

Key Learnings

THE CIVIC CANOPY

JULY 2021-JUNE 2022

Overview

Each year, The Civic Canopy evaluates our work to understand impact and improve our practice. This summary covers three key insights gathered over the past year and the evidence to support these insights. These insights are based on data from a survey to evaluate long-term projects, a survey to evaluate one-time workshops/events, and interviews with partners 3-6 months after completing a project with the Canopy. We designed the evaluation tools to answer three Key Evaluation Questions (appendix 1) based on our Theory of Change (appendix 2).

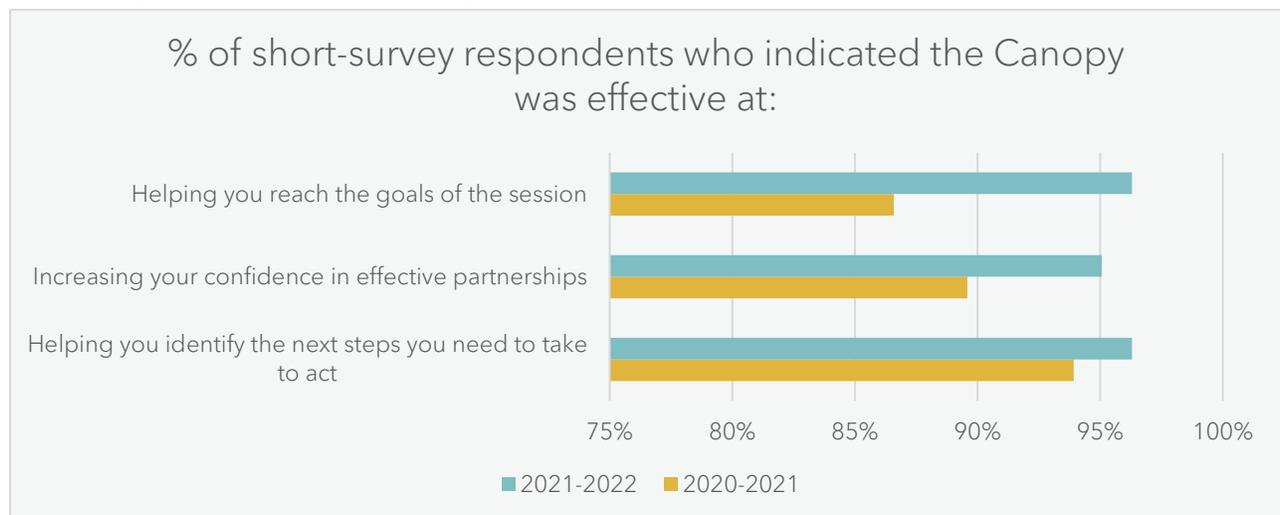
Learnings

Key Insight

Over the past year, the Canopy has further increased effectiveness with the tools, facilitation, and trainings provided. Partners recall the relationship with Canopy staff as instrumental to the effectiveness of services.

BY THE NUMBERS

On average, partners reported **increasing their knowledge by 15%** after working with the Civic Canopy.



REFLECTIONS FROM PARTNERS

- “For me personally, I feel like I grew/added more tools to my toolbox as a facilitator and leader of my coalition. I also feel like this provided space for me to acknowledge and work on big picture goals that have felt a little intimidating to take on alone.”
- “I think really what The Civic Canopy did and was really good at doing is continuing to help people focus outward and recognize that none of the goals we’re talking about can be achieved without full partnership with the community. And, so, you know, installing that break that we tap every time that somebody starts to get a little too inside [their organizational perspective].”

