



Appendix C

Overheads for Trainers

Outreach to Underserved Communities, by Sujata Warriar

Training Goals

(page 1 of 2)

- The battered women's program/advocate understands the need for outreach to diverse communities on the issue of domestic violence.
- The program/advocate understands the basic principles of outreach and diversity.
- The program/advocate uses basic collaboration skills to conduct outreach.
- The program/advocate uses existing tools and skills to conduct outreach and educational efforts to diverse communities.

Training Goals

(page 2 of 2)

- Advocates begin to partner with community members on a regular basis in order to work towards each community's assuming ownership of the issue of domestic violence.

- Advocates understand the need for a collective search for solutions for ending domestic violence.

- Programs are better able to provide quality advocacy, support, and services to battered women from diverse communities.

Introduction

- Outreach is a primary advocacy strategy of the battered women's movement.
- Outreach has generated fundamental social change on the issue of domestic violence.
- Outreach to underserved communities has been inadequately addressed.
- Addressing issues in underserved communities is an important part of prevention work.

Outreach to Underserved Communities, by Sujata Warriar

Commitment to Outreach

- Outreach is morally the right thing to do.
- Outreach is absolutely necessary for community collaboration so that a particular community can take responsibility for addressing domestic violence.
- Outreach helps battered women's advocates and programs design and provide quality advocacy, support, and services for battered women.

Principles for Outreach

Principles to guide outreach to underserved communities

- Recognize the value of working together.
- Recognize that your organization will change as a result of outreach.
- Be open to criticism.
- Define your goals, and be clear about which goals can change and which cannot.
- Invite people in a meaningful way
- Accept the transfer of leadership to the particular community.
- Enjoy the rewards.

Outreach to Underserved Communities, by Sujata Warriar

Outreach Strategies

Outreach strategies should

- range from simple to complex and from short-term to long-term,
- respect the community's norm of privacy and dignity, and
- reflect an understanding of and respect for the group's frame of reference.

Diversity, Multicultural

Diversity

- based on ethnicity, race, sexual identity, gender, etc.
- includes and accounts for differences within each group

Multicultural

- based *only* on ethnicity and race
- does not account for differences within group

Overhead #8
Community

COMMUNITY:

**A group of people sharing
common interests and
affected in similar ways by
systems of power.**

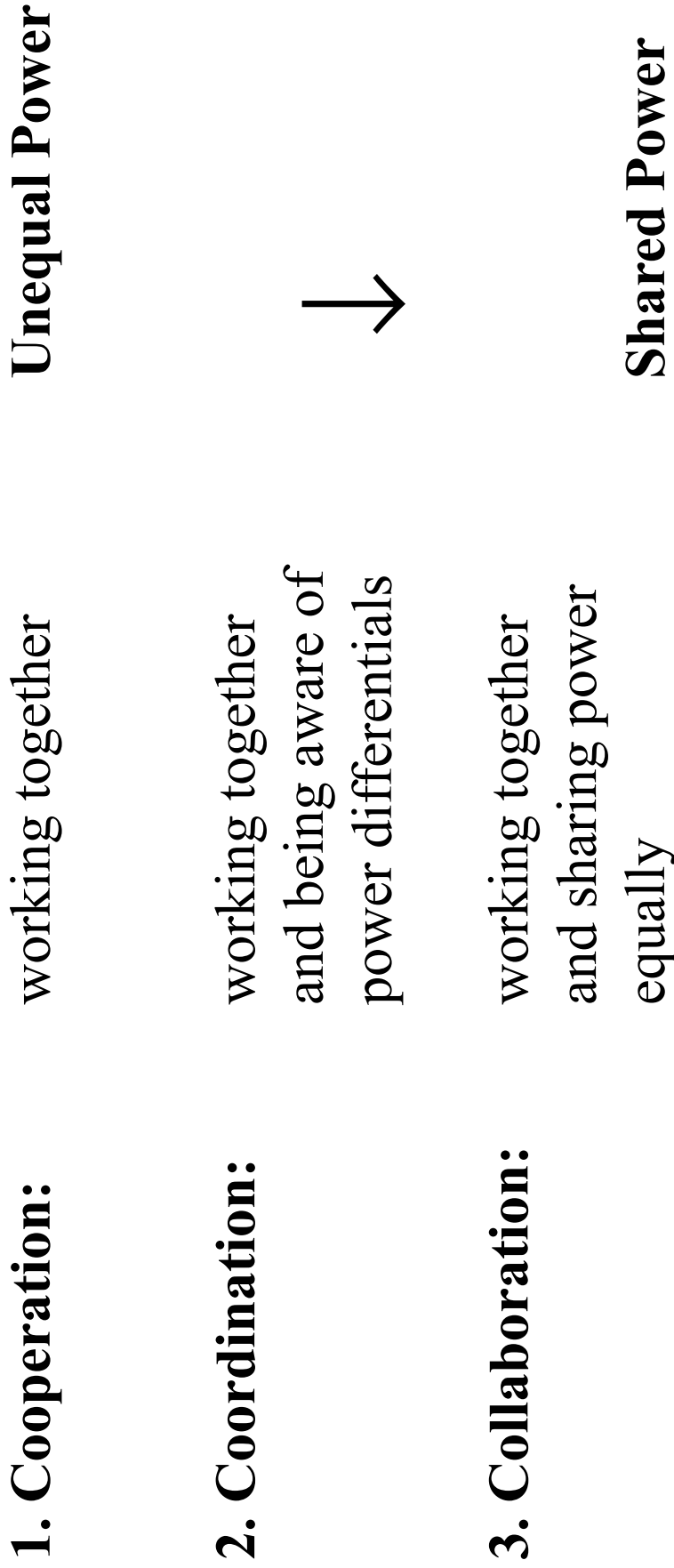
Outreach to Underserved Communities, by Sujata Warriar

