

Collective IMPACT[®]

The catalyst for great results

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September 2017

Cultural Competence: Strengthening Workplace Sensitivity & Building Social Capital

Berkeley County Council - Martinsburg, West
Virginia



Collective Impact worked closely with [Berkeley County Council](#) staff to design and deliver nine (9) training workshops on Cultural Competence: Strengthening Workplace Sensitivity and Building Social Capital for two (2) audiences: Berkeley County Sheriff's Department uniformed officers and other personnel and other full & part-time employees serving the public in the County.

The focus of the training workshop was to raise awareness among participants of the importance of professionalism and respect within the workplace, as well as to the residents that are served. The interactive training pushed participants to face biases, prejudices, and bullying in a proactive, positive, and fun manner. It encompassed definitions and examples of harassment and discrimination and clarification of laws addressing these areas. It also provided interactive activities focusing on addressing inappropriate behavior, valuing differences, heightening cultural awareness, building cultural competence, racial profiling, and creating a culture of diversity, equality, respect, and inclusion in the workplace.

Training Workshop Participant Quotes:

"The trainers covered material that is difficult for police with finesse" - Law Enforcement

"Provided officers with techniques and skills to engage with the community in a more positive manner" - Law Enforcement

"Truthfully, this was the most knowledgeable, engaging, least painful training I've ever set through with any job. It was actually a pleasant experience" - County Employee

"I have worked in the county for 4 years and have always hoped a class such as this would be implemented. Thank you!" - County Employee

Evidence-Based Practice in Early Childhood Development

First 5 Ventura County - Ventura, California

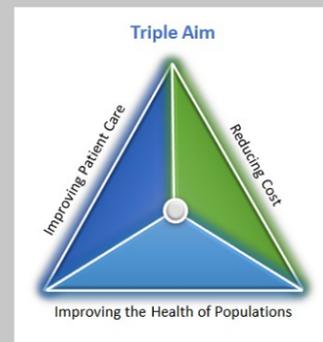


Collective Impact worked with [First 5 Ventura County \(F5VC\)](#) to implement a "Research to Action" project funded by the [Center for the Study of Social Policy \(CSSP\)](#) involving several [EC-LINC](#) communities. EC-LINC is a national learning and innovation network developed by and for communities. The mission of EC-LINC is to support families and improve results for young children in communities across the country with a focus on accelerating the development of effective, integrated, local early childhood systems. Along with several EC-LINC communities in California and Massachusetts, F5VC set out to establish the effectiveness of playgroups in the continuum of care for serving young children (birth to three) and their families. Additional project goals were to maximize the benefits of playgroups for participating children and families and their communities, as well as to demonstrate the impact of playgroups on long-term outcomes in order to build sustainable sources of funding. This "Research to Action" project included an extensive literature review, interviews and a survey of current practices with participating communities, development of recommended best practice and evaluation frameworks, onsite convening of participating communities, and the development of a final report with key findings and recommendations.

[See the project executive summary including the best practice and evaluation frameworks here!](#)

Moving To A Value-Based Health Care System & Achieving Triple Aim

West Virginia University School of Public Health - Morgantown, West Virginia, West Virginia Health Improvement Institute - Barboursville, West Virginia, and West Virginia Health Innovation Collaborative - Charleston, West Virginia.

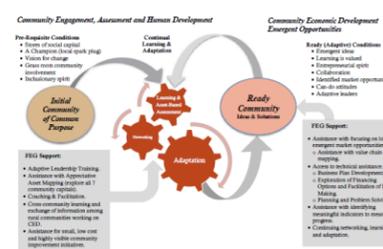


For over a 15 month period, Collective Impact worked with [West Virginia University School of Public Health](#), West Virginia Health Improvement Institute, and [West Virginia Health Innovation Collaborative](#) providing planning, facilitation, research, and stakeholder engagement and input services for the State Innovation Models (SIM) project. SIM is based on the premise that state-led innovation, supported by broad stakeholder input and engagement, will accelerate health care delivery system transformation to provide better health and better care at a lower cost. SIM encourages public and private sector collaboration to design and test multi-payer models to transform the health care systems in the state. The goal of the SIM project is to support states in using all of the levers available at the state level to engage stakeholders - including payers, providers, and the public - to design a plan that can deliver significantly better care, smarter spending, and healthier people through statewide transformation of the health care delivery system, payment methodologies, and integration of population health interventions.

[To read the WV SIM plan and see other project-related activities, click here!](#)

Assessment of West Virginia's Rural Community Development Program

West Virginia Development Office, Community Development Division - Flex E Grant Program - Charleston, West Virginia, Claude Worthington Benedum Foundation - Pittsburgh, Pennsylvania, and Appalachian Regional Commission (ARC) - Washington, D.C.



