Better Together

How 13 Cleveland Organizations Share Resources, Build Collaboration

www.rsccleveland.org
Introductions

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Cleveland Catholic Charities
Migration & Refugee Services

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Refugee Services Collaborative
Background

• Identified need for better communication between resettlement agencies & organizations working with refugees

• Began meeting informally in early 2010

• Positive feedback about the benefits of collaboration and future opportunities
Before the Collaborative

• Met less frequently
• Emphasized info sharing
• Smaller scale: 2 or 3 organizations sometimes collaborated
• Some competition
### Who We Are

<table>
<thead>
<tr>
<th>Category</th>
<th>Agency Name</th>
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<tbody>
<tr>
<td><strong>RESETTLEMENT AGENCIES</strong></td>
<td>ISC: International Services Center</td>
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<tr>
<td></td>
<td>MRS: Cleveland Catholic Charities Migration and Refugee Services</td>
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<tr>
<td></td>
<td>UST: US Together, Inc.</td>
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<tr>
<td><strong>HEALTH SERVICES</strong></td>
<td>NFP: Neighborhood Family Practice</td>
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<tr>
<td><strong>SCHOOLS</strong></td>
<td>CMSD: Cleveland Metropolitan School District</td>
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<tr>
<td></td>
<td>LS: Lakewood City Schools</td>
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<tr>
<td><strong>GOVERNMENT AGENCIES</strong></td>
<td>CCJFS: Cuyahoga County Job and Family Services</td>
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<td>ODJFS: Ohio Department of Job and Family Services</td>
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<tr>
<td><strong>PARTNERING AGENCIES</strong></td>
<td>ASIA: Asian Services in Action</td>
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<td>BH: Building Hope in the City</td>
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<td>EB: El Barrio (The Centers for Family and Children)</td>
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<td>GC: Global Cleveland</td>
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<td>TRR: The Refugee Response</td>
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</table>
SERVICES PROVIDED TO REFUGEES

COLLABORATIVE MEMBERS

RESETTLEMENT AGENCIES
ISC International Services Center
MRS Cleveland Catholic Charities

HEALTH SERVICES
UST US Together, Inc.

NFP Neighborhood Family Practice

SCHOOLS
CMSD Cleveland Metropolitan School District
LS Lakewood City Schools

GOVERNMENT AGENCIES
CCJFS Cuyahoga County Job & Family Services
ODJFS Ohio Department of Job & Family Services

SUPPORT SERVICES
ASIA Asian Services In Action
BH Building Hope in the City
EB El Barrio (The Centers for Families and Children)
GC Global Cleveland
TRR The Refugee Response

This illustration is an overview of services provided by collaborative members to refugees. Services provided by other agencies are not included.

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A Key Player
The Cleveland Foundation

- Had funded some members individually
- Suggested closer partnership of 2 members
- Encouraged proposal for collaborative

$84,000 grant awarded for year 1
Members added funds
Collaborative encouraged to return for 2nd year
Grant activities began January 2012
Year 1
Work on projects simultaneously
Involve all collaborative members

<table>
<thead>
<tr>
<th>Initiatives</th>
<th>Approach</th>
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<tr>
<td><strong>Organization</strong></td>
<td><strong>Staffing subgroup</strong></td>
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<tr>
<td></td>
<td>Consultant (facilitation/administration)</td>
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<tr>
<td></td>
<td>1 part-time staff</td>
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<tr>
<td><strong>Economic study</strong></td>
<td><strong>Economic study subgroup</strong></td>
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<tr>
<td></td>
<td>Economic analysis consultant</td>
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<tr>
<td><strong>Data collection</strong></td>
<td><strong>Benchmarking subgroup</strong></td>
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<tr>
<td><strong>Professional development</strong></td>
<td><strong>Consultant</strong></td>
</tr>
<tr>
<td><strong>Public education</strong></td>
<td><strong>PR/media subgroup</strong></td>
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<tr>
<td>(foundational year 1)</td>
<td><strong>Education subgroup</strong></td>
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<tr>
<td><strong>Ad hoc: education</strong></td>
<td><strong>Ad hoc</strong></td>
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<tr>
<td><strong>New collaborations</strong></td>
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Sample outputs

Economic Impact Study

Website
Sample outputs

Banners and Postcards
Lessons Learning

• Expectations of sharing
• Differing agendas
• Scope creep
• Missed opportunities
• Conflict resolution
Benefits

- Growth ("One for all and all for one")
- Portal to the community
- Overarching projects
- Consistency of message
Tips

**Must Have**
- Leadership/facilitator
- Subgroups
- Deadlines
- Commitment
- Established administration
- Right people at the table
- Capitalize on existing collaborations and trust

**Nice to Have**
- Buy – in from key players
- Funder with vision
Questions & Answers
Discussion