Enclosure 2

STRATHCONA COUNTY

COMMUNITY HUB STUDY

County Council Presentation

23 Oct 2018

intelligent futures

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President & Founder

COMMUNITY TALK

SOCIAL FRAMEWORK

A PLATFORM TO UNLOCK THE INGENUITY OF THE COMMUNITY

May 2017

STRATHCONA COUNTY

Community Hub

Increasing Access to Programs and Services

What if … there was a single location in Strathcona County where someone could help you navigate and recommend services and supports that best address your needs? What if you didn't have to re-explain your situation at every stage in your journey?

Strathcona County is exploring a 'community hub' model of services to better meet our community's needs. This one-stop shop could be a physical location as well as a virtual online portal, where social support and information would be available to citizens when and where they need it.

PROCESS

PHASE 1
JAN - MAR 2018

Defining the Stakeholders

PHASE 2
MAR - JUN 2018

Growing the Conversation

PHASE 3
JUN - SEPT 2018

Refining the Findings

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Defining the Stakeholders

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JUN - SEPT 2018

Refining the Findings

PHASE 1: Engagement Planning

25 organizations participated in a workshop to identify other organizations that should participate in the process. As a result, 175 organizations were invited to the conversation.

PHASE 1: Researching Hubs in Canada

Research was conducted on Community Hubs in Canada, providing an understanding of size, services, governance and other key elements of these case studies.

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PHASE 2: Exploring the potential purpose

