

Key Learnings

THE CIVIC CANOPY

JULY 2020-JUNE 2021

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).

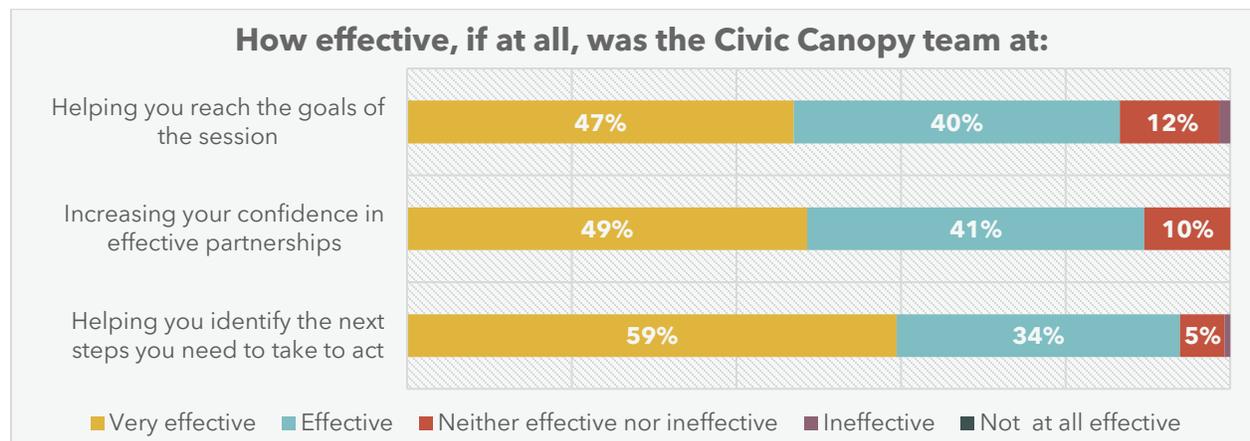
Learnings

Key Insight

The Canopy successfully increases knowledge through training, tools, and sample materials, but also through Canopy's intentional relationship development, and varied and inclusive facilitation techniques.

BY THE NUMBERS

On average, partners reported **increasing their knowledge by 14%** after working with the Civic Canopy.



REFLECTIONS FROM PARTNERS

- "[Civic Canopy's] services are essential in the fact that they have templates and tools that have been proven to work."
- "Having those conversations, sometimes you don't have time to do...we should all have more time for it, but the bigger picture conversations that lead to the work, those macro conversations. Someone that can support you but isn't like, you have to do it this way. Which some groups are going to push you in that direction."
- "[Working with The Civic Canopy] helped me to slow down and be patient and provide information in a digestible way, encourage participation. It's also allowed me to pay very close attention to who's participating and how, and supporting different learning styles and different participation styles."

WORKSHOP IMPROVEMENTS

- None: Participants indicated no improvements were needed (n=46).
- More Time: Participants wanted a longer session (n=20).
- Breakout Rooms: Participants wanted more or longer break out sessions (n=12).
- Confusing: Participants had difficulty understanding the content (n=8).
- Technology: A technology error occurred during the session (n=7).
- Practice: Participants wanted more time to practice (n=6).
- Systems Change Game Improvements: Participants suggested a change to game play (n=6).
- In-Person: Participants would have preferred an in-person experience (n=5).
- Pre-session: Participants wanted clearer expectations of the session OR had a hard time completing pre-session instructions (n=5).

