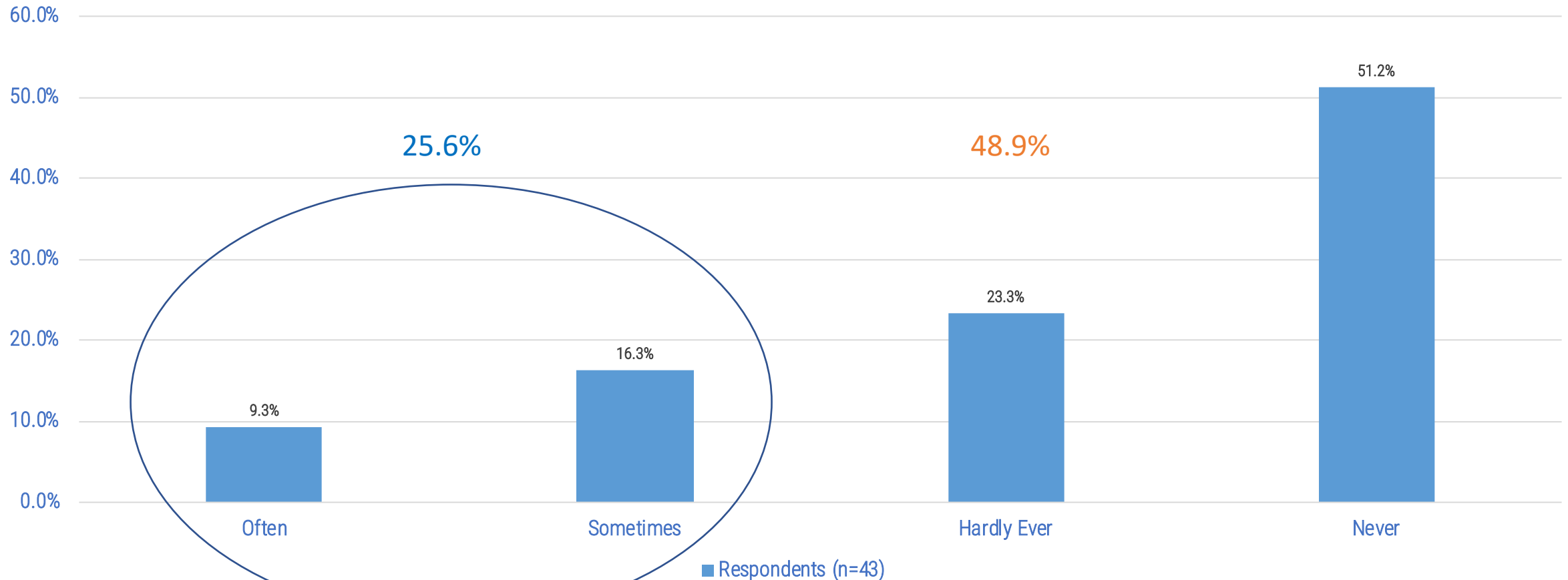
(Sue, 2010, p.5)