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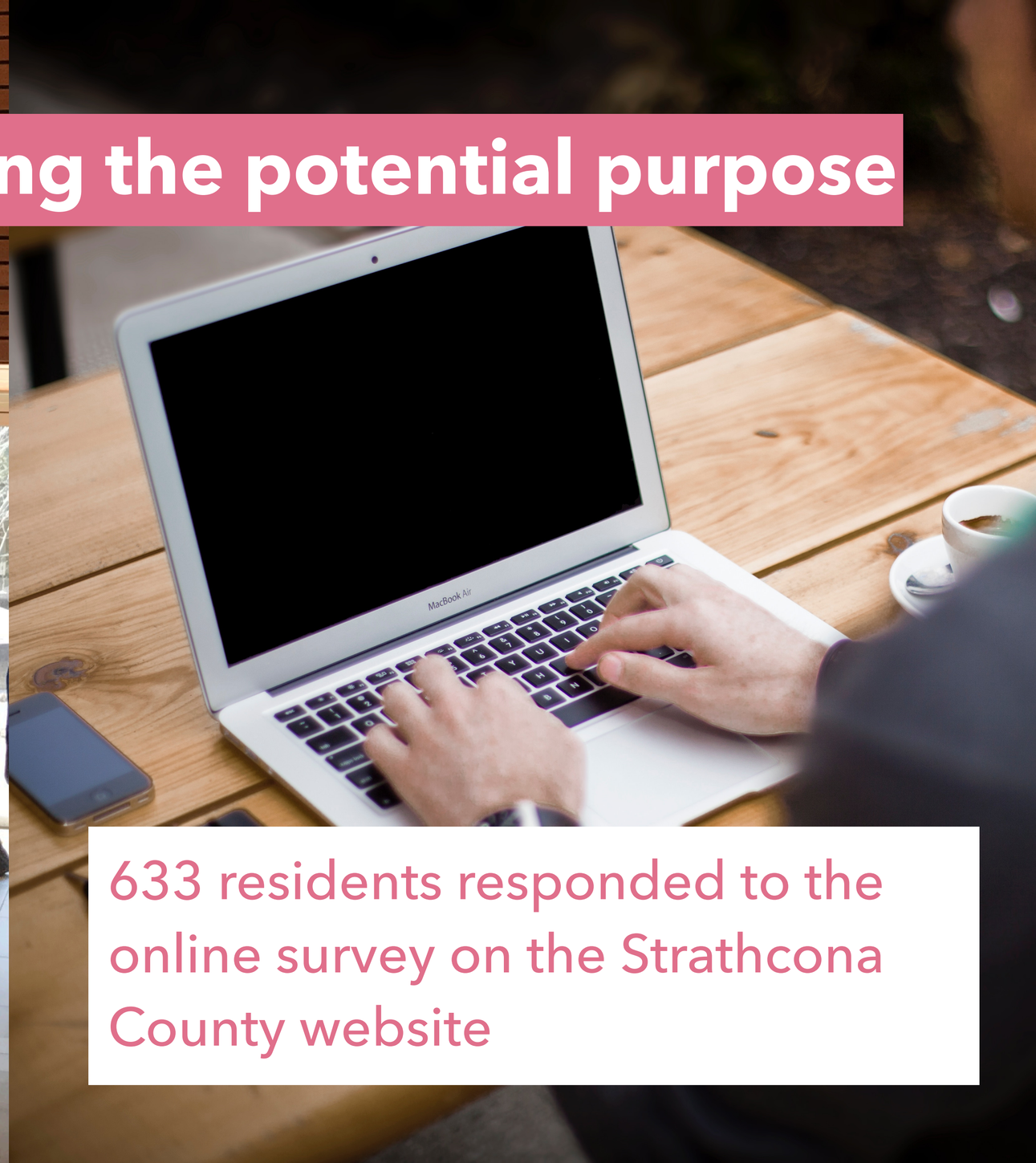
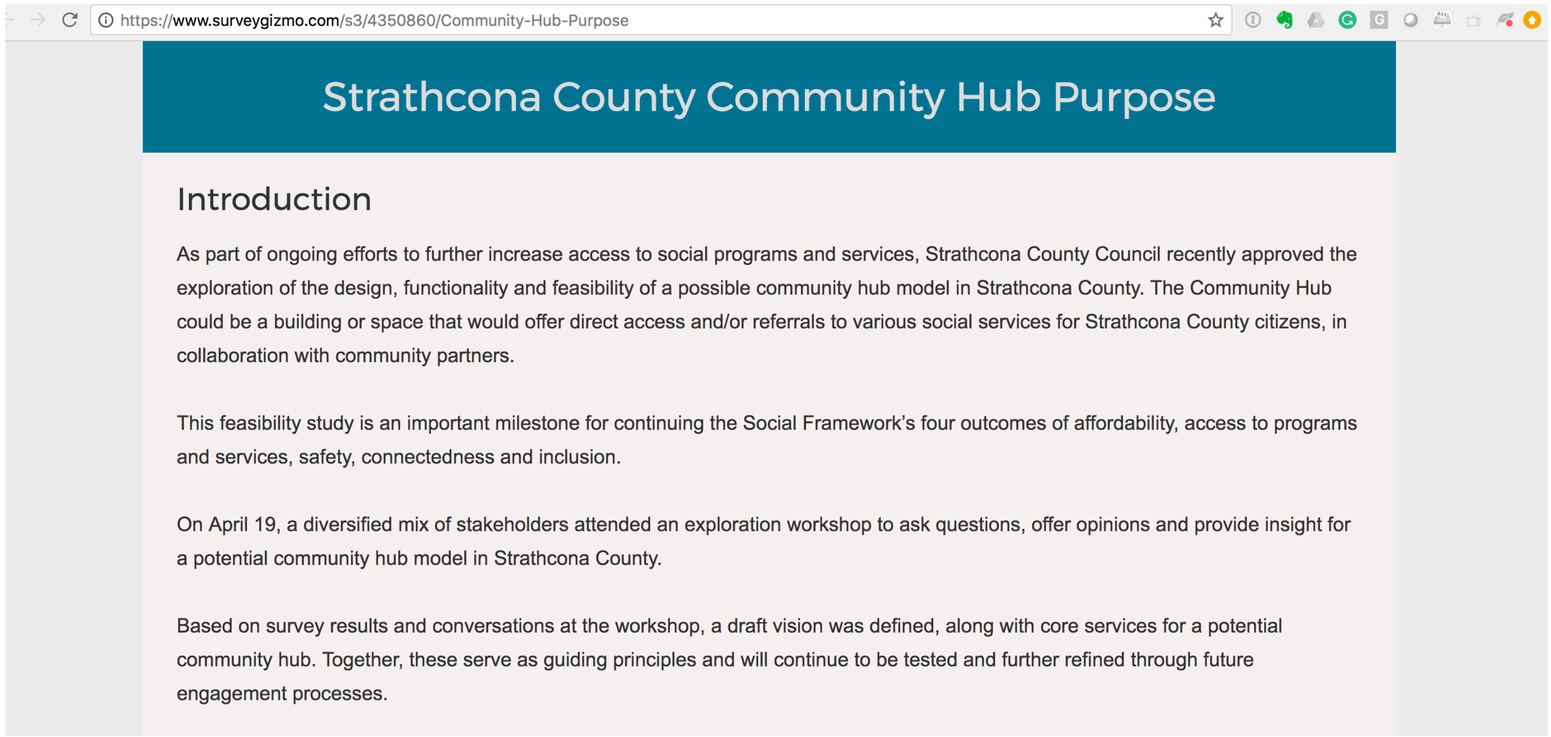
85 workshop participants shared their ideas on the services, spaces and synergy of a community hub



633 residents responded to the online survey on the Strathcona County website

PHASE 2: Drafting the purpose



84 workshop participants and invitees shared their thoughts on a draft purpose for a community hub.

PHASE 2: Testing the ideas of a hub

63 workshop participants prototyped ideas for how a hub could function, using visitor profiles to test their emerging models

444
hours of participant time in workshops

175
organizations invited into the process

633
participants in the online survey

Addiction Arts & Culture Business Children's Services Community Building Diversity & Inclusion Education Faith Family Supports Government Health & Medical Housing Home Support Justice & Safety Communications & Media Non-profit Recreation Rural Seniors Vulnerable Populations Youth

