Collaborative Capacity-Building: A Model for Community Partnerships

Homer Teng
Chinatown Families Economic Self-Sufficiency Coalition

Winnie Yu
Chinatown One-Stop Career Link Center
Goals of the Workshop

• Identify the steps and elements for building successful collaborations.

• Help you to develop next steps toward building collaborations in your community.
Structure of the Workshop

- Presentation (20 min.)
- Questions and Answers (10 min.)
- Small Group Reflection (25 min.)
- Large Group Sharing (10 min.)
What is Collaborative Capacity Building

- **Collaboration** – Working together with other people or organizations to achieve a common goal.

- **Capacity Building** – Increasing the quality and quantity of the work that an organization is able to do.
What is Collaborative Capacity Building

• The work of increasing the capacity of an organization through working well together with stakeholders.
Why Collaborate

• No one organization can meet the diverse and multiple needs of its clients.

• Together, organizations can create a system of support for clients that takes care of their holistic needs, thereby contributing to their employment stability.
Steps to Building Collaborations

• Identify Stakeholders
• Build Relationships
• Develop Common Goals
• Set Up Structure and Processes
Identify Stakeholders

• **Stakeholders** – people and organizations that serve your clientele. E.g. District Supervisors, funders, neighborhood associations, government agencies, and organizations like yours.

• Organizations like yours are potential partners, not competitors.
Build Relationships

• Reach out to decision-makers of organizations
• Conduct face to face visits to organizations
• Invite them to visit your organizations
• Share ideas and resources
Develop Common Goals

• Learn about their goals and vision
• Relate them to yours
• Find common ground
• Develop a Memorandum of Understanding
Set Up Structure and Processes

• Schedule Regular Meetings Convenient for All
• Have a Sub-Group Develop an Agenda
• Rotate Facilitation and Note-taking
• Set up Committees to Work on Projects
• Put the Above in Writing
Elements of Successful Collaboration

Fairness

Trust

Communicating
Fairness

• **Seeing One Another as Equals** – one is not better than the other, and each needing the other to accomplish common mission.

• **Sharing the Workload Fairly** – requiring each organization to have a representative in at least one committee.
Trust

• Do what you say you would do. Be accountable.

• Affirm one another’s value and work.

• Settle differences with one another internally and amicably.
Communicating

• Check with one another before proceeding on something that affects the whole.

• Be good listeners.

• Show appreciation for one another.
Chinatown Families Economic Self-Sufficiency Coalition (CFESC)

• A collaborative of 21 public and non-profit organizations serving Chinatown and citywide.

• Organizations are in the fields of family support, workforce development, youth, senior and educational services.
CFESC Member Agencies

- APA Family Support Services
- Asian Women’s Resource Center
- Charity Cultural Services Center
- Chinatown Community Development Center
- Chinatown YMCA
- Chinese for Affirmative Action
- Chinese Newcomers Service Center
- Chinese Progressive Association
- City College of San Francisco
- Community Youth Center of San Francisco
CFESC Member Agencies

- Donaldina Cameron House
- Goodwill Industries
- Jewish Vocational Service
- Kai Ming Head Start
- Maintrain
- NICOS Chinese Health Coalition
- Refugee Transitions
- San Francisco Public Library-Chinatown
- Self-Help for the Elderly
- Wu Yee Children’s Services
- YWCA
CFESC Mission

• To support limited English-speaking Chinese immigrant families to achieve economic self-sufficiency, by promoting and advocating for training and employment in fields that provide living wages, benefits, and advancement potential.
CFESC Vision

- We are committed to achieving our mission through advocacy, coordination, and resource development. To collaborate effectively, we encourage respect, open communication, and creative problem-solving.

- We envision healthy, financially stable Chinese families who continue to contribute civically and economically to a vibrant and diverse San Francisco.
What CFESC Does

- **Collaborate** to coordinate services and resources for Chinese families.

- **Develop** resources to support agencies that serve Chinese families.

- **Advocate** for public policy that helps Chinese families to become economically successful.
CFESC Committees

- Full Group
- Steering
- ESL
- Workforce Development
Chinatown One-Stop

• Hub of community resources and referral for job seekers and businesses

• Provider of career counseling, job placement and soft-skills training

• Provider of services helping businesses to meet their workforce needs
Chinatown One-Stop

• Self-Help for the Elderly and Charity Cultural Services Center co-operate the center.

• Center needs to build collaborative relationships with community partners to succeed.

• CFESC serves as the liaison between the center and CFESC member agencies.
Chinatown One-Stop

The mission of the Chinatown One-Stop is to help businesses and families in the community to prosper and thrive. We do this by serving as a central hub of resources for job seekers, businesses and the community.
Partnership between Chinatown One-Stop and CFESC
Partnership between Chinatown One-Stop and CFESC

Working within the CFESC Workforce Development Committee, the two entities have done the following:

• Co-developed a referral process.
• Visited a number of CFESC agencies.
• Co-organized a training.
• Applied for funding together.
Partnership between Chinatown One-Stop and CFESC

Plans for the Future:

• Develop a Workforce Development System in which agencies share job leads.

• Organize more joint training opportunities for staffs of One-Stop and CFESC agencies.

• Co-organize events, such as a resource fair and a speed-networking opportunity.

• Continue to apply for funding together.
Lessons Learned

• Leadership has to set the tone for collaboration.

• A successful collaboration is something all parties need to work on constantly.

• It is necessary to have staff dedicated to maintaining the collaboration.
Lessons Learned

• **Equality**: We are in this together as equal partners.

• **Humility**: ready to admit error and change when it is for the best of the collaboration.

• **Complementary Strengths**: Each partner contributing his or her abilities and talents to support the collaboration.
Questions to Consider

• How might your organization and clients benefit from successful neighborhood collaboration?

• What other elements of successful collaboration can you think of?

• Who are the community partners that your organization would need to collaborate with to build capacity?
Questions to Consider

• What has been your organization’s experience with the nearest One-Stop?

• What are the challenges that have prevented agencies in your neighborhood to collaborate?

• How might you overcome those challenges?

• What would you do starting tomorrow to build neighborhood collaboration?
Contact Information

• Homer Teng, (415) 775-2636 ext. 212
  sfcfesc@gmail.com

• Winnie Yu, (415) 677-7505
  winniew@selfhelpelderly.org