



Leveraging Expertise Across Sectors

Culturally Responsive Service Delivery



AMANDA KOYAMA



CCIS is an Immigrant
Serving Agency that
provides Resettlement and
Integration services to all
immigrants
and Refugees in Calgary
and Southern Alberta

250+
STAFF

62
LANGUAGES

70
PROGRAMS

14
LOCATIONS
(Calgary &
Southern
Alberta)

CHILDREN & YOUTH OF IMMIGRANT FAMILIES IN CALGARY

Based on 2011 National Household Survey Data



48%

The infographic features a dark teal background on the left with a row of nine stylized human figures in the same color. To the right, a light gray background contains a larger, fainter row of the same figures. A dark teal speech bubble points from the teal background to the percentage.

TOTAL POPULATION OF
CALGARIANS FROM AN
IMMIGRANT FAMILY



22%

The infographic features an orange background on the left with a row of three stylized human figures in the same color. To the right, a light gray background contains a larger, fainter row of the same figures. An orange speech bubble points from the orange background to the percentage.

TOTAL POPULATION OF
CALGARIANS BORN TO ONE
OR MORE IMMIGRANT PARENTS



IMPLICATIONS

- Challenges to Service Delivery
- Need for modifying practice
- Possible harm in client outcomes
 - Lack of trust



HOLISTIC STRENGTH BASED PHILOSOPHY

- Facilitate the positive integration of newcomer families and children into the Community
- Enhance the provision of services to newcomer families and children by other community resources
- Enhance the capacity of systems to respond to the unique and diverse needs of newcomer families and children
- Promote the healthy development of newcomer children

A group of children and an adult are standing in a line in a grassy field. The adult, on the left, is holding a white card high in the air. The children are looking at the card. The background shows a grassy hill, some trees, and a building in the distance. The entire image is covered with a blue overlay. A white text box is on the left side, containing the text 'Reflective Question' and 'WHO DO YOU SERVE?'.

Reflective Question

**WHO DO YOU
SERVE?**

CULTURAL BROKERAGE PROGRAM

FAMILY

SYSTEM

COMMUNITY



CULTURAL THINKING FRAMEWORK

HOW DO WE
UNDERSTAND
DIFFERENCES?

WHAT
CONSIDERATIONS
SHOULD BE
TAKEN INTO
ACCOUNT?

HOW IS THE
PROBLEM
BEING
DEFINED
AND WHO IS
DEFINING IT?

WHAT ARE
IMPORTANT
QUESTIONS
TO ASK?

WHAT ARE
ALL THE
WORKING
PARTS?

WHERE ARE
THE
INDIVIDUAL,
COMMUNITY
AND SYSTEM
STRENGTHS?

INTERSECTIONS OF IDENTITY



CULTURE



FAITH



GENDER



SOCIAL
STATUS



BI-CULTURAL
EXPERIENCE

INTERCULTURAL PRACTICE

- Learn about the importance of cultural awareness and responsiveness in service delivery
- Be able to apply tools and strategies to adapt service delivery practice to meet the needs of culturally diverse clients
- Describe culture and how it impacts self, organization, and communities



SECTION 5

SYSTEMS IMPACT

A photograph of a woman in a green shirt carrying a young child on her back. The woman has a headband and a small object in her mouth. A basket of green bananas is hanging from her shoulder. The background is dark and out of focus.

CHALLENGES

**GENDER
IDENTITY**

**FAMILY
VIOLENCE**

RECREATION

CHILD WELFARE



SECTION 7

IMPACTS & OUTCOMES



INTEGRATION

WELCOMING COMMUNITIES

Two way process involving adjustment and accommodation on the part of the newcomer and the community.

