

Evaluating the Impact of Community Development work in the South Mountain community

Prepared for
Hamilton East Kiwanis Non-Profit Homes
and Victoria Park Community Homes

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Executive Summary

This report investigated the impacts of community development work in the South Mountain Neighborhood (Kiwanis and Victoria Park Homes). In particular, four main outcomes for evaluation were identified through consultation between Kiwanis Community Development Staff and Research Shop Associates. This research evaluated whether community development work resulted in a change in:

- Residents' empowerment to be stewards/make changes in their communities
- Residents' engagement in setting and acting on community priorities
- Residents' opportunities for personal development
- Residents' satisfaction with staying in the community

To evaluate these outcomes Research Associates from McMaster Research Shop analyzed data from 1) interviews with four South Mountain Planning Team (SMPT) staff members, 2) a focus group with residents on the SMPT, 3) short surveys with general residents (sample size = 49 participants), and eight final resident reflections from the small-grants program. Taken together, there is strong evidence that residents who engage with community development are empowered to make change, engage in personal development, and have increased satisfaction with their neighbourhoods. However, survey responses show that there still is a large proportion of residents who are unaware of and/or not accessing opportunities related to the community development program in their neighbourhood and who have not had the opportunity to provide feedback to set and act on community priorities. Ensuring continuity among community development staff and continuing to raise awareness may help connect residents who have not yet engaged with community development opportunities. Greater outreach is important to ensure all residents may benefit from participation. Overall, resident and staff voices agree that community development promotes positive change within the South Mountain community.

Introduction

This report was prepared by Research Associates from the McMaster Research Shop on behalf of Hamilton East Kiwanis Non-Profit Homes and Victoria Park Community Homes. Kiwanis Homes and Victoria Park Homes (established 1974) are social housing providers that provide housing to over 500 residents in Hamilton's South Mountain community. In response to results from community consultations, a goal for Kiwanis and Victoria Park Homes is to facilitate a sense of community amongst residents and develop a healthier tenant-landlord relationship.

Three years ago, a two-year provincially-funded Trillium grant helped to launch community development work in the area. Since the grant ended in 2018, community development work has been internally funded by Kiwanis and Victoria Park. Kiwanis and Victoria Park Homes would like to better understand the impact of community development work to decide whether, or to what extent, they will continue funding work in the community.

The purpose of this report is to investigate the impacts of community development work in the South Mountain Neighborhood. In particular, four main outcomes for evaluation were identified through consultation between Kiwanis Community Development Staff and Research Shop Associates. This research seeks to evaluate whether community development work has resulted in a change in:

- Residents' empowerment to be stewards/make changes in their communities
- Residents' engagement in setting and acting on community priorities
- Residents' opportunities for personal development
- Residents' satisfaction with staying in the community

Results from this report will be used to help inform Kiwanis and Victoria Park's decision to continue funding community development efforts in the South Mountain neighbourhood.

Methods

Background research and planning

To evaluate the outcomes, the research team co-designed methods for data collection with Kiwanis Community Development Staff. Data collection methods included: interviews with South Mountain Planning Team staff members (SMPT; an organized

group made up of residents and community development staff, who serve as community leaders and facilitate community events), a focus group with residents on the SMPT, and door-to-door surveys with South Mountain residents. In addition, the research team was granted access to final reports from the small grants program. The small grants program provides funding support to South Mountain residents who are interested in organizing an event for their community. Following a funded event, the grantee is expected to complete a final report describing the event (e.g. attendance, type of event) as well as reflect on what they learned from the experience. These final reflections were also analyzed to evaluate the outcomes.

Data collection

Both our focus group with SMPT members and interviews with SMPT staff were conducted following their November (2019) monthly meeting. All interviews and focus groups were audio-recorded and transcribed to improve accuracy.

The research team also completed door-to-door surveying in Kiwanis and Victoria Park Housing communities by travelling from complex to complex over the hours of approximately 3:30-7:30 p.m., on two separate evenings, and 4:30-6:00pm on a third evening. In order to accurately capture the voices of Kiwanis and Victoria Park, the Kiwanis Community Development Staff created a target number of surveys for each complex. The targets were as follows:

595 Rymal Rd E - 75 units - Kiwanis Homes - 10 surveys
450 Rymal Rd E - 32 units - Victoria Park Homes - 5 surveys
426 Rymal Rd E - 53 units - McGivney Homes - 5 surveys
408 Rymal Rd E - 50 units - Victoria Park Homes - 5 surveys
110 Essling Ave - 67 units - Kiwanis Homes - 10 surveys
1540 Upper Wentworth - 84 units - Kiwanis homes - 10 surveys
1517 Upper Wentworth - 30 units - Victoria Park Homes - 5 surveys

Student researchers approached residents in their homes in order to try and complete as many surveys from as many residents as possible; all target totals were met except for one survey, which supplied 9 complete surveys instead of the recommended 10 (a total of 49/50 surveys). 80% of respondents had been living in the South Mountain community for over 3 years at the time of the survey. 60% intended to stay for at least another 3 years.