IMPROVEMENTS

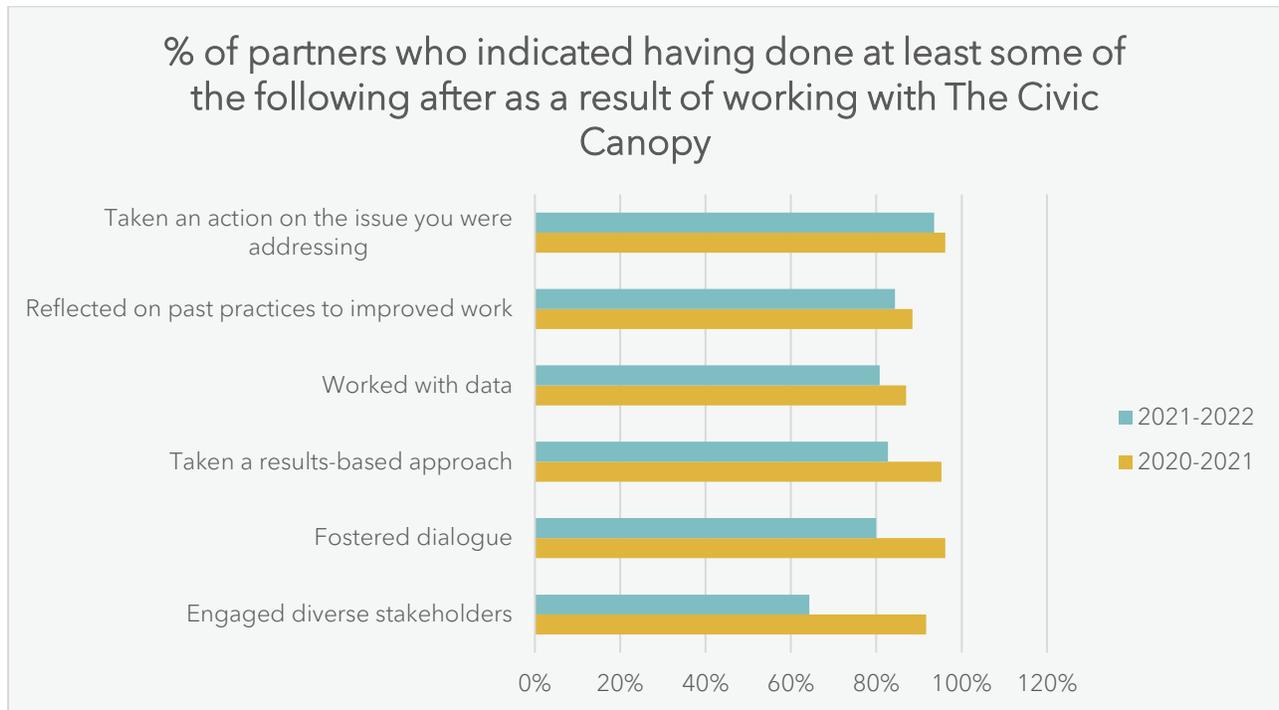
- More time for their program, being more ready to receive services
- A more relational handoff between Canopy team members instead of a hasty goodbye
- More initiative from the Canopy team member to check in more frequently

Key Insight

Partners continue to make significant knowledge gains in each area of the Community Learning Model, but partners didn’t take as much action as a result of what they learned.

BY THE NUMBERS

For surveys that reflected longer engagements with The Civic Canopy, a majority (23 out of 25) of respondents expressed themselves positively about the outcomes obtained during their engagement with responses such as “I am proud of the big picture vision that has been achieved through learning opportunities and discussions” and “having renewed excitement in engaging our partners!”



