



# Pro Bono Center

## ***Working with Pro Bono Clients:***

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# Training Logistics

- Stay on mute to avoid background noise
- Type questions in the chat
- Questions at the end
- Participate! We want to hear from you

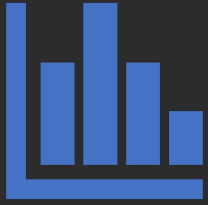


# Goals for this session:

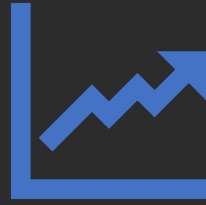
- To increase awareness and knowledge of how an individual's culture and experiences inform their interactions with other people and organizations.
- To increase awareness of the biases and cultural assumptions which you and/or the client may bring into the intake process.
- To provide tools for improving communication with clients.

# Topics to be covered:

- Culture
- Implicit bias
- Cultural Competency and Cultural Humility
- Working with limited English proficient (LEP) Clients
- Tips for conducting intakes



Poll #1



Poll #2

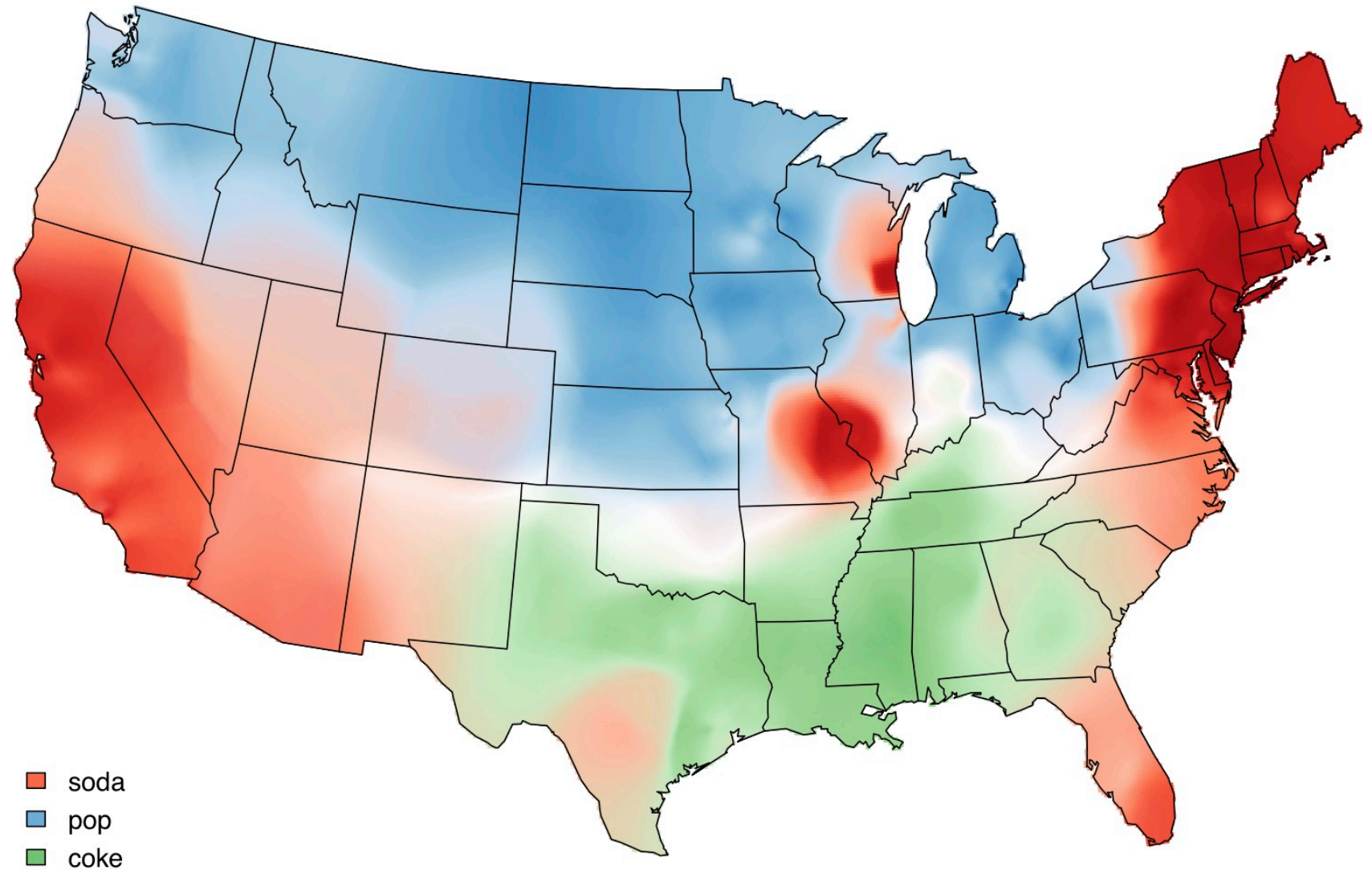


Poll #3

*Let's get started!*

What do  
you prefer?

What is your generic term for a sweetened, carbonated beverage?



Map by Joshua Katz, Department of Statistics, NC State University

Based on survey data from Bert Vaux, Department of Linguistics, University of Cambridge

# What is culture?

***“Culture is like the air we breathe— it is largely invisible and yet we are dependent on it for our very being. Culture is the logic by which we give order to the world.”*** Raymond Carroll, *Cultural Misunderstandings: The French-American Experience* 2 (1988).

- Culture goes beyond race, ethnicity or national origin.
- Culture refers to a person's identity, gender, language, thoughts, communications, actions, customs, beliefs, values and institutions that can be (but are not always) specific to ethnic, racial, religious, geographic or social groups.