Finally, 8 final reports from community events funded by small grants were obtained from the current community developer and analyzed for connections to identified outcomes.

Data analysis

Transcripts from interviews and focus groups and the final grant reports were coded for indicators of the report outcomes. Three research team members participated in the coding process and reviewed each other's interpretations to increase the reliability of the analysis. Survey data responses were analyzed and presented as frequency distributions using Microsoft Excel. A complete summary of survey responses may be found in Appendix A. In addition to creating frequency distributions from the survey, the research team analyzed a subset of questions to see whether the awareness of the community development worker and/or the SMPt impacted their responses (see Appendix B for a full breakdown).

Limitations

Though the research team designed their methods to avoid potential bias where possible, no study is without limitations. Below are a few considerations to be mindful of when interpreting the data in this report:

1. Recall bias in the data: When recalling past experiences, it is possible that focus group and interview participants' memories of events may be biased. For example, one may remember more positive or negative details of previous events depending on how they felt about such events or depending on what information they may think our research team was trying to gather.
2. Generalizability issues: The current sample of participants may not accurately represent all members of the South Mountain community. For example, residents who complete the survey may represent a population of residents who are home in the evenings, have the time and literacy skills to complete the survey, and/or have a certain level of engagement in the South Mountain community. These traits may not be true for residents who did not participate in the survey, despite our intent to be able to apply this research to all residents of the South Mountain Kiwanis and Victoria Park communities. This lack of representativeness may also be present for those who participate in the focus group or completed small grant applications as well.
3. Difficulty evaluating change. Since this evaluation occurred after community development work has been present in the community for several years, the research team had no baseline data to measure the before/after impact on the community. As such, any evidence of positive outcomes should be interpreted

carefully, considering that there could be factors external to the community development work influencing stakeholders' knowledge, attitudes, and beliefs.

Findings

This section is organized by outcome. Underneath each outcome, data from the surveys, interviews, focus group, and small grant event reports are combined to evaluate the strength of indicators¹ for the outcome.

Outcome 1: Residents' empowerment to be stewards/make changes in their community

Awareness of supports and resources

From the survey, the majority of residents (79.6%) indicated they were unaware that if they wanted to run a small event in their neighbourhood (e.g., a cleanup or a holiday party) they can apply to get money for the event through the small grants program (8.2% were completely aware, and 12.2% were somewhat aware). However, 53.3% of residents indicated that they strongly agree or agree that if they wanted to run their own activity or event, they could get the help they needed. About a third of residents were completely aware (18.4%) or somewhat aware (14.3%) that if they have a problem, complaint, or idea to improve their neighbourhood, they can speak with the community development worker, who might be able to help them. Similarly, about a third of residents (34.1%) strongly agreed or agreed that if something in their neighbourhood needed to change, they would know who to tell.

Residents' capacity to make change

In interviews with Kiwanis staff, participants framed community development work as a "facilitator of things to the community, members might want to do something but they might not necessarily know where to go or who to connect with." Participants highlighted that community development not only connects residents with necessary resources but tailors them to ensure they are accessible (e.g., access to the small grants program). Staff see the role of community development, and the SMPT, as being "resourceful" and

¹ An indicator is a marker of accomplishment or progress. For instance, residents demonstrating initiative to take care of and improve their neighbourhood is an indicator that they're empowered to be stewards/make changes in their community (an outcome).

“knowledgeable of services” in order to cater to requests from community members, who oftentimes need to be connected to opportunities.

In the focus group with SMPT members, some participants highlighted how they feel that they are limited in the kind of change they can make in the neighbourhood. For example, participants noted an absence of opportunities for children to play in their surveys. While the nearby Billy Sherring Park has been adopted by Kiwanis as a greenspace, one participant noted that “they chopped down the basketball net. Next thing to go was the playground, now it's just a grass area that the kids dig up and now it's a mud pit.” Several participants explained that children are not allowed to play ball in the surveys, and if families violate this policy they can receive an official notice of complaint, which must be resolved with their service provider. Events through community development seem to be the main way in which residents can make changes within their surveys, yet there are further limitations of location for events. Participants mentioned that residents of some surveys were less likely to attend events at certain other surveys due to distance and location, and there was disagreement as to whether the events were evenly spread throughout surveys.

Residents' sense of care and action taken to improve their neighbourhood

From the survey, the vast majority of residents (97.8%) indicated that they wanted to help make their neighbourhood a better place.

