

United Way Hubs Convening Project

Launch Day - Summary (Raw Data)

Thursday, Nov 5th (notes as of Nov 22nd)

Goals for the Day

- Break the Ice / Get to Know Each Other
- Intro What Project All About
- Intro Approach Using
- Build Basic 'Blocks'
- Establish How Going to do Check-In's

Project Goals

- Build Relationships / Learning Network
- More knowledge about Hubs & Role in Community Building
- Build Stronger Neighbourhoods

World Cafe

What do you think makes for a great neighbourhood hub?

- accessible
- variety of entry points
- responsive to make up of community / neighbourhood
- gathers diverse groups together
- open door policy
- drop ins
- community partnership

- social networks / support
- space / community
- geographics
- welcoming / friendly environment
- inclusive, cultured, diverse
- population / demographics
- input from community, by community, from community
- accessible
- meeting place
- meeting the needs / wants of all community members
- builds community support
- great way to get to know your neighbourhoods
- developing meaningful and trusting relationship; identifying community leaders and engaging them in outreach, providing value / paying for community outreach
- leveraging existing community assets, acknowledging informal and familial hubs that already exist; building capacity within the community, hiring from within, training
- defining purpose & goals of hub activities; is it about services or civic engagement or working towards a common goal
- location; physical place, accessibility, cultural, physical
- community context; cultural diversity, tactics & approach matches community context and culture
- providing space to a variety of orgs & services; storefront model
- inclusive; serves all ages, respects all people, welcoming, people from different socio-economic communities feel at home
- busy early morning to late at night; accessible, special needs
- communications; builds community relationships & connections, within community and outside community, enough capacity for continuous communication, really good at reaching out to people, multiple communication channels, diverse communication systems - helps remove barriers, open channels, outreach to service providers / referral centre funnel
- clearing house / advocacy; intermediary voice when advocating, rallying point
- trustworthy; what the community wants, not what funders think people need
- long-term sustainability; people can count on it (drive by funding undermines confidence / participation, promotes a sense of possibility, trust, togetherness, hope, continuity -- opposite of Ivany's 'attitude problem in NS, division, distrust, discouragement
- geographic area where people interact with each other without effort
- multiple hubs in neighbourhoods
- hubs more than 9-5
- amplifies word of mouth
- encourages & facilitates interaction between diverse residents; age, ability, class, race
- what is the definition
- space to spontaneously gather
- information sharing; bulletin board, roundtable
- hubs also have to go out, leave the four walls
- walking distance
- responds to community needs

- a great neighbourhood hub attracts people to it by space / resources
- interagency; more sustainable because they share resources
- who defines the 'neighbourhood'? there is an admin definition, there is the way the community sees itself
- are hubs service oriented, community oriented, what is the model we're talking about?
- safe space
- shared vision
- community input / consultation
- governance structure
- strategy & planning
- inclusion
- community goals
- community know where we are & how to access services
- accessible
- consciously responsive
- partnerships with other community resources
- providing opportunities for engagement
- space for tenants, tenant-partners, for resident-led groups, for our own programs, to follow opportunities, to engage in shared leisure

What do you think hubs role in community building is or should be?

- convenor; to gather feedback / ideas from community
- hub aims to meet the needs; connect people to resources beyond the hub, advocate / facilitate, person to person within the community
- providing services that the community is requesting
- fosters belonging; less transient, adds more history to community
- providing data for community; sharing data via community hub meetings
- different types of hubs; organization, event (farmers market), day/evening/weekend
- partnering
- hubs should be consulted as part of community planning & consultation
- revitalize community
- support community
- meeting place
- leadership development
- depends on needs & interests of community
- one building / campus model
- service providers
- social opportunities
- all inclusive
- drop in or set programs
- community driven

- responsive to needs of community
- convening on community matters
- safe, judgement free
- residential ownership
- food bank
- strong volunteer support
- community police
- community art space
- restore relationships
- facilitate / enable connections; knowing neighbours, newcomers, intergenerational, diversity, youth/seniors, provide a venue for politicians to connect with citizens
- reduce isolation
- foster belonging & attachment; reduce outmigration
- provide access to services; walkable, accessible, space for services, meetings, programs, host role, enabling access to centralized services
- empowerment
- foster partnerships; ie. with schools, hospital, finding out needs, access to space, ie. cooking / meals with youth, place to learn skills
- share resources; tool library, books, community kitchen
- catalyst - foster action; where ideas start & helping them move forward via convening, programs, cross-pollinating
- reaching out; know your community, listen, see what's needed, who else could we invite / include
- affordable alternative (vs. sports) for parents who want their children to engage in the community

What do you think are some of the biggest challenges hubs face in fulfilling that role of community building?

