

Community Café: The Harvest

Date: July 28, 2011

Location: Children's Home Society Spokane

Facilitators:

2323 N Discovery Pl

Keith and Barb

Spokane Valley, WA 99216

What questions were asked at the Café?

1. What is the difference between being a partner and a consumer/client?
2. When accessing services, what makes you feel like a partner? What makes you feel like a consumer/client?
3. If this agency and you were to partner together, what do you think would be the most helpful thing for us to accomplish?

Document: What are you taking home from tonight's café?

Question #1

- ✓ Partner: Offers service, active participant, team effort, equal/respect, communicators
- ✓ Consumer: looking for help, absorbs what's available, limited
- ✓ Partner has equal power and client/consumer partakes of a service
- ✓ Service provider can be controlling or dictate authority in order for client to receive services
- ✓ Consumers: dictated to, talked down to, judgments, stereotypes, disrespect, limited choices
- ✓ Partners are equal, there is a give and take, creativity
- ✓ Agencies don't always direct where resources are
- ✓ Some caseworkers seem more sensitive now
- ✓ Ageism: people seem to respect you more when you are older. There is a difference in how was treated when accessing services when younger than now when I am older

Question #2

- ✓ Respect → Partnership
- ✓ Rules/Authority → Client
- ✓ A partner really listens, and discussion is not one-sided
- ✓ A consumer/client takes what they can get, really have no say so
- ✓ Attitude promotes partnership
- ✓ A partner takes time to listen. They don't judge you on education or perceived deficits
- ✓ Likes face-to-face
- ✓ Genuine concerns for client—brings in that human element—makes me feel like a partner
- ✓ Build trust—takes time—like eye-to-eye contact, listen. Knowing the people at the agency
- ✓ Some like to be addressed by name—really about individualizing depending on what makes a particular person comfortable. For example: Some people like lots of space where others don't—personal bubble depends on the bubble

- ✓ Individual may not realize they can partner with agency/person
- ✓ Try to remember cultural differences. For instance, eye-to-eye contact may not be a sign of respect in all cultures

Question #3

- ✓ Getting the word out about your agency because there have been positive experiences here
- ✓ Come together and set goals together
- ✓ Individualize
- ✓ Adult playground—relax—no barriers—SAFE
- ✓ Need to know it is a safe place-no fear if you come-not going to have children taken from you-fear/came here for help-penalty-honesty may result in repercussions and life can be ruined. Shame
- ✓ Safe place for adults especially if stressed and ready to flip out
- ✓ What can we do to promote strength/decrease abuse and neglect? Please-a safe sanctuary where we are not judged.

Take-a-ways from tonight:

- ✓ Interesting
- ✓ Makes me think about things
- ✓ Conversation with adults and no drama
- ✓ We need your ideas/let's try to implement
- ✓ Would like to come back

How many participants?

5 adults and all unduplicated (first Café for this group)

What community partners were there?

Two CHS staff people who facilitated and participated

How many children?

Kids' Café-4

Child Care-3