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Showing Up for Service: Intent vs Impact Resource Handout

Helping, Fixing, Serving: Different Paths to Serve

<https://www.uc.edu/content/dam/uc/honors/docs/communityengagement/HelpingFixingServing.pdf>

HELPING	FIXING	SERVING
Sees people as weak and needing assistance	Sees people as broken and in need of repair	Lead with imperfection, personality and history
Burnout is high as it can be very draining	Burnout is high as it can be very draining	Integrates the experience of the person being served
Leads with expertise, 'I am the only one who can do this'	Leads with expertise, 'you need me in order to be whole'	A relationship between equals
Limits people from learning how to do things on their own	Limits people from learning how to do things on their own	Feels renewing and satisfying
Can cause people to feel inept	The fixer believes there's one way of being or of doing things	Know that we are all connected
Deepens the power differential	Can lead to low self-esteem and a feeling of being less-than in the person they're trying to fix	

Reflection: Where do you and your organization fall?



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Comparison Between the Approaches to Service	
Asset Based	Deficit Based
Strengths Driven	Needs Driven
Opportunity focus	Problems focused
Internally focused	Externally focused
What is present that we can build upon?	What is missing that we must go find?
May lead to new, unexpected responses to community wishes	May lead to downward spiral of burnout, depression, or dysfunction

Types of assets:

- People
 - **Human assets** are the skills and abilities of each individual within a community.
 - **Social assets** are the networks, organizations, and institutions, including norms of reciprocity and the mutual trust that exist among and within groups and communities.
 - **Political assets** refer to the ability of a group to influence the distribution of resources, financial and otherwise.
 - **Financial assets** refers to money or other investments that can be used for wealth accumulation rather than consumption.
- Place
 - **Cultural assets** are the values and approaches to life that have both economic and non-economic benefits.
 - **Built assets** refer to anything physically made by humans, including housing, factories, schools, roads, community centers, power systems, water and sewer systems, telecommunications infrastructure, recreation facilities, transportation systems, etc.
 - **Natural assets** include the landscape, air, water, wind, soil, and biodiversity of plants and animals.



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- *Reflection: What assets does your community have?*
- Outside activities
 - Asset Mapping with UCLA
https://healthpolicy.ucla.edu/programs/health-data/trainings/Documents/tw_cba20.pdf
 - Testing attitudes and beliefs for Implicit Bias -
<https://implicit.harvard.edu/implicit/education.html>

Resources -

Readings:

- <https://www.memphis.edu/ess/module4/page4.php>
- <https://quod.lib.umich.edu/cgi/t/text/text-idx?cc=mjcsloa;c=mjcsl;c=mjcsloa;idno=3239521.0025.104;g=mjcslg;rgn=main;view=text;xc=1>
- https://www.grcc.edu/sites/default/files/docs/diversity/the_four_is_of_oppression.pdf
- Deeper Dive into implicit bias and -isms -
<https://www.bbc.com/news/magazine-40124781>

Books:

- *Blindspot: Hidden Biases of Good People* by Mahzarin Banaji
- *So you want to talk about race* by Ijeoma Oluo
- *Our Time is Now: Power, Purpose, and the Fight for a Fair America* by Stacey Abrams

Misc.

- THROUGH THE NIGHT film documentary <https://www.throughthenightfilm.com/>
- Podcast: <https://www.baratunde.com/howtocitizen>