

2015 COMMUNITY CONVERSATION FORUM



Evaluation & Discussion Summary Report

1. Survey Satisfaction Rate

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|--------------------------------|---------------------------------|------------------------------------|---------------------------------|
| TOTAL ATTENDANCE 136 | # SURVEY RESPONSES 81 | SURVEY RESPONSE RATE 60% | COMMENTS RECEIVED 162 |
|--------------------------------|---------------------------------|------------------------------------|---------------------------------|

| Satisfaction rate | Measure |
|-------------------|--|
| 79% | Indicated that the Material provided in advance was Useful or Very Useful |
| 91% | Indicated that they were Satisfied or Very Satisfied with the Registration process |
| 89% | Indicated that they Agree or Strongly Agree that the Keynote Speaker was knowledgeable and inspiring |
| 95% | Indicated that they Agree or Strongly Agree that the Co-Chairs' Highlights of New Initiatives was insightful and useful |
| 84% | Indicated that they Agree or Strongly Agree that the Information Kiosks were informative |
| 95% | Indicated that they Agree or Strongly Agree that the Table Discussions were well facilitated |
| 95% | Indicated that they Agree or Strongly Agree that participating in the Community Conversation was a good use of their time |
| 98% | Indicated that they were Satisfied or Very Satisfied overall with the Community Conversation Event |

Really loved the opportunity to attend. Looking forward to next year.

- Forum's participant

2. Integrated Community Planning Discussion Summary

There was a general agreement among participants that community planning in Ottawa has improved. However, we have a long way to go as a community.

Success Stories

Participants mentioned several initiatives as success stories that should continue and be replicated. The most cited initiatives were: Growing Up Great, Housing Help, Alliance of Homelessness, Ottawa Neighbourhood Study, Breakfast program, Youth Futures program, Steering Tables (Merit and CDF), je d'école, Age-Friendly City, Community Conversation Forum and Interdepartmental Working Group on the 10 Year Housing & Homelessness Plan. They also referred to the fact that common evaluation methods and tools are being used and that there is more funders' cohesion.

Barriers

Participants also noted that many barriers persist and should be addressed. These barriers can be grouped into 3 categories:

| (1) Silos | (2) Funding | (3) Planning |
|--|--|--|
| <ul style="list-style-type: none">• Focuses on own sectors/silos• No linkages between service providers• Disconnect between politicians & governments at any level and the community• No strategic use of opportunities | <ul style="list-style-type: none">• Limited funding creates a competitive instead of collaborative atmosphere• Lack of sustainable funding makes it difficult to keep momentum and people engaged | <ul style="list-style-type: none">• Need for the City to be open on its planning process• Multiple entities have their own planning processes and own planning reporting matrices• Shifting priorities and lack of clear vision: many projects/initiatives being implemented at once |

Exercise in Re-set

When asked if they were to plan services today, what would be different from what exists, participants mentioned:

1. **Neighbourhood hubs:** a central point of access for information; improve & facilitate access to services using existing infrastructure/facilities such as libraries to disseminate information
2. **Regular evaluations:** Results-Based Accountability model approach to plan and evaluate programs & services
3. **Culture of collaboration:** develop a culture within the City and funders that fosters collaboration and connects agencies with shared goals

4. **Separation of funding and planning:** create two groups by separating planning from funding
5. **Citizens/clients engagement:** lived & front-line experiences informing planning processes and decision-making while limiting dominating voices from taking over

3. Food Security Discussion Summary

Participants discussing the topic of food security were generally not surprised at the statistics in the HungerCount 2014 report, except for the fact that Ontario usage of food banks went down.

Despite the new funds invested in food security projects over the past few years in Ottawa, participants do not think that Ottawa is more food secure. They felt that new programs are a step in the right direction in addressing short term needs. However, in order to make Ottawa food secure, there is a need to review the system in place and look at a broader strategy. They noted that the sector needs to start focusing on the root cause of food insecurity, which is poverty.

If we continue to invest in emergency food relief (although necessary) then something is not working. – Forum’s participant

There was a broad consensus that the majority of funding should not go to short term relief programs. There needs to be a review of the funding allocation to find the right balance of meeting immediate/emergency needs and looking at long term solutions.