Check In

Poll Question

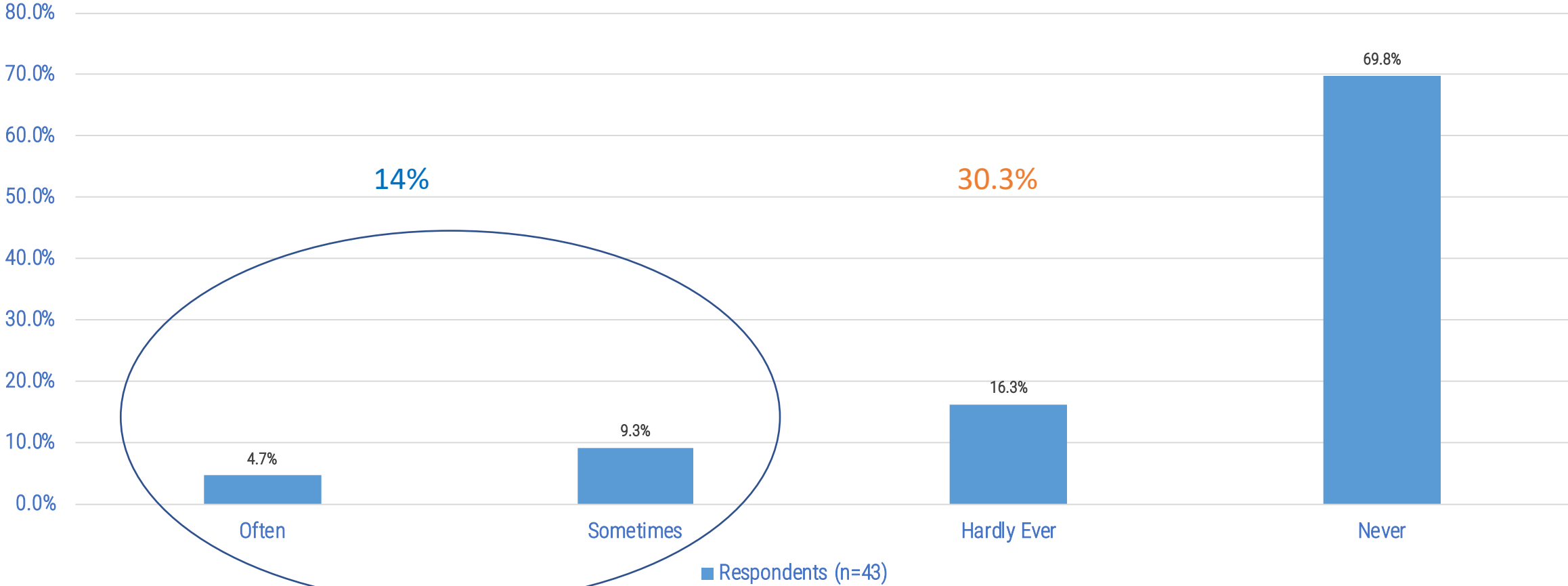
FELT MARGINALIZED/VOICELESS

In the past year, how many times have YOU felt marginalized or voiceless within your organization/agency/county due to any aspect of your identity or group membership?



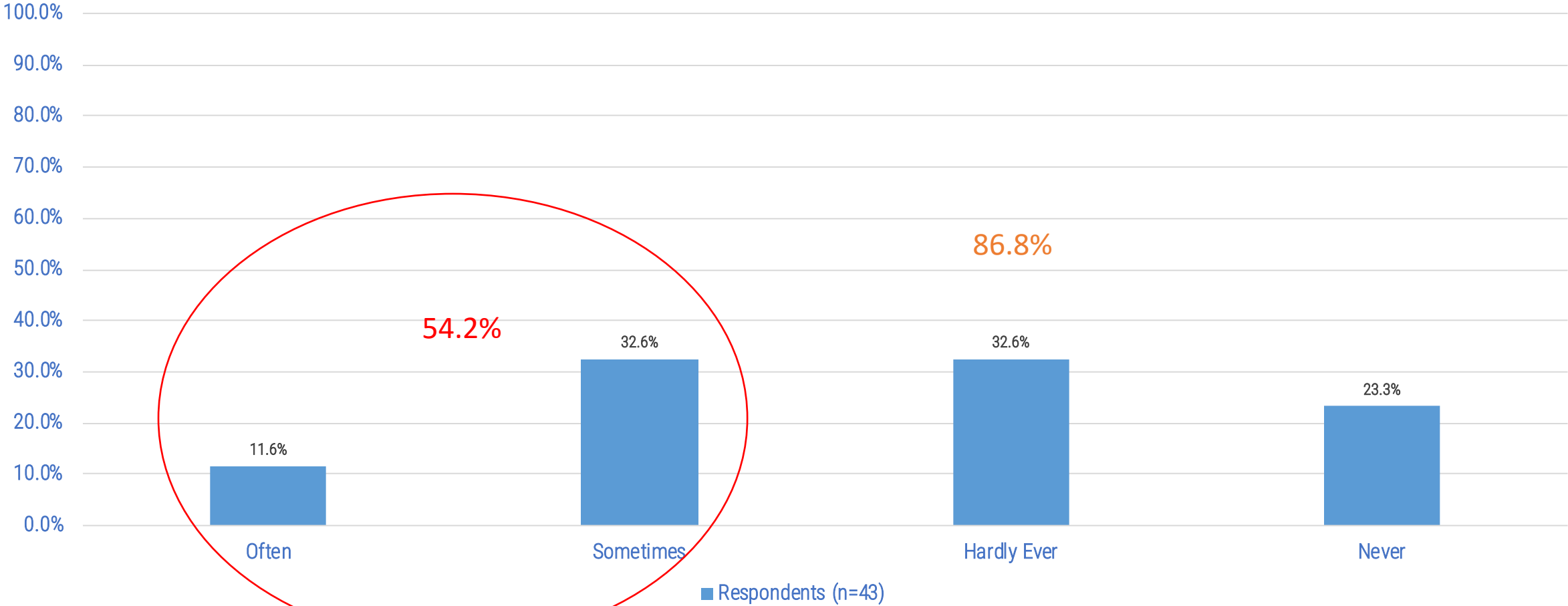
FELT TARGETED/ATTACKED

In the past year, how many times have YOU felt targeted or attacked within your organization/agency/county due to any aspect of your identity or group membership?