PHASE 1
JAN - MAR 2018

Defining the Stakeholders

PHASE 2
MAR - JUN 2018

Growing the Conversation

PHASE 3
JUN - SEPT 2018

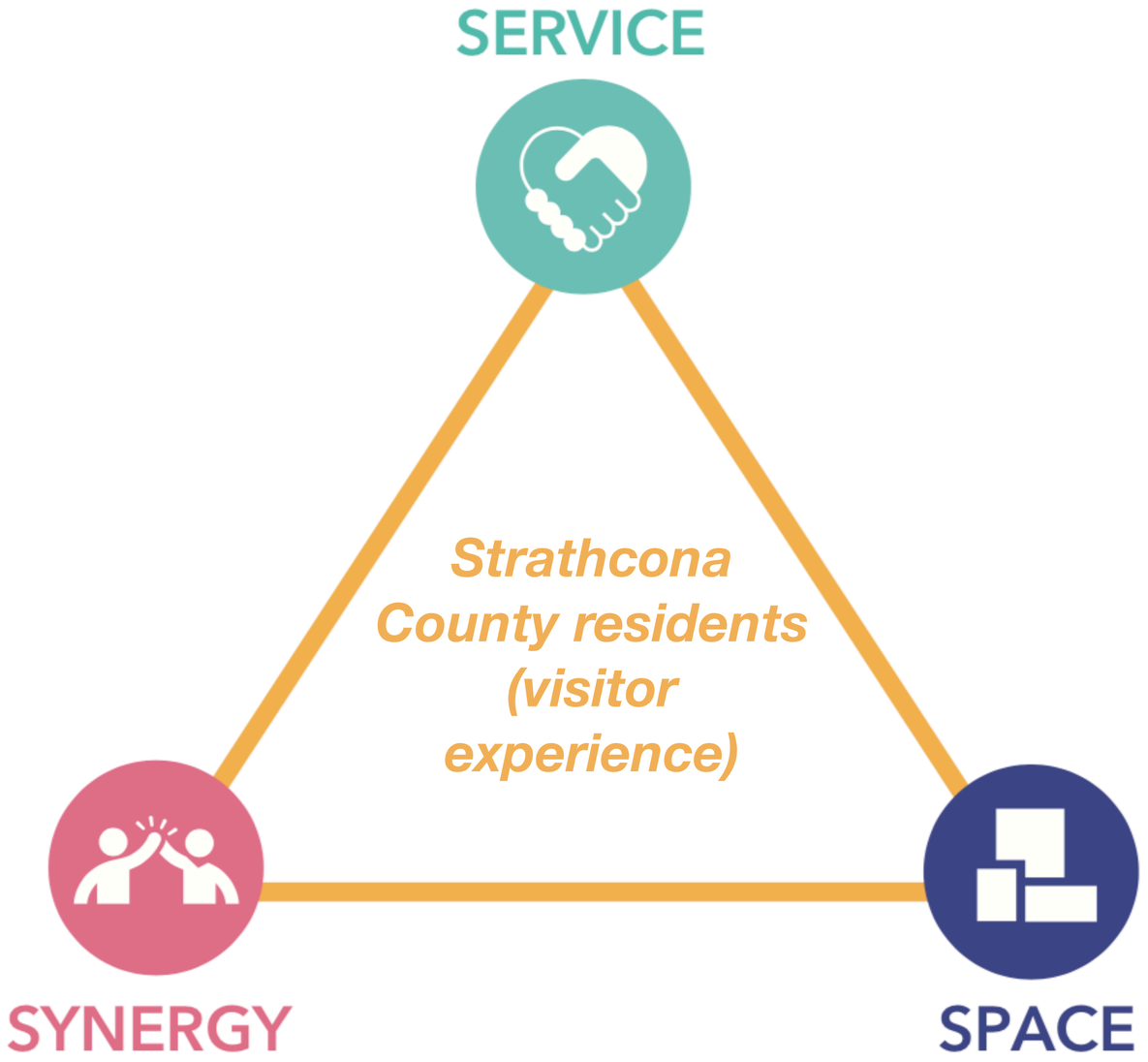
Refining the Findings

PHASE 3: Putting it all together

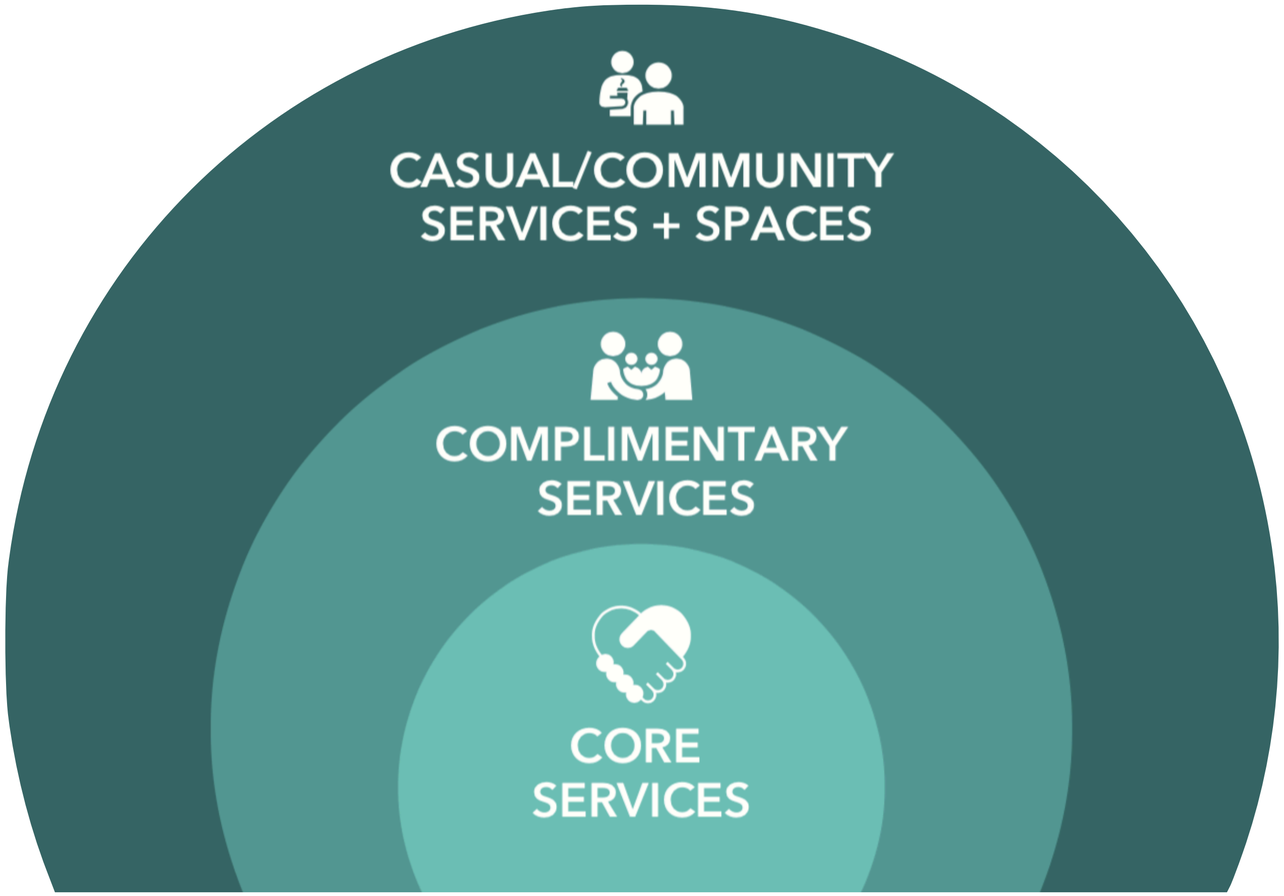
VISION + ELEMENTS

VISION

The Strathcona County Community Hub is a gathering place for the community. It is a welcoming place that promotes a culture of acceptance and celebrates diversity. The hub promotes inclusivity and accessibility for clients, community members and staff. It represents a new model of collaboration, information sharing and the cooperative delivery of key social services in