In the focus group with SMPT members, participants discussed how the future of their neighbourhood is a priority. In the discussion, a longstanding member of the SMPT communicated to a newer member that they should “look towards the future of what you're going to be bringing to your community” and not to “lean on the past,” encouraging them to move forward with a role as a community leader. Participants also discussed examples of residents taking initiative to care for their neighbourhood. Participants from one survey discussed how they and others have spent time outside cleaning up, such as by shovelling snow or raking leaves. They described how sometimes clean-ups happen spontaneously, stating, “usually one or two families come out in the common area, and they start raking their area, and it usually brings the whole community out,” and described the experience as “a healthy day.” Another participant in the focus group discussed how residents from one survey noted their plans and desire to implement a community garden for Kiwanis and Victoria Park in order to provide the community with fresh food in a shared space.

In the focus group, SMPT members also discussed how community work helps children to care more for their community, including both their physical surroundings and relationships with other people. Almost all of the participants noted that community events have “created a positive space where ... social conflicts are not needed. We can

gather, and encourage our children in healthy relationships. For example, if [another participant] and I didn't get along, our children can still come out, and we can still engage, and play Ring Toss together." Several participants agreed that children "are starting to ... respect their surroundings" because they know that if they want to continue having enjoyable community events like movie nights, they need to keep their surveys in a respectable condition.

Analysis of the small grants event reports provides additional evidence of residents' care for the neighbourhood. Through the grants program, South Mountain residents applied for and were given funds to run events with the aim of building social relationships, such as movie nights, Easter egg hunts, and karaoke nights. Two reports describe their applicants' desire to further improve the community by improving its physical surroundings. One report describes a plan to host a "fall cleanup" in the future, and another report discusses the implications of a community cleanup in the nearby park in that it inspired them to involve their Ward Councillor in improving a "problem area" in the park.

In interviews with SMPT staff, participants voiced that a major community priority for residents is the upkeep of the physical surroundings and environment surrounding their neighbourhoods. Residents on the SMPT decided to "adopt a park" in the south mountain community, learned about what it would take to clean the park, and organized "community clean-ups." This initiative was seen as residents not "just talking about" community priorities, but going out there and "doing it". Moreover, there are intentions and discussions to build a community garden at the same park that would be accessed by everyone on the south mountain, and where "folks in the area can plant whatever."

Outcome 2: Residents' engagement in setting and acting on community priorities

Awareness of community development worker and South Mountain Planning Team

From the survey, only 24.5% of residents indicated they were completely aware that Kiwanis and Victoria Park Homes had contracted a community development worker named Tina to help improve their neighbourhood, with 10.2% being somewhat aware and the remainder (65.3%) being not aware. A larger number of residents, however, indicated they were completely (30.6%) or somewhat (24.5%) aware of the existence of the South Mountain Planning Team, with only 44.9% of residents indicating they were unaware.

Analysis of the small grant application reports suggests that community events run

through this program may be increasing awareness of the South Mountain Planning Team. Five of the eight forms analyzed identified “increased knowledge [among residents] of the South Mountain Planning Team” as an outcome of the funded projects. Two grant applications listed varied examples of cases where SMPT members engaged with residents, talked about upcoming events and showcased previously completed events.

Existence of opportunities to provide input

From the survey, a minority (34.1%) of residents indicated that if they felt like something in their neighbourhood needed to change, they would know who to tell. However, the majority of residents (59.6%) indicated they strongly agreed or agreed that there are opportunities to give Kiwanis feedback about the neighbourhood. Over two-thirds of residents indicated they were either completely (33.3%) or somewhat (35.4%) aware that the community sometimes has events to get ideas from residents on how to improve the neighbourhood. However, only 16.3% of residents indicated that they had filled out a survey and/or participated in a feedback event regarding their experience as a resident (67.3% indicated they hadn’t had the opportunity to provide feedback, and 16.3% were unsure).

In interviews with Kiwanis staff, participants proposed that community development at South Mountain has strengthened relations between staff and residents, making residents feel like they can voice their concerns. Community development has facilitated relationships through events where staff are able to engage with residents face-to-face, and has resulted in greater rapport between staff and residents to a point where residents “can talk openly and honestly.”

Staff acknowledged, however, that inconsistent staffing of the community developer has eroded efforts to create opportunities for residents to provide input. Trust is fundamental to the approachability of Kiwanis staff, and hiring a new community developer is akin to taking “10 steps back” as they need to “build that trust with folks.” One staff member further stated that “just as your team starts to develop trust with people, [the community developer is] gone.” One staff member proposed that acquiring funding for a permanent community developer position would ameliorate this concern.

Residents’ initiative to communicate problems, ideas, or concerns

From the survey, approximately 10% of participants indicated that they had spoken to the community development worker about a problem, idea, or concern.