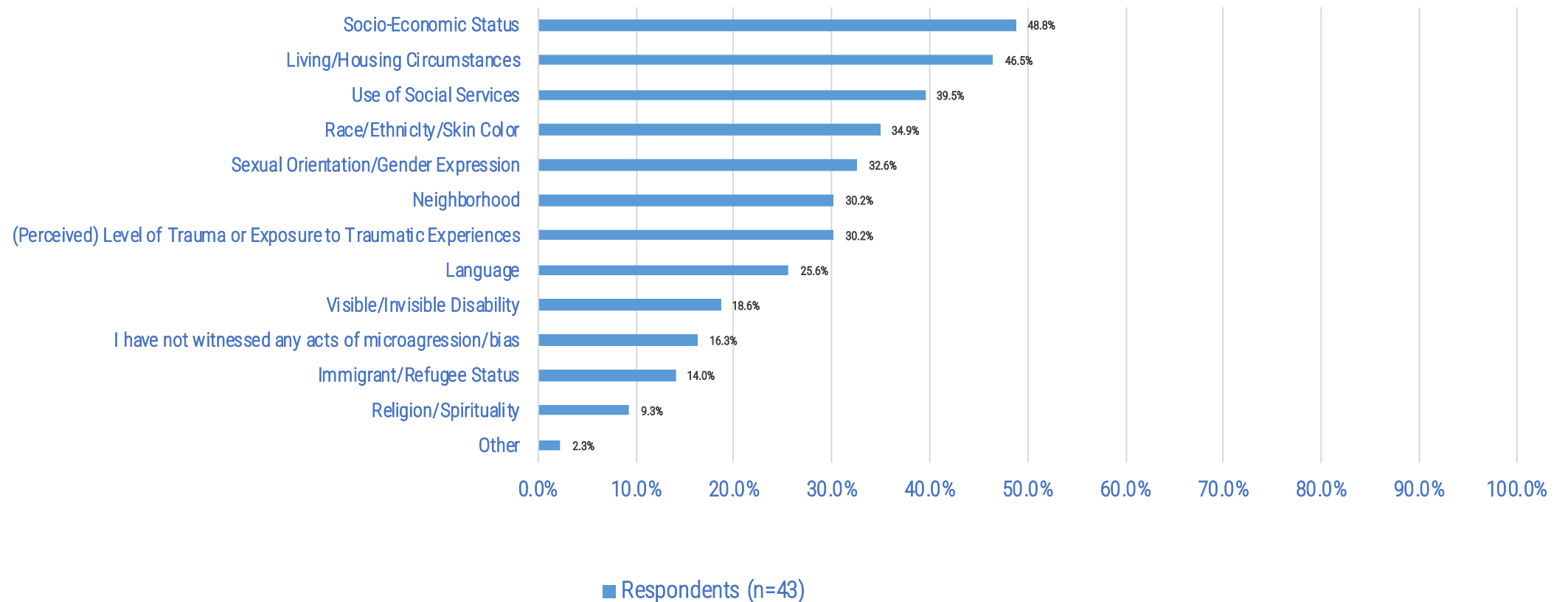
WITNESSING INSENSITIVE REMARK

In the past year, how many times have you directly or indirectly witnessed a youth or their families being referred to in derogatory, insensitive or offensive ways?



TARGET FOR INSENSITIVE REMARK

If you have witnessed microaggressions or bias against a youth or their family member/community, please identify the aspect(s) of their identity that were being targeted:
Selection: Check All That Apply



Check In

Poll Question

Check In

Poll Question

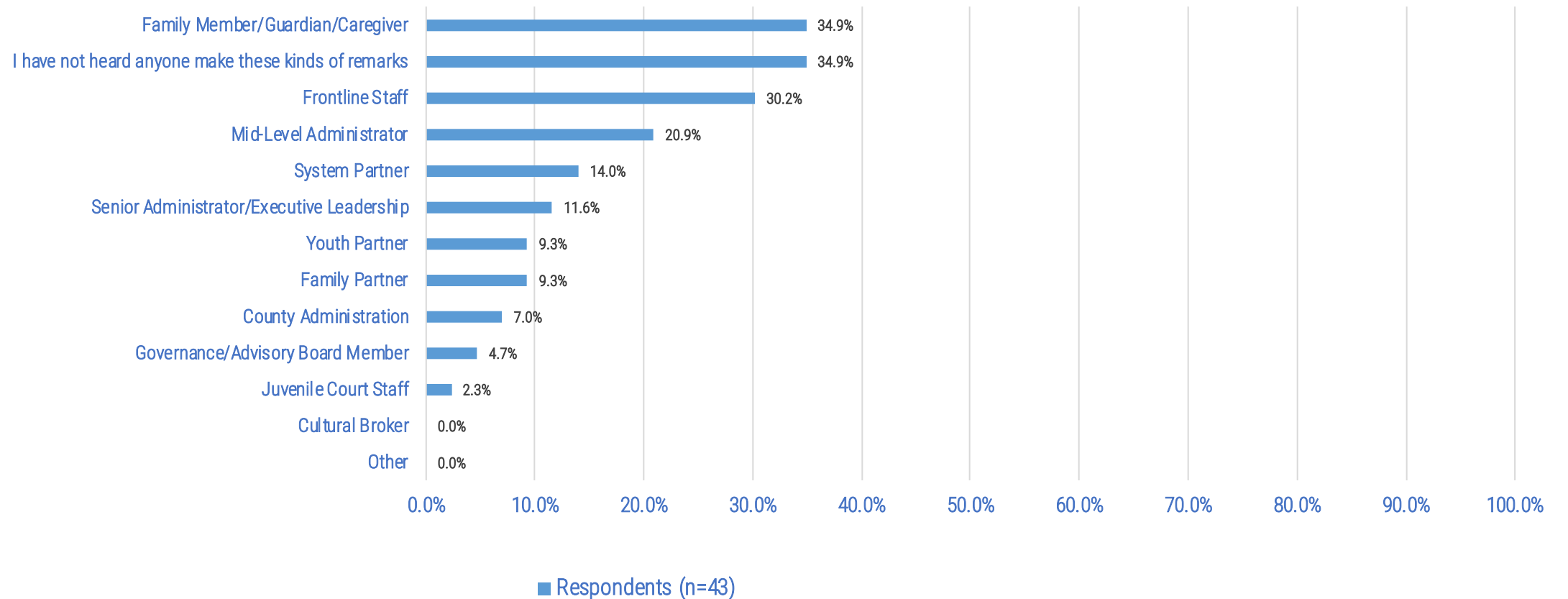
Check In

Poll Question

SOURCES OF INSENSITIVE REMARK

In the last year, have you heard someone who identifies with any of the following roles/titles make an insensitive or disparaging remark about anyone based on their identity/experience?

