



The Critical Role Policies and Procedures Play in Communities of Trauma

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**ROOTED IN
COMMUNITY**

6th Annual Native CDFI
Capital Access Convening
June 22-24, 2021 • A Virtual Event

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Objectives

- 1. Identify the challenges organizations face in high poverty, distressed communities of trauma by recognizing the values required to lead policies and procedures
- 2. Create a new mindset to ethically and rationally address challenges for a holistic system of support.
- 3. Demonstrate the win-win concept for community development.



Why this approach is needed

- High distress and trauma
- Cultural and human sensitivity especially around poverty
- Seek to empower and support loan clients and staff vs. taking a closed and rigid approach
- Heal and transform through community development for economic impact





Ice Breaker

What are the values and virtues you find necessary to bring to your work and community?

Trauma Informed Communities

- Increased awareness in the social services and community development fields
- Adverse Childhood Experiences (ACES) moving to the forefront in discussions around the long term, cyclical nature of trauma
- Skill building and attitude changes are necessary in order not to retraumatize clients
- Role model a healthy balanced approach for communities



Trauma Informed Communities



ACES by Sequoia Crosswhite

- Set the stage
- Cultural educator, teacher, musician and historian
- Mission to overcome unconscious bias in the workplace to improve communication in cross-cultural relationships



A New Outlook on Policies and Procedures

- Policies and Procedures are designed to influence and determine all major decisions, actions and ensure all activities take place within the boundaries set by them.
- Bring Order to operations
- Remove bias
- Increase efficiency and growth
- Foundation for compliance with rules and regulations
- Communicate boundaries set by corporate culture



Order in chaos

- Build trust within the community
- Transparency, safety, fairness
- Guidelines for inexperienced staff and boards
- Afford a cultural perspective



Remove Bias

- Non traditional lenders
- Native community economies are different
- Cultural and social considerations differ
- Ensures the organization is digging deep



Increase Efficiency and Growth

- Identify challenges in programs and organizations
- Inform changes as external environments change (COVID)
- Better respond to market



Compliance Best Practices

- Meet requirements in federal, state and tribal programs
- Critical for internal and external audits
- Reviewed by HR attorney
- Can be done with ad hoc committees
- Need to be read and revisited annually by both board and staff



Healthy Boundaries, healthy families

- Identify organizations core values
- Vision of community members
- Must feel safe to heal
- Need confidence in relationships with service providers



Closing

- Questions?
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