- Because culture provides the backdrop for our understanding of the world, it also affects our understanding of others. However, much of these value judgments occur without us being aware we are making a judgment. This is implicit bias.

# What is implicit bias?

Implicit bias refers to the brain's automatic, instant association of stereotypes or attitudes toward particular groups, often without our conscious awareness.





## We ALL have biases.

- We form these biases from our experiences, as well as exposure to external messaging like the media.
- Implicit bias is involuntary and often occurs without an individual's awareness or control.
- Our implicit biases may be different or contrary to our stated views or beliefs.

### *Think of biases as “baggage.”*

- You will approach an intake with preconceived notions about the client.
- A client/caller will come into the intake with their own preconceived notions about working with intake professionals, lawyers, and the justice system.

# What does this mean for us?

- Lots of ways bias can show up while conducting intakes:
  - How we approach an intake
  - How we form our questions to get information
  - What importance or meaning we ascribe to certain events
  - How we follow up with clients



# What is cultural competency?

Cultural competency is the ability to accurately understand, appreciate and interact with people from different cultures or backgrounds.<sup>1</sup>

***“The essential principles of cultural competence are (1) acknowledgement of the importance of culture in people's lives, (2) respect for cultural differences, and (3) minimization of any negative consequences of cultural differences.”<sup>2</sup>***

1. Milton Bennett, *Becoming Interculturally Competent*, in TOWARD MULTICULTURALISM: A READER IN MULTICULTURAL EDUCATION 62, 72 (Jaime Wurzel ed., 2004).
2. Michael Paasche-Orlow, *The Ethics of Cultural Competence*. 79 J. Ass'n. Am. Med. Coll. 347-50 (1994).

