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## Housing, Medicaid Expansion, and Cultural Competence in Policing and Public Service Delivery

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**Editor's Introduction**

# Housing, Medicaid Expansion, and Cultural Competence in Policing and Public Service Delivery

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**T**he *Journal of Public Management and Social Policy* begins its first issue of the twenty-sixth volume with articles on housing, Medicaid expansion, and cultural competence in policing, as well as public service delivery in the United States. It starts with a discussion of a case study of organizational image in housing services bifurcating from officialdom or corridors of power. This first issue of volume twenty-six concludes with a contention that the reasons cultural competence should be embraced in the field of public management are equally applicable to law enforcement on campus police departments. However, the five scholarly contributions delineated in this volume accentuate the *Journal's* purpose as a forum for scholarly research that focuses on diverse topics relevant to public management and social policy.

In the first article, "Diverging from 'Bureaucracy': A Case Study of Organizational Image in Housing Services," Shawn T. Flanigan, introduces a case study of a workforce development department within a local public housing authority to recapture its image as separate from a big housing authority, to persuade clients to other alternative supportive services. Deploying qualitative interview data with Section 8 voucher recipients and public housing authority employees, and descriptive quantitative data from a bigger dataset, and using theories of street-level bureaucracies and agency-client interactions, the study discovers that service recipients see the housing authority as a primarily compliance-oriented agency that is both immensely bureaucratic and exceptionally retaliatory in terms of its regulation of the family life of the program beneficiaries. To overcome clients' perception, the agency leadership strategically restructured its identity and image as separate from traditionally bureaucratic organizations to successfully strengthen its workforce development department—an approach, the article concludes can be used by other similarly situated organizations in different jurisdictions to increase program participation.

The second article, "Reexamining the Impact of Medicaid Expansion in a Post-

Affordable Care Act Environment from a Critical Race Perspective,” by Ty Price Dooley, explores factors influencing state decisions pertaining to Medicaid expansion in a post-Affordable Care Act using the critical race theory. It factors economic, geographic and health variables into a logistic regression model to explore state Medicaid expansion from 2010 to 2014, and finds that the size of minority population in a state, tobacco use and southern distinctiveness are statistically significant predictors of Medicaid expansion decision-making. Thusly supporting the racialized public policy decision-making in the southern region of United States in the twenty-first century.

Rhucha Samudra in the third article, “Exploring the Link: Administrative Exclusion and Second Order Devolution,” uses the National Survey of America’s Families to examine the relationship between living in a Second Order Devolution (SOD) state and administrative exclusion from a welfare program. Her results from a logistic model show that low-income clients and single mothers living in a SOD state had a highly statistically proclivity of administrative exclusion. While these findings demonstrate bureaucratic choices and rules violations, they imply that an assessment of the state welfare performance tool and decentralization of authority under block grants should be carefully conducted before the implementation of other safety net programs.

In the fourth article, “Assessment of Public Sector Service Quality: Gauging Experiences and Perceptions of Racial Profiling,” Aaron C. Rollins Jr., deployed the national survey data to explore the prevalence of citizens’ experiences and perceptions of racial profiling in law enforcement. While the study findings reveal significant statistical variations between minorities and their white counterparts, they suggest that public agencies and government officials should endeavor to obliterate discrepancies in their interactions with the citizens, and public administration scholars need to inculcate these issues not only in their classroom discussions but also in their future research.

The fifth article, “Determining the Level of Cultural Competence of College Police Departments: A Study of Three Different Campuses,” by Michelle Fletcher, Randolph Burnside, and Stephanie Pink-Harper, investigates police chiefs understanding of cultural competence to ascertain their racially unified view of the concept. Using semi-structured interviews and surveys in determining the levels and organizational integration of anti-discrimination, the study findings show that there are different degrees of cultural competence across the three police departments studied. The authors conclude by suggesting that researchers should use multiple methods in evaluating cultural competence of service delivery in administrative agencies.

In conclusion, my profound appreciation goes to our reviewers for their professional service, and contributors for considering the *Journal of Public Management and Social Policy* as their publication outlet. As always, thanks to our editorial team especially, Charles Menifield, Nicholas Alozie, Jesse Chanley, and Kathy Thomas, to mention but a few, for their efforts in producing the *JPMSP* under my leadership.