

EFFECTIVE SERVICES *for* NEWCOMERS: WORKING WITH IMMIGRANTS

KEY TAKEAWAYS



- Extending beyond “cultural competency” to include “cultural humility”
- Municipal ID cards to create more inclusion for those who often go without. But, concern this could be a “marker” for police
- Make Collaboration Integrative
- Include more community folks
- Importance of cultural humility throughout organization
- How to recruit immigrant population into careers related to human services
- Practice of Cultural Humility
- Make long-term plan for hiring people from immigrant communities
- Cultural Growth + humility vs. “Cultural competency”
- Importance of creative ways to foster informal connections with communities (Gatherings, food, community leaders)
- How do we ensure that we don’t create additional barriers to immigrants
- Engage with communities → will make mistakes—do it anyway
- In Minnesota: we have diversity within our immigrant/refugee diversity! It’s an asset in the big picture, but hard in the short-term for service delivery redesign
- Communication through various sources is important
- Understand knowledge of best communication route
- Working with Grassroots leaders
- Research that immigration raids are associated with lower birth weights among infants of immigrants
- Immigrant groups are not monolithic. Our strategies should be diversified
- How do you acknowledge past cultural mistakes and move forward
- Innovation with public systems TANF and other federal programs
- Our workplace leadership is too dang white and wealthy right now