Selection: Check All That Apply



Themes of Microaggressions Experienced

Minimizing or Devaluing

- Being put down as not capable based on where I live
- Opinions being minimized by males in power because I'm overweight.
- 'Not bad for a Mexican'
- Referred to as being 'less than' based on a diagnosed disability
- Perceived lack of competence due to age
- Referring to our clients as 'those people'
- ADHD is not a 'real' mental health disorder
- Families needs being minimized because of generational system involvement

Racial & Cultural Stereotypes

- I was told that my country of origin (Latino country) was 'not a country that valued education'
- 'You've been in the school long enough to speak English'
- Assuming that because of a language barrier, the child was cognitively delayed

Incarceration & Substance Use Stigma

- I have experienced some microaggressions involving my history of addiction and incarceration
- Judgement because of criminal record and/or SUD
- Comments are made against people who have 'drug issues'

Socioeconomic Stigma

- Clients being referred to as 'first of the month-ers'
- Using terms such as "lazy" and making assumptions based on race and socioeconomic status
- Comments about clients' socioeconomic status, where they live, cleanliness behind the clients' backs

LGBTQ Stigma

- Misgendering
- Coworkers have said they don't agree with some "lifestyles" (referring to LGBTQ+)

Moment for Discussion

What has made it difficult to interrupt microaggressions you have witnessed?

How have you responded when you have been the **TARGET** of microaggression?

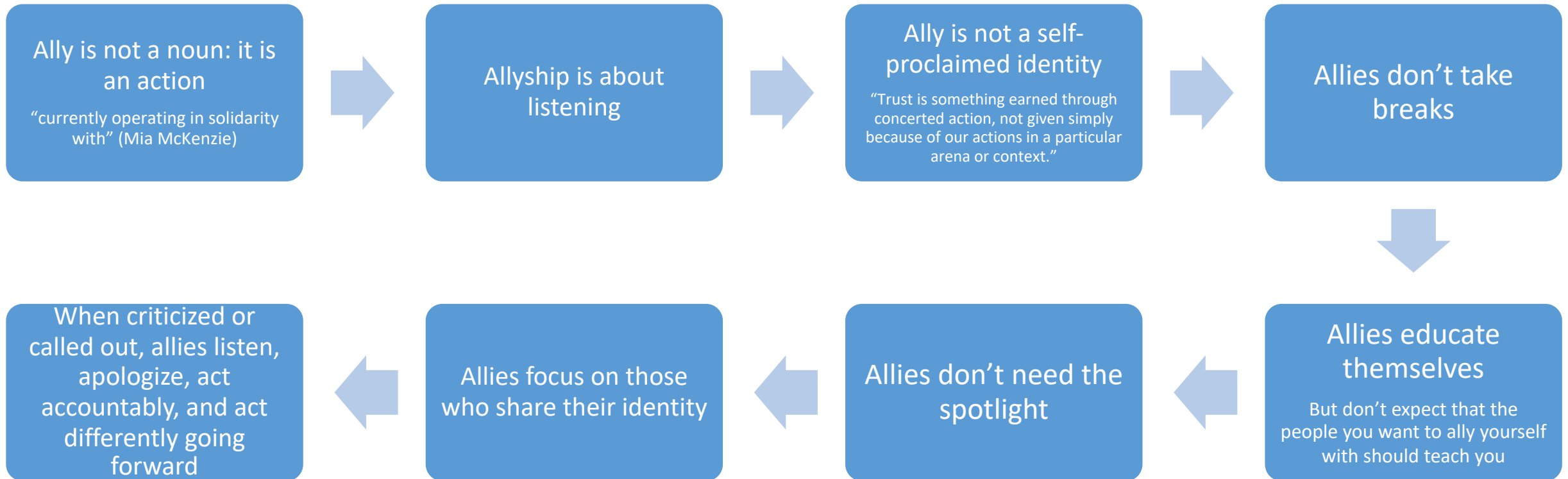
How have you responded when you have been “called in” for perpetuating a microaggression?



