

Civic Canopy Annual Report

Key Findings from Evaluation FY 2023-2024

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OVERVIEW

Evaluation informs where we have been and where we are going.

Each year, the Civic Canopy evaluates our work to understand our 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.

Our analysis aims to answer three key evaluation questions:

1. To what extent are The Civic Canopy's key programming elements the right type to achieve their goals?
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?
3. To what extent does The Civic Canopy effectively work with their partners?

Using the mixed methodology described above, our annual report will provide insight into strengths and growth year over year. In addition to these learnings, our evaluation team has identified strategies and focus areas for fiscal year 2024, to capitalize on identified areas for improvement. As always, our research must inform our key strategies, and help to guide our mission to create the conditions where many work as one for the good of all.

Key strategies that inform our work.



BUILD RELATIONSHIPS

Foster connections among people and across a broad network of partners



DEVELOP CAPACITY

Create the culture, conditions, and capacity for transformational change



CATALYZE COLLECTIVE ACTION

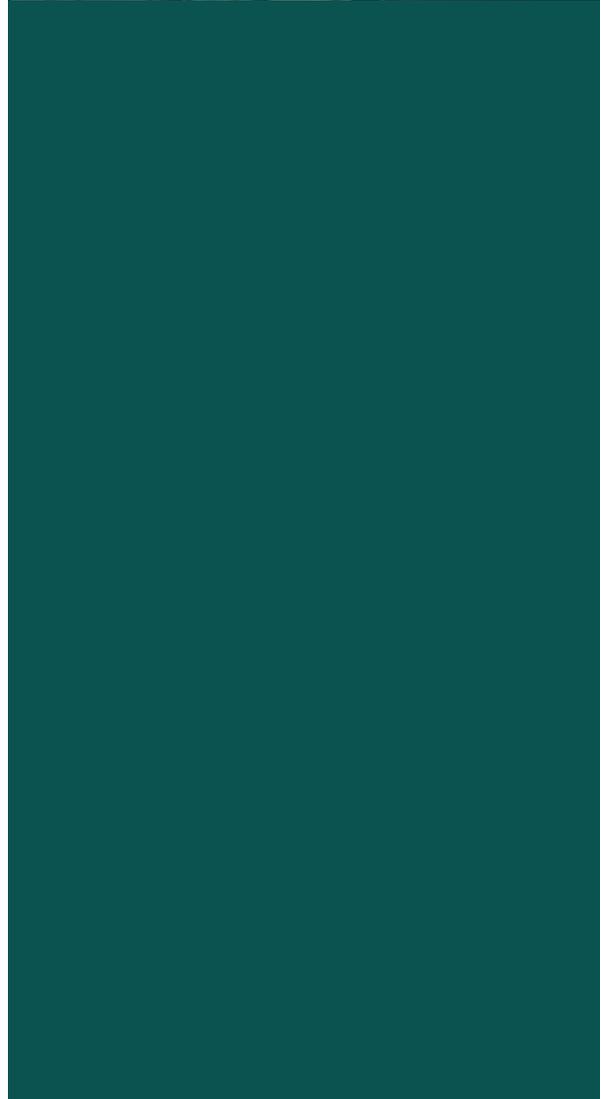
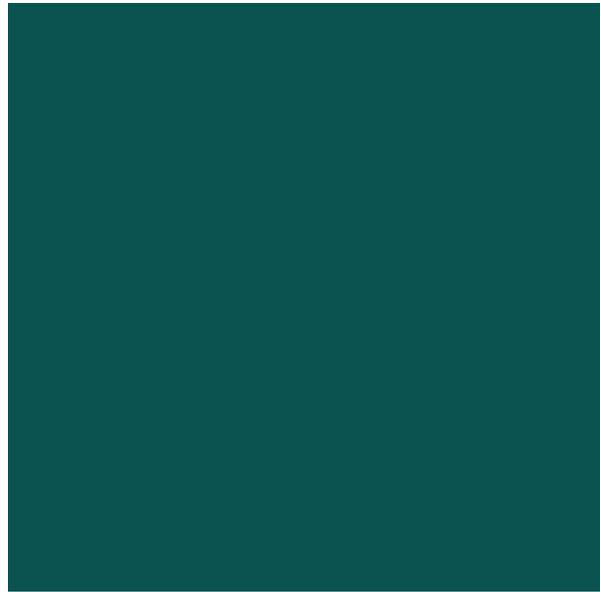
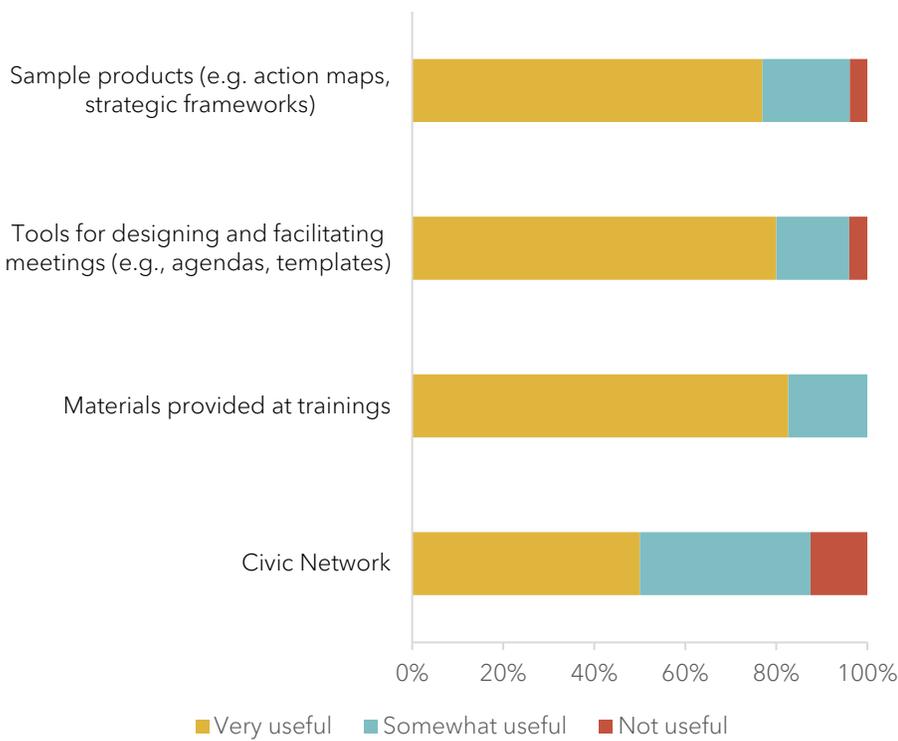
Mobilize communities to create the systems they need to thrive

