

# IN-SERVICE TRAINING FOR WORK WITH CLIENTS IN OUR MOST VULNERABLE LOCAL POPULATIONS

Many of us providing services to our vulnerable local populations experience both the profound satisfactions of this work and the sometimes enormous frustrations, including poor client participation and the over 50% drop-out rate many service centers experience. This training can help make client interactions more workable, leading to increased efficacy for both consumers and providers in a variety of settings.

In this training, we will learn about:

- Clear definition of terms, starting with the descriptor “vulnerable” for at-risk populations.
- Break-out exercises that give the felt experience, in a safe way, of the most difficult internal challenges faced every day by our most vulnerable clients.
- Our core beliefs and ideas about the most vulnerable among us, and the way in which our own human vulnerability is actually our best asset as trusted providers.
- Core principles and ways of relating that support the dignity, improved functioning, and empowerment of our most vulnerable clients.
- A simple toolkit of basic skills that allow the most effective work with sometimes very compromised children and adults—tools that increase our client’s ability to participate.
- The healthiest orientation to community work: one that respects our own needs and limitations, and also protects the dignity and dreams of those we come alongside.
- Issues of cultural humility and respect for all in our diverse community.

Saturday, March 21, 9 a.m. - 3 p.m.  
at the Journey Center



*Kalia Mussetter is the founder of Living Bridges, a local consultancy. She has a BA in Communication Studies and 20 years of experience in many kinds of service work. Ms. Mussetter does creative projects, program development, fund-raising, training, and deep-networking for many local non-profits, both secular and*

*faith-based. She has worked as a Peer Advocate in legal and medical settings for more than twelve years, and has extensive experience with service in dual diagnosis, child abuse, addiction recovery and mental health issues. She looks forward to a rich, collaborative learning experience with you. Cost: \$40 per person.*

*Register online at [www.journeycenter.org](http://www.journeycenter.org) or call the Journey Center at 707-578-2121*