THREADS 2026

From THREADS to Fabric: Moving Systems from Concept to Practice



Building Engagement Through Accessible, Dignified Services

November 16, 2026

Bevin Huntington – Director of Programs

- Worked in direct services and leadership for over 14 years.
- Constantly evaluating systems and intersectionality of these systems.
- Ferociously passionate about providing services that align with targeted populations.
  - Mental Health, DV, Homelessness





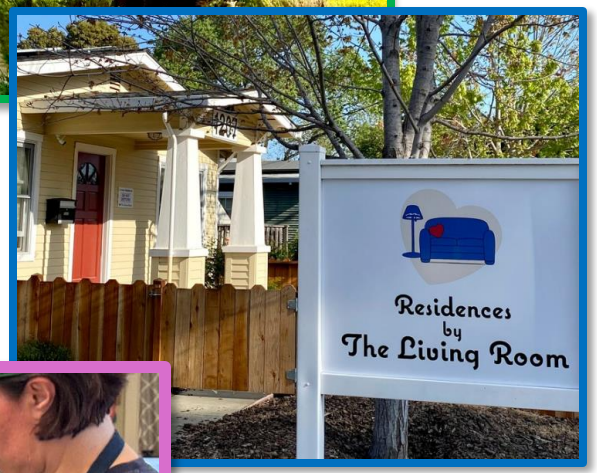


The Living Room

Founded in 1993 and on average TLR serves about 1,800 unduplicated women per year.

- Scattered site housing – 7 residences, up to 28 families at any given time
- Food services – 35 family pantry program, 5,800 meals per month, food rescue, and catering.
- Operates the only women and children drop-in center north of the bay area.
- Employee social enterprise – Thrift.
- All spaces are pet friendly.







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Why are you here?

- Professional motivation
- Personal motivation
- Be aware of your perspective
- What are you looking to understand?
- How does this apply to you?



Desired Outcomes

- Understand how to create and sustain dignified services when working with marginalized communities.
- Examine the role of accessible spaces and relationship-building in supporting sustainable engagement.
- Identify practical approaches to building collaborative support systems for individuals experiencing housing instability.



Dignity

Dignity is the quality or state of being worthy of honor, respect, or high estimation.

Inherent Human Worth: The fundamental value and right of every person to be valued, respected, and treated ethically simply for being human.



How Dignified Services Translate Into Sustainable Outcomes

Service providers enter a cycle anytime they are providing services to an individual. Understanding how dignity applies to sustainability happens through the ability to build trust, have the client speak authentically, and to be able to adjust the service plan based on feedback.



3 Pathways to Dignified Services



- Culture and mindset
- Systems
- Training and capacity building

Rapport Building

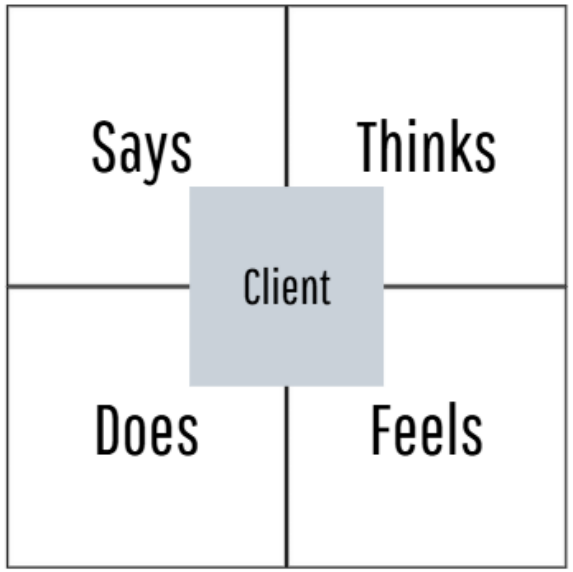
Culture and Mindset

- Unconscious Bias

Empathy Mapping

The practice of systematically mapping how a client is responding through understanding.

- Speak
- Thinks
- Does
- Feel



Automatic assumptions or associations we may make about people without consciously intending to.

Impacts: communication, needs assessments, service delivery

Systems and Workflows

Evaluate Space

Understanding how the space in which clients exist in reflects dignified spaces.

Clean, bright, well lit, accessible, welcoming, informative

Optimizing Choices & Feedback Loops



Person-centered approaches such as meaningful choices, clear and informed information, identify barriers, strength-based decision making.

How are clients able to voice their feedback?



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Staff Training and Capacity Building



Dignity is found through the interactions and space that we hold with each other. Ways to encourage teams and direct services can be done through:

- Active Listening
- Peer-led mentorships
- Understanding personal bias
- Mindfulness
- Time management

Psychological Safety

Psychological safety in human services means creating an environment where clients feel safe to speak honestly, ask questions, express emotions, disagree, and make choices without fear of humiliation, judgement, retaliation, or being treated differently because of what they share.



Forced resiliency is a survival response where people must endure ongoing stress, systemic oppression, or trauma because they lack the choice or power to change their environment.

Crisis resiliency is the ability of a person, family, community, or service system to cope with a crisis, adapt to difficult circumstances, recover, and move forward while maintaining safety and well-being.

Dignified services changes forced resiliency into crisis resiliency



Barriers to Sustaining Dignity Centered Services

- Time constraints
- Understaffing
- High client/case loads
- Cultural sensitivity
- Physical environment
- Conflicting priorities
- Inadequate resources



Put it to work!

We will break into 3 groups to do quick 5-minute challenges that will help you apply all three pathways to real life scenarios.

Once assigned a group you will be given a packet with all the information and items needed. Once the timer is done you will trade with another group.

Debrief



- Closing remarks
- Resources
- Contact information