ALLYSHIP

Important Things an Ally Should Know

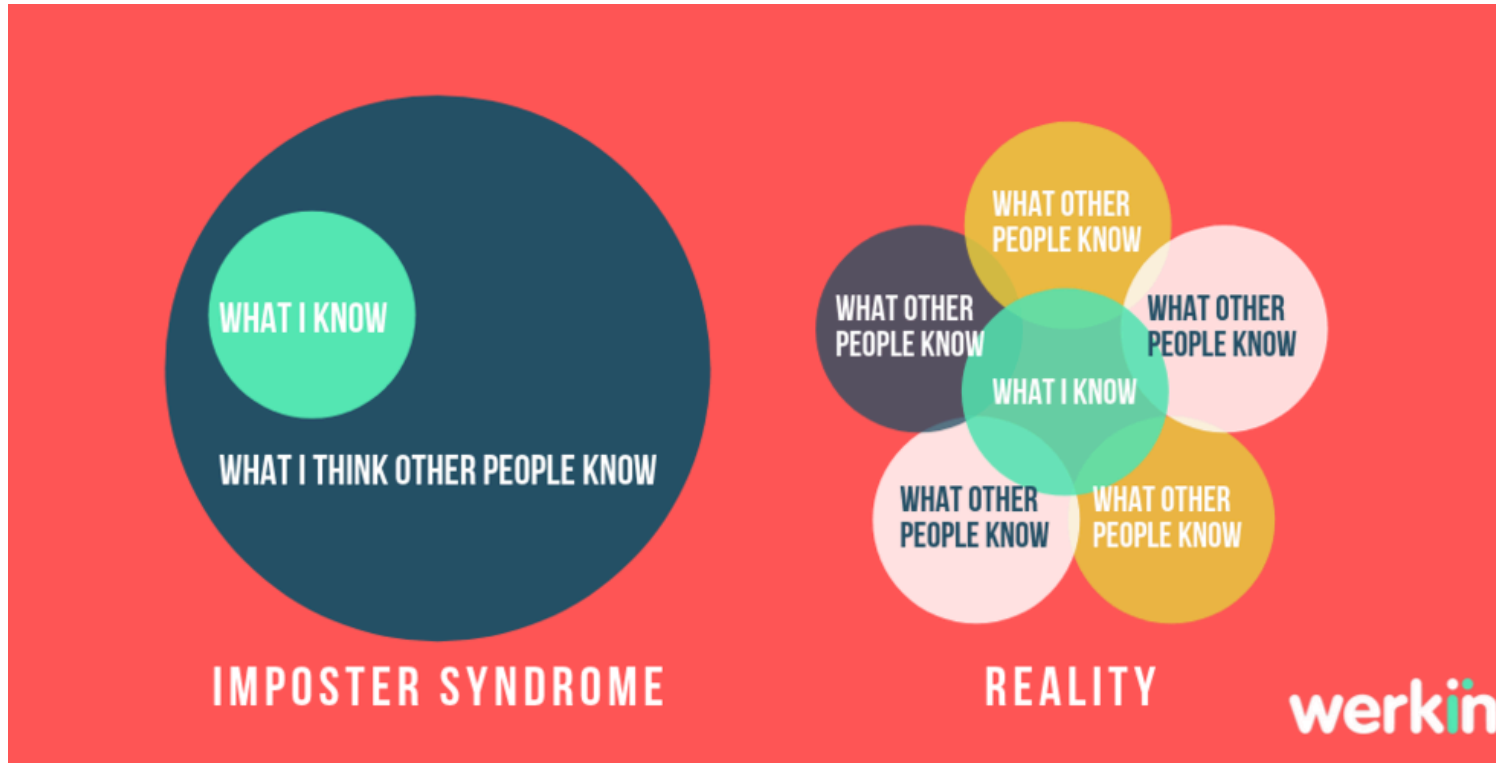
(Everyday Feminism Magazine)



Potential Barriers to Allyship

For white folks and POCs

Imposter Syndrome

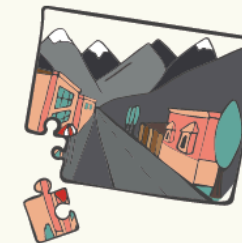
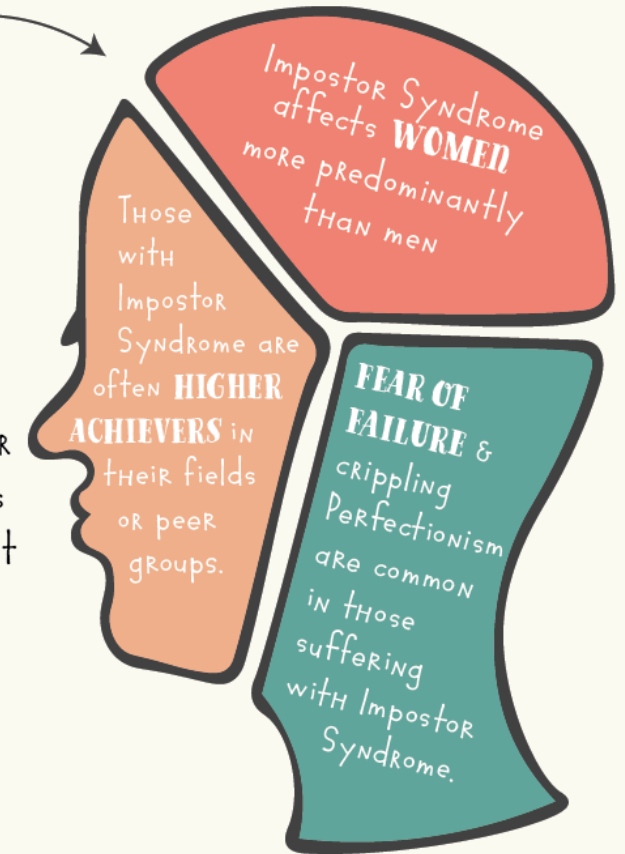


IMPOSTOR SYNDROME

Also known as impostor phenomenon or fraud syndrome.

Impostor Syndrome:

High-achieving individuals are marked by an inability to internalize their accomplishments and a persistent fear of being exposed as a "fraud"...sound familiar?

