

# Bridges to the Community Building Social Capital



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All People May Be Created Equal,  
But...



Many receive supports .....

With different amounts of  
social capital.

- κ The adult going to a sheltered workshop in New York vs. The adult getting supports in the community for employment.
- κ The child living in a child care facility vs. A child living at home with parents and attending public school with peers.
- κ The adult living in a state operated facility vs. The adult living in a home of their own with community supports.
- κ The adult attending church service in an ICF/DD vs. The adult going to church in his or her own community.

***Social Capital*** first  
appeared in print in 1916

The World Bank defines social  
capital as:

“The social relationships...that  
enable people to coordinate  
action to achieve desired  
goals.”

# In order to develop Social Capital, people need:



- space and time to connect
- time to demonstrate trust
- a means to effectively communicate
- an opportunity for genuine participation -  
NOT MERE PRESENCE

Cohen & Prusak  
In Good Company  
How Social Capital  
Makes  
Organizations Work

# Soviet Union

*an example of a state unable to take full advantage of its immense resources because they lack social institutions*

## Focus Group: Baltic States Family Support

- **Capacity for choice**
- **Learn to speak for ourselves**
- **Access to information**
- **Learn to dream**
- **Learn to connect: Social Capital**

# *Closed Sheltered Workshop*

## Workshop

- o One City
- o 40,000 sq ft bld
- o Facility Cost =  
\$403,000/  
annual

## CLC

- o 6 Villages
- o 6 bld. 4500 sq  
ft each
- o Facility Cost =  
\$405,000/  
annual

# *Closed Sheltered Workshop*

## Workshop

- Individuals supported, 165
- Paid Work: One contract for \$400,000... lots of downtime

## CLC

- Age 35 per site, 245
- Entrepreneurial model, 8 small businesses and micro industries.
- Last year 102 employed




## Workshop

- Volunteers = 0
- Community connections=0
- Transportation:  
5 large 36  
passenger bus
- Staffing: 1:20

## CLC

- Ind. volunteer  
weekly at 17  
comm. locations
- Avg. 190  
community  
connections per  
quarter
- 21 smaller 6-15  
passenger vans
- Staffing 1:7



Social capital, like other forms  
of capital, accumulate when  
used productively...

Jane Fountain  
Social Capital: A Key Enabler  
1998



**1 Friend + 1 Friend =  
More Friends**

**Community Connectors  
Family Connectors**

As we change services to supporting families to increase their social capital while accessing therapeutic interventions...

Stocks of social capital, such as trust and networks, tend to be self-reinforcing and cumulative.

**Robert Putnam**

**The Prosperous Community**

**1993**

# The Power of Place

Social relationships grow in social spaces.

People meet in cafés, pubs, parks, post offices, and malls.

People connect and exchange gossip and advice.

They form and strengthen ties that bind them into communities.

They build trust and understanding.

Cohen & Prusak

In Good Company 2001

Do we give people with disabilities the support they need in order to have space and time to connect?



## *Social Capital ... Friends*

**Should we measure friends  
and community  
connections?**

**Is it a critical outcome?**

# *Outcome Measures*

	2003	2006	+ or -
• People Choose Services	47%	87%	+40%
• People Realize Goals	63%	100%	+37%
• Connected to Natural Sup.	52%	81%	+29%
• Different Social Roles	21%	50%	+29%
• People Have Friends	58%	81%	+23%
• Use their Environment	78%	100%	+22%

# Organization

Is your organization aware of opportunities for networking and building social capital?

Does your organization ask people what they want and need related to making and keeping friends?

Does your organization determine people's preferences for being active in their community?

Does the organization have strategies to help people be an active member of their community?




# Individuals

Do the individuals you support know how to build their own social capital?

How often do they participate in the life of their community?

Are there barriers to community participation?

How is the person informed about options in for building social capital?



Change is about people  
and behavior...

not about bylaws, structure  
and policies

# *Action Plan*



## ALL ABOUT ME

Where do you go for fun?

Who would you like to take to the movies?

Have you been on a date with a friend?

When are your friends birthdays?

Where do you go for the holidays?



# *Action Plan*

## Strategic Plan

How many community connections were made?

How many community connections were repeated?

How many people have new friends?




# *Action Plan*

Monthly Senior Staff Meetings

**SUCCESS STORIES**

**ABOUT OUTCOMES**

**RELATED TO  
CONNECTIONS**



*If I had an hour to save the world, I'd spend 55 minutes defining the problem.*

*- Albert Einstein*