Workshop Report

Presented by

[Image of workshop and discussion areas]
On April 27, 2016 the New Brunswick Social Policy Research Network (NBSPRN) hosted Data 4 Impact. Targeted towards community organizations, Data 4 Impact was a full-day, workshop-based summit to share stories and effective tools to create, collect, and use data to help solve the complex issues for which our community organizations exist.

**EVENT OBJECTIVES**

The goal of the event was to celebrate the mutual importance of improving our communities and respective organizations by enhancing collaboration between community, government, and academia regarding data collection and use for shared value.

In addition to this, Data 4 Impact sought to:

- **Increase the capacity** of nonprofit organizations to evaluate their programs and communicate their why through effective use of data;
- **Provide tools for participants** to better understand how to collect, find, and use data to make their organization and community better;
- **Initiate the Community Data Collaboratives**, where organizations collaborate around complex issues by collecting and sharing data in support of their missions, measurement, and outcomes.

There were two main sections organized as part of Data 4 Impact:

1. Forum on Storytelling
2. Workshop on Enabling Data-Driven Innovation in the Social Sector

The Enabling Data-Driven Innovation in the Social Sector workshop was presented by Jean-Noé Landry of Open North (left), Geoff Zakaib of Data for Good (center) and Nick Scott of NBSPRN (right).
The workshop started in the late morning (11:00 AM) and concluded late afternoon (4:00 PM). The various sections of the workshop are outlined below:

1. Determination of Burning Questions from participants
2. Outline of Objectives and Process for the workshop
3. Presentation on Data Spectrum and Data Lifecycle
4. Report back on Pre-workshop Survey distributed to participants
5. Exercise 1: Situating yourself on the data spectrum
6. Fireside Chat on Failure and Success case studies
7. Exercise 2: Diving Deeper
8. Wrap-up and Evaluation
KEY FINDINGS FROM THE PRE-WORKSHOP SURVEY

How important is the use of data for your organization in carrying out this mission and work?

- Very important: 16 (76.2%)
- Fairly important: 2 (9.5%)
- Important: 3 (14.3%)
- Slightly important: 0 (0%)
- Not important: 0 (0%)

What is your general attitude towards sharing the data that your organization collects and uses?

- Very comfortable (i.e., we feel comfortable sharing our data): 10 (47.6%)
  - 1
  - 5 (23.8%)
  - 3 (23.8%)
  - 1 (4.8%)
- Very uncomfortable (i.e., we would never consider sharing our own data): 0 (0%)

Infrastructure (i.e., the hardware and the software) [9. How challenging are the following factors in enabling the social sector to successfully collaborate with data?]

- Very challenging: 4 (21.1%)
- Fairly challenging: 9 (47.4%)
- Challenging: 2 (10.5%)
- Slightly challenging: 2 (10.5%)
- Not challenging: 2 (10.5%)

Capacity (i.e., the technical and behavioural knowledge, skills and competencies required to effectively collect and use data. Including a knowledge of data standards) [9. How challenging are the following factors in enabling the social sector to successfully collaborate with data?]

- Very challenging: 9 (47.4%)
- Fairly challenging: 4 (21.1%)
- Challenging: 2 (10.5%)
- Slightly challenging: 3 (15.8%)
- Not challenging: 1 (5.3%)
The Data Spectrum model created by the Open Data Institute was presented to participants. Special attention was given to providing examples of Closed, Shared, and Open data in the context of the social sector – providing the conceptual framework that was used throughout the workshop. It was important that participants understood that data sets in the social exist all along this continuum, and that they all have value. But in order to create even more value for the social sector, it was critical to raise awareness of the need to look for opportunities to move data from being Closed into the realm of being Shared or Open.

The Data Lifecycle (Capture - Store - Process - Analyze - Share - Preserve) was also presented to help clarify various components of data management and to provide common terminology.

**Exercise 1: Situating Yourself on the Data Spectrum**

**The Data Spectrum - ODI**

![Data Spectrum Diagram]

**Exercise 1, Part 1** – According to the definitions of Closed, Shared, and Open Data: situate examples with post-it notes of data sets on the data spectrum according to their own organization's experience. Results pictured below:
Exercise 1, Part 2 – Pick one example of a data set that you would like to be more open or shared and in small groups discuss:

- What are the barriers to making it more open or shared?
- What would it take to share it? What are the enabling conditions to make that data set move from closed to shared to open?