- funding sustainability
- being open to community with limits to capacity / staffing
- boundaries - burnout
- trauma
- work plans get swamped by high needs clients / insufficient resources
- outcomes aren't easily captured - relationships facilitate new stuff that happens in community
- balance accountability with respect for activity being resident-led
- what does hub mean? what does it serve?
- defining the hub
- engaging all the community
- transportation to & from the hub
- communities evolve and change

- how to meet all the needs; parent, neighbour
- should all services be in one location?
- general interest from community members, will people leave their house?
- what's in it for me? how will it affect my own mission / delivery
- how to turn social capital into actual capital
- basic problems with non-profit model; board of director - bad governance, lack of accountability
- difficulties with board of directors making decisions based on organizational interest rather than community interest
- financial sustainability; how to build your model so that you significantly reduce overhead and operating costs
- specialized services vs. multi-use storefront model
- diverging motivations
- trust of community
- trust; when it is not a grassroots, community-driven organization - also, from within the community
- overcoming individual agendas
- physical sharing of space; negotiating & scheduling
- free space less available (social enterprise movement & municipal cost recovery turned free space into rental)
- inclusion / access especially in rural areas
- isolation / minimizing barriers
- need hub mobile services?
- communication barriers / gaps
- measuring and defining success
- sustainability; ie. access to resources
- org vulnerable to changes of leadership or funding
- getting community voices heard directly by decision-makers
- developing community level outcomes
- rigid funding requirements don't support innovation
- building grassroots use & support - emotional, financial
- connecting with local businesses
- 'awareness'
- heavy reliance on UW funding - need attention and support of provincial & municipal gov't
- proving worth; need quantitative & qualitative evidence
- funding secure & long-term
- sustainability; funding long-term, funding short-term, leadership
- awareness / communication / outreach
- volunteers / staff
- affordable space; how big/small, buy or build, rent or lease
- will they come?
- transportation / bus
- right programming / right time
- flexible & consistent - programming, hours
- base membership / grassroots buy-in

- management
- volunteer board
- steering committee (at beginning)
- gov't support; 3 levels
- accessibility; getting to programs, geographic location

What Stood Out from World Cafe?

- Build/Buy/Renovate
- One building or campus model
- The wide diversity in the different models of hubs that exist
- Hub as community vs centre/space/org
- The need to start with common vision, goals and governance vs common space
- Difference of opinions of what hubs are
- Hubs are organizations (not-profit model)
- Need for community input and support
- People are engaged in the discussion and want to move forward!
- Hubs are 'community led' in the design of whatever it is they do
- By community for community
- No brainer value, filling many needs
- Communication of value with community
- The passion of people who have/want community hubs
- What is it?! Best if not an org?
- Collaboration/ partnerships
- Sustainability
- Sustainability short/long term
- Need help to capture outcomes for funders as resident led activity spins off into the neighbourhood
- The support of and interest in hubs in other places, eg. Toronto, Calgary, etc.
- Vulnerability of hubs (and therefore the trust and optimism they attract)
- Defining a hub.... Is it about services, or sense of place?
- Context consideration: physical space, cultural diversity, SES status of neighbourhoods...NO COOKIE CUTTER APPROACH
- Challenge how to balance making a hub welcoming to a wide diversity of residents while responding to small number of high- needs clients
- How to really be inclusive (do we want criminals living next door?) (would our young people want to live near seniors?)
- Need for healthy boundaries (residents w/high needs
- Importance of diversity: participants, services (what is provided), programming (how it's provided), funding sources
- Utilizing neighbours that want to be involved in their community
- Commonalities between hubs

- A lot of hub work and connections made go far beyond the physical hub space

Backlog 'Base' Development

What's working well in hubs? What else could we be doing?

Community Engagement

- Community Engagement- ongoing, maintaining
- Providing opportunity for engagement by citizens, citizen leadership
- Accountability
- Support organic, accidental hubs to expand to greater community issues
- Working well: collaboration with service providers, working with community, third party hosting and flexibility
- Working well: a community hub allowed us to reach out to a community we wanted to get to know better
- Consciously responsive
- Strong resident leadership
- Find out what underrepresented group really want/need
- Engagement and support of community members, stakeholders to 'get the hub going'

Partnerships

- Third party hosting- offer space in exchange for resident led activities
- Contributing our skill sets
- Community partnerships
- Build partnerships with service providers
- Time to build partnerships