Moving forward

The following ideas have been suggested as a focus to alleviate food insecurity in Ottawa:

| (1) Coordination of services | (2) System wide solution | (3) Poverty reduction | (4) Monitor and report progress |
|---|--|--|---|
| <ul style="list-style-type: none"> •Currently, focus is on a “Give and Go” system. There is a need for coordinated and educational processes (i.e: when someone goes to the food bank or seeking housing do we provide employment information) | <ul style="list-style-type: none"> •A system wide solution to receive, process, store and cook fresh food •Leverage existing resources: collective buying power of organizations •Systemic planning: work on efficiencies and economies of scale •Work all together to build access points across the city | <ul style="list-style-type: none"> •Build people’s equity so they can adequately address their own needs •Need to create sustainable employment (i.e.: farming/Social enterprise) •The City should implement a guaranteed minimum income like the Toronto Living wage •Have an initiative like "Housing First" for food security | <ul style="list-style-type: none"> •Collect annual stats for Ottawa and compare them each year to monitor progress •Summarize information in an infographic and share with all residents (via electricity/tax bills, libraries, schools) •Input stats into “Link to Feed” • Organize a Symposium on poverty - focus on food security and hunger |

4. Inclusion/Civic Engagement Discussion Summary

Most participants discussing the topic of Inclusion and Civic Engagement felt that we have made strides in the right direction and Ottawa is more inclusive. However, there is more work to be done.

Participants noted several differences in the community including:

- more diverse governance structures (United Way Board of Directors)
- more inclusion and outreach to communities through legislation changes (Health Equity Charter, Human Rights Code, Accessibility/Disability Act)
- interaction with indigenous communities (Aboriginal groups working more with the City of Ottawa)
- employers stepping up to better serve a diverse clientele and being more diverse as an employer (Pinecrest-Queensway Community Health Centre, Big Brothers and Big Sisters) and modeling & supporting civic engagement (Royal Bank of Canada)
- more diverse restaurants and festivals

Some participants mentioned that the city is not more inclusive based on statistics such as the demographics in community housing, youth at school & prisons areas.

Success Stories

When asked about examples of inclusion success stories across the city, participants identified several initiatives that are making a difference or have recently been launched, namely: DiverCity onBoard, Making Votes Count Where We Live, App in municipal election, Community Development Framework, Equity and Inclusion Lens, Accessibility for Ontarians with Disabilities Act, Housing First Strategy, City for All Women Initiative, Traffic Stop Race Data Collection, Health Equity Charter, Older Adult Plan, Primary Care Outreach Initiative, Designated Bilingual Health Care Centres and Hospitals, Canadian Tire Jump Start, City of Ottawa Library, Food Facts and Fun Program, Citizen's Academy and Ottawa Public Health curriculum for ESL classes.