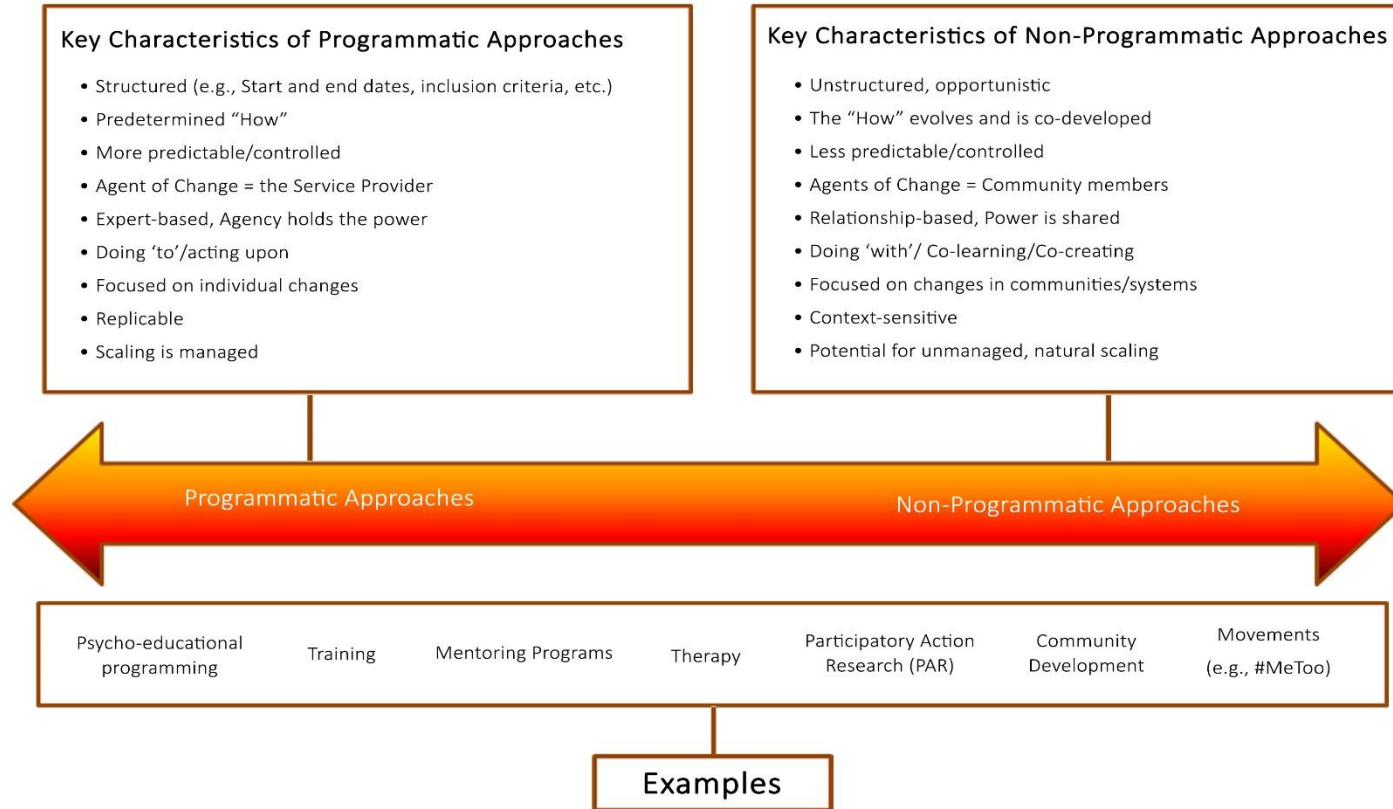


COLLABORATION VS PARTNERSHIP

- Co-Creation vs Adaption
- Non Programmatic Approach
- Organizational Change Management
- Non Aligned Service Delivery
- Relationship Based
- Funder Driven Outcomes

The continuum of programmatic and non-programmatic approaches

Programmatic and non-programmatic approaches are not separate entities; they exist along a continuum.



A group of diverse, smiling children are shown from the chest up, making peace signs with their hands. They are wearing various casual clothes like t-shirts and sweaters. The background is slightly blurred, suggesting an outdoor setting. A red rectangular border frames the central text and part of the children's faces.

THANK YOU!

Amanda Koyama | akoyama@ccisab.ca