



THE
Hub@1145



Community Hub Evaluation

2017

Background

This evaluation was undertaken in 2016-17 by Ricardo Ramirez Communication Consulting. It describes the achievements of two community hubs in Southwestern Ontario: Langs in Cambridge, and the Family Centre, of Family & Children Services of the Waterloo Region (FACS) in Kitchener. The two hubs evaluated provide multiple services under one roof. Their leaders understood early on that their clients' needs would be best served in an integrated manner.



Their visions long preceded the Government of Ontario's strategic framework and the construction of the current facilities, yet when they were built, they augmented the opportunities to provide multiple services and programs under one roof. Langs a community development organization has had a rich history of collaboration for close to 40 years and was co-located with community partners prior to the establishment of the Hub@1145. Family and Children's Services was incorporated in 1894 as a local Children's Aid Society.



In 2001, FACS Strategic Directions focused on building relationships with families and community partners to address the safety and well-being of children. The organization moved away from a traditional model of child welfare to a community based approach to service delivery. At that time, Langs invited Family and Children's Services into their neighbourhood location. This early partnership and the success of the Langs model has helped influence the development of the current hubs.

www.langs.org | www.facswaterloo.org

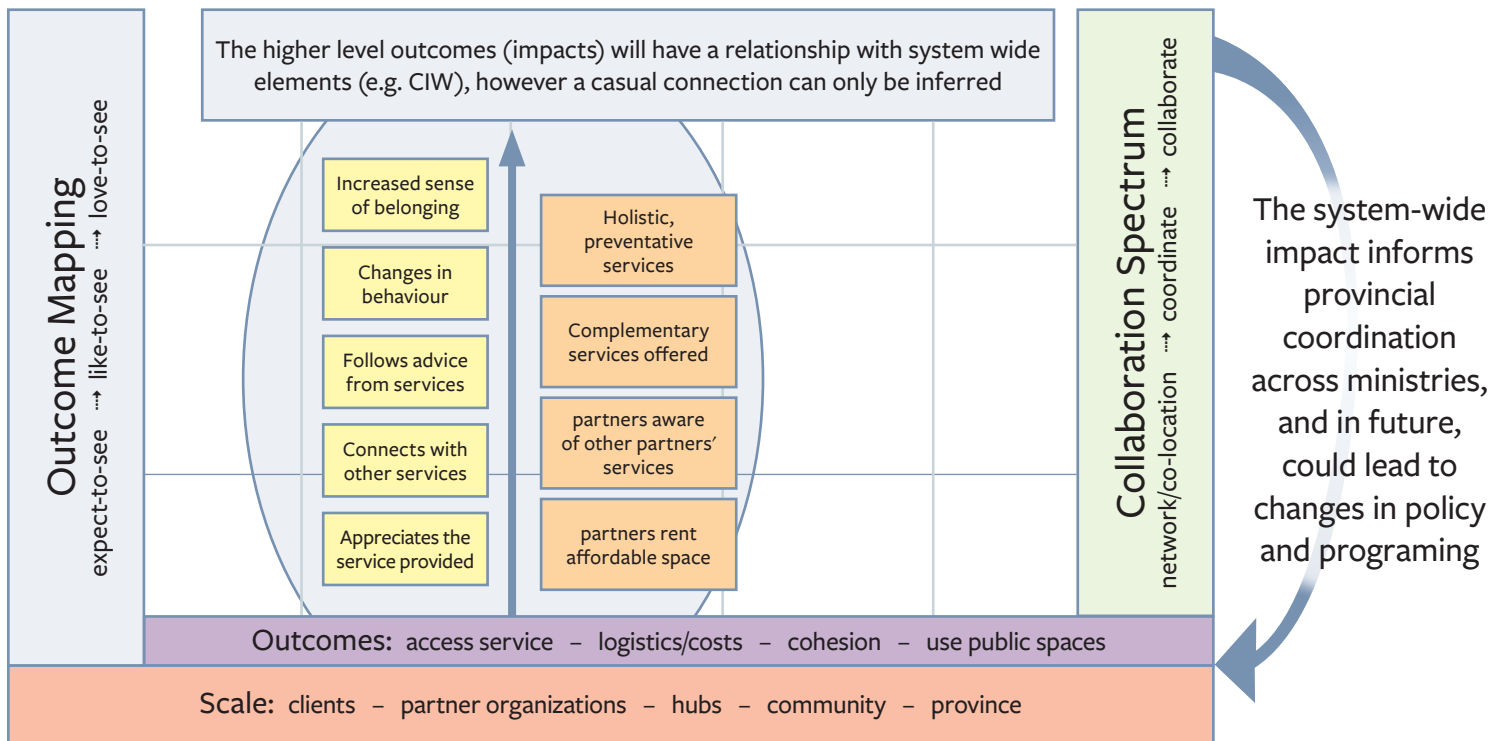
Thanks to the Ontario Trillium Foundation for their support



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Although both hubs are unique in their design, there are core elements in both.

The Community Hub Theory of Change



Methodology

The methodology undertaken to complete this evaluation included:

- Establishment of evaluation committee
- Development of a Theory of Change
- Documentation review
- 2 focus groups with clients (1 at each Hub)
- 2 focus groups with partners (1 at each Hub)
- 2 focus groups with staff (1 at each Hub)
- Client Survey (154 responses)
- Online Partner Survey (41 responses)
- 20 key informant interviews (8 Hub staff and partners, 12 local/provincial stakeholders)

Profile of Survey Respondents

60% of the survey respondents were 50 years old and over;

74% of the survey respondents were female;

41.2% had secondary / high school education or less

41.8% had a household annual income of less than \$30,000; and

70% of the clients (who filled in surveys) visit one of the hubs once a week or more.