Underserved

▪ Race/ethnicity	▪ Language issues
▪ Age	▪ Economic status
▪ Immigration status	▪ Education/literacy
▪ Religious/cultural	▪ Geographic isolation
▪ Illness/diseases and risk conditions	▪ Semi-closed/ ethnically segregated
▪ Differently abled	▪ Closed communities
▪ Sexual orientation	▪ Women charged with crimes

Outreach to Underserved Communities, by Sujata Warrior

Stages of Working Relationships



Outreach to Underserved Communities, by Sujata Warrior

Sensitivity, Competency

Sensitivity: being open and empathic towards a group's issues and concerns

Competency: includes sensitivity and a critical analysis of one's own biases and prejudices

Outreach Skills

- Listening
- Listening without judgment
- Awareness of how you respond to attacks
- Acceptance of all feelings
- Honesty
- Respect and Humility
- Authenticity
- Maintaining an open attitude

Outreach Strategies

- There is inherent value in working together, whatever the differences.
- Commitment at all levels in the organization is a must.
- Patience is critical – outreach to diverse communities takes time.

Outreach to Underserved Communities, by Sujata Warriar

Sustaining Relationships

- Everyone in the agency takes responsibility.
- Everyone is patient and committed to the “long haul.”
- The program creates new materials in the appropriate language/s.

Sustaining Collaboration

- Recognize that energy going out is balanced by energy coming in.
- Acknowledge that there is inherent value in all communities.
- Remember that collaboration is essential to ending domestic violence.
- Ensure that work is reciprocal, so that neither group profits unfairly.

Outreach to Underserved Communities, by Sujata Warriar

Sustainability

- Allows us to balance inevitable conflicts
- Allows us to distinguish between empowerment and rescue
- Helps us to understand the need to sustain the relationship over time
- Requires that nobody's resources are being drained
- Gives us new tools rather than new responsibility
- Helps us figure out ways to share, not burden
- Helps us build strength with collective power
- Liberates power and control because we recognize that power is never static; it is fluid, changing, a movement, a balance.

Short-Term Strategies

- Recognize the value of working together.
- Recognize that your organization will change as a result of outreach.
- Be open to criticism.
- Define your goals, and be clear about which goals can change and which cannot.
- Invite people in a meaningful way.
- Accept the transfer of leadership to the community.
- Enjoy the rewards.

Outreach to Underserved Communities, by Sujata Warrior

Long-Term Strategies

- Commit yourself and the program.
- Affirm that each person and each group has inherent value.
- Acknowledge that the process of connection across differences is an emotional one and cannot be done with the mind alone.
- Understand that personal and programmatic change will occur.
- Insist on having a good time together.
- Let goals, priorities, and directions emerge from the interactions with diversity.
- Enjoy the rewards of your work.

Outreach to Underserved Communities, by Sujata Warrior

Value Diversity

- Diversity is stability.
- Diversity is strength.
- Diversity is a challenge.

Reminder

- Accepting differences is a challenge.
- There is always an unconscious imposition of attitudes.
- Be aware of guilt, anger, and use of privilege.
- To connect, we need to learn to imagine the world from a different position.

Defensiveness

Indication

- Cannot take criticism
- Accuses program of injustice
- Accepted original critique but feels it is unjustified

Response

- Accept that there will be inaccuracies, injustices, and exaggeration.
- There is no excuse for not struggling.
- Remain authentic to your program.
- Try to understand the criticism and respond constructively.
- Guilt is immobilizing; remember that collaboration is not built on being sorry.
- Consider what this means for your work.

Overpersonalization

Indication

- This attack is against me.
- The program members do not like or respect me.

Response

- Do not get stuck there.
- Take small concrete efforts and steps.
- Sometimes the issue might be personal and requires individual change.

Withdrawal

Indication

- I am hurt by their attitude.
- I do not want to participate.
- I do not want to work with them.

Response

- Do not take personal criticism to heart.
- Hurt is understandable.
- There is pain on both sides in confrontation.
- Do not spend more energy on personal guilt than on systems change.
- Learn from what happened.

Weary and Resentful

Indication

- They always have privileges.
- I should be able to say what I want.
- I am tired of hearing their constant complaints about oppression.

Response

- Avoid saying “that issue” again.
- Learn to include those experiences that are not our own.
- See interrelationships between experiences and oppressions.

Trying to Limit Outspoken Minorities to Their Issue

Indication

- Only one person should represent that group.
- They have no business talking about what we should do.

Response

- All women should speak on a variety of issues.
- Avoid tokenism – the policy of making only a superficial effort at inclusion.

Outreach to Underserved Communities, by Sujata Warrior