Breaking the Silos: Possibilities and Perils of Interagency Collaborations

Michael Ungar, Ph.D.
Canada Research Chair in Child, Family and Community Resilience,
School of Social Work, Dalhousie University
Twitter @MichaelUngarPhD
www.michaelungar.com
www.resilienceresearch.org

Video
- EARTH program

A Practical Definition of Resilience
- In the context of exposure to significant adversity,
- resilience is the capacity of individuals and groups to navigate their way to the psychological, social, cultural, and physical resources that sustain their wellbeing, and...
- their capacity to negotiate for these resources to be provided...
- in culturally meaningful ways.

Project EARTH, Botswana

EARTH program

In the context of exposure to significant adversity,

resilience is the capacity of individuals and groups to navigate their way to the psychological, social, cultural, and physical resources that sustain their wellbeing, and...

their capacity to negotiate for these resources to be provided...

in culturally meaningful ways.

Nine Things Troubled Kids Need From Their Parents

Project EARTH, Botswana

EARTH program
Universal AND Targeted

- Stop Now and Plan Girls Program
- Medellin Colombia-Community violence
- Pathways to Education

Exercise: Service Use Satisfaction Questionnaire

- Thinking about a service you have offered, or received.
- Answer the following questions from the perspective of those receiving the service.
1. Overall, I am satisfied with the services I received
2. I helped choose my services
3. I had a say in how this service was delivered to me and could ask for what I wanted
4. I received services that were right for me

5. I could get the service when I needed it
6. This was the service I needed
7. Staff respected my religious and spiritual beliefs
8. Staff spoke in a way that I understood
9. Staff were sensitive to my cultural and ethnic background

---

**Exercise (Part 1)**

* Describe an experience where you have been able to help young people navigate and negotiate effectively for the resources they need to be resilient.
* Be very specific when describing the service or support that was provided
* Where was the service or support offered?
* When was it provided?
* What other details can you provide?

---

**Exercise (Part 2)**

* Who, and/or what, was required to make this experience possible?
* Again, be as detailed as possible. What would someone see you doing to help? What did the young person do?
* What did your colleagues, neighbours, and others in your community do?
* If at work, what did your supervisor do?
* What did your community or government do that made the service or support work well?
Nine Principles of Service Design

1. Be complex, multi-level, ecological in their delivery
2. Be coordinated, challenging the barriers created by service silos
3. Be continuous over time, emphasizing the seamless delivery of multiple services and the long-term engagement of staff with the individuals they serve

4. Be offered over the course of the child’s development, tailored to the unique challenges of each phase
5. Be negotiated and flexible, with services matched to people's identified needs (what they say they want and need)
6. Be culturally sensitive and contextually responsive

7. Be the least intrusive possible
8. Be participatory, including children, youth and families in the design and delivery of services
9. Be effective, whether that effectiveness is based on what we know works (practice based evidence) or rigorous evaluation of manualized interventions (evidence based practice)

Serendipity?

Design?

Case Study: The Benefits of Interagency Collaboration

Tony
Thank you!