In the focus group with the SMPT, participants noted that SMPT members can voice input at community development meetings, or through direct communication with community development staff. Yet, many participants agreed that residents outside of the team rarely approach the SMPT or community development staff with their ideas and concerns, despite some SMPT members conducting outreach by advertising SMPT events on flyers in common areas, handing them out to every unit, and even going door-to-door to talk to others in their survey about the SMPT and its work. Newer SMPT members noted that public messaging and advertising about the SMPT can be improved to reach more people.

Outcome 3: Residents' opportunities for personal development

Resident program and service offerings

In interviews with Kiwanis staff, participants discussed how, through the community development program, new programs and services have been introduced to the community. For example, the Healthy Kids Community Challenge (HKCC), helps to facilitate healthy food choices. Another program is the Hamilton Tax Clinic, where residents were provided with support to assist with "income tax for individuals that hadn't done their taxes." Parents also received resources on "positive childcare." These programs and resources have the potential to benefit residents by providing opportunities to develop new skills.

Staff highlighted several barriers to accessing these service offerings. Transportation is one barrier, with residents voicing concerns that they're not able to "get to a workshop" because "it's just not feasible." Staff recognize a need to consult residents about the skills they already have and to identify what programs and services might be the most useful to them.

Awareness of opportunities for personal development

Although staff indicated that community development has brought in programs and services for personal development, the majority (71.4%) of residents indicated they were unaware that Kiwanis connects with outside organizations (e.g., Hamilton Tax Clinic, Public Health, SACHA) to provide services to the neighbourhood (8.2% were completely aware and 20.4% were somewhat aware). Just under a third of residents (27.7%) stated they agreed that their neighbourhood is a place where they can learn new things and/or gain new skills.

Residents' development of leadership and planning skills

From the survey, nearly 10% of participants indicated that they had run their own activity or event in the community.

In the focus group with the SMPT, participants discussed how planning and running events has built up their confidence, “opened [them] up a little bit more, and made [them] more [like] leader[s].” Those who had planned events before said they were motivated to plan more events when they saw good event turnout and excitement and desire from children to attend more. Some SMPT members have also shown leadership in their own surveys as well, such as by attempting to get other residents involved by putting flyers in “every single mailbox,” or posting on “up [on the community mailbox] so if they don't have their own personal mailbox, they'll at least see it up [there].” One participant noted, “I was doing it door-to-door individually, making sure I actually gave it to somebody,” so the flyer would not get lost or thrown out. Most participants said that they have the opportunity to approach and work with the community developers to plan events for their surveys.

In the analysis of the small grant reports, several reports discussed how grantees, through running their event, developed skills such as how to gather resources, plan for an event, manage funds, and achieve their goals. One applicant noted that “I learned that I should make sure that I have... the equipment ready before the event.” Another applicant stated, “I built the confidence in myself to go out and engage with the neighbours to come out and participate in events.” Some of the forms discussed applicants' desire to plan more events in the future, including planning events at specific surveys that have not had as many events yet. These findings were corroborated in the staff interviews, where participants discussed how event organizers are given the opportunity to “build character” and gain skills in project management.

Personal growth through South Mountain Planning Team involvement

In the focus group with the SMPT, participants noted that they are better people and able to set an example for their own children. One participant expressed their thoughts on the effects of joining the SMPT: “I think it makes me a better parent as well. And what we're trying to do here is lead by positive example to our children, and [the other SMPT members] have made me be better for my children.”

Many participants agreed that their personal development was a result not only of being a part of community events but also from being a member of the SMPT. They discussed growing from personal struggles through friendship and social support from the other SMPT members. Another participant explained that due to personal circumstances, “if it wasn't for this team, I'd still be in the house somewhere, not coming out... all [the other SMPT members have] done is support me.” Participants stressed the importance of the

SMPT to making their community a better place and growing from personal setbacks. Several participants agreed when one participant stated, “ it couldn't be just me, [because] I had my own issues. It couldn't be just [another participant]. ... Not one person could make it happen, it had to be a team.”