High-level Findings

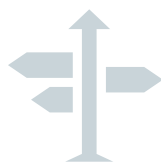
The table provides samples of short, medium, and long-term outcomes for clients and partners located at the Hub:

| | Clients | Partners |
|-------------|--|---|
| Long-term | <ul style="list-style-type: none"> Increased sense of belonging Feeling healthier and happier | <ul style="list-style-type: none"> Improved health outcomes for clients |
| Medium-term | <ul style="list-style-type: none"> Connecting with other (and / or new) services Benefiting from multiple services Changes in lifestyle (more exercise) Changes in behaviour (referring others to the Hub) | <ul style="list-style-type: none"> Increase effectiveness Increased efficiency Increased reach Time savings |
| Short-term | <ul style="list-style-type: none"> Appreciate the feel of the place Are aware of more services provided Appreciate the mix of people Make friends <p><i>“Attending the Family Centre is like fun for kids. It is affordable, free, a great opportunity for kids to learn new skills. It’s like starting a new chapter in a book.”</i> (FCS Client)</p> | <ul style="list-style-type: none"> Appropriate professional space Opportunity to work with other partners Increased awareness about other services Secure (safe) environment <p><i>“It breaks down those barriers: the reluctance, the fear, the anxiety that comes from transitioning services to another agency...the familiarity piece, the trust that has already been established”</i> (Partner)</p> |

Hub Participants Told Us:



81.8%
said they met
new people



82%
feel having multiple
services under one roof
is important



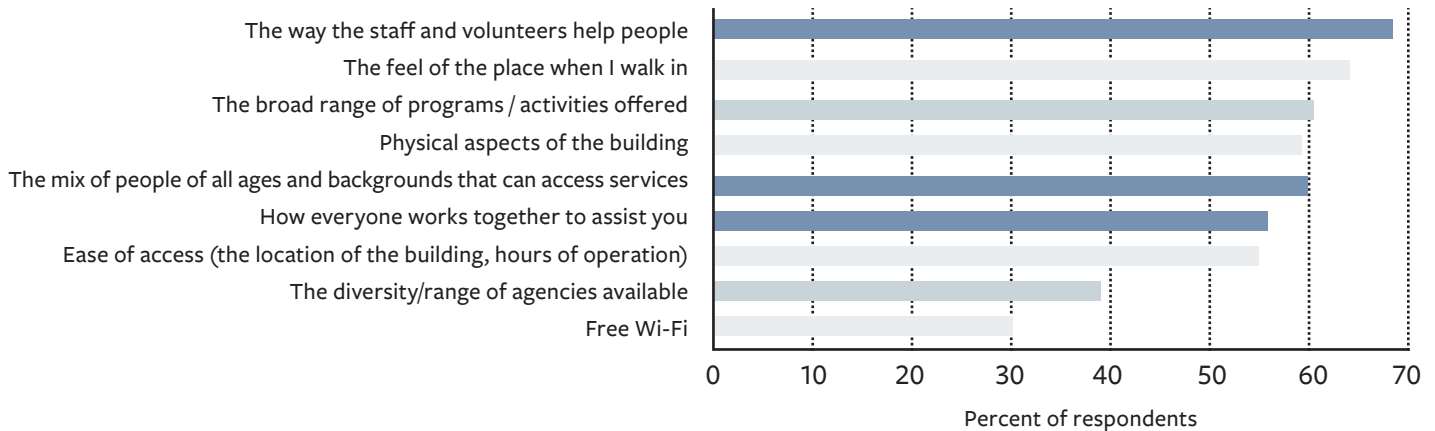
74.5%
said they became more
aware of services in
their community



72%
accessed new
programs

“I end up walking the person I’m helping to another service quite often....it has been really useful, when a person says I could use that service and I can say: ‘hey I know the person, I know their name, lets’ see if they are in their office’ ...many times I found that it helps them make the transition to the other service, whereas they might not have done it if it hadn’t been right there.” (Staff)

What Hub Users Like the Best (n = 154)



Community Hub Benefits - Clients, Partners and System Leaders Perspectives

| Clients | Partners | System |
|--|--|---|
| <ul style="list-style-type: none"> ✓ Sense of belonging ✓ Feeling healthier ✓ Increased access to services ✓ Multiple services under one roof ✓ Time savings to go to only one place ✓ Broad range of programs and services offered ✓ Children and families share activities ✓ Opportunities to acquire new skills | <ul style="list-style-type: none"> ✓ Appropriate professional space with affordable rent ✓ Increased health outcomes for clients ✓ Increased reach - better able to serve target populations ✓ Increased effectiveness and efficiency ✓ Increased visibility and credibility ✓ Reduced isolation as staff work in a safe and secure environment ✓ Increased awareness of other services ✓ Opportunities for collaboration ✓ Welcome feel of facilities – buildings that invite collaboration ✓ Clients access and experience multiple complementary services | <ul style="list-style-type: none"> ✓ Reduced burden to the system ✓ Ease of referrals/seamless referral to services ✓ Improvements in the quality of services ✓ Better delivery of services ✓ Innovative way to deliver services ✓ Maximize resource sharing ✓ Integration of services ✓ Capacity development/mentorship for non-profits ✓ Hubs are serving many of the most vulnerable people in one location |

Recommendations

1. The Hubs have the opportunity to learn from one another
2. Adopt new communication strategies to promote the Hub
3. Replicate the Hub – there is no cookie cutter approach, emphasize the starting point is a community development approach
4. Be mindful that Co-location is not the same as collaboration
5. Share the results of the evaluation

“Both organizations are driven by their respective visions that respond to their unique location and community needs, yet they share a focus on prevention, on community building and on addressing the social determinants of health and wellbeing” (Ricardo Ramirez, Evaluator)