United Way Hubs Convening Project
Learning Report: May 5th[th], 2016

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Overview

During this final wrap session, participants were provided space to talk about whatever they wanted to talk about through open space. The first session was wide open and the second was more about what kind of support the group was looking for to support hubs.

Tool Kit

- Build awareness of Step Up to Leadership; FREE! training for volunteers
- Funding sources
- List of maps
- Facilitation methods for community engagement,
- Hub Mentors
- Resources / how to's; engaging residents in your hub
- Matching expertise with hubs; soft skills vs. practical, PR especially
- Culturally sensitive conflict resolution
- CBDC's / BID's; FREE! training
- Meeting spaces
- Ideas Bank; case studies, best practices, lessons learned
- Evaluation tools / assessment
- Poster templates / branding
- Partnerships list; education, corporate, government, etc
- Governance; leadership, steering committee, bios, contacts

Hub Hop

- Expanding why; networking
- How do you invite everyone? Through existing relationships! Face to Face, personal invitation.
- Create a toolkit without a formal engagement process
- Our clients are what make up each hub as a unique entity
- How can we leverage our collective capacity
- Make it an event; Nocturne, Open City
- Could use mapping, could inform the hub toolkit
- Hop on board with an existing event at first
- Harvesting strategy; in the moment & afterward
- Sharing best practices; among hub workers, demonstrating what's out there
- Change the language based on demographic (Hub Hops, Hub Tours)
- 'Let's go together'

What's Next

- September; app action planning, do we want it? How should it work? Hub toolkit development, launch video challenge.
- December; video challenge check in; videos to promote hub/hubs in general
- March; hub hop prep, app launch prep – use app/maps as navigation tool

- Meeting #1; keep populating the map, hubs successes, criteria for new hubs, checklist, criteria for funding, identity for this group – finding it, intentional invitations, advisory committee in place
- Meeting #2; impacts on community (qualitative), HRM Volunteer Conference (late Nov)
- Meeting #3; how did we in this group benefit? Why did you keep coming back?

- Specific learning around risk management, insurance, calendar, evaluation, conflict resolution

Keep the Conversation Going!

- Bring community together; need skills
- Address the uncomfortable; avoidance?
- On conflict; you can't hate somebody whose story you know, bring it out (deep democracy)
- Staff facilitation to welcome & mediate if need be
- Why are you coming? Why are you NOT coming? Continued community outreach.
- Why are we here? Hubs can be exclusive, only a few people, others don't want to come
- Funding
- Feedback
- Let people experience the space with a group that directly feel comfortable first.
- Residents; back together, find something common, action-based, food, showing they are needed, work together in same space and then they start to talk
- Growing food, art – give people multiple entry points, options to ways to engage
- Target partnership; connect with people already connected to diverse groups
- Connect with people who are not naturally drawn to hub; special individual invitation – more than once
- Have a safe person bring them in
- Be strategic; could also be a source of conflict
- Be proactive rather than reactive
- Bring them in, that might mean going to them first
- Who is already known & trusted?

Communication / Branding

- Hubs of Halifax; Videos? Social Media? Websites? Branding?
- Sense of belonging
- Crowd source, story sharing
- Chalkboard; In our hub we… elevate the conversation into community space
- Social media – you're home
- Humans of Halifax
- Strong Hub, Strong Neighbourhood
- Prize (food / dinner for 25-50 at your hub) for a logo – vote on 3 logos, enter 10
- See video answer to your question – in your hub.
- Tool library – video done for free

Role of the Arts in Community Building

- Arthives.org
- Is there factual information to provide funders and decision-makers?
- Gives people a voice / forum to express themselves
- People are given time to think connect, talk, be.
- Read about; antigonish movement, folkschools (Grundtvig), A Sense of Themselves…
- Any art form; music, visual, dance, theatre
- Open, non-structured place and time to be creative and problem solve
- Facilitated by PAID professional artists
- Tools for early engagement; imagining a different place, future, long-term thriving communities, business, residential
- How do you prove the arts help; through personal stories & successes
- Bridges community sectors allowing for misxed populations & development, age groups
- Art hive; time & space to talk to neighbours; working side by side with one's hands to is very conducive to dialogue and conversation, think of quilting bees
- Mentorship
- Revitalize communities
- Art therapy; trauma, Autism NS, any other needs which leads to – sense of belonging, employment, health (mental), further education, connection, socialization which leads to improved lifestyle, self-esteem, skill set, confidence
- Empower and transform individuals & their communities
- Non-traditional outcomes / forms of success
- Tie to actual outcomes
- Leadership skills,
- Tool for expression

Fostering Intergenerational Hubs

- A program for youth to learn skills (ie. sewing, guitar playing, practical skills) taught by older generations
- Youth trained to care / support older people in community
- Social enterprise initiatives (ie. Future Roots); linking generations
- Skill development
- Mentoring / coaching for career / life; matching & fair
- Building relationships
- Community garden
- Someone to nurture connections
- Community feast
- Circles with members of gender, other roles; support, skills (ie. quilting circle)
- Food – hook
- Empowerment / lasso
- Leadership opportunities
- Asking / gauging wants / needs for programs, skill development, satisfaction

Mapping / Data Collection

- Criteria for identifying hub types / needs (goal of data / what it shows us)
- Cultural representation / country of origin / language; 2011 NHS, CIC, CRA
- Mobility – new residents (both local or international); CRA
- Mobility – ability to access different spaces both individual ability vs. bus routes (HRM) vs. parking, vs. walkability (HRM sidewalk data, crosswalks), vs. biking (HRM)
- Users; health status, car ownership, look at who rides vs. who lives there; are we serving the population sufficiently, community health survey
- Service type; cost – the hub provide, recreation; websites, hours of operation – evening vs. day, demographics, youth vs. seniors, common space / sharing style – free vs. rental, funding sources; gov't (HRM, Prov, Fed), United Way, Social Enterprise
- Health – expanding vs. shrinking
- How far do ppl come from for the hub – get hubs to collect
- How available is it? Paid staff vs. volunteer