

Understanding and Addressing Inequities in Human Services

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How do human beings improve their lives after individual, institutional, and/or structural trauma, and what organizational systems and conditions best support transformative change?





The New Welfare Bureaucrats

Entanglements of
Race, Class,
and Policy Reform

Celeste Watkins-Hayes



REMAKING A LIFE

HOW WOMEN LIVING WITH
HIV/AIDS CONFRONT INEQUALITY

CELESTE WATKINS-HAYES

Thinking About Systems



REMAKING A LIFE

HOW WOMEN LIVING WITH
HIV/AIDS CONFRONT INEQUALITY

CELESTE WATKINS-HAYES

“If it weren’t for HIV, I’d probably be dead.”

- Dawn Stevens, diagnosed 1985

The Transformative Project

Dying
from



Living
with



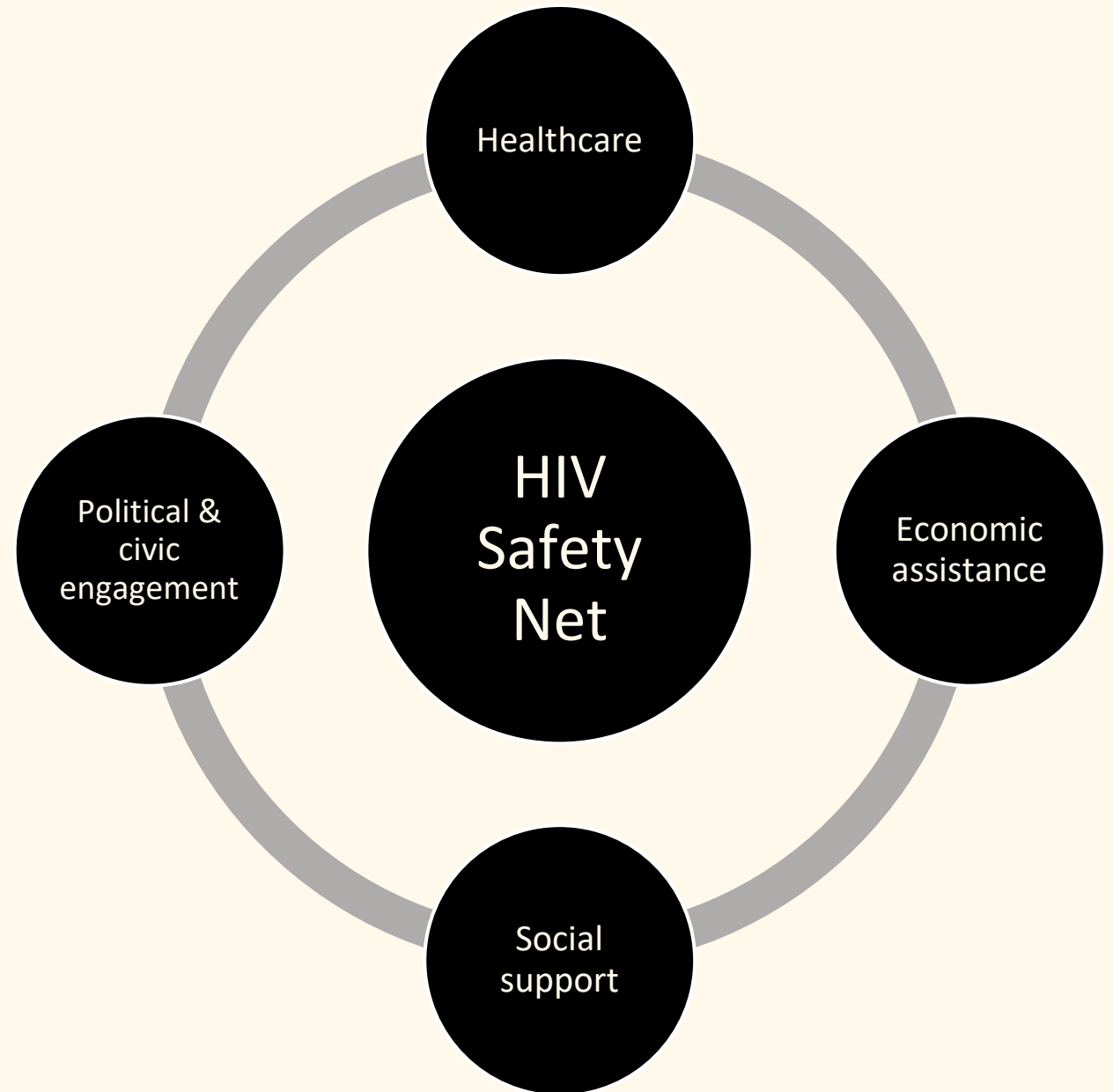
Thriving
despite

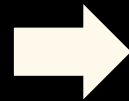
This framework can help clients understand a process towards healing in several life dimensions.

Watkins-Hayes, 2019,
Remaking a Life

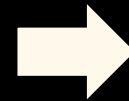
The HIV Safety Net

The global network of health & social service providers, activists, advocates, researchers & policy makers who create & operationalize the HIV response.





“Nothing About Us Without Us”



Remaking a Life Respondent Usage of the HIV Safety Net Snapshot Study (n=84)

Connected to HIV Safety Net (%)	All (n=84)	Black (n=35)	White (n=21)	Latina (n=22)	Multiracial (n=6)
Connected	69 (82%)	29 (83%)	16 (76%)	20 (91%)	4 (66%)
Not Connected	15 (18%)	6 (17%)	5 (24%)	2 (9%)	2 (33%)
Type of Connection to ASN (%)					
Medical care only	21 (25%)	2 (7%)	7 (33%)	10 (45%)	2 (33%)
Medical care and social services	48 (57%)	27 (77%)	9 (43%)	10 (45%)	2 (33%)
No connection	15 (18%)	6 (17%)	5 (24%)	2 (9%)	2 (33%)

Institutional Connectedness was determined by a participant's answer to the following question: "Do you visit or talk with someone at an HIV-focused agency, group, or health care provider at least once every 1-3 months?"

Thinking About Institutional Dynamics



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In Summary: The Path to Equity in an Era of an Expanding Safety Net

In the relationship
between support and
surveillance, what we
measure is what we
incentivize

Client voice in policy
formation and
implementation is an
accountability tool

Trauma-Informed Care
is an Equity Strategy
that Challenges the
Narrative of the
“Difficult Client”

Holistic services help to
address “Injuries of
Inequality”

Representation matters,
and so does staff
training

