



The Council for Health &
Human Service Ministries

United Church of Christ

“Leading with Love Through Crises”

William Hall | Claude Robinson | Stephanie Franklin

Who Do You Serve?



OVERVIEW OF NORTH LAWNSDALE

DEMOGRAPHICS³

Population (2010)	35,912
Chicago	2,695,598
Area	3.21 sq. mi
Chicago	227.6 sq. mi
Population density	11,187 /sq. mi
Chicago	11,844 /sq. mi
Per-capita income ⓘ	\$12,548
Chicago	\$27,148
Households below poverty level ⓘ	38.6%
Chicago	18.7%
Unemployed ⓘ	18.5%
Chicago	11.1%
Living in crowded housing ⓘ	7.2%
Chicago	4.7%
No high school diploma ⓘ	30.4%
Chicago	20.6%
Age: under 18 or over 64 ⓘ	40.9%
Chicago	34%

LOCATION

North Lawndale is highlighted on this map of Chicago's community areas.

[Click to compare crime across community areas.](#)



How Do You Serve?

- Community *Assessment*
- Community *Engagement*
- Community *Partner*

Community Assessment

What are the needs?

What are the wants?

Where are the problems?

Who are the community stakeholders?

Is this a project or an initiative?

What will this cost?

Community Forum

Community News

Community History

Community Survey

Community Personalities

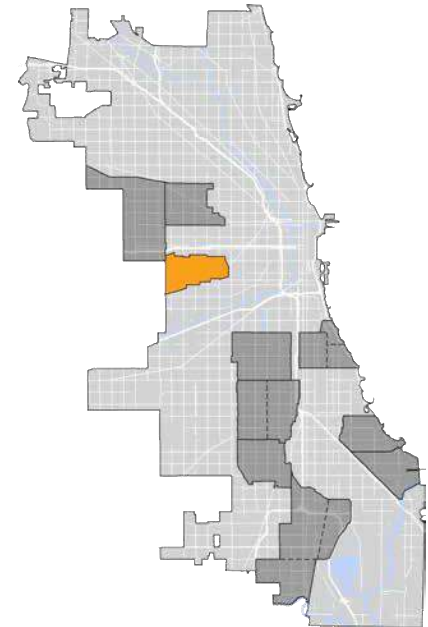
INVEST SOUTH ★ WEST

Kick-off Summary
& Next Steps

NORTH LAWNDALE



Mayor Lori E. Lightfoot



Community Engagement

“We know the problems, and we can become the solution...”

OVERVIEW OF NORTH LAWNSDALE

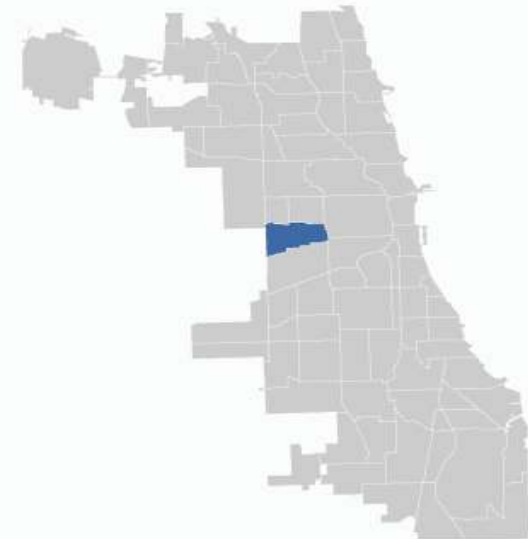
DEMOGRAPHICS³

Population (2010)	35,912
Chicago	2,695,598
Area	3.21 sq. mi
Chicago	227.6 sq. mi
Population density	11,187 /sq. mi
Chicago	11,844 /sq. mi
Per-capita income ⓘ	\$12,548
Chicago	\$27,148
Households below poverty level ⓘ	38.6%
Chicago	18.7%
Unemployed ⓘ	18.5%
Chicago	11.1%
Living in crowded housing ⓘ	7.2%
Chicago	4.7%
No high school diploma ⓘ	30.4%
Chicago	20.6%
Age: under 18 or over 64 ⓘ	40.9%
Chicago	34%

LOCATION

North Lawndale is highlighted on this map of Chicago's community areas.

[Click to compare crime across community areas.](#)



Community Partners

“More can get done **IF**
we don’t focus on who gets the credit...”

