

DEI&B:

Strengthening Communication & Connections with Your Case Manager

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THE
**COORDINATING
CENTER**

YOUR HEALTH. YOUR JOURNEY. OUR PRIORITY.



Intro and Disclosure



- 17 years of case management experience
- Trained and Certified in DEI from Cornell University
- DEIB Coordinator for The Center for 2+ years
- Advocate for marginalized groups for 25+ years

I speak from my own lived experiences, professional training, and knowledge gained throughout my career. I am deeply grateful to the many individuals who have generously shared, and continue to share, their personal stories, perspectives, and lived experiences with me. Together, we can learn, grow, and make meaningful progress toward creating more inclusive and respectful spaces for all.





Take the poll in the chat!

What is your knowledge surrounding
Diversity, Equity, Inclusion & Belonging?



Today's Topic

Why Does it Matter?

- Increases cultural understanding and respect
- Improves communication
- Allows for more personalized care planning
- Ensures unique needs are being met

We're all human and want to be seen and respected for our authentic selves.



What is it?



Diversity represents all types of shoes.



Equity is everyone getting a pair of shoes that fits.



Inclusion is feeling respected and valued whether you're wearing shoes or not.



Belonging is wearing the shoes you want – or going barefoot -- without fear of judgment.



Common DEIB Terms

Marginalized Groups

Anti-racism

Cultural Humility

Privilege

Unconscious Bias

Microaggressions

Allyship

Intersectionality

Accessibility

BIPOC



Equity vs. Equality



Cultural Awareness & Sensitively



Scenario

Case Manager:

So, did you just move here.? Do you speak English well enough, or do you need a translator? It's really important that you understand everything."

Client:

"I understand English, but sometimes it's hard to follow."

Case Manager:

"Well, you're in America now, so you'll have to get used to it. You won't have a translator everywhere you go."

This is an extreme scenario and does not in any way represent the values of The Coordinating Center.



Culturally Sensitive Scenario

Case Manager:

So, your intake form indicates that Spanish is your primary language. Do you communicate in English well enough, or do you need a translator? It's really important that you understand everything."

Client:

"I understand English, but sometimes it's hard to follow."

Case Manager:

"Thank you for sharing that. We offer translation services at no cost. Would having a translator or extra time to discuss things help? Your comfort and understanding are important to us."

Pro Tip: Any provider that accepts Medicaid or Medicare must provide translation services.



Inclusive Communication

Words Matter

Accessibility





**Don't make
assumptions!**

Frequent Assumptions:

- Gender
- Holiday/Cultural Celebrations
- Family Structure or Dynamic
- What else?



DEIB Case Management

- **Why is it important for my case manager to embrace DEIB?**

I receive the most appropriate services to ME!

- **What does it mean for me as a participant?**

I know that my case manager cares about me as a person and not just as a case number.

- **Why should I incorporate it into my everyday life?**

Because it makes me feel good when I'm seen and heard, I'll try to speak with others the same way!





Take the poll in the chat!

After today's presentation, what is your
knowledge surrounding
Diversity, Equity, Inclusion & Belonging now?



Wow!
That's a lot!



Summary & Takeaways

- Be authentic
- Share your unique needs
- Appreciate others' individuality
- Don't make assumptions
- Foster an environment of belonging



DEI&B Resources

- [Inclusive language in the workplace](#)
- [DEI Resources](#)



Q&A