# What are some of the goals of cultural competency?

- Respect
- Trust
- Insight



## Why is it important?

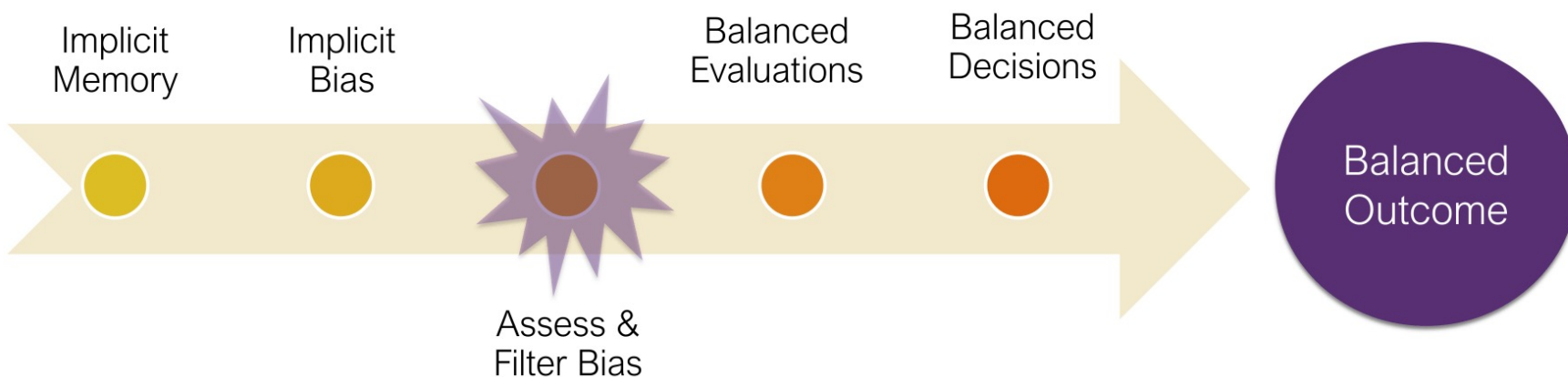
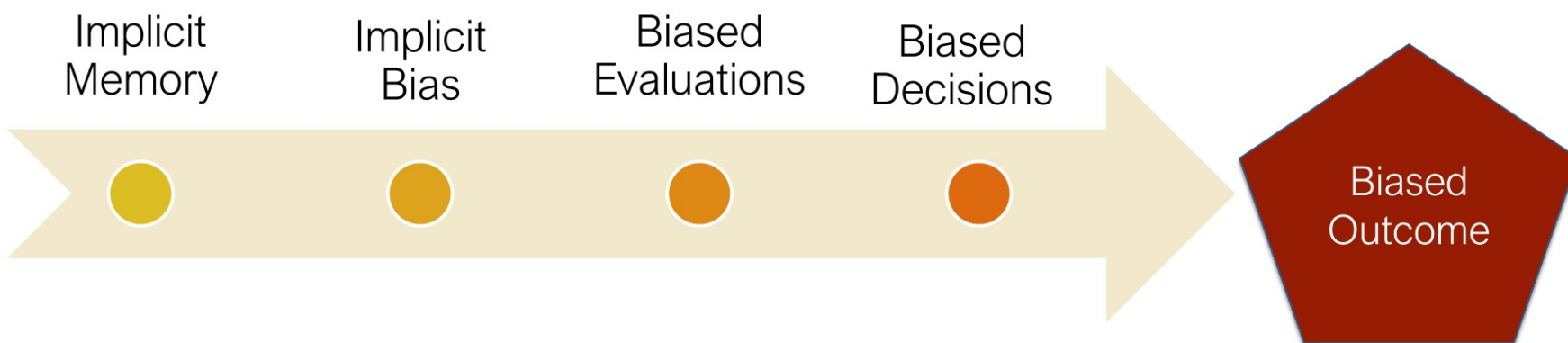
# WHAT CAN WE DO TO REDUCE THE IMPACT OF OUR BIASES

- Slow down.



- Practice cultural humility.

# Implicit Bias Remedies: Disrupt the Process



Implicit biases and stereotypes are mental shortcuts, and moving quickly or operating in stressful situations can increase our reliance on those biases.



The National Institutes of Health defines cultural humility as “a **lifelong** process of **self-reflection** and **self-critique** whereby the individual **not only** learns about another’s culture, but one starts with an examination of her/his **own** beliefs and cultural identities.”

Requires historical awareness, openness to education and criticism, and recognition of intersectionality and complexity.

Lifelong journey – not an endpoint obtained through a certain number of trainings or intercultural interactions.

Self-assessment at both individual and organizational levels.

## Tips for conducting an Intake:

- Slow down
- Repeat back your understanding



# Working with limited English proficient (LEP) Clients:

**LEP: Individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English.**

- Conducting an intake with an interpreter ensures we're getting the correct information.
- Working with a client in their primary language respects client's experience and current situation.
- Working with interpreters ensures callers and clients receive the services they need in a format they can understand.





## Tips continued:

- Get the name of the caller and address them by name.
- Listen intently to the caller.
- Sympathy  $\neq$  understanding



*Getting started –  
resources to guide you  
in this journey*

# Questions?



## Contact Us

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