

Key Learnings

THE CIVIC CANOPY

JULY 2025-JUNE 2026

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 (Long Survey), a survey to evaluate one-time workshops/events (Short Survey), a survey that evaluates the effectiveness of coalitions based on the Community Learning Model (CLM), a survey that evaluates Canopy's Facilitation Training program, and a survey that evaluates Canopy's Bi-Annual Summit program. Additional insights are gathered from 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). The evaluated data includes:

- 19 Long Survey responses from 8 projects
- 117 Short Survey responses from 19 events and 3 Canopy Learning Online (CLO) Courses
- 11 CLM pre-surveys from 1 project
- 9 Facilitation Training survey responses
- 48 Bi-Annual Summit responses
- 8 partner interviews

Learnings

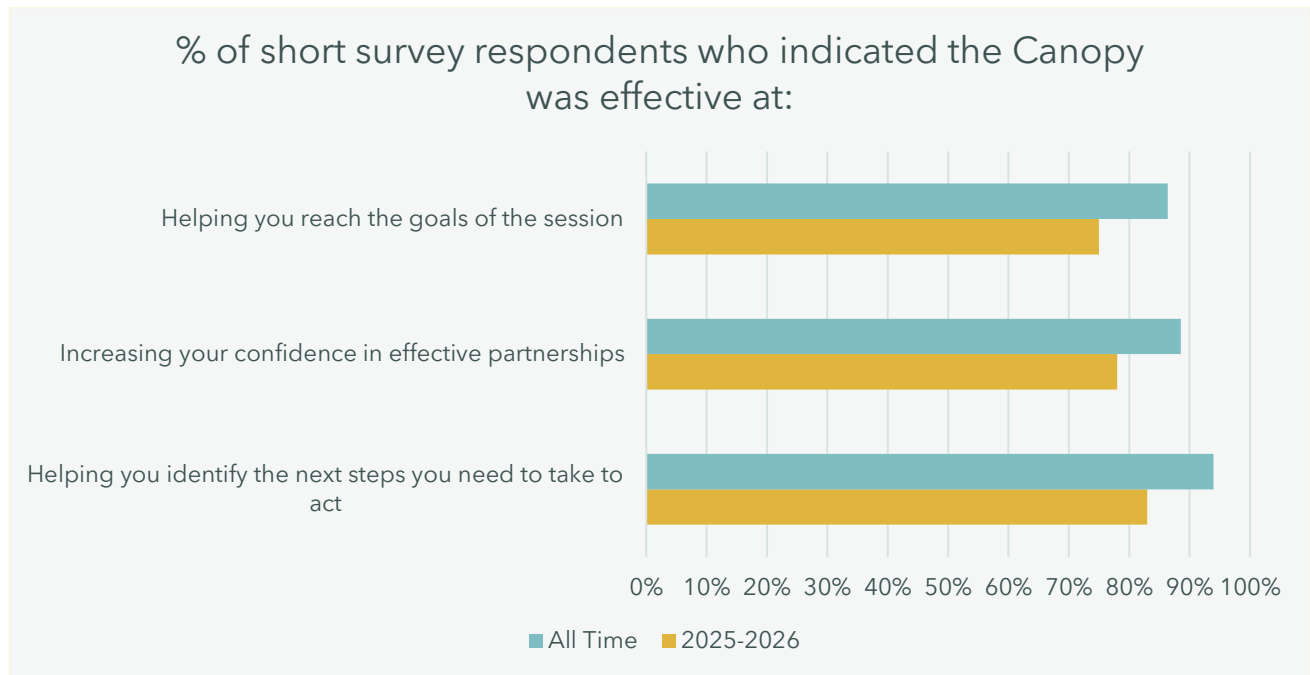
Key Insight

The Canopy's key programs excel in meeting the needs of its partners but there is room for growth in naming/reaching the goals of a session and identifying the next steps to act.

BY THE NUMBERS

- On average, partners reported **increasing their knowledge by 13%** after working with the Civic Canopy.

- The Civic Canopy is at least **75% effective** in reaching the goals of the session, increasing confidence in effective partnerships, and helping partners identify the next steps to take action.
- Overall, partners gave the Summit and Facilitation Training **4.78 out of 5 stars**. They ranked their likelihood to attend future Canopy events at 9.2 out of 10.



REFLECTIONS FROM PARTNERS

What was most valuable about working with the Civic Canopy?

- "Skilled, inclusive facilitation."
- "Your ability to push the thinking in terms of approach and communication."
- "The guidance and getting us on the right track. I've been with this board a long time, and I've never really felt we had a sense of direction."
- "Our entire staff trusts The Civic Canopy."