Outcome 4: Residents’ satisfaction with staying in the community

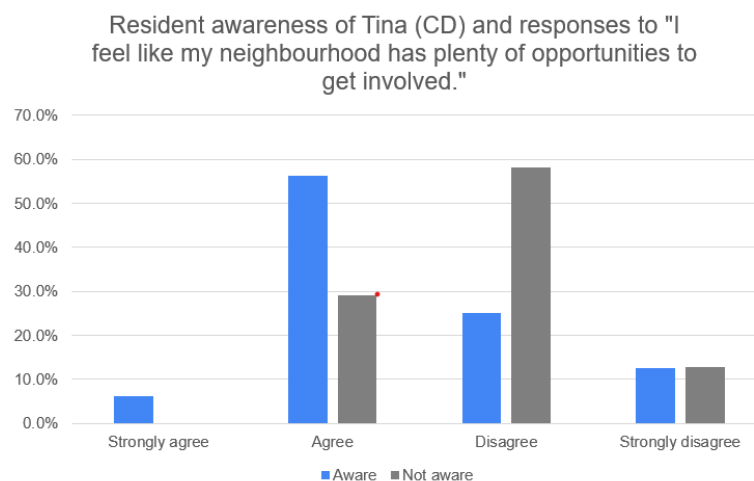
Residents’ sense of satisfaction towards the community

The majority (54.2%) of residents reported strongly agreeing or agreeing that their neighbourhood feels like home to them, and 63.1% reported strongly agreeing or agreeing that they like living in their neighbourhood. The majority (77.8%) also strongly agreed or agreed that they’re not in a rush to find somewhere else to live.

In interviews with Kiwanis staff, although participants did not explicitly state whether residents are happy to stay in their communities, one participant noted that “folks are staying”. Moreover, one participant discussed how a long-time resident communicated to a staff member that they have lived in the neighborhood for over 30 years, and when asked why, they responded by saying, “because it's my home.”

Residents’ participation in and enjoyment of community events

From the survey, 40.4% of residents indicated they strongly agree or agree that their neighbourhood has plenty of opportunities to get involved. As seen in the figure below, a larger proportion of individuals who were aware of the community development worker perceived there to be plenty of opportunities to get involved than those who were unaware.



Over two-thirds of participants were completely aware (34.7%) or somewhat aware (38.8%) that the SMPT helps plan events and other activities for their neighbourhood, and 42.3% of residents indicated that there are events they want to take part in. Over 20% of participants indicated that they've attended a meeting or event run by the SMPT, and analysis of the small grant event reports suggest that community events can bring together less than a dozen to over 100 attendees at a single event.

Small grant event reports state that residents generally enjoy community events. One form states how there are still social issues, but people (adults and children alike) attend events despite these concerns. Different data sources discuss how children specifically benefit from community events. In the focus group with the SMPT, two participants who previously planned movie nights noted that children enjoy the events and ask, "when are we going to have another movie night?" In the small grant report analysis, reports suggested that children are a target population for planned community events, such as backpack giveaways to children, Halloween movie nights, and Easter egg hunts in the park. Furthermore, applicants noted children's attendance and, importantly, their behaviour at respective events, with different forms stating how "children [are] physically active," "there were some children who do not play with each other in the day time due to conflicts and social issues with parents, but the children attended," and "children really enjoy the movie night in my survey."

Increased sense of community safety

In the focus group with the SMPT, participants discussed how attending community events funded through community development work has increased communication among neighbours, leading to an increased sense of community safety. Two participants explained that in their survey "everybody's watching, and everybody's taken care of," describing it as "a neighbourhood watch" for the survey's children. Other participants agreed that getting to know each other has allowed them to build relationships and look out for each other, increasing a sense of safety in their neighbourhood. In one of the small grant reports, a resident discussed how, at a movie night event, there was a "safety concern with [an] unknown man parked in a van by the park," but it "was dealt with in a fashionable manner" rather than escalating or placing anyone in danger.

Increased community cohesion

Four of the eight small grant application reports analyzed list "community cohesion by getting to know [one's] neighbours" as an achieved outcome from the events the grant money was used for. Several reports note that the grantees, after hosting their event, have become representatives or ambassadors for their community. For instance, one

report discussed how the grantee has become a point of contact for people in their survey to connect them to community development initiatives. Another grant application described a South Mountain community member who did not belong to any of the surveys, but “later sent an email to the community developer thanking SMPT for hosting events in the South Mountain, wanting to stay connected by social media.”

Interviews with Kiwanis staff suggest that community development work is increasing residents’ connections to the larger neighbourhood. As one participant noted, there’s a “greater degree of integration” with members from surrounding communities. This allows for residents to be connected to resources beyond Kiwanis and Victoria Park.

Conclusion and Next Steps

This report evaluated the impact of community development work on the South Mountain community. Data from door-to-door surveys with South Mountain residents, interviews with community development staff, a focus group with the SMPT, and an analysis of small grant event reports was used to evaluate the presence of indicators for four outcomes, which is summarized below.

Outcome 1: Residents’ empowerment to be stewards/make changes in their community:

Community development work is facilitating stewardship in a minority of residents by providing support and resources to plan and manage a variety of community improvement initiatives. Roughly a third to one-half of residents feel connected to supports and resources to help them change their community. Findings suggest that access to support and resources is uneven across surveys. For residents and surveys who are aware of and connected to community development opportunities, the data provide strong evidence that residents are empowered to care for and take action to improve their neighbourhood through facilitating community cleanups, running events, building social relationships between residents, and providing recreational opportunities for children in the surveys.