Strathcona County. Integrating the County's assets, connections and resources with community partners within one hub provides community members with new opportunities to create value in their own lives and in the lives of others.


SERVICE
Strathcona County residents (visitor experience)
SYNERGY
SPACE

SERVICE



* Provide services that span all life stages

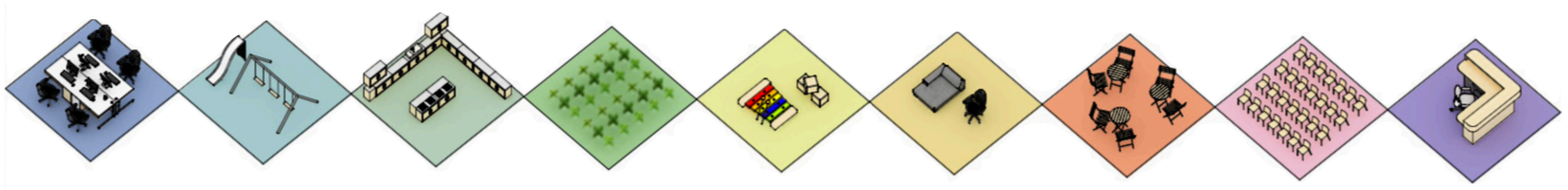
SYNERGY

Shifts FROM:	Shifts TO:
Programmatic responses	Systemic thinking
Do *for* people	Do *with* people
Incremental, organization-level outcomes	High aspiration and community-wide outcomes
Working in silos	Collective ownership
Focus on symptoms	Focus on root causes