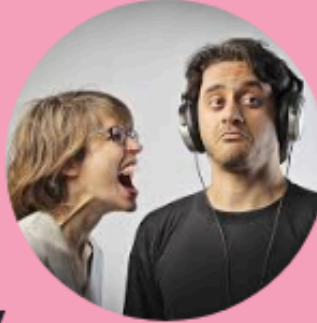


Remember this:
Your **LITTLE MESSAGE** is an important piece of the **BIG PUZZLE!**

Stereotype threat

It happens when a person is in a situation where they are anxious that they may conform to a negative stereotype aimed at his or her social group.

Positive stereotypes, or success on previous memory tasks, can help combat this negativity.



“That country [you come from] doesn’t value education”

-They don’t believe I’m intelligent, don’t value my input or contributions

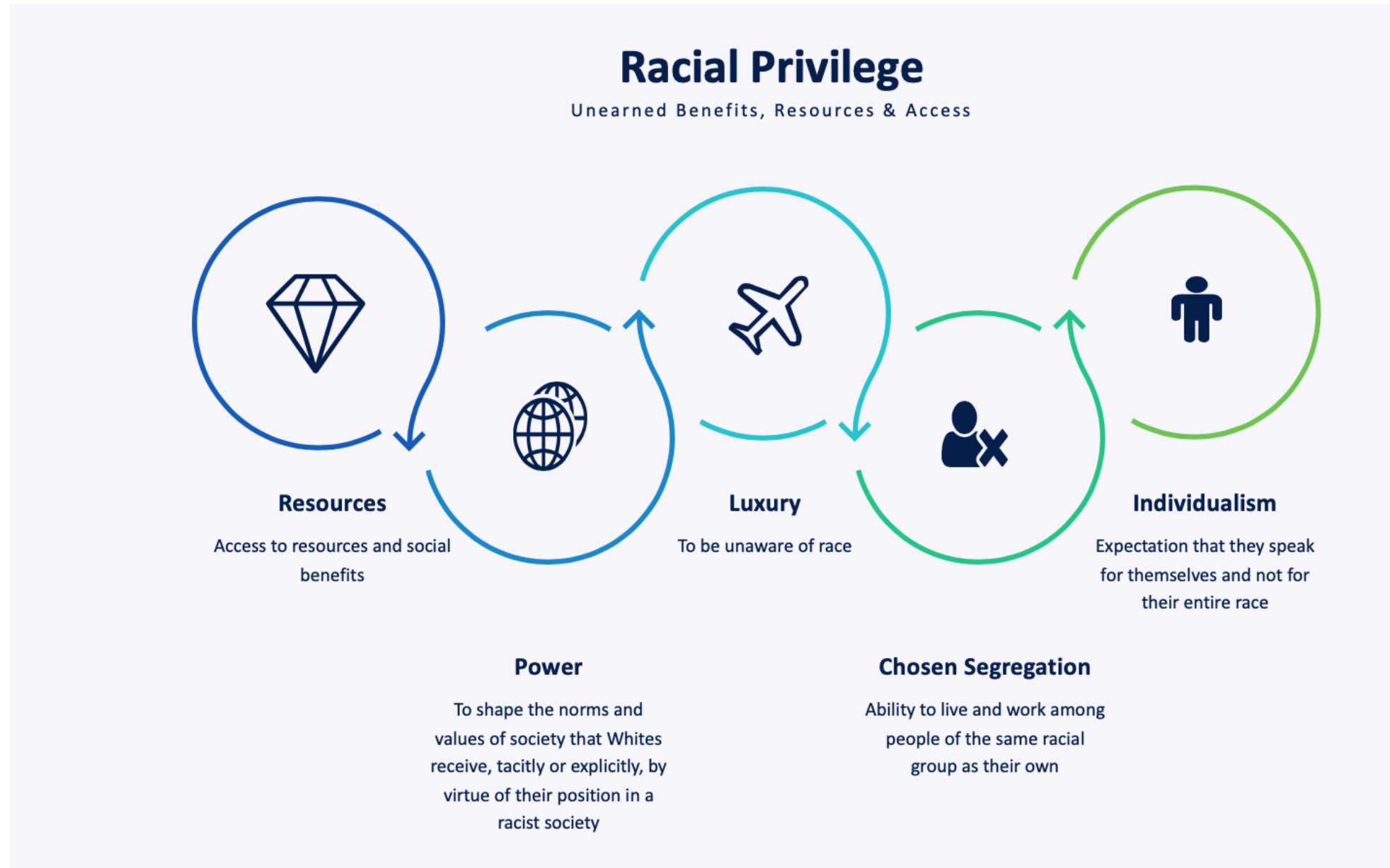
“You’ve been in school long enough to speak English”

-Speaking another language reflects a deficit, rather than an enhancement to one’s cognitive ability.

-Discredit the comfort and ability to articulate deepest feelings and experience in languages other than English.

White Privilege

Having one's social identities NOT function as a barrier to opportunity, self-determination, or basic human rights.



White Fragility

A state in which even a **minimum amount of racial stress** becomes **intolerable**, triggering a range of defensive moves.

These moves include the outward display of emotions such as **anger, fear, and guilt**, and behaviors such as **argumentation, silence, and leaving** the stress-inducing situation.

(DiAngelo, R., 2011)

NEW WORD:

Umbrage:
/'ambri:ʒ/. noun
offence or
annoyance.



Strategic Intentional
Actual Action.

Can I offer you
a teachable
moment?