Outcome 2: Residents’ engagement in setting and acting on community priorities:

Though more than half of residents who responded to our survey felt that if they had a concern they would know who to tell, a large majority of respondents highlighted that they had not had the opportunity to provide feedback about their neighbourhood. Only about a quarter of residents were aware of the presence of a community development worker (although over half were aware of the presence of the SMPT) and approximately 10% of residents stated they had spoken to the community development worker about a problem, idea, or concern. Our findings suggest that difficulties meeting this outcome may be associated with staffing turnover for the community developer role, the need for

a permanent community developer position to establish trust and longevity in relationships with residents, and the need for greater and sustained outreach to make residents aware of opportunities to provide feedback (e.g., via direct contact with the community development worker or the SMPT).

Outcome 3: Residents' opportunities for personal development: The data provide strong evidence for positive impacts of resident program service offerings such as free tax clinics and personal development workshops hosted by external organizations. The data also provide evidence that taking a leadership role in community development work (e.g., by joining the SMPT or by planning a running an event through the small grants program) provides residents with a variety of life skills and personal development opportunities. However, our data suggest there's an overall lack of awareness of opportunities, and that only a small proportion of residents are accessing services provided by external organizations, potentially in relation to accessibility barriers such as transportation and the location of services/workshops.

Outcome 4: Residents' satisfaction with staying in the community: Just over half of residents report that their neighbourhood feels like home to them, and a majority also state that they like living in their neighbourhood; however, we're unable to determine whether these results are due the presence of community development work in South Mountain or due to other factors. Our data provide evidence that a modest number of residents are being engaged by events provided through community development work, and that community events are also resulting in increased community safety and cohesion.

Overall, this research suggests that residents who are aware of, connected to, and/or engaged in community development work in the South Mountain community are supported in making positive changes to their communities, growing as individuals, and satisfied with their neighbourhood. Efforts to raise awareness of the community development program and related opportunities and to ensure continuity of community development staff can the program connect with more residents who have not yet accessed opportunities associated with the program. Greater outreach is important to ensure all residents benefit from participation and are able to set and act on community priorities. This research provides baseline data on a number of measures related to residents' awareness of, access to, and benefits from community development work. Setting clear targets for future community development work (e.g., number of residents aware of opportunities, number of residents engaged by events), along with a monitoring and evaluation strategy, may be a valuable next step to maximize the opportunity for community development to facilitate positive changes in the South Mountain community.

Appendix A: Compete Resident Survey Results

- N = 49 Residents

How long have you been a resident of the South Mountain community?	Number of People
0 to 6 months	3
7 months to 1 year	1
Over 1 year but less than 2 years	1
2 to 3 years	5
More than 3 years	39

How much longer do you plan on living in the South Mountain community?	Number of People
0 to 6 months	1
7 months to 1 year	0
Over 1 year but less than 2 years	5
2 to 3 years	2
More than 3 years	11

In the past, have you filled out a survey and/or participated in a feedback event regarding your experiences as a resident?	Number of People
Yes	8
No	33
I'm unsure	8

Please rate how aware you are of the following:	Not aware	Somewhat aware	Completely Aware	N/A
a. Kiwanis Homes and Victoria Park Homes (the “landlord”) has contracted a community development worker named Tina to help improve my neighbourhood.	32	5	12	0
a. My community sometimes has events to get ideas from residents on how to improve the neighbourhood.	15	17	16	1
a. My community has a planning team (the “South Mountain Planning Team”) made up of residents like myself.	22	12	15	0
a. If I wanted to run a small event in my neighbourhood (e.g., a cleanup or a holiday party) I can apply to get money for my event (i.e., a “small grants” program).	39	6	4	0

a. If I have a problem, complaint, or idea to improve my neighbourhood, I can speak with Tina, the community development worker, who might be able to help me.	33	7	9	0
a. My community connects with outside organizations (e.g., Hamilton Tax Clinic, Hamilton Public Health, SACHA, John Howard Society) to provide my neighbourhood with services.	35	10	4	0
a. The South Mountain Planning Team helps plan events and other activities for my neighbourhood.	13	19	17	0