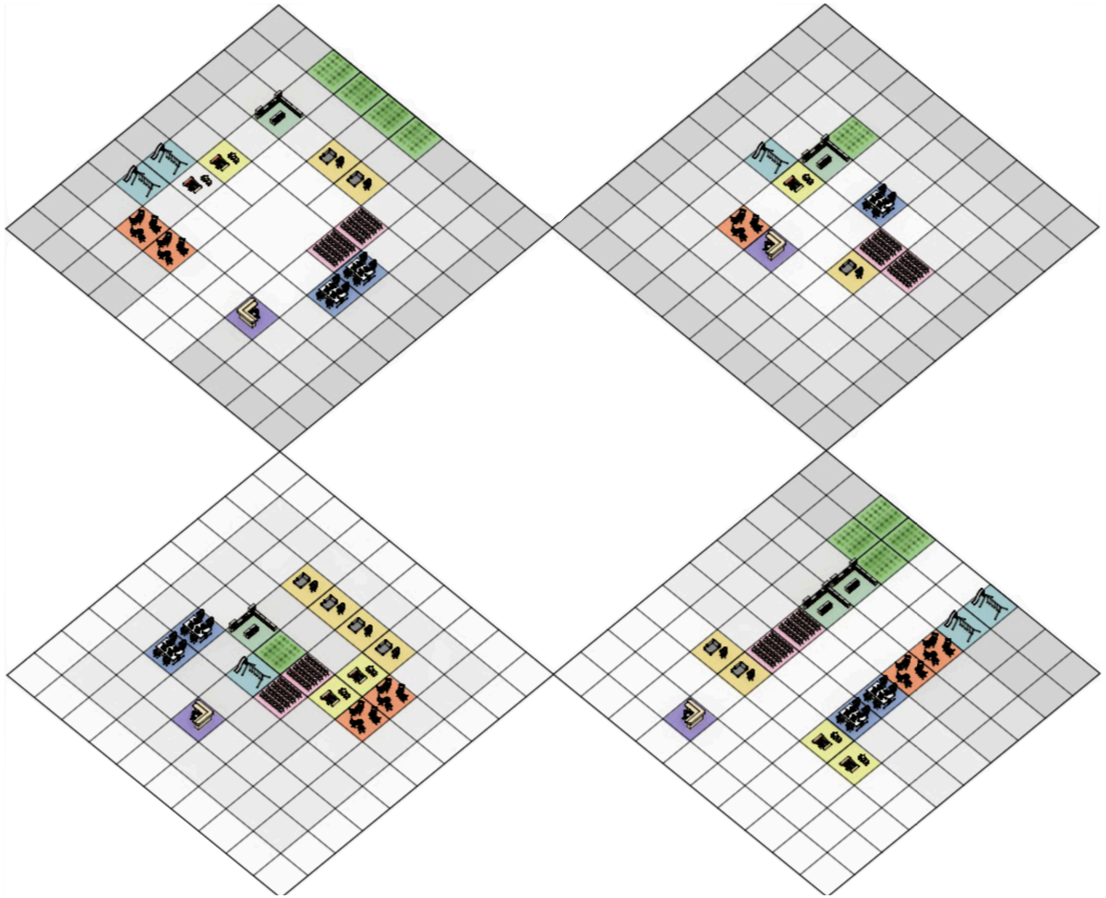
SYNERGY

Criteria	Evaluation Rank			
	1 Strongly Disagree	2 Disagree	3 Agree	4 Strongly Agree
My organization is committed to implementing the Strathcona County Social Framework.				
My organization supports our staff being accountable to the hub's success. We see our staff as hub experts, delivering informed insights to visitors through comprehensive training.				
My organization will contribute staff time and resourcing to shared hub objectives. We will learn, share, and coordinate with hub partners and navigators for succinct messaging and direction.				
My organization supports regular information and knowledge sharing. We will have open dialogue among other hub-based services.				
My organization seeks to level the playing field. We will work to avoid typical power dynamics among partners and operate with the visitor's best interest in mind.				
My organization is eager to challenge complexity. We will find new and better ways of working efficiently with our hub colleagues.				
My organization wants to use its assets, connections and resources to work collaboratively and creatively with our hub colleagues.				
My organization can better serve its target population by co-locating with other service agencies.				
My organizations seeks to use data to support evidence-based decision making.				
My organization seeks to empower its user groups. We will harness the opportunity for individuals (employee, volunteer or participant) to contribute their strengths to the hub and create value in their own lives.				
My organization wants to build a movement. We will rally positive public perception about the work of the hub.				
My organization wants to promote cultural acceptance and celebrate diversity.				

SPACE



office space | children's play space | community kitchen | community garden | daycare | counselling | gathering and café space | community rental space | wayfinders desk



Legend

- core services
- complimentary services
- casual connections

INSIDE THE HUB

OPEN COMMUNAL SPACE

A large, open space that is welcoming and comfortable for visitors. This space should include opportunities for private conversations to large community events.

COMFORTABLE SPACES

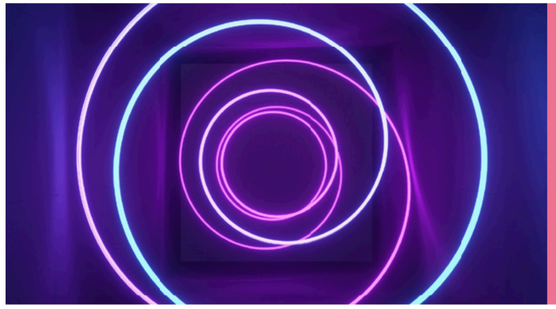
The Hub should provide elements that make visitors comfortable and want to spend time. This includes seating, tables, benches and greenery.

AN INFORMATION CENTRE

A bulletin board or online screen to inform people about programs, events, volunteer opportunities, etc.