Silence colludes
with racism

Microaggressions



↳ not discussed
because it is
rare for a white
person to receive
that feedback with
grace & humility



The antidote
to guilt is
ACTION.

a form of
RACIAL
BULLYING



There's entitlement
in this idea...
"I deserve to be
Comfortable."



White
Fragility



teaching
white
White
Podcast
guest: Robin
D'Angelo

How can you
know anything
about me
just because
I'm White?



This protects
racial inequality



Original
feedback
is lost.

you hurt my
feelings &
now you need
to comfort me
or you're a
PRODIGY



NO CHOIR



- 1 Can I have an opportunity to apologize?
- 2 Have I missed anything
- 3 Thanks, I will work harder.

I don't want to
do or say anything
RACIST

But...

I don't want to
be told if I do

would you
tell? would
you want to
know?



White people
are white
to endure
RACIAL STRESS



you need to
look at my
intention not
impact

Niceness
≠ Courageous



Um... No.

bottom line...

Err on the side
of your Integrity.

When You're "Called In"



Listen



Receive



Validate



Apologize



Change

Moment for Discussion

- How do you experience these barriers to allyship and speaking up?
- What is difficult about having these barriers named?
- What does it feel like to name whiteness in this discussion?

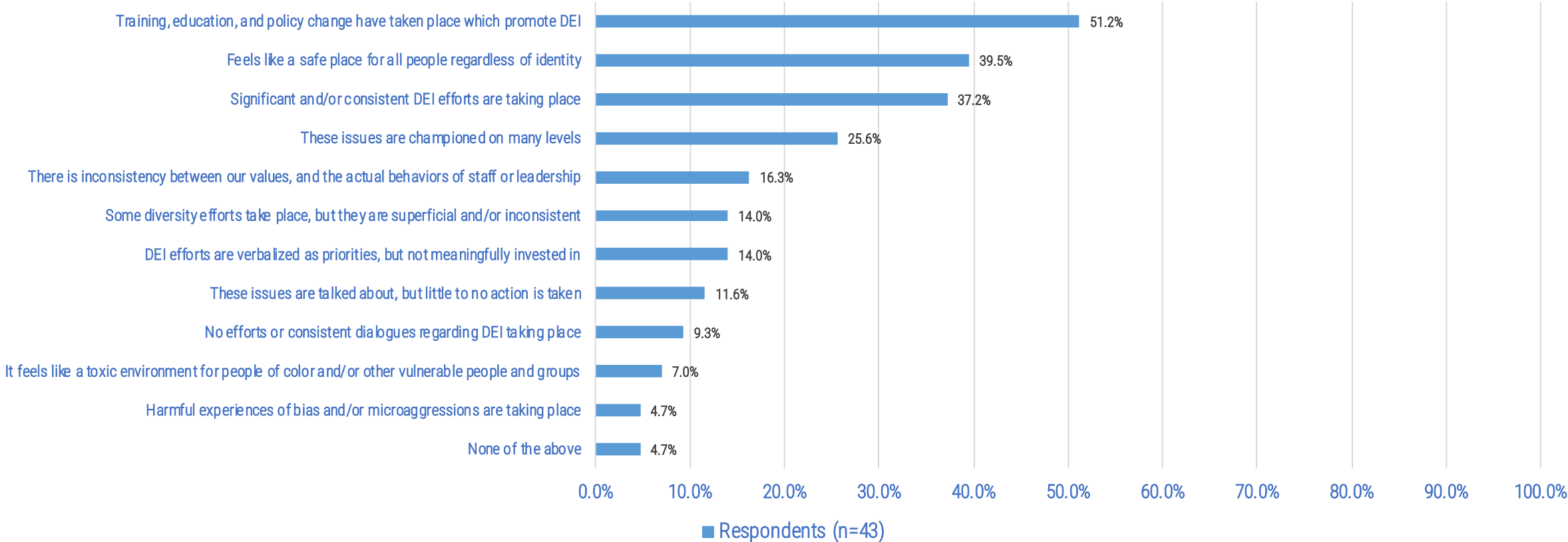
Community/Institutions

How do institutions shape youth development, promote inequities, promote harm, or cultivate resilience?

ENGAGEMENT IN DEI EFFORTS

How would you describe your organization/agency/county level of CLC engagement in diversity, equity, and inclusion (DEI) work?

Selection: Check All That Apply



What is an
Accomplice?



Actor

The actions of an Actor do not disrupt the status quo, much the same as a spectator at a game. Both have only a nominal effect in shifting an overall outcome. Such systems are challenged when actors shift or couple their actions with those from Allies and/or Accomplices.

The actions of an Actor do not explicitly name or challenge the pillars of White supremacy which is necessary for meaningful progress towards racial justice.

There is an excellent quote by Lilla Watson on need for Actors to shift to Accomplices: *"If you have come here to help me, you're wasting your time. If you have come because your liberation is bound up with mine, then let us work together."*

Ally

Ally is typically considered a verb - one needs to act as an ally, and can not bestow this title to themselves.

The actions of an Ally have greater likelihood to challenge institutionalized racism, and White supremacy. An Ally is like a disrupter and educator in spaces dominated by Whiteness.

An Ally might find themselves at a social gathering in which something inappropriate is being talked about. Instead of allowing that space to incubate Whiteness, the Ally wisely disrupts the conversation, and takes the opportunity to educate those present.