Sustainability

- Making the case
- Policy support from province & municipalities- making the case: research, profile, data
- Proving worth- community level outcomes- qualitative AND quantitative data- other places
- Support base BROADER than mainly United Way
- Broader knowledge in community about hubs
- Support: 1. Talk about them (hubs) 2. Speak to gov't (3 levels) 3. Evidence from other cities 4. Partnerships 5. Visit other hubs 6. Capacity building in community
- Interview hub convener said to illustrate principals, build case, share stories
- Evaluations- measuring success instead of failures - defining what is being measured
- Incorporating social enterprise & entrepreneurial attitude
- Capacity building, a way of thinking, convening, community development & innovation
- Assistance with governance- board of development, terms of reference, reporting, training
- Inventory of 'models', programming, partnerships, spaces to learn and borrow from

Accessibility

- Include the arts & culture
- Internal community hiring: building capacity, valuing community expertise with \$\$, building trust. Providing funding lines for honorariums for community leaders and mentors
- Adequate staff- point person/connector, convener, evaluator, build partnerships, innovations, community development
- Value community leaders: training, engagement, staff support, recognition
- Building on the assets of the community
- Being open to innovations and opportunity
- Advisory Committee- committee - cross section of members at the table
- Transportation -access & availability

Building Blocks for How Going to Work Together

Innovation Block

Development of Action Priorities / 'Backlog'

See Appendix 'A'

Capacity Block

What processes / tools could be useful for helping us do our work?

- collaboration
- resource sharing
- open space technology
- hub framework for practice; developing, discussing
- sharing how we gather data
- engagement from the community
- financial & human resources
- fundraising experts
- understanding, training & openness of different funding models (ie. private/public sector), management of volunteers, leadership
- people; volunteers, staff
- strong leadership; some stand out vs. training needed
- contacts / connections within 'hub' community / database
- home base, space location, campus model vs. single location
- training; board governance, project planning, engagement
- connecting; info sharing, networking
- project plan; direction developed, united way purpose, outcome
- articulate how it fits our mandate
- define hub & identify them, see what is working, what is the criteria that makes a hub, define library's role as hub (what it is, what it could, should be)
- create toolkit; when / why is a hub needed? what conditions needed? best practices?
- vision, assets mobilization, clarifying description of 'hub', common outcomes, collective impact, fundraising plan
- online hub; NS Hubs website (bit of funding needed), Facebook page (NS Hubs Working Group), Dropbox or Google Drive, advocacy for UW support (access to reports, expertise, policies, data, directory, Matt time)
- building our capacity & sustainability; directory of all of us (contact info, affiliation, strengths / interests), strengths index for volunteers / us (implementation, fact finder, communicator, follow thru, Kolby finder, quick starter, research), directory of all of us (contact info, affiliation, strengths / interests), video story capture (learning journey, storytelling), capacity building modules (partnerships, governance, building financial resources & access, volunteer development, impact evaluation / indicators of success)
- building the case/support; report on NS Hubs (build the case, overlapping movements/trends), reports from outside NS, UW project reports, spirit / mindset

practice, recommendations, define range of possibilities - elements, criteria, models, examples, stories)

Governance Block (Working Together)

How we would like to work together?

- follow thru - drop box
- track project progress
- delegate a rep from fairview
- reasonable expectations
- respectful of time commitment
- trust
- open / transparent
- rotating meeting spaces
- lots of coffee
- appreciation; we're all different - stages, communities, programs, resources, models, etc.
- "I won't compare and judge (including myself)"
- encourage one another, spirit of learning, vulnerable, open, safe
- "you can do it / we're all learning"
- Show Up! Please!; for my project and the whole, we need you
- "I love Social Labs, I look forward to coming back"
- keep the momentum; we are all responsible, let's not drop the ball
- identify who is involved, in what capacity (in a hub? making a hub? learning about a hub?)
- communication; how's that going to work? how will we share info & work together?
- identify lead group (committee?) to make decisions
- clarify the work to help
- identify work needed
- how can we plug into the work
- collective impact
- establish communications plan
- accountability and reporting
- working groups; research, training, communications
- open membership
- clarification on participants role in the project

Communication Block

How we want to communicate with each other? With funders? With the public?

- facebook group (see existing NS Hubs Working Group)
- drop box
- updates at meetings
- concern; too much turnover, need same people or one point person, buy-in with people rotating
- contact info of ‘working groups’ who set a group goal
- not twitter or carrier pigeon
- contact list including name, phone #, email, website
- private facebook group
- funder; email
- each other; email
- public; not yet - some partners are deciding if we are in or not, need to take it back to supervisors, can’t commit my dept - when we have something to tell them, when we have questions, don’t know project outcome
- progress reports
- what are we communicating
- email each other
- google groups
- check back with group to see if communications are working for each other
- public; demonstration ‘this is what a hub is’

Closing for the Day

What do you think of NOW when you think of a hub?