There were a variety of interesting responses from the 8 groups. Some of the common themes that emerged were as follows:

<table>
<thead>
<tr>
<th>Barriers</th>
<th>Enabling Conditions</th>
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<tbody>
<tr>
<td>Difficult to access data and usually not stored in central location</td>
<td>Understanding the value of data</td>
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<tr>
<td>Lack of data related skills within organization</td>
<td>Government transparency</td>
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<td>Inconsistent or unknown data quality</td>
<td>Technology foundation that is a platform for sharing</td>
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<tr>
<td>Unclear rules related to privacy and confidentiality</td>
<td>Appropriate funding enabling data sharing</td>
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<td>Lag time in government data availability</td>
<td>Common definitions and standards</td>
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<td></td>
<td>Tools and processes for data anonymization</td>
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<td>Networks for communication, sharing best practices and skill development</td>
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</tbody>
</table>

Exercise 2: Diving Deeper

Exercise 2, Part 1 – Pick one successful or failed example of how data was used or not used by an organization represented in each small group. Analyze and describe why it was used successfully or not according to the following factors for success.

Factors for Success:

- **Mindset (Why we do it)** - The understanding of the value and potential of collecting, sharing and analyzing data.
- **Organizational Culture** - The policies, practices, and processes that influence or foster individual attitudes towards the collection, use and sharing data. Including openness to change and collaboration more generally. Also the organization’s risk tolerance and willingness to show leadership.
- **Social capital / sector dynamics (Who is needed)** - The existence and value of networks, relationships, trust, reciprocity, and collaboration. Including the dynamics between funders and fundees related to data.
- **Infrastructure (What is needed)** - The hardware and software (SaaS incl) that supports data collections, input, storage, management, analysis and sharing.
- **Capacity (How we do it)** - The technical and behavioural knowledge, skills and competencies required to effectively collect and use data. Including a knowledge of data standards.
Data sets that were considered by the groups included:

- Wages for Different NOC
- Canadian Urban Transit Historical data
- Education Assessments
- Teen Mental Health
- Market Basket Measure – Low Income Measure – Low Income Cut Off
- Teen Pregnancy Rates
- Impact of cycling on mental and physical health
- Community Kitchen for High School Students
- Grade 2 Literacy Scores
- Pay Equity Needs Assessment
- Implementing Online Data Systems
- Recreation Infrastructure Database
- Federal Report System

Exercise 2, Part 2 – Pick one of the five factors and answer the following three questions with specific examples on how to make improvements:

- **What in the current situation has to stop?**
- **What in the current situation has to be improved or enhanced?**
- **What new has to be created?**

The groups considered a variety of data sets across the social sector. Common themes that emerged in their responses to the three questions are indicated below:

**What in the current situation has to stop?**
- Working in silos, Me versus We
- Making decisions without involving the target audience
- Not being comfortable with sharing data / information
- Unrealistic expectations of funders

**What in the current situation has to be improved or enhanced?**
- Collaboration, communication, development of social networks
- Resource availability
- Culture and objectives for collecting data / measurement
- Trust and confidence in data
- Standards for data sharing
- Technology infrastructure more user friendly

**What new has to be created?**
- Enhanced mechanisms for data capture, simplified workflow and app development
- Partnerships, sharing with other groups, knowledge mobilization
- Trusted broker, secure shared data repositories
- “Vision for open data framework”
- System that’s easy to update and incentives to keep it up to date
- Investment in reporting function and skills across the data lifecycle
At the end of the workshop an evaluation form with a number of questions was distributed to participants. Some of the responses are shown below:

**Overall workshop and structure**

- Good, many opportunities to participate and give your opinion / share your story
- Very good, collaborative, fun
- A lot of opportunities to hear about a variety of cases, scenarios - learnt about other sectors & challenges
- Plenty of time to talk - perhaps ensuring different sectors at tables (nonprofit, municipal, province)
- Excellent, very impressed at how interactive, engaged and well organized it was - best workshop I can remember going to
- Structure requires many different people’s perspectives to be narrowed down due to time constraint