Being an Ally is not an invitation to be in Black and Brown spaces to gain brownie points, lead, take over, or explain.

Allies constantly educate themselves, and do not take breaks.

Franchesca Ramsey's Video: [5 Ways of Being an Ally](#)

Accomplice

The actions of an Accomplice are meant to directly challenge institutionalized racism, colonization, and White supremacy by blocking or impeding racist people, policies, and structures.

Realizing that our freedoms and liberations are bound together, retreat or withdrawal in the face of oppressive structures is not an option. Accomplices' actions are informed by, directed and often coordinated with leaders who are Black, Brown First Nations/Indigenous Peoples, and/or People of Color.

Accomplices actively listen with respect, and understand that oppressed people are not monolithic in their tactics and beliefs.

Accomplices aren't motivated by personal guilt or shame. They are not emotionally fragile.

Accomplices build trust through consent and being accountable - this means not acting in isolation where there is no accountability.

Anti-Racism

The active process of identifying and eliminating racism by changing systems, organizational structures, policies and practices, and attitudes so that power is redistributed and shared equitably.



Continuum on Becoming an Anti-Racist Multicultural Organization

MONOCULTURAL ==> MULTICULTURAL ==> ANTI-RACIST ==> ANTI-RACIST MULTICULTURAL

Racial and Cultural Differences Seen as Deficits ==> Tolerant of Racial and Cultural Differences ==> Racial and Cultural Differences Seen as Assets

Exclusive An Exclusionary Institution	2. Passive A "Club" Institution	3. Symbolic Change A Compliance Organization	4. Identity Change An Affirming Institution	5. Structural Change A Transforming Institution	6. Fully Inclusive Anti-Racist Multicultural Organization in a Transformed Society
<ul style="list-style-type: none"> Intentionally and publicly excludes or segregates African Americans, Native Americans, Latinos, and Asian Americans Intentionally and publicly enforces the racist status quo throughout institution Institutionalization of racism includes formal policies and practices, teachings, and decision making on all levels Usually has similar intentional policies and practices toward other socially oppressed groups such as women, gays and lesbians, Third World citizens, etc. Openly maintains the dominant group's power and privilege 	<ul style="list-style-type: none"> Tolerant of a limited number of "token" People of Color and members from other social identify groups allowed in with "proper" perspective and credentials. May still secretly limit or exclude People of Color in contradiction to public policies Continues to intentionally maintain white power and privilege through its formal policies and practices, teachings, and decision making on all levels of institutional life Often declares, "We don't have a problem." Monocultural norms, policies and procedures of dominant culture viewed as the "right way" business as usual" Engages issues of diversity and social justice only on club member's terms and within their comfort zone. 	<ul style="list-style-type: none"> Makes official policy pronouncements regarding multicultural diversity Sees itself as "non-racist" institution with open doors to People of Color Carries out intentional inclusiveness efforts, recruiting "someone of color" on committees or office staff Expanding view of diversity includes other socially oppressed groups <p style="text-align: center;"><i>But...</i></p> <ul style="list-style-type: none"> "Not those who make waves" Little or no contextual change in culture, policies, and decision making Is still relatively unaware of continuing patterns of privilege, paternalism and control Token placements in staff positions: must assimilate into organizational culture 	<ul style="list-style-type: none"> Growing understanding of racism as barrier to effective diversity Develops analysis of systemic racism Sponsors programs of anti-racism training New consciousness of institutionalized white power and privilege Develops intentional identity as an "anti-racist" institution Begins to develop accountability to racially oppressed communities Increasing commitment to dismantle racism and eliminate inherent white advantage Actively recruits and promotes members of groups have been historically denied access and opportunity <p style="text-align: center;"><i>But...</i></p> <ul style="list-style-type: none"> Institutional structures and culture that maintain white power and privilege still intact and relatively untouched 	<ul style="list-style-type: none"> Commits to process of intentional institutional restructuring, based upon anti-racist analysis and identity Audits and restructures all aspects of institutional life to ensure full participation of People of Color, including their world-view, culture and lifestyles Implements structures, policies and practices with inclusive decision making and other forms of power sharing on all levels of the institutions life and work Commits to struggle to dismantle racism in the wider community, and builds clear lines of accountability to racially oppressed communities Anti-racist multicultural diversity becomes an institutionalized asset Redefines and rebuilds all relationships and activities in society, based on anti-racist commitments 	<ul style="list-style-type: none"> Future vision of an institution and wider community that has overcome systemic racism and all other forms of oppression. Institution's life reflects full participation and shared power with diverse racial, cultural and economic groups in determining its mission, structure, constituency, policies and practices Members across all identity groups are full participants in decisions that shape the institution, and inclusion of diverse cultures, lifestyles, and interest A sense of restored community and mutual caring Allies with others in combating all forms of social oppression Actively works in larger communities (regional, national, global) to eliminate all forms of oppression and to create multicultural organizations.

Moment for Discussion

How do your policies and practices increase disadvantage among groups with intersecting marginalized identities?

How can your institutions work together to increase equity for groups with intersecting marginalized identities?

Next Steps

- What self work can you do to increase your own consciousness and allyship?
- How can you interrupt interpersonal and institutional bias?
- What barriers do you face in your development as an ally and accomplice?
- How can you influence institutional change and growth?

Time for Q&A

Thank You!!

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