IMPROVEMENTS

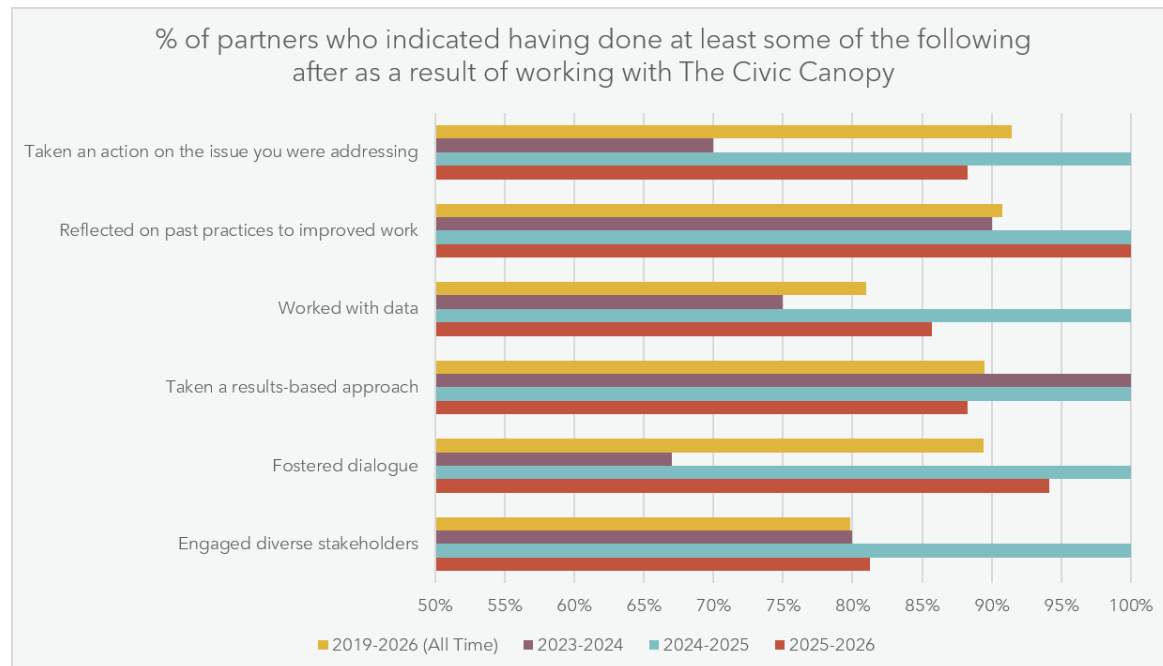
- Different ways to engage in a session
- More time for sessions and clearer explanations for the purpose of sessions
- Bringing the group to clear next steps

Key Insight

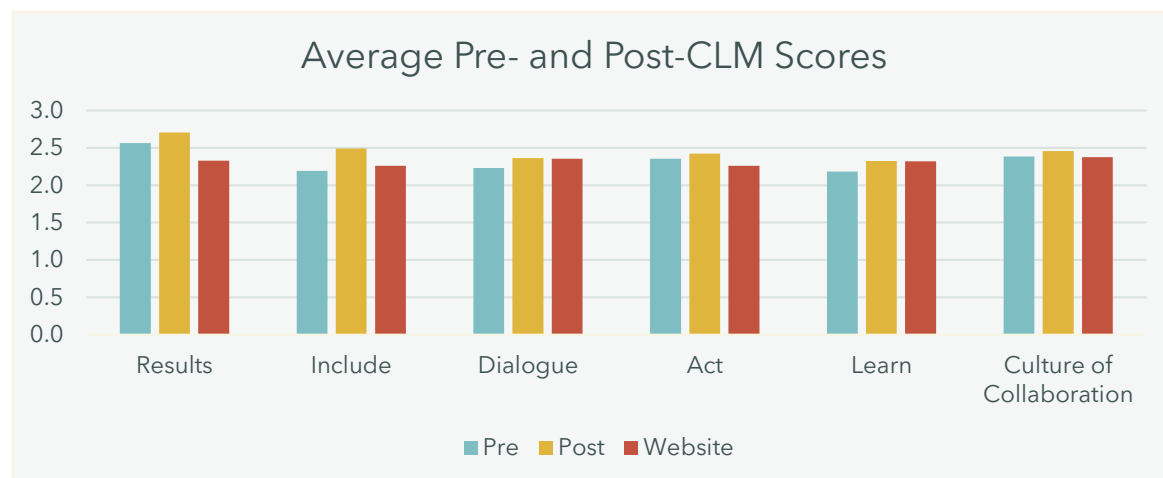
Partners continue to increase their knowledge and then take action in every part of the CLM. Partners begin to connect their work to Civics.

BY THE NUMBERS

At least 80% of partners took action in each area of the Community Learning Model (CLM) for years 2019-2026.



In the past three years, the Canopy has gathered enough data on CLM scores to look at average pre and post scores. Additionally, the Canopy made the Community Learning Model available on our website for anyone to conduct a self-assessment for free.



INTERVIEW INSIGHT

Civic Canopy Programming Is Well-Matched to Organizational Context and Readiness

Across interviews, partners consistently reported that Civic Canopy's programming met them where they were, whether they were:

- early-stage nonprofits,
- maturing community foundations,
- large public institutions, or
- multi-organization coalitions.

