

April 7, 2023

# CAC FIRST FRIDAYS



## Monthly Strategy Updates from our President and CEO

*"It is our mission to end poverty by empowering and improving people's lives while building strong communities."*



*Keith Pitts, President & CEO  
Community Action Committee of Pike County*

### IN THIS ISSUE

#### We Are Not There (Yet)

I am not known for putting a sugarcoating on things, so I'm just going to say it plainly. **We've got a lot of work ahead of us to achieve our vision** of "growing independent and healthy lives while leading the charge to end poverty." But, you already know that, right? You are on the front lines of the work we do. You are face-to-face with our clients and patients every single day.

You hear and feel their needs. You think of them often – even when you are not at work. You care about how they are doing and whether they are in a better place today than they were when you first encountered them. That is because, whether you realize it or not, you are building real relationships with your clients and patients, which is so very important to realizing our vision. Why? TRUST IS ESSENTIAL TO THE WORK WE DO.

**"Great opportunities to help others seldom come, but small ones surround us every day."**

*– Sally Koch*

Think about one client or patient that you have encountered in your time with CAC that you worked hard to reach. Maybe they didn't have trust in you (yet) because you were new to them. Maybe they didn't have trust in the process (yet) because they have been let down time after time. Maybe they didn't have trust in the whole idea that they could overcome the barriers that have been holding them back from living healthier lives (yet) because their family has lived in poverty for generations.

Now, think about what that relationship looks like now. Even if the client or patient has not (yet) given their full trust to you and the help that CAC can provide, it is very likely that you have seen the beginnings of that trust emerge. Maybe your care and caring led your patient to recommend our health center to their friends or family. Maybe you saw their watery eyes as they realized that they weren't going to lose their house after all. Maybe it was just a "thank you" whispered as you left their home after installing their new furnace. Maybe you have noticed them opening up more and more during their therapy sessions.

No matter how small the progress may feel at times, the relationships you are building and the trust you are gaining are critical to everything we do at Community Action Committee of Pike County. We are not there (yet), but we are making a real and lasting difference in our communities – one relationship at a time.

### QUESTIONS & ANSWERS

**Q: Do you have any insight into how I can build relationships with my clients so CAC can better meet their needs?**

A: Empathy is so important to this. Empathy means that you understand and share the feelings of others. When you empathize with your clients and patients, you can see yourself in their situation. You are able to see their problems and needs from their unique perspective—which may be very different from yours. You can understand the impact of their circumstances on their lives. Being able to put yourself "in their shoes" will make you better equipped to help in real and lasting ways.

Thank you for giving of yourselves everyday to ease someone else's burdens. Thank you for putting the needs of our clients and patients first. Thank you for building relationships that will help us along our journey. We are not there (yet), but we will get there!

Until next time...

**Community Action Committee of Pike County**

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