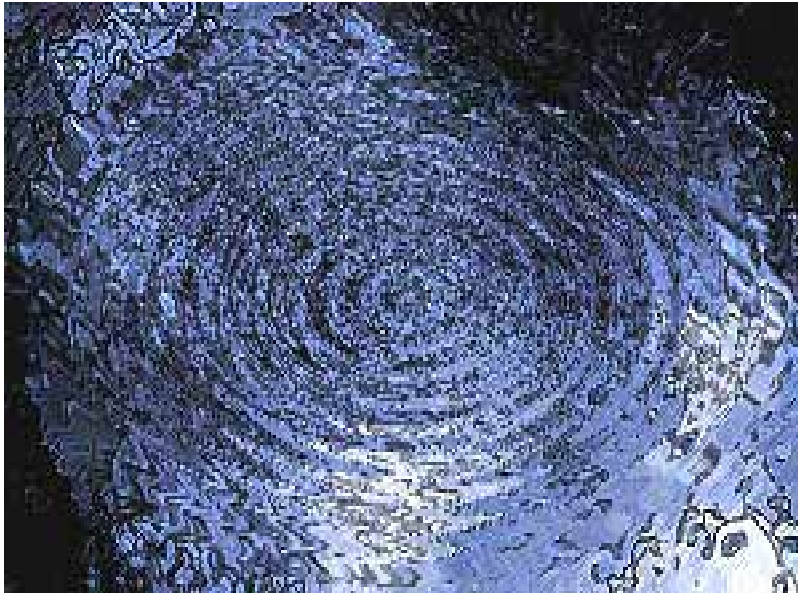


Reaching & Supporting Immigrant Families: The Role of Family Organizations



Presented by Mercedes Rosa, Director
Family to Family Health Information Resource Center/
Family Voices-NJ @ Statewide Parent Advocacy Network

The Pebble in the Pond...



“Do unto others as they would have you do unto them.”

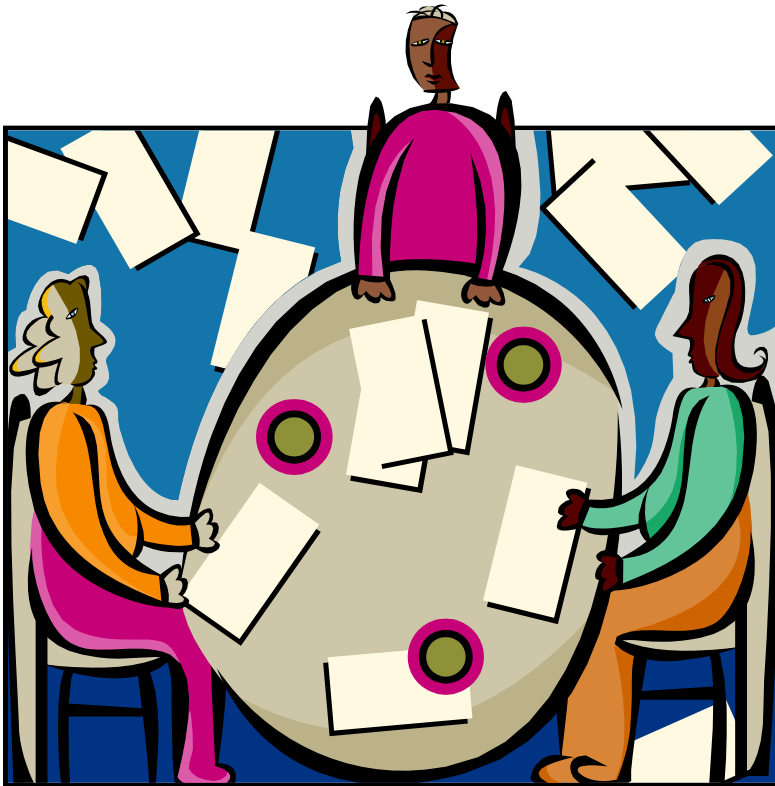
The Platinum Rule

- “Seek first to understand, then to be understood.”

Steven Covey

- You can only understand if you truly listen – with and for the heart.

Cultural Brokers



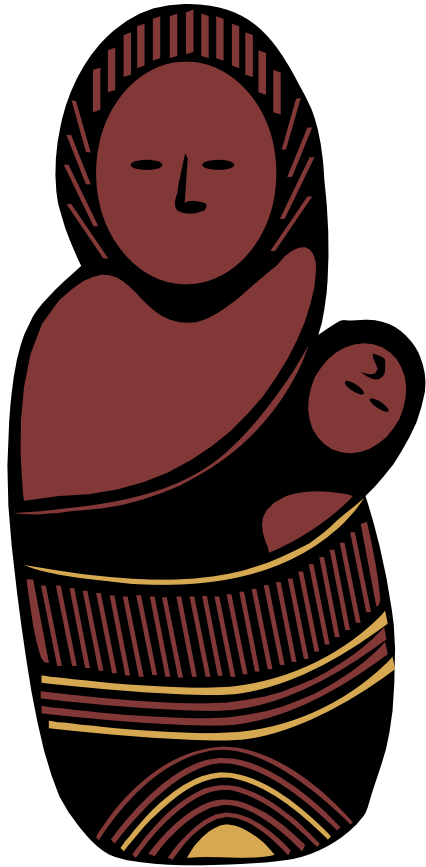
- Identify partners with legitimacy with families & targeted communities.
- Ensure partners are representative of the community.