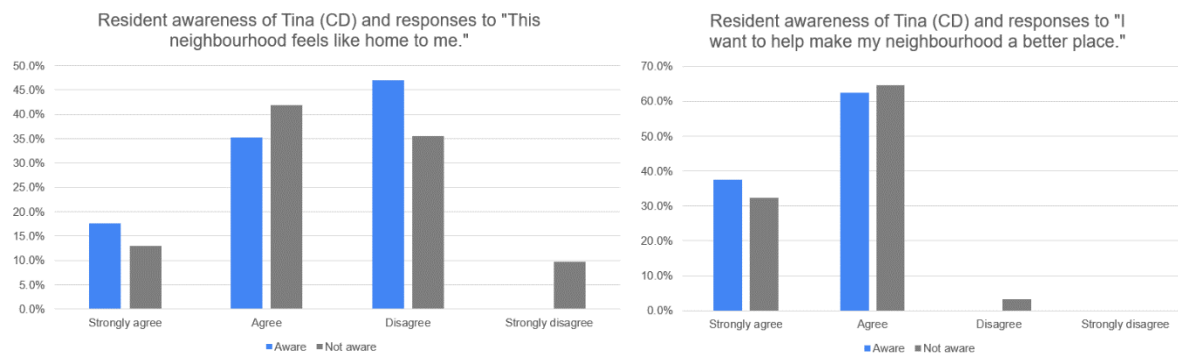
	Number of People that Selected Statement
I have spoken to the community development worker (Tina) about a problem, concern, or idea.	5
I've filled out a survey or participated in a feedback event regarding my experience and/or priorities as a resident.	12
I've attended a meeting or event run by the South Mountain Planning Team.	9
I've run my own activity or event in the community.	4

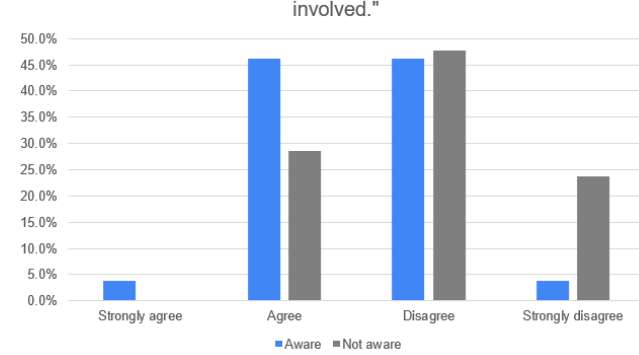
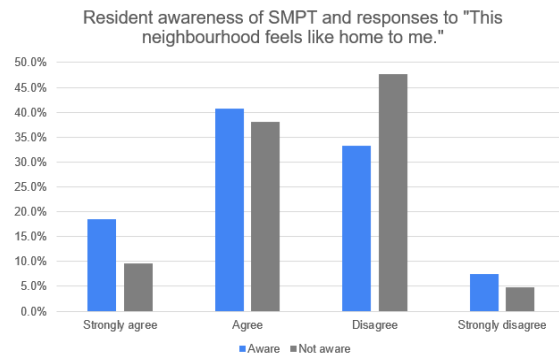
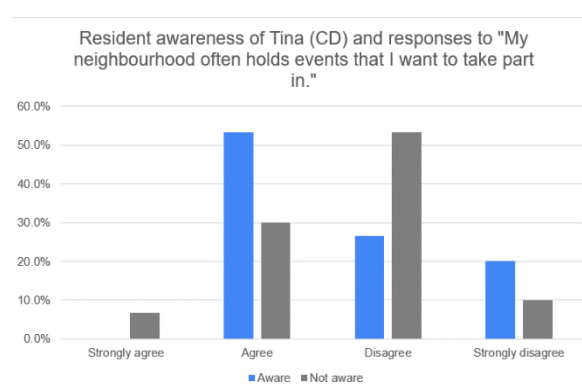
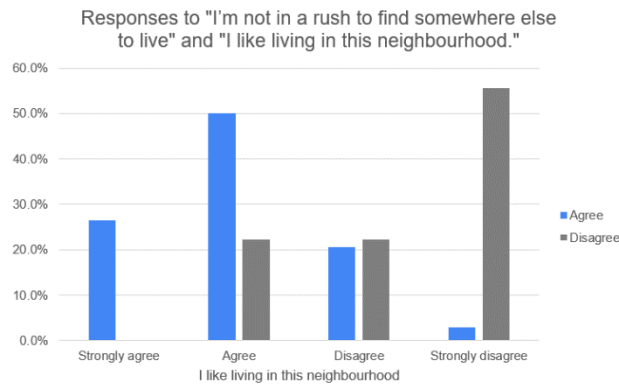
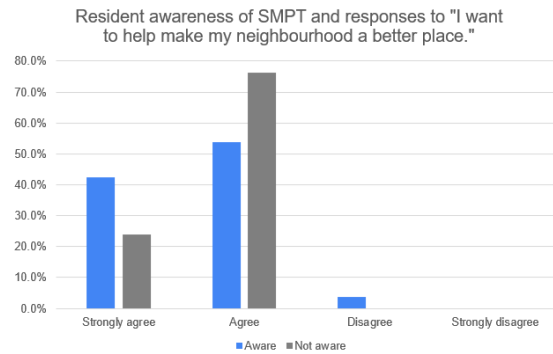
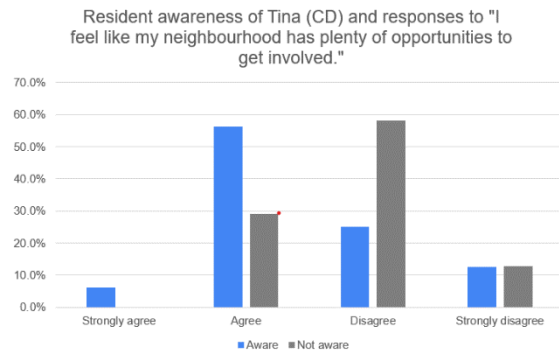
Please indicate how strongly you agree or disagree with the following statements:	Strongly Disagree	Disagree	Agree	Strongly Agree	N/A
a. This neighbourhood feels like home to me.	3	19	19	7	0
a. I want to help make my neighbourhood a better place.	0	1	30	16	2
a. If I wanted to run my own activity or event, I feel like I could get the help I need.	7	14	22	2	4
a. If I felt like something in my neighbourhood needed to change, I'd know who to tell.	11	20	13	3	2
a. There are opportunities for me to give Kiwanis (the "landlord") feedback about my	7	12	24	4	2
f. If I had an opinion about something, I feel like my neighbourhood would want to hear it.	6	17	19	3	4
a. My neighbourhood often holds events that I want to take part in.	6	20	17	2	4
a. I feel like my neighbourhood has plenty of opportunities to get involved.	6	22	18	1	2
a. My neighbourhood is a place where I can learn new things and/or gain new skills.	6	28	13	0	2