HEAR FROM PARTNERS

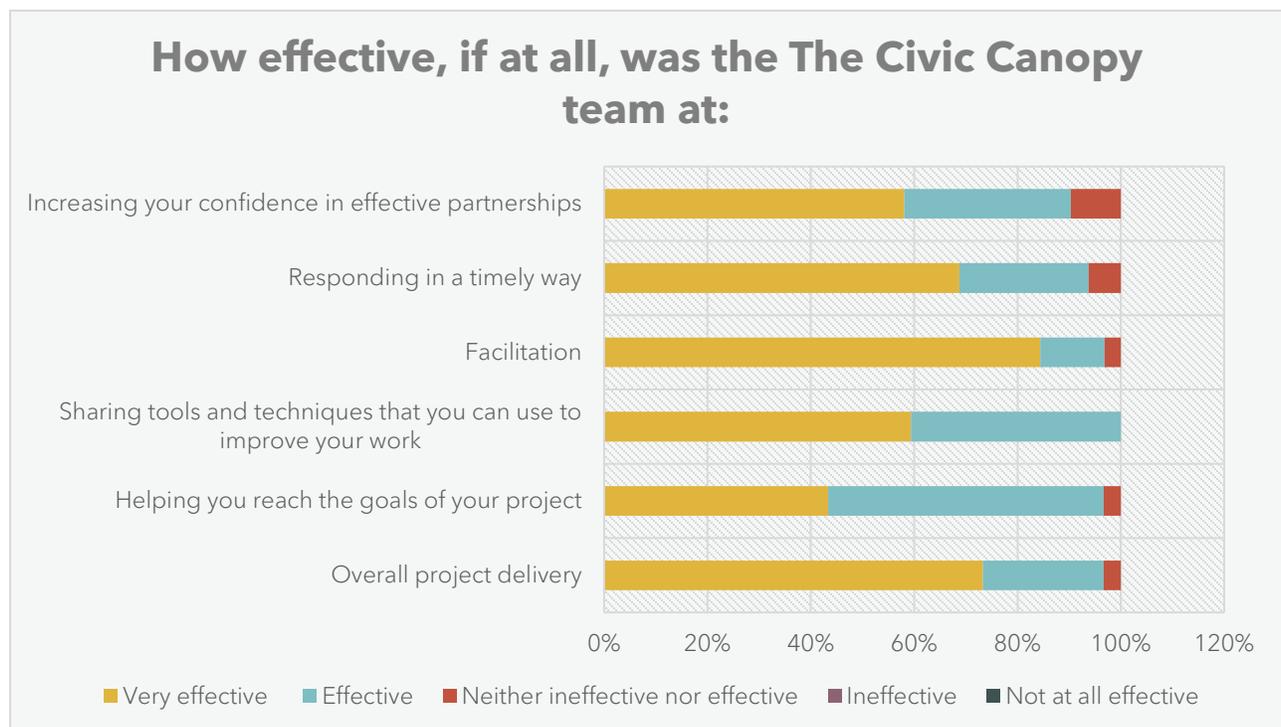
- “...Having better skills for organizing working groups and keeping momentum [when working with others] ...I think I’m using all of the skills that we talked about as being important when engaging community in these types of health initiatives. So, I mean, I would draw a direct line back to the guidance that I got from Civic Canopy. “We’re seeing more consistent participation from members of meetings and more shared decision-making, and this was a big shift because so much was being led by, and then just reported out by this one team member as the collab was running. And we’re actually working on efforts together, we’re making decisions together. And notto say [this was] not happening at all, it’s just [happening] more consistently.”
- “I wouldn’t say that I feel like I could replicate what they did...But in terms of refining my ideas for what open processes look like, of how you really are intentionally inclusive of a broad group of people and, you know, those sorts of skills I certainly felt like I grew from that.

Key Insight

Partners find the Canopy to be trustworthy and effective partners that they would recommend to others. To improve, they'd like more time with the Canopy and more clarity on outcomes.

BY THE NUMBERS

- On average, long-term partners rated the Canopy 9/10 on their likelihood to TRUST the Canopy with a future project.
- On average, long-term partners rated the Canopy 9/10 on their likelihood to RECOMMEND the Canopy to a friend or colleague.



HEAR FROM PARTNERS

- "Overall, I think it was a great experience. There was a real sense of I'm going to say relief of having somebody who takes this really complicated hairy thing we're thinking about sits down with us and says 'ok we got this, you got this, we can manage this' - so that really I think alleviated a lot of anxiety, it gave us a sense of forward motion that we would have really struggled to create on our own."

Appendix

APPENDIX 1 – KEY EVALUATION QUESTIONS

1. To what extent are The Civic Canopy’s key programming elements the right type to achieve their goals?
 - a. Are the methods or training or technical assistance provided effective?
2. To what extent are partners, clients, and communities better off, after applying the Knowledge, Skills, and Ability (KSA) taught by The Civic Canopy to increase their capacity and support to collaborate?
 - a. To what extent do partners, clients, and communities apply the KSAs?
 - b. Towards what end are clients applying KSA’s from The Civic Canopy?
3. To what extent does The Civic Canopy effectively work with their partners?
 - a. What are partner perceptions of The Civic Canopy?

APPENDIX 2



Theory of Change