A WELCOME KIOSK

Designed in a friendly and inviting way, this would provide a visual cue to visitors about where they can find a Wayfinder, who can provide information that they need for their own experience.



PUBLICLY DISPLAYED ART

This can feature the talent of local creators as well as provoke thought on issues that relate to challenges that Hub partners are attempting to address.

INTUITIVE WAYFINDING

Thoughtful design of information can assist those who do not want to discuss their needs with others, such as the Wayfinders.

OPPORTUNITIES FOR SHARING

These can include spaces with a specific purpose, such as a community kitchen, where people can learn to cook and share food together. These can also include more informal elements, such as a Little Free Library or community closet.

OUTSIDE THE HUB

COMFORTABLE SPACES

As with the interior of The Hub, outdoor areas, should provide places for people to relax and enjoy nature. Consideration for shade and microclimate should be included to maximize comfort. This can include private seating areas with trees and shrubs and shade in order to give people privacy to have counselling or important conversations without being limited to an office environment.

FOOD PRODUCTION

A community garden or greenhouse provides an opportunity for community members to gather in a healthy, shared purpose. This can complement food-related activities within The Hub, such as a community kitchen or social enterprise restaurant.

PLAY SPACE

Ranging from playgrounds to skate parks, this provides opportunities to recreate and can be a place for children and youth to gather in ways that are appealing to them.

EVENT SPACE

This can include opportunity for larger-scale community events or smaller gathering opportunities, such as organizational BBQ's.

OPPORTUNITIES FOR SHARING

In an outdoor context, sharing opportunities can include a tool library or a Little Free Pantry.

PUBLIC ART OR LANDSCAPE FEATURE

This can provide a gathering or focal point for the building and contribute to its identity in the community. These features can also be considered as part of the overall intent and function of The Hub. For example, a water feature or fountain can serve to conceal sensitive conversations.