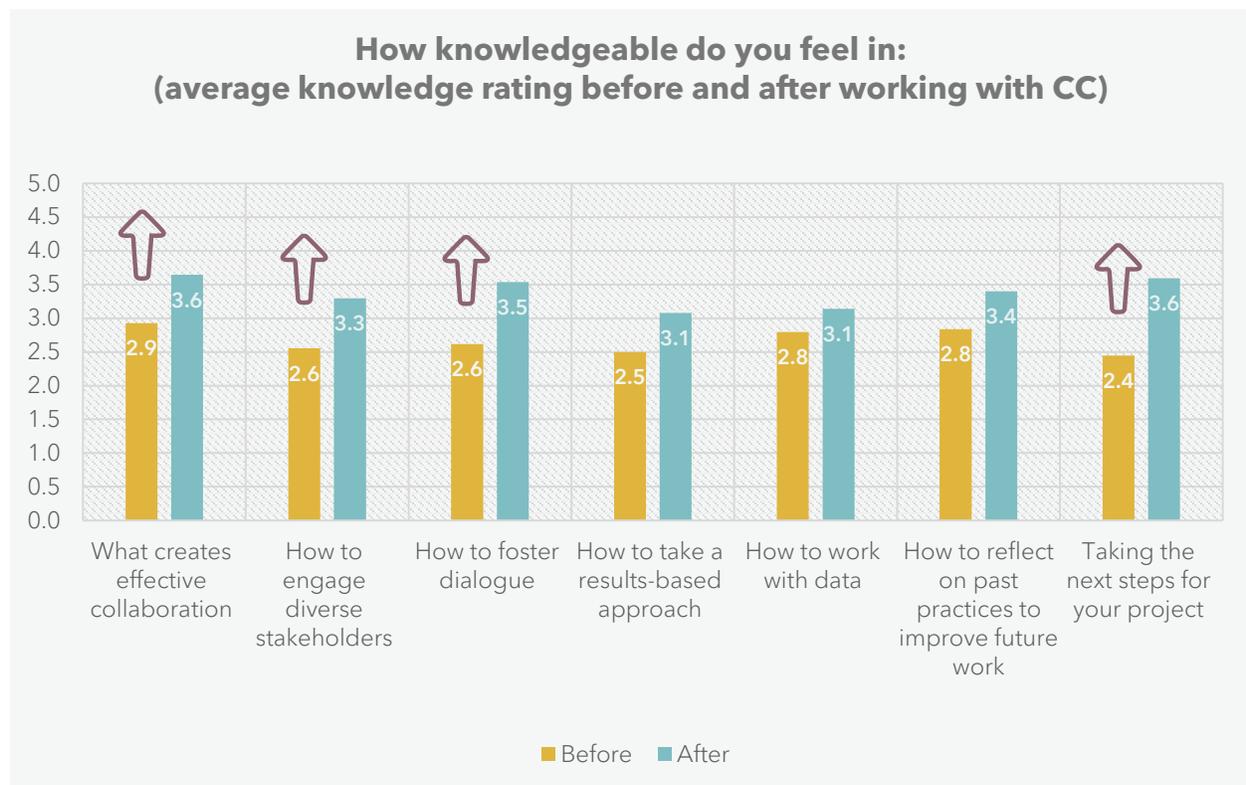
Key Insight

While knowledge increased in all knowledge, skills, and abilities taught by the Civic Canopy, partners' greatest gains were in understanding effective collaboration, fostering dialogue, and taking the next steps to act.

BY THE NUMBERS

As a result of working with the Civic Canopy, partners reported having done **a lot** of the following in their work:

- 46% Engaged diverse stakeholders
- 54% Fostered dialogue
- 30% Taken a results-based approach
- 46% Worked with data
- 46% Reflected on past practices to improved work
- 65% Taken an action on the issue you were addressing



HEAR FROM PARTNERS

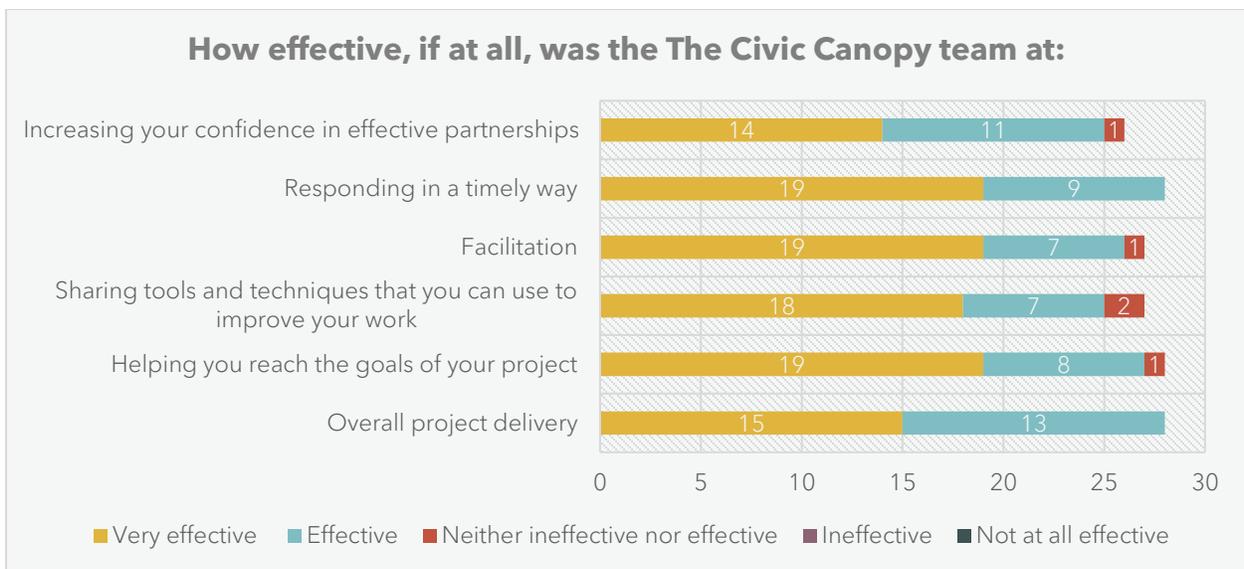
- "We're seeing more consistent participation from members of meetings and more shared decision-making, and this was a big shift because so much was being led by, and then just reported out by this one team member as the collab was running. And we're actually working on efforts together, we're making decisions together. And not to say [this was] not happening at all, it's just [happening] more consistently."
- "Having a certain mission, vision and outcomes I think has been great. And that has given clarity to specifically the leadership group ... presidents [and] executive directors of all the partner organizations [are] involved with developing an implementation or an evaluation plan. And actually, we're basing that off of the outcomes that we have in the charter."

Key Insight

On the whole, clients enjoy and trust partnering with us, but need clearer expectations of what it will look like to work with us.

BY THE NUMBERS

- 85% of long-term project partners rated 8 or above on their likelihood to trust The Civic Canopy with a future project
- 84% of workshop attendees rated 8 or above on their likelihood to trust The Civic Canopy with a future project



HEAR FROM PARTNERS

- "I probably didn't have a good enough understanding of [all the Canopy can provide]. I knew what they did, but I think I could have done a little bit more research, ask more questions, so I could have really helped define our work together a little bit more."
- "At the end of this, we should not have to do more work on it or I maybe that was naive too. I think the expectation going in was, we wouldn't have a lot of the follow up to do but there was quite a bit of follow-up."
- "[Civic Canopy are] bringing all these wonderful tools that can help people and groups step back and look at the broad picture of what's going on and identify those things that need to be identified, whether there's barriers or challenges or steps or more collaborators, whatever, identify those things and then really help move you in the direction that you want to go."

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