**Comments on exercises / content most appreciated**

- The final exercise that looked at a specific, real life examples brought theory to reality
- The morning stories were very interesting and the stories should provide a lot of good info for future projects
- It was really helpful to look at how data is used - leading to success or failure
- Using the mindset / org culture / social / infrastructure / capacity framework - overlaid with the successful / failed examples
- The morning discussions with success & lessons learned - presentation on data maturity was good (i.e. reactive to predictive)
- Data Spectrum, pick one & analyze
- The success and failure stories, they seemed to resonate with participants and provide hope for future work
- Story telling and following discussions were great
- Diving Deep - always good to ask ourselves hard questions
- Data Spectrum and Life-Cycle - very useful info

**Content that participants would like to see added**

- Component on the role of communication strategy and change management
- Talk about different data types and how to use them together - discuss how to gather data with limited resources to still have statistical significance - in general just more of the 'how' for those who don't do a lot of data collection
- Data visualization examples (& data storytelling examples) - the final "outputs" to see how others do it
- Deeper exploration of data governance and computer-mediated collaboration
- Tools and methodologies to be used, practical available solutions and working processes, shared success - create a collaborative platform for the organizations that came today
- Presentation on use of open data to accomplish a goal that would otherwise not be possible - list of open source tools / resources
- A structured experience that would have us analyze our organizational data management practices in greater detail and develop strategies for improvement
- Perhaps the natural extension of this topic in the social sectors is what precedes data collection & dissemination (defining outcomes & measurement, what happens with data, how can we tell our stories and share impact in a creative, inspired way
- Would love to attend a second day of the workshop focused on the technical side and/or specifics around what data is, best practices around data collection and maintenance, types of datasets, etc. - I'm starting with zero knowledge about data and would love to learn more
- Information on where open data bases can be found and search strategies
- Plan of attack - so what do we do now with what we know and the connections we have made - perhaps could extend into the evening rather than replace anything

Participant Feedback

• **94% of respondents thought the conference was helpful and wanted to learn more about the subject matter.**

  There were a variety of subjects that conference attendees wanted to learn more about. This largely centred around ways they would be able to collaborate with similar organizations as well as using the best possible data gathering practices to make their own data accessible, concise, precise and easy to understand. Some attendees also wanted to continue to learn about how they could help shape a provincial open data policy and how to approach government to discuss this. As many of the attendees were from community and non-profit groups, these participants wanted more information on who could help them collect and analyze data, since they often had limited resources. Other responses included: More examples of successes where data was used in local and provincial organizations, a framework for analyzing and sharing data and more instruction on how to use sets of open data to inform evaluation, analysis and policy.

• **79% of respondents feel they would bring the information they learned to their workplace**

  Many of the attendees stated that they would go back to their workplaces and discuss the information with their colleagues and review how they could improve the collection of data and how to make it more shareable between colleagues and other organizations. There was some interest indicated in forming new relationships with people and organizations that were represented at this conference. Another major theme was that there was interest in discussing and evaluating provincial strategy on data collection and provincial policy on open data and data collection in the future.

• **68% of respondents see opportunities for data collaboration between their workplace and similar organizations.**
The next steps that attendees plan on taking involved data collection on a variety of issues, including:

- Exploring potential for mapping health services
- Studying and collecting data on recreational activities in the province
- Researching poverty
- Youth and adult education issues and creating an online forum to discuss social issues in Fredericton.

There was significant interest in bringing in experts and qualified help in other organizations in order to help projects and data collection going forward. In addition to beginning new projects, some respondents said they were setting up new databases in their workplace, in order to help with future collection even if they had no projects currently ongoing.

Group photo of Data 4 Impact participants

Jean-Noé Landry is the Executive Director of Open North, Canada’s leading not-for-profit organization specialized in open data and civic technology. Open North works with parliaments, civil society, media organizations, and governments at all levels of jurisdiction to develop tools, strategies, and processes to increase transparency, accountability, and civic engagement. Working internationally and across Canada, Open North’s online budget simulator, Citizen Budget, is being used by more than 55 municipalities across North America. Open North recently launched Open Cities Strategies a service to support cities in implementing their open data programs. It also completed an assessment of the data needs of settlement organizations for Immigration, Refugee, Citizenship Canada (IRCC). You can read the blog post and access the report here. Jean-Noé is also co-founder of the Canadian Open Government Civil Society Network and Connexité, a data-driven social innovation incubator based in Montreal.

