

2
0
1
0

**Making a Service a Solution:
Using Civic Reflection to Build
Individual, Organizational and
Community Capacity**

September 14, 2010

AmeriCorps Meeting

2
0
1
0

At your tables, spend time talking with others about the following question:

What does reflection mean to you?

AmeriCorps Meeting

2
0
1
0

Welcome and Introductions

AmeriCorps Meeting

AGENDA

- I. Opening Exercise
- II. Welcome and Introductions
- III. Our Journey Together
- IV. What is Civic Reflection
- V. Reading
- VI. National Service Connection
- VII. Implementation Examples
- VIII. Partnership Models
- IX. Resources

AmeriCorps Meeting

FOR YOU TO PONDER...

Are we really making a significant difference – one that has the ability to create fundamental change in the lives of people, communities, states, and our country, so that when those members leave they and the community they were in are in a better position to address challenges they see as important?

AmeriCorps Meeting

2
0
1
0

2
0
1
0

About PCR

- Founded in 1998 at Valparaiso University
- Locally and **nationally**
- 42 states
- 700 facilitators
- Stable of 15 trainers nationwide
- Engaged over 5,000+ people in civic reflection discussions



AmeriCorps Meeting

2010

What is Civic Reflection?

- Group of participants engaged in shared civic activity
- A discussion, anchored by a short, thought-provoking reading
- Trained facilitator leads the discussion
- Series of questions - why and what does it mean? (instead of how and what)

AmeriCorps Meeting

2010

Why a Reading?

- Anchors the discussion - a shared, common object
- Creates a safe space – it's neutral and can be disagreed and argued with
- Adds depth and complexity
- Connects people to new ideas and diverse perspectives

AmeriCorps Meeting

2010

Who Is Doing CR?

- Educators
- National Service - AmeriCorps/VISTA
- Volunteer, service, and social justice organizations
- Humanities councils
- Direct service organizations
- Cultural institutions (libraries, museums)
- Foundations – board and staff

AmeriCorps Meeting

2010

Who in National Service?

- State Service Commissions
 - California, Ohio, Texas, Indiana, Illinois, Iowa, Florida, Rhode Island, Kansas, Maryland, Michigan, Mississippi, Nevada, Minnesota, New York, Wisconsin
- Programs - City Year, Public Allies, Literacy Volunteers of America, Civilian Conservation Corps, Project YES! and VISTA are just a few examples

AmeriCorps Meeting

Why do CR?

- Talking across differences is crucial
- Service (and solving problems it seeks) is value-laden and complex work - engages our deepest values and beliefs
- Effective action *requires* reflection - understanding *why* we do what we do impacts *how* well we do it and *how long* we will do it.
- **We pay a price...**

AmeriCorps Meeting

Impact of CR



CLARITY

beliefs, values,
assumptions, and
choices.



COMMUNITY

relationships with
others, sense of
connection



COMMITMENT

Renews a sense of
purpose, increases
morale, sustains
commitment

AmeriCorps Meeting

2
0
1
0

2010

Intermediate Outcomes

- Supports retention and job satisfaction
- Improves individual morale
- Impacts civic identity
- Increases team cohesion and collaboration
- Builds skills – listening, communication, articulation, critical thinking, strategic thinking, ability to discuss across differences

AmeriCorps Meeting

AmeriCorps Case Study: Ohio

- Civic reflection program running for 5 consecutive years
- Trained 55 program directors and a team of members as facilitators
- Reached over 600 members annually and *expanding by more than 100%*
- Increased retention rates and improved second year sign ups – *“We know it works”*

AmeriCorps Meeting

2
0
1
0

Impact

- 70% of members said it improved their AmeriCorps experience and increased their commitment to service
- 74% said civic reflection improved their relationships with AmeriCorps staff and members

AmeriCorps Meeting

2010 Case Study: Stroger Hospital

- Interdisciplinary team of doctors, nurses, social workers, hospital staff in a palliative care unit
- Meet monthly for over 4 years for reflective reading and discussion
- Evaluation in 2009 to measure impact on morale and job satisfaction.

AmeriCorps Meeting

Impact

- All team members reported increased job satisfaction as a result of the activity
- Team members reported increases in creativity, communication, and improved relationships with colleagues
- Impact on patient care!

AmeriCorps Meeting

Reading

1. What is happening?
2. What is this person doing? What is getting done? What problems is he solving?
3. What problems is he not solving?

AmeriCorps Meeting

2
0
1
0

2
0
1
0

AmeriCorps

Focus Areas

- Getting Things Done
- Strengthening Communities
- Participant Development
 - Encouraging Responsibility
 - Expanding Opportunity

Impact Zone

INTENTIONALITY

AmeriCorps Meeting

2
0
1
0

National Plan

- Service as a Solution;
- Building Enduring Capacity;
- Embracing Innovation

AmeriCorps Meeting

2010

Ways to Get Started

- Get facilitators trained
 - General vs. custom
- Get civic reflection discussions going
 - Retreats
 - Days of Service
 - Discussion series
 - Select group - board, members, staff, senior leaders
- Coaching and program support from PCR

AmeriCorps Meeting

Resources for CR

- Newsletter
- Web site - www.civicreflection.org
- Resource Library and Facilitator's Forum
- Publications
- One-on-one consultation

AmeriCorps Meeting