KEY INSIGHT 1

The Civic Canopy offered relevant support and services that enable partners to achieve their goals.

Our short and long form survey demonstrated that the Canopy offered several resources and tools that were pivotal to partners improving their work. There was particular growth in the percentage of partners that found the Canopy helped improve coalition building and data usage at their organization in fiscal year 2023. Our most helpful tools continue to be our facilitation templates, meeting agendas, and strategic frameworks, all of which were identified as *very useful* by more than 70% of our partners this year.

Perceived usefulness of provided Canopy tools
2022-2023



KEY INSIGHT 2

Partners displayed an increase in knowledge in every area of the Community Learning Model.

Our vision is thriving communities in which all participate, prosper, and reach their full potential. To achieve our vision, the Canopy designs and facilitates public processes using a research-based Community Learning Model (CLM). The CLM puts results at the center to create meaningful, measurable change on social issues. Evaluating our partners on the CLM rubric helps to identify the continuous learning process of including relevant and diverse stakeholders, engaging in thoughtful dialogue, developing action plans, and learning from efforts to achieve results - all within a culture of trust and collaboration. This year, partners reported that they left Canopy sessions with positive attitudes toward collaboration, feeling motivated to take action, and confident on the next steps for their organization. Key informants shared that the CLM area of action felt particularly poignant this year: "I learned we need to avoid inaction; it is so critical that we get together as a board to support the organization in transition". The Canopy team can capitalize off this learning to support partners in the action phase, moving forward.

At least 79% of partners reported acting in each area of the Community Learning Model.