Rather than delivering one-size-fits-all training, Civic Canopy adapted facilitation style, tools, and scope to organizational readiness, political context, and time constraints. This flexibility was repeatedly cited as a core strength.

Knowledge, Skills and Abilities (KSAs) Are Applied Widely and Sustained Over Time

Partners did not treat Civic Canopy support as a one-off intervention. Instead, KSAs were:

- reused across leadership transitions,
- applied to other coalitions and internal teams,
- embedded into multi-year plans and governance,
- exported to other communities and statewide contexts.

The most durable KSAs included:

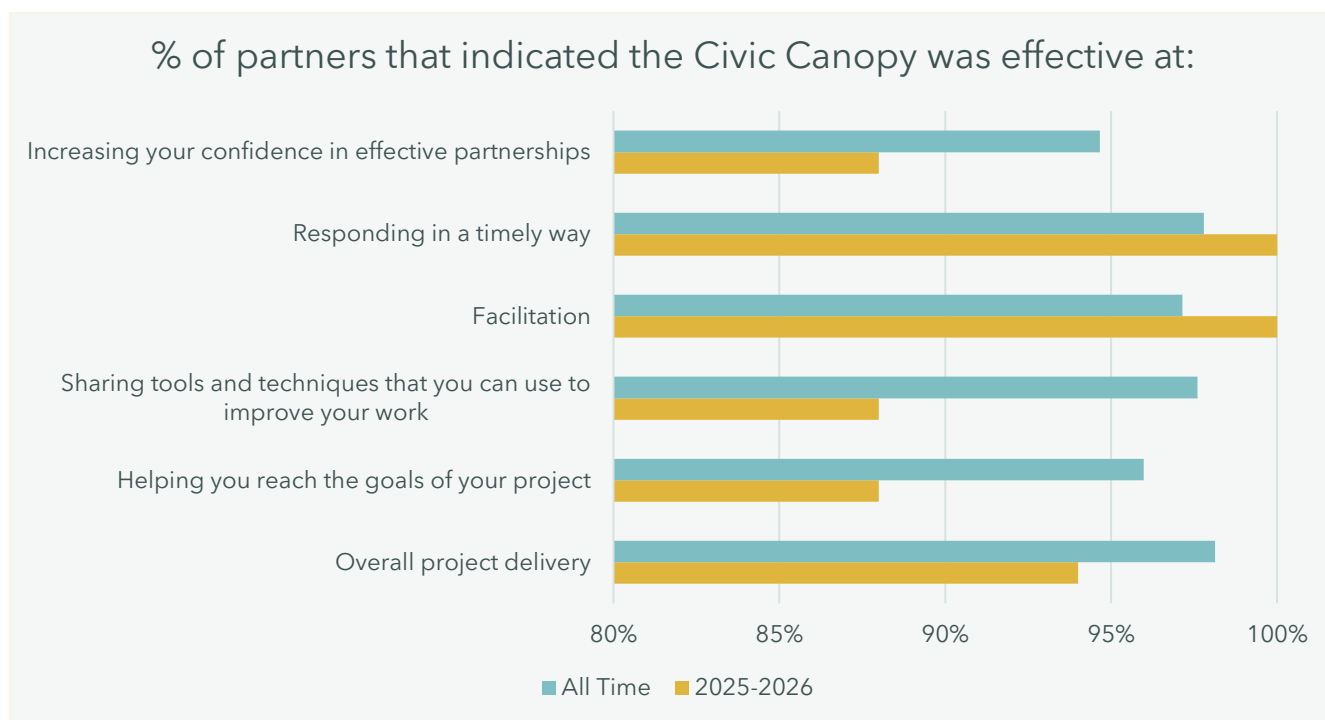
- facilitation and agenda design,
- decision-making processes,
- role clarity and power-sharing,
- translating vision into implementation.

Key Insight

Partners trust the Canopy, especially in facilitation, and feel that it is easy to work with us.

BY THE NUMBERS

- On long-term projects, our partners ranked their likelihood to TRUST us with a future project at 9.18 on average while short-term project partners ranked their likelihood at 8.15 on average. All-time trends are average rankings of 9.1 and 8.5 respectively.
- On average, partners this year ranked their likelihood to RECOMMEND us at 9.18 out of 10. This is a modest increase from our overall average of 9.08 out of 10.
- Over the past five years, we consistently score at least 88% effective in the following areas of project partnership:



INTERVIEW INSIGHT

Trust, Credibility, and “Meeting Us Where We Are” Drive Partner Satisfaction

Across interviews, Civic Canopy was consistently described as:

- credible and knowledgeable,
- deeply relational,
- non-prescriptive,
- authentic and values-aligned.

Trust was both built quickly and maintained over time, even during staff transitions on either side. Where critiques emerged, they focused on capacity, cost, or structural access, not on relational quality or competence.

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