a. I like living in this neighbourhood.	6	11	20	9	3
a. I'm not in a rush to find somewhere else to live.	6	4	21	14	4

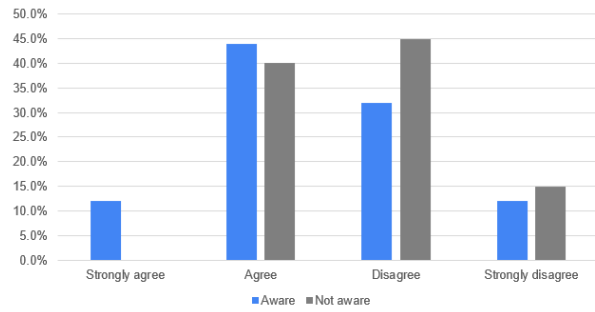
Appendix 2: Impact of Awareness of Community Development on Select Survey Results

Through the survey data, we were interested in investigating whether knowing and connecting with either the community development worker or the South Mountain Planning Team (SMPT) impacted responses to a subset of questions around the neighborhood and community satisfaction. First, we looked at how aware residents were of the community developer (Tina) and the SMPT. Of the 49 total responses regarding awareness of Tina, 24.5% (12) of resident responses were for “completely aware,” 10.2% (5) for “somewhat aware” and 65.3% (32) for “not aware. Of the 49 total responses regarding awareness of the SMPT, 30.6% (15) of resident responses were for “completely aware,” 24.5% (12) for “somewhat aware” and 44.9% (22) for “not aware. Residents then responded to a series of other questions, each allowing for four responses: strongly agree, agree, disagree, and strongly disagree. To make the data more digestible, we’ve combined the “completely aware” and “somewhat aware” pool of residents for the comparisons below. Overall, there are some discernible differences in residents who are aware of the community developer/the SMPT and responses to some of the questions, but due to a low sample size and effect size, we cannot determine whether these differences are statistically significant.

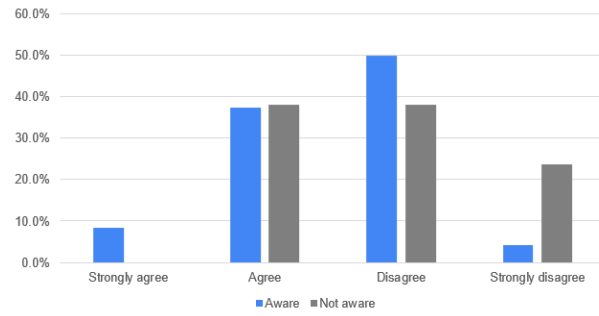




Resident awareness of SMPT and responses to "If I had an opinion about something, I feel like my neighbourhood would want to hear it."



Resident awareness of SMPT and responses to "My neighbourhood often holds events that I want to take part in."



Resident awareness of Tina (CD) and responses to "If I had an opinion about something, I feel like my neighbourhood would want to hear it."