- Political Partners
- Faith Partners
- Community Activist and Personalities
- Education Partners
- Safety Partners
- Economic Development Partners
- Social Service Partners
- Health Partners





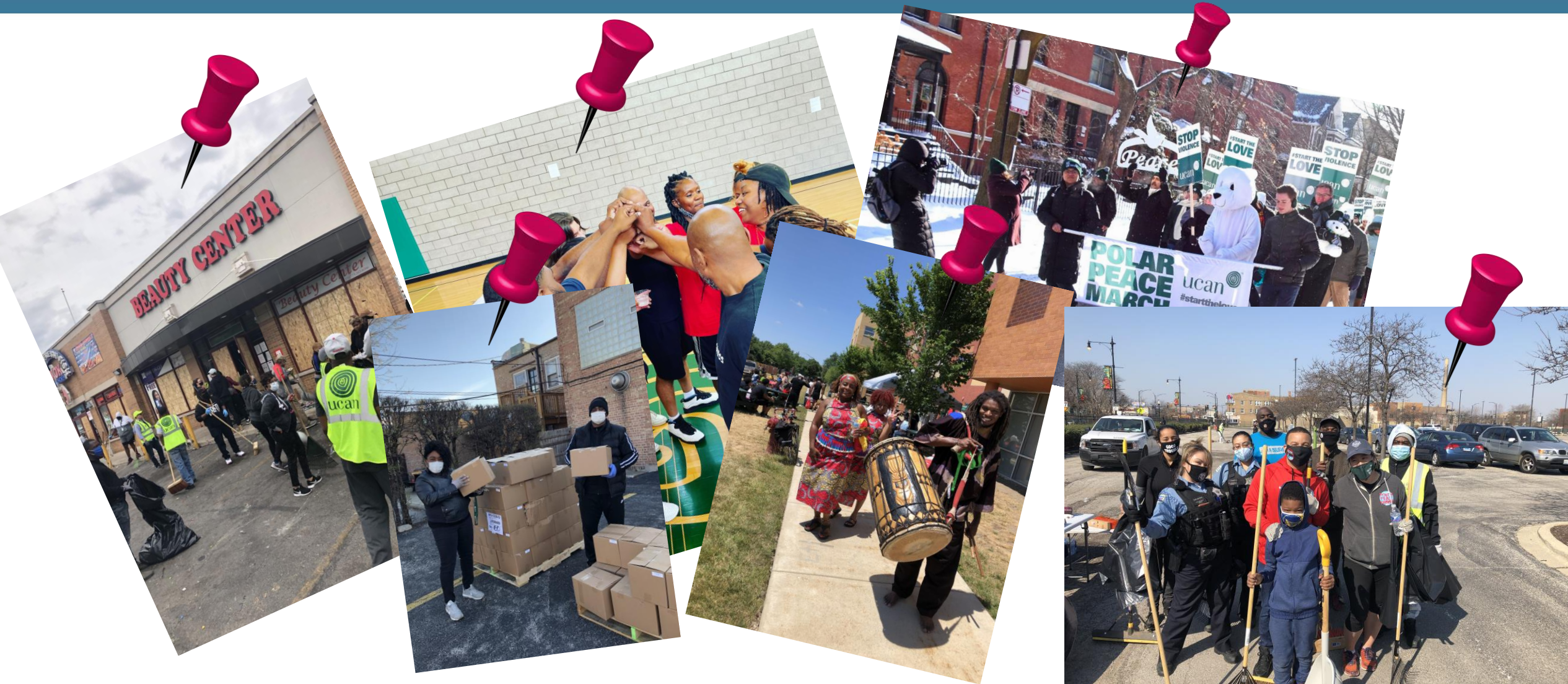
“Love’s In Need of Love”.
-Stevie Wonder



*"Service to others is the rent
you pay for your room here on
earth."*

-Muhammad Ali

Connecting to Community



Connecting The City

A CITY CONNECTED
UCAN

ALL
77 / 



The Impact of the Work

- How does the work that we do impact us?

Compassion Fatigue

Defined as a state of exhaustion and dysfunction biologically, psychologically, socially, and spiritually as a result of working with victims and communities who experience traumatic events.



Begin with Honest Reflection

1. Be honest with yourself.
2. Address any primary trauma first.
3. Be gentle with yourself and take good care of yourself.
4. Remind yourself about, and talk about, your successes. This can help provide the proper perspective. Re-evaluate your expectations and signs of success.
5. Remind yourself why you chose this profession in the first place. Recall the passion and commitment it took to get where you are now.



Showing Organizational Love through Support

- Organizational Love and Support Looks Like
 - Supervisory support
 - Creation of a comfortable work environment
 - Consistency
 - Fair standard operating procedures
 - Robust wellness programs
 - Training
 - Opportunities
 - Making space to be creative
 - Employee Resource Groups
 - Extending grace as a supervisor and agency



Showing Love through Commitment to Employee Wellness

- During times of crises or extreme stress, it's hard to remember what strategies work best.
- Upon hire of new employees, create a Wellness Agreement-revisit with employees at an agreed upon interval.
- A Wellness Agreement is created by the employee and it helps their supervisor know how to best to support them when they are showing signs of secondary trauma and stress.

Wellness Agreement Activity



Check-In

1. Check-ins are another form of organizational love; how did this activity feel for you?
2. Can you see yourself using it with others?



Stay Connected

William E. Hall | M. Div
Director of Faith and Community
William.hall@ucanchicago.org

Claude Robinson
Executive Vice President
Claude.robinson@ucanchicago.org

Stephanie Franklin
Senior Vice President
Stephanie.franklin@ucanchicago.org