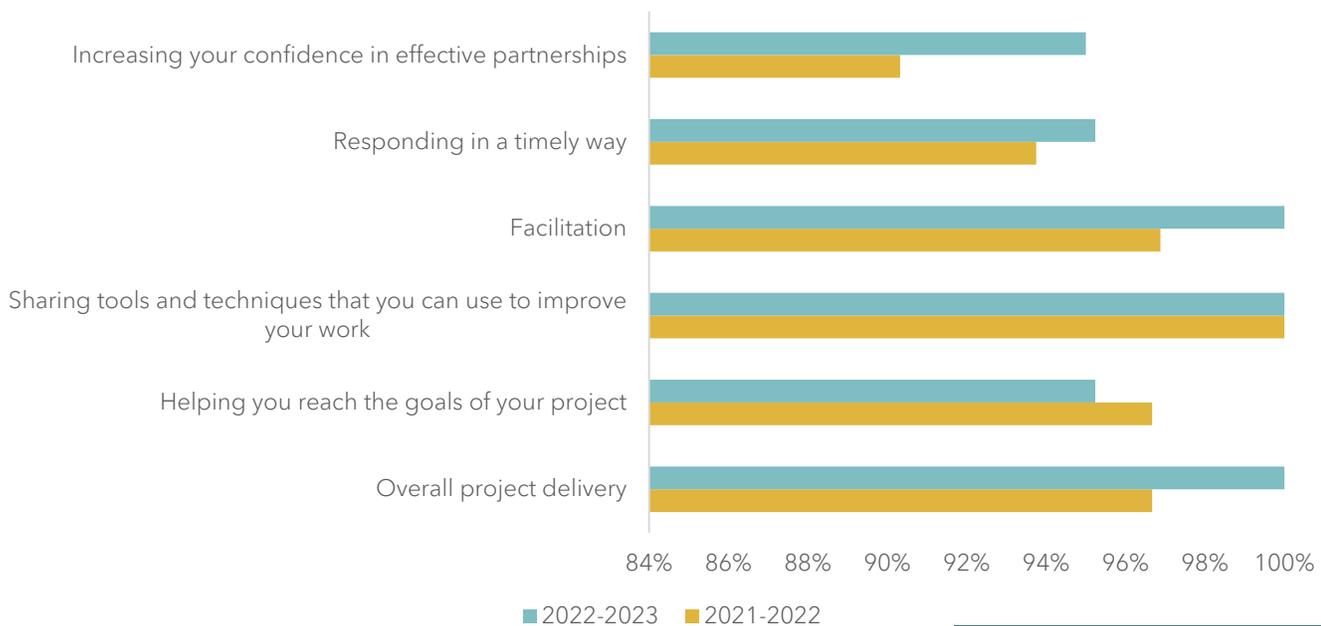


KEY INSIGHT 3

Partners sense of confidence and comfort when working with Canopy staff increased.

This year, evaluations reflected an increased perception of Canopy's effectiveness across more than five categories, from responsiveness to overall project delivery. Qualitative results in particular suggested that partners felt a sense of trust and comfort when working with the Canopy staff, which they attributed to feeling more confident in their work. One informant likened the Canopy staff to feeling like they had a friend and mentor in this work; the greatest value was the Canopy's "commitment to supporting [our organization] in making difficult changes and working through our growing pains". This sense of security when working Canopy contributed to partners willingness to work with us again, with more than 50% of respondents reporting they would contract us for future work.

Comparison of partners perception of Canopy's effectiveness, FY22-FY23



LOOKING FORWARD

The Canopy team is committed to a process of continuous improvement: our annual evaluation informs us of both our strengths and areas of opportunity. This year, our evaluations brought a few key suggestions to the surface. Partners reported that they would appreciate:

- More time with the Canopy staff before *and* after the project, to help map out the next steps.
- Concrete structure and framework for each project meeting to increase understanding and preparation for the session.
- Action-oriented steps at the end of meetings and projects, to keep the momentum going.

Our evaluation team has transformed suggestions from the key informants into the following strategies for the Canopy to apply in the coming fiscal year:

1. Provide more time and sessions with the Canopy staff to plan out next steps, past project completion.
2. Increase the communication and follow-up with partners post-project, demonstrating our long-term commitment to this work.
3. Continue offering a menu of resources and tools to each partner, helping them identify the strategies that work best for them.