



Our Mission: Eliminating Racism and Empowering Women



Hello & Quick Intros

- **Lisa Cameron & David Nice**, YWCA Lancaster Social Justice Team
 - (More about the Social Justice Team later...)
- 60 seconds on “what does the YWCA Lancaster do.”
 - (Or...the many ways in which we are not the Y.)

YWCA LANCASTER PROGRAMS:

- Childcare and Early Education
 - Pre-K
 - Before and After School
 - Summer Camp
 - At our Building & Penn Manor
- Residence Program
 - Low/moderate income housing
 - Shelter housing
- Parent Education
 - Skills & support for parents & families
- Sexual Assault Prevention and Counseling Center
 - Counseling
 - Primary Prevention
 - 24-hour hotline
 - TechGyrls (STEM)
- Social Justice

“Micro Learning”
Customer Service
Meets
Social Justice

Set the clock!

Starting Questions

- What are common elements of a positive customer service experience?
- When *you* are a customer or client in your favorite places, what's that like for you?

So, probably something like...

- **Competent, efficient service**
- **Basic courtesies**
- **Honesty**
- **Follow through**
- **Not to be bounced around**
- **Feedback**
- **Respect**
- **To be taken seriously**
- **Knowledgeable help**
- **To be listened to– and heard**
- **Empathy**
- **Dedicated attention**
- **Professional service**
- **Easy-to-understand explanations**
- **To be informed of options**
- **Anticipation of my needs**
- **Friendliness**
- **To be kept informed**

Now...hold on to those customer service & good business notions.

A Major Concept in our Core Programs

PRIVILEGE GROUP

TARGET GROUP

KEY QUESTIONS

- How do those good business and great customer service concepts become more complicated through the lens of “privilege” and “target” groups?
- How do you see this at play in your work in our City?

YWCA IS ON A MISSION

2019/2020: Growing the YWCA Social Justice Team





Our Mission: Eliminating Racism and Empowering Women



LANCASTER COUNTY
COMMUNITY
FOUNDATION

The 2020 Social Justice Plan is...

- **INNOVATIVE**

- The new facilitator team expands the YWCA team, and its reach, without adding full-time positions or fixed expense.

- **INCLUSIVE**

- This team includes 21 facilitators who represent a diverse cross-section of backgrounds, professions, and skills.

- **EFFECTIVE**

- Allows for quicker response time and more flexible approaches to training, education, and community involvement.

What is the “2020 Growing the SJ Team” project?

- The project is a collaborative, community-based effort...
- Creating more capacity for Social Justice and Racial Justice training and education
- A culmination of 15 months of planning, preparing, and training
- Expanding a diverse pool of facilitators who are prepared to respond to organizations in Lancaster and Central PA...
- **...with dedication, expertise, and flexibility.**

The Pivotal Piece of the Plan:

- **Training of the Trainers**, July 14 to July 19, 2019
- A six-day intensive workshop conducted by master facilitators from “Cultural Bridges to Justice”
- 4 facilitators, 21 participants, hosted at the Lancaster Theological Seminary, with LTS support
- Also assisted with a grant from the Lancaster County Community Foundation



The actual team...



Twenty-one (**21**) committed **participants**

- Who have previously completed multiple levels of training with nationally-known, social justice master facilitators (and more)
- Who all have individual histories of supporting social justice and racial justice causes in their personal and professional lives
- All but one are residents of Lancaster County and/or Central PA
- All 21 have agreed to a three-year period of service as facilitators, speakers, and/or educators for the YWCAs of Lancaster and Central PA

A **breakdown** of the team of 21:

- 17 women, 4 men.
- 13 persons of color, 8 white persons.
- 4 are fluent in Spanish and English.
- 7 are directly connected to YWCAs, 14 are not.
- Age range is 27 to 63.
- They live and work in Lancaster, York, Harrisburg, Gettysburg, and Pittsburgh.
- Some are teachers, small business owners, trainers, social service professionals, and professors. With a lawyer, a credit analyst, and a master brewer, too!

What will team members be facilitating or teaching?

- Anything connected to community needs around **racial justice and social justice.**
- Proactive education sessions, or interventions in response to specific problems or incidents.
- Their work could take the form of a short presentation (90 minutes) to a 3-day intensive workshop.
- Our “core curriculum” is called the **Racial Justice Institute (RJI)** and is typically conducted in 2 to 3-day formats.
- We will be flexible and responsive to clients, while maintaining our commitment to our core anti-racist approach.

How could **you** help our 2020 plan?

- **Individual involvement**

- Join us in our next Racial Justice Institute (SEPT. 11-13) as a participant, learn more about dismantling racism

- **Community connections**

- Tell the story of the new YWCA Social Justice Team to your school, organization or neighborhood group
- Invite us in

- **Financial support**

- Total cost of the “Training of Trainers” was approximately \$40,000
- Amount that is yet to be covered is approximately \$22,000
- **Make a generous contribution to YWCA Lancaster!**

Questions?



YWCA Lancaster.....www.ywcalancaster.org

THANK YOU



**eliminating racism
empowering women**
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