SPACE

Models for Serving Rural Residents

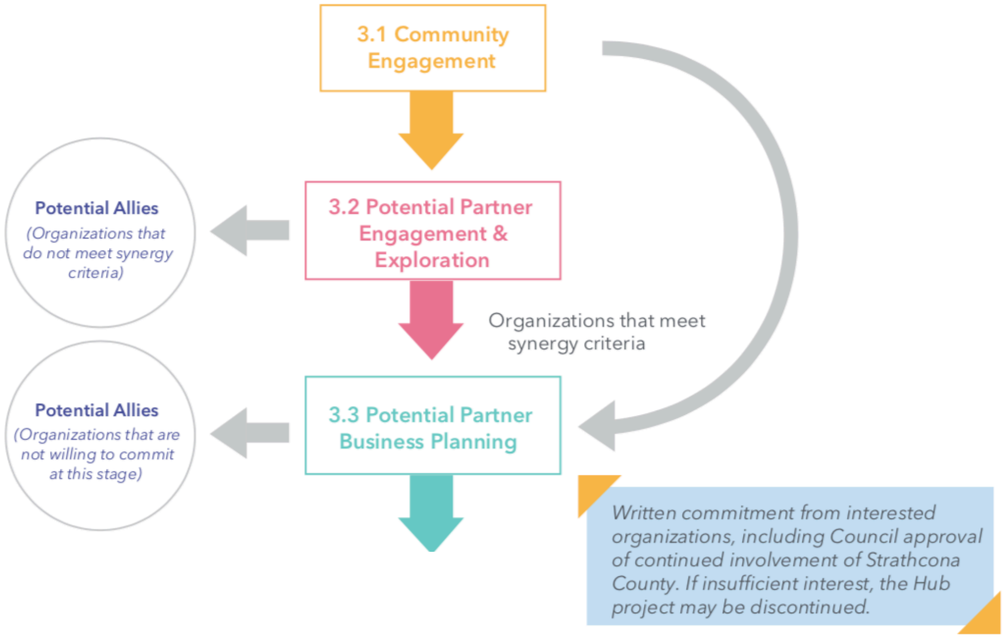
POP UP
COMMUNITY HUB

DIGITAL
COMMUNITY HUB

FUTURE STEPS

3.1 Community Engagement

3.1 Community Engagement
3.2 Potential Partner Engagement & Exploration
Potential Allies
(Organizations that do not meet synergy criteria)
Organizations that meet synergy criteria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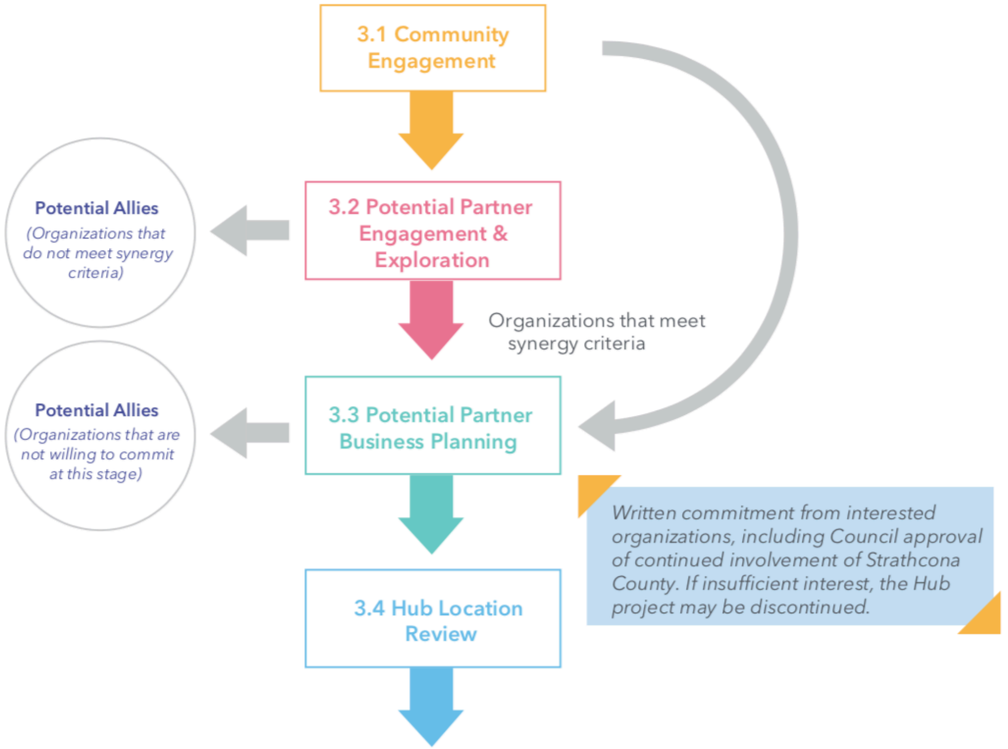
Potential Allies
(Organizations that do not meet synergy criteria)
Organizations that meet synergy criteria
3.3 Potential Partner Business Planning
Potential Allies
(Organizations that are not willing to commit at this stage)
Written commitment from interested organizations, including Council approval of continued involvement of Strathcona County. If insufficient interest, the Hub project may be discontinued.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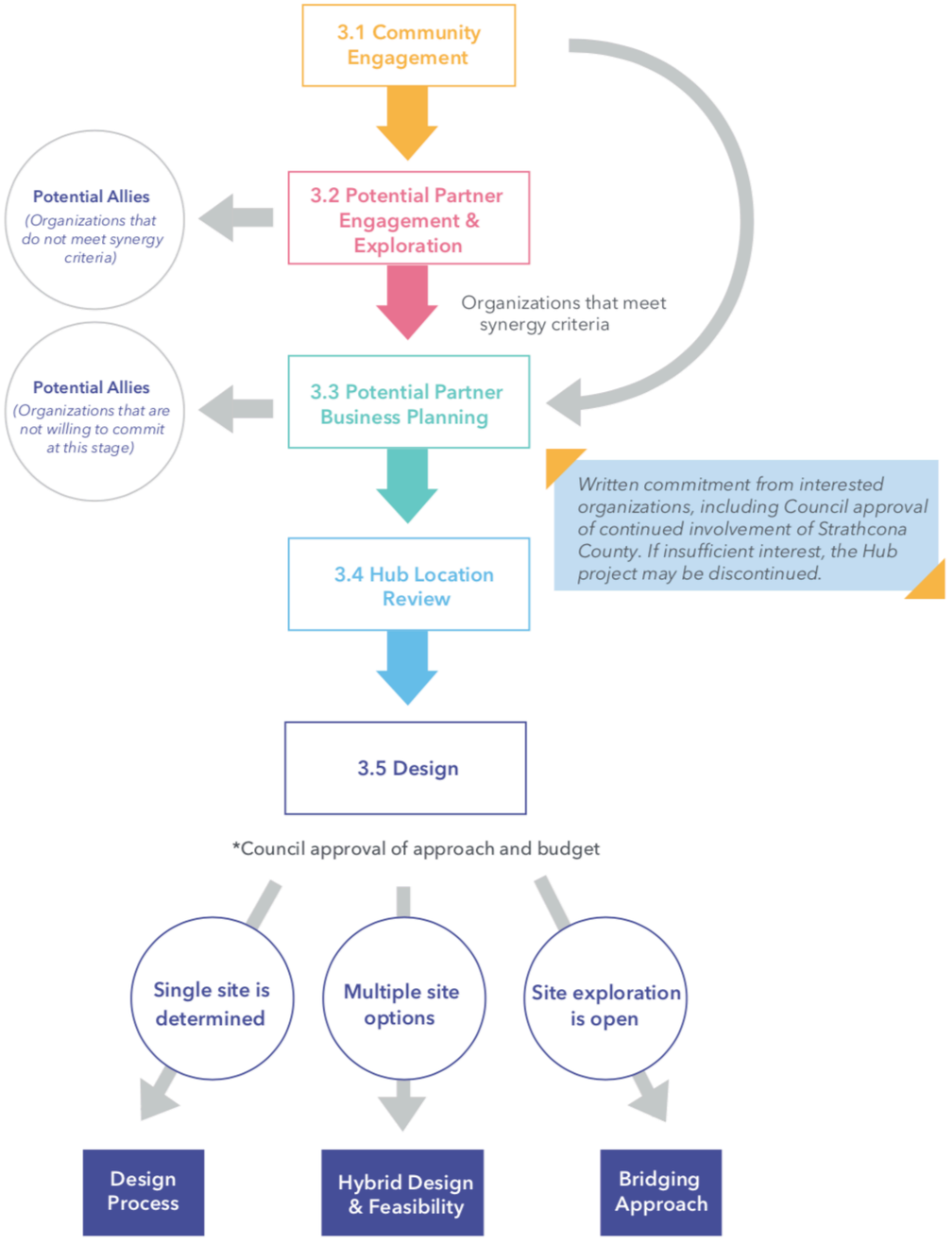
