

Workshop A: *Having a Space at the Table: Creating Meaningful Collaborations*



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CSSP Institute - July 11-13, 2017

This project was supported by Grant No. 2015-UW-AX-0014 awarded by the Office on Violence Against Women, U.S. Department of Justice. The opinions, findings, conclusions, and recommendations expressed in this publication/program/exhibition are those of the author(s) and do not necessarily reflect the views of the Department of Justice, Office on Violence Against Women.

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Tools of cultural competency

- Awareness
- Knowledge
- Skills

Result= TRUST

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1. An awareness of complex dynamics present in communities
 2. A knowledge base to work effectively with communities
 3. Skills and strategies for working effectively in communities

Exercise: Barriers and Benefits of Community Partnerships

- Historical issues of exclusion and prejudice

INVOLVING THE COMMUNITY

- Programs ineffective because they did not involve community members in planning and implementation

Exercise: Successful Strategies

- List one successful outreach plan and one that failed and why

List one successful/unsuccessful outreach plan, and then explain why it was successful/unsuccessful

“Many minority communities feel that they are in the best position to provide culturally appropriate interventions since they best know the community communication networks and the culturally determined belief, values, attitudes, and behaviors of community members.”

Source: Jenkins, Shirley. *Ethnic Associations and the Welfare State: Services to Immigrants in Five Countries*. Columbia University Press. 1988.

Partnering Best Practices

- Map the gaps and services needed for your clients
- Identify strong partners and/or services
- Brainstorm opportunities to collaborate or build capacity in mainstream organizations to serve CS clients
- Think about your organizations' strengths and what services could be replicated, expanded, or tweaked by partner organizations
- Define which services your organization can provide as technical assistance and/or should be compensated for as experts



Activity 1

Partnering,



not duplicating or competing

When you identify service gaps for clients, you can...

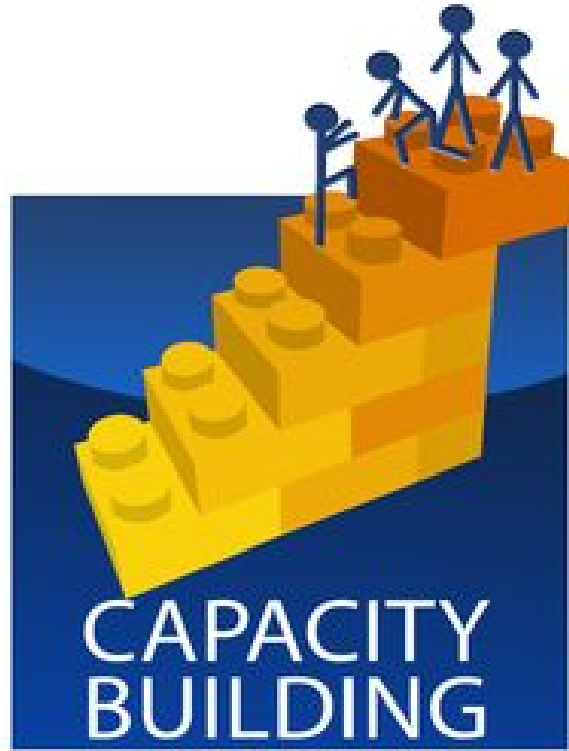
- Create a new service (that may compete with an existing service in the community)
- Refer to a partner organization that may offer this service
- Identify the gap in local services to fill the need. Locally, no service may be available

Creating Synergy with Mainstream Partners

- Identify their needs are: gaps, challenges
- Approach them from a position of strength (equal partners)
- Do your homework - review their website, brochures
- Bring written ideas as to how your organization can help meet a need
- Develop new products and services based on gaps
- Other ideas (ask audience what has worked for them)

Sharing our experiences:

What are the challenges that emerge between CSSP and mainstream programs when building/growing culturally specific services for your program?



How can we help partner organizations to identify our clients' barriers to accessing their services?

Activity 2

Identify services (one or more) that one key partner organization offers and you wish were more accessible to your clients. Brainstorm with a partner about 3 tools you could use to strengthen your relationship and increase their capacity to serve culturally-specific client groups.

Saying No...

How to leverage “asks” opportunities to educate and empower partner organizations in order to strengthen their services and build capacity.

Common Misconceptions:

- We are cultural experts and case managers **NOT** interpreters
- Using telephonic interpretation is a great first step, not an endpoint
- Just because a client identifies with your CS group, does **NOT** mean that they must be referred to your organization

Questions?

- ¡Muchas Gracias!

THANK YOU!