The [West Virginia Development Office, Community Development Division](#) contracted with Collective Impact to conduct an assessment of the Flex-E-Grant (FEG) program to learn more about what works to support community innovation and to identify the degree to which the FEG program is effective in supporting rural community development. In addition, a model for local development in rural small town communities was developed which can be used in future years to lead to sustainable and ongoing community capacity building and positive changes in local conditions. This Assessment informed a number of objectives identified by project partners including:

- Learn more about what works to support community innovation.
- Define pre-requisite local community conditions that need to be in place for successful projects.
- Provide recommendations for the design and implementation of the Flex E Grant program for the future that will promote the key factors identified for community readiness and the ability to create, institutionalize, and sustain community improvement efforts.
- Develop a "model" of effective change that constitutes community readiness and capacity in rural areas.
- Help funders make better grant award decisions.

The 9 month project included planning meetings, review and analysis of over 180 Flex-E grant project proposals and final reports, literature review, grantee survey, key informant interviews, grantee site-visits, and stakeholder input meeting. [See the final assessment report and recommend model of effective community change here!](#)

Venue Web & IT Services

Greene County Human Services - Waynesburg, PA and Indiana County Department of Human Services - Indiana, Pennsylvania

Collective Impact worked with two of its long-term partners to revamp and modernize their interactive websites. Greene County Human Services and Indiana County Department of Human Services have been long-standing clients of Collective Impact, utilizing many of our capacity building services and for over 15 years, both clients have had use of Collective Impact's user-friendly Venue Website services. Venue is an innovative content management system that helps organizations and communities operate more efficiently and effectively, strengthen operational infrastructure, and develop social capital. It is user-friendly with development driven by its users; giving users the ability to update their website content without technical knowledge or expertise.



Venue enables organizations and communities to:

- Promote their efforts.
- Collect, analyze, and share information.
- Communicate and network.
- Establish a clearinghouse for data.

- Learn in distant environments.
- Connect people and resources.
- Sell products and services.

Venue offers a cutting-edge approach to capacity building. It is interactive and component-oriented, allowing it to be easily expanded to grow with clients' budgets and needs. Venue contains an array of component-oriented tools to help organizations and communities succeed. We refer to these as modules. Venue modules are designed to work together or function independently and can be plugged into existing websites. Due to our component-oriented methodology, clients can select those features that specifically meet their unique needs. We look forward to serving our clients' web and IT needs for the next 15 years!

[View the newly designed Indiana County Human Services Venue Website here!](#)
[View the newly design Greene County Find Out Venue Website here!](#)
[To learn more about Collective Impact's Venue Web & IT Services, click here!](#)

Impact Resources

Here are a few resources that might help you think about things in a different way and ultimately help you make a greater impact in the work that you do with the children, youth, families, and communities that you serve:



What Really Motivates Us? - This lively RSAanimate, adapted from Daniel Pink's talk at the RSA, illustrates the hidden truths behind what really motivates us at home and in the workplace.
[Watch it here!](#)

Power Of Networks - Manuel Lima senior UX design lead at Microsoft Bing, explores the power of network visualization to help navigate our complex modern world. Taken from a lecture given by Manuel Lima as part of the RSA's free public events program.
[Watch it here!](#)

Medici Effect - More and more, innovation is springing not from particular industries or disciplines, but rather across them, says Frans Johansson, author of *The Medici Effect: Breakthrough Insights at the Intersection of Ideas, Concepts & Cultures*. "When you step into an intersection of fields, disciplines, or cultures, you can combine existing concepts into a large number of extraordinary new ideas." See the Prime Time Morning interview of Frans Johansson about *The Medici Effect*.
[Watch it here!](#)

Talk About Us!

We want you to gossip and spread rumors about us!



Seriously though, word of mouth and testimonials from satisfied clients are the best ways that our work gets promoted. If you are involved with a group or partnering with another organization in need of capacity building services, please consider us and let others know about our work! We would very much appreciate you speaking on our behalf. Just a reminder, we provide an array of capacity building services in the following areas:

- Planning, Development, and Change Management
- Assessment, Research, and Evaluation
- Branding, Marketing, and Communication
- Financial Resource Development
- Training, Facilitation, and Stakeholder Engagement
- Venue Web & IT

To learn more about our work, [visit our website here!](#)

For more information about Collective Impact, email us at emailus@collectiveimpact.com, call us at 724.728.3368, or visit our website at www.collectiveimpact.com

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