3.4 Hub Location Review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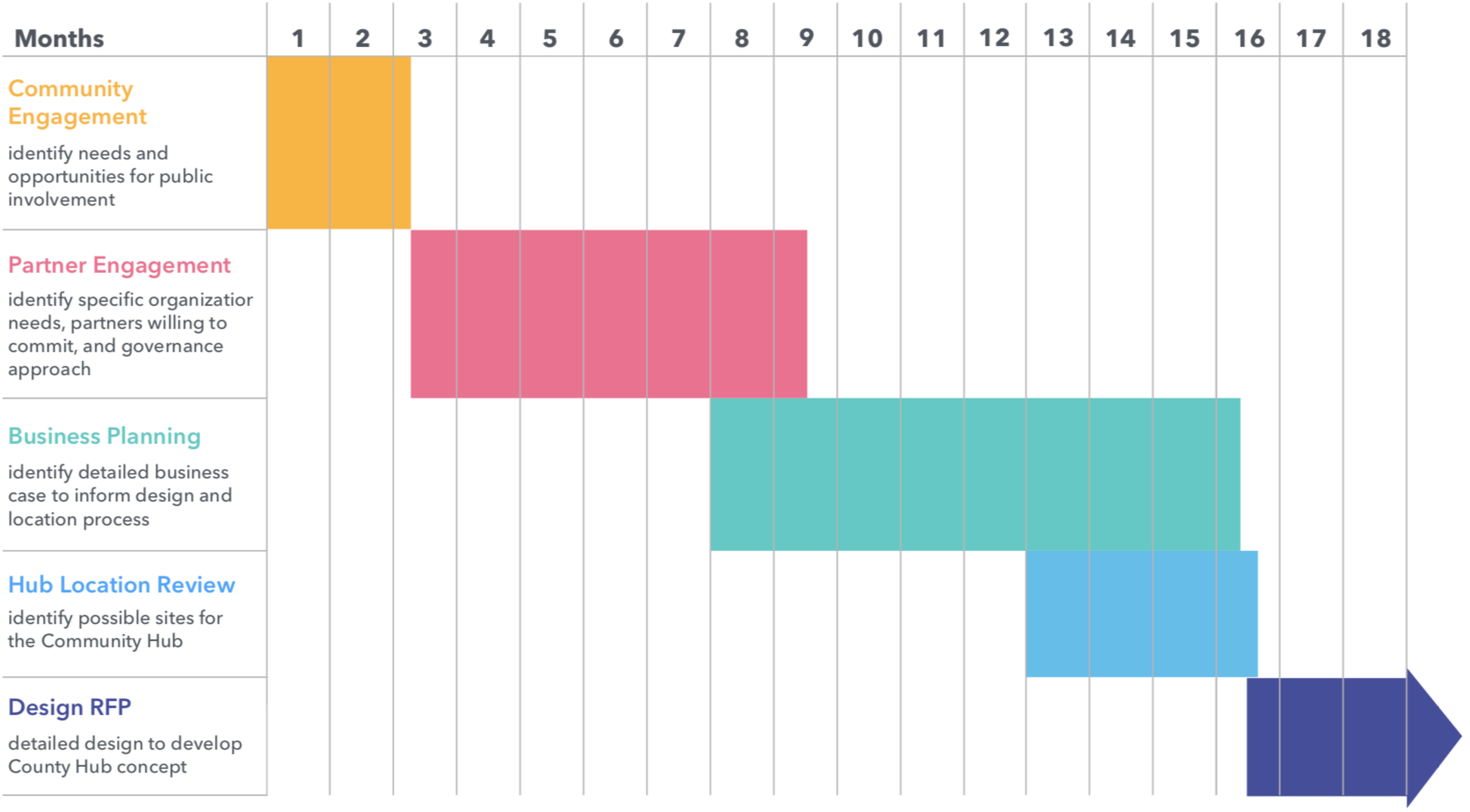
3.4 Hub Location Review
3.5 Design
*Council approval of approach and budget
Single site is determined
Multiple site options
Site exploration is open
Design Process
Hybrid Design & Feasibility
Bridging Approach


Months
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Community Engagement
identify needs and opportunities for public involvement
Partner Engagement
identify specific organizatior needs, partners willing to commit, and governance approach
Business Planning
identify detailed business case to inform design and location process
Hub Location Review
identify possible sites for the Community Hub
Design RFP
detailed design to develop County Hub concept

THANK YOU