



HOW TO COMBAT A PERSON-BLAMING CULTURE

What does a human centered, trauma informed approach look like?

- Providing an **empathetic response** – letting them know that they are valued, and that we care.
- Communicating that we are here to **support** and **partner** with them.
- Accessing their **strengths, skills and connections**, and
- **Returning decision-making to the client**. Helping them choose which short and long-term options are best for them

Statements to address--

We're setting them up to fail

They need a higher level of care

They lied during the assessment

They are manipulating the system

They're not ready for housing

We don't know if they're going to be sustainable

We should remember:

Changing the culture involves changing our beliefs, assumptions, and bias about people!



When we change the culture to meet people where they are and practice empathy and positive regard, we promote more positive and longer lasting outcomes