Cultural Liaisons



- Knowledge of:
 - Values, beliefs & practices within their cultural group
 - Service delivery systems they have learned to navigate

Gathering Community Knowledge



- Communities know:
 - Their history: where they have been
 - Their culture: who they are
 - Sacred places
 - Dangerous places
 - What is important to them

Cultural Mediator



- Helping service delivery systems:
 - Establish and maintain trust
 - Build meaningful relationships

Catalyst for Change



- Helping service delivery systems:
 - Recognize the barriers to participation by immigrant families
 - Make changes to address barriers
 - Engage immigrant families in all processes

Partnering for Cultural Competence



- Committed Leadership from all partners
- Maintaining a partnership with good communication, clear decision-making, & specific responsibilities

Preparing for Collaboration

- Discuss with partners in advance:
 - Each partner's role in the collaboration
 - How you will communicate with each other
 - Parental consent to sharing of info
 - What potential conflicts may exist
 - How conflicts will be resolved
 - Other roles of partners



Your Partnership Plan



- Ongoing:
 - Planning
 - Implementation
 - Evaluation
 - Revision of plan

Your Partnership Plan

- Quality information:
 - Develop accurate “map” of strengths & needs of families from diverse communities -who’s important, what’s important, relationships
 - Formal
 - Informal
 - Know how others have addressed these issues



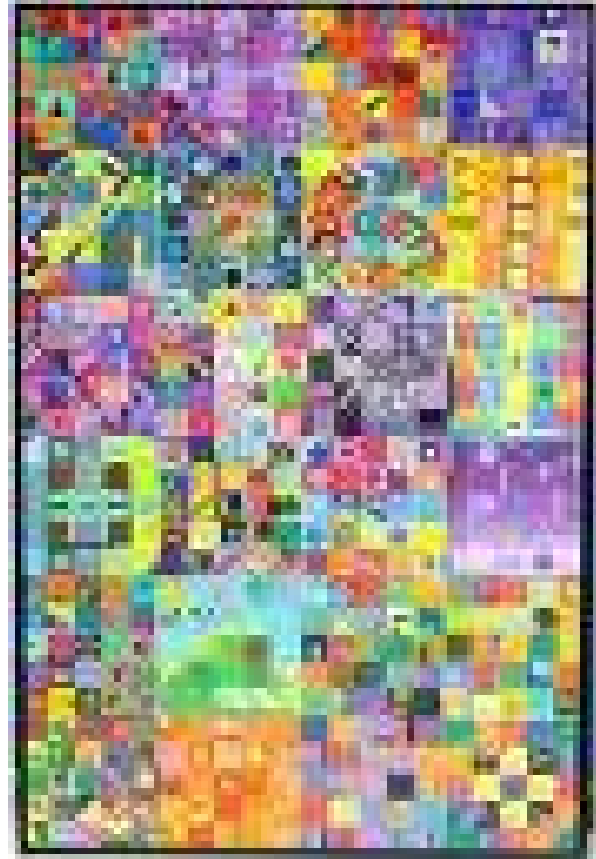
Implementing Changes to Enhance Cultural Competence



- Bring about changes
- Monitor implementation to make sure improvements take place

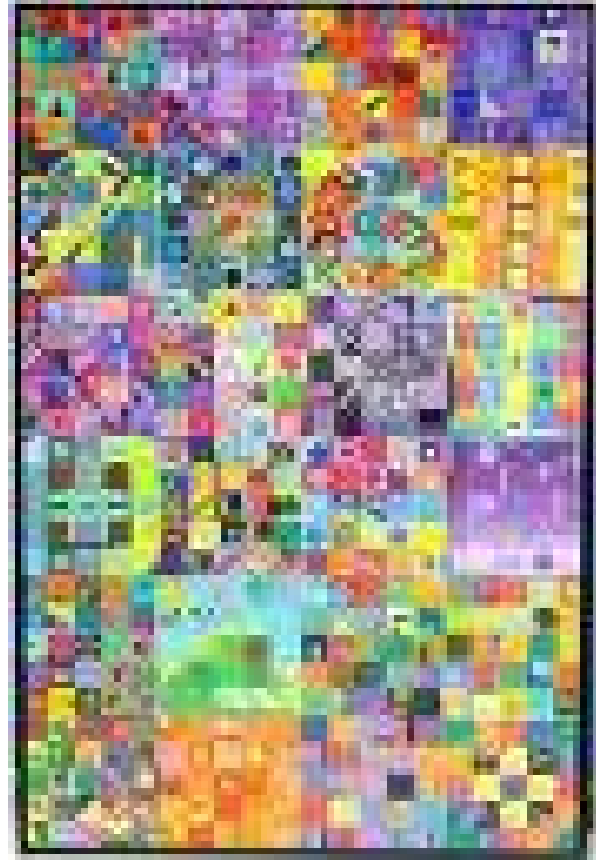
Our Experience

- Identify partners with legitimacy with families & targeted communities
- Be prepared to reach out beyond existing databases to identify potentially eligible families
- Ensure that representative staff are involved in the outreach & support effort
- Ask families what they need and what works for them
- Be flexible & determined in your outreach



Our Experience

- Revisit your written materials to meet diverse & targeted family needs
- Be flexible in your activities & be prepared to change many times along the way
- Provide the support that immigrant families need
- Build a cadre of parent leaders to continue the provision of support
- Conduct ongoing evaluation of your efforts & their impact & learn from mistakes



Commitment

People say, what is the sense of our small effort.

They cannot see that we must lay one brick at a time, take one step at a time.

A pebble cast into a pond causes ripples that spread in all directions. Each one of our thoughts, words and deeds is like that.

No one has a right to sit down and feel hopeless.

There's too much work to do.