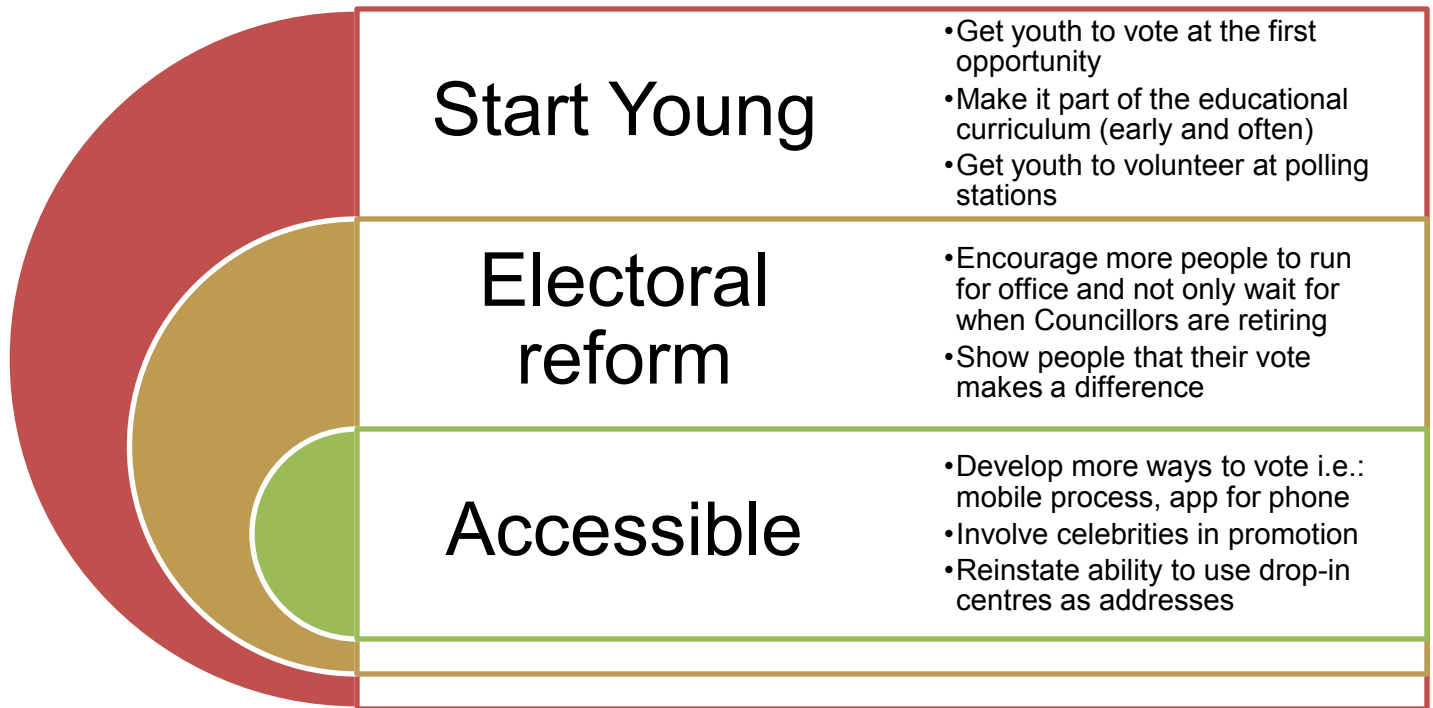
Areas for further improvement

Although these initiatives are good, participants noted that they are often pilot projects and small in nature. Therefore, it is a challenge to scale them up and difficult to feel the impact on a large scale. Another key challenge is to promote and connect individuals to these projects.

Other areas for improvement include the need for:

- developing a more integrated instead of fragmented approach
- creating more opportunities for dialogue and accountability
- finding a champion
- developing more supportive housing models
- having a more integrated approach/representation on developer and economic development processes and policies

Ideas to increase voter turnout



5. Community Solutions

Top key ideas and solutions for community action:

| Topics | Goals | Actions |
|-------------------------------|-----------------------------------|--|
| Integrated Community Planning | Independent Planning Organization | <ul style="list-style-type: none"> • City support for the creation of a Backbone Structure that will: <ul style="list-style-type: none"> ○ provide visioning capacity, planning, engagement & evaluation skills ○ create a needs driven community based plan |
| | Diverse Relationships/Funding | <ul style="list-style-type: none"> • Reach out to private/public sector • Engage academics • Create an integrated and longer term funding model |
| | Planning Platform | <ul style="list-style-type: none"> • Organize more Community Conversations with follow up community meetings • Have organizations collaborate on cloud computing solutions instead of individual IT solutions • Organize forums targeting specific groups: clients, francophones |
| Food Security | Investment Strategy | <ul style="list-style-type: none"> • Create a cohesive & common sustainable investment strategy among all funders to: <ul style="list-style-type: none"> ○ ensure the continuity of services ○ give agencies more time to develop more sustainable programs ○ focus on system redesigning without sacrificing short term relief resources (intervention vs. prevention) |
| | Shared Communication Strategy | <ul style="list-style-type: none"> • Produce an annual report on food security in Ottawa • Create a common voice • Tell a better story about ways people are creatively stretching dollars and resources that could inspire more people • Find a food security champion (similar to Daniel Alfredson as a champion for mental health) |

| Topics | Goals | Actions |
|----------------------------|--|---|
| | Overarching Group | <ul style="list-style-type: none"> • Create an overarching group to leverage existing food services towards a more collective and sustainable approach • Bring key partners to the table, including community, funders and politicians • Create a network of community food banks to share best practices and ideas with each other |
| Inclusion/Civic Engagement | Broad-based Vision for Impact | <ul style="list-style-type: none"> • Create an umbrella or coalition to connect initiatives and existing networks • Connect the local groups that usually meet in very different social spaces and are segregated from each other • Change media messaging |
| | Connect People to Opportunities & to Neighbors | <ul style="list-style-type: none"> • Create a list of civic engagement opportunities and post on ottawa.ca, with success stories for inspiration • Start a “Good Neighbour Campaign” similar to the City of Hamilton’s “Just Say Hello” campaign • Challenge Forum participants to be more inclusive, either at home, or in their workplace. This idea could be expanded to ask people to make a pledge, and then follow up with that pledge by posting in a public forum what they did • Encourage parental involvement in schools |
| | Employers’ Engagement & Leadership | <ul style="list-style-type: none"> • Encourage employers to support giving back through initiatives such as Community Action Days • Make civic engagement activities a requirement in funding contracts • Communicate the impact organizations and businesses have had on a community |