Geoff Zakaib is an information management consultant and has been involved in a number of initiatives that span the public, private and social sectors. He is a Director of Data for Good and the
organizer of the Calgary chapter. Geoff is active in the Open Data / Open Government movements as the Executive Director of Open Calgary and is a community member of the City of Calgary e-Government Strategy Advisory Committee. He leads a group working on semantic technology as the national Chair of XBRL Canada. Geoff has also been involved for many years on projects related to social issues such as homelessness, poverty reduction and international development.

Nick Scott is the Executive Director at the NB Social Policy Research Network, a partnership between the Government of New Brunswick and the provincial universities and colleges. The Network's mission is to advance citizen engagement and evidence-based policy development through cross-sectoral collaboration. Recently the Network launched the GovMaker Conference to explore the benefits of open data and open government for New Brunswick. Nick is a co-founder of NouLAB; a public and social innovation lab facilitating collaborative problem-solving across sectors and disciplines, was the co-chair of the 2016 Canadian Open Data Summit, 21inc Alumni, holds a Master of Arts in Sociology, and a certificate in social impact analysis.  

You can follow Nick's blog at medium.com/@thefaketree

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### WORKSHOP OUTLINE

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
<th>Activities</th>
</tr>
</thead>
<tbody>
<tr>
<td>11:15 AM</td>
<td>INTRODUCTIONS</td>
<td></td>
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</tbody>
</table>
- Each facilitator introduces himself  
- Broader context for the workshop:  
  - Enabling data-driven innovation in the social sector project overview  
  - Describe the motivation and interests of project partners  
  - Prototype regional convening methodology  
  
Lead by: Jean-Noé, Nick, Geoff |
| 11:25 AM | KEY QUESTIONS |  
- Each table identifies ONE big question about data for them  
- One person per table shares the table's question  

Lead by: Jean-Noé |
| 11:40 AM | OBJECTIVES & PROCESS |  
- Specifics of different exercises for the workshop  
  - Situate shared data in the data spectrum  
  - Present case studies of successful and failed use of data  
  - Self-diagnosis of challenges facing the social sector and data  
  - Defining approaches for shifting mindsets, infrastructure, capacity issues  
  - Imagining innovation with data  
  
Lead by: Jean-Noé |
### 11:45 AM

**DATA SPECTRUM & DATA LIFECYCLE**

- Adapting the Open Data Institute data spectrum model for the social sector audience, the goal is to present the conditions and characteristics of **closed**, **shared**, and **open data**.
- In non-technical terms, establish a clear and familiar basis with these three concepts to situate the focus on the workshop on shared data and related challenges, opportunities, etc.
- Introduce the concept of the data life cycle.
- Questions and answers

Lead by: Geoff

### 12:00 PM

**LUNCH**

(Remind participants to complete questionnaire)

### 1:00 PM

**REPORT BACK ON QUESTIONNAIRE**

- What did you tell us about your experience with data?
- Any surprises? Comments?
  - Reactions from the audience

Lead by: Jean-Noé

### 1:15 PM

**EXERCISE 1**

**Situating Yourself on the Data Spectrum**

- According to the definitions of closed, shared, and open data: situate examples with post-it notes of data sets on the data spectrum according to their own organization’s experience (10 mins)
- Plot on one big map
- “Who put up a shared data set”
- Pick one example of a data set that you would like to be more open or shared
- Small group discussions (10 mins):
  - What are the **barriers** to making it more open or shared?
  - What would it take to share it? What are the **enabling** conditions to make that data set move from closed to shared to open?
- Flash report backs (10 mins)
  - Name the dataset, one barrier, one enabling conditions
  - Don’t repeat what was said by other groups

Lead by: Nick, Jean-Noé

### 1:40 PM

**CHECK-IN**

How y’all doing?

### 1:45 PM

**SUCCESS & FAILURE**

Case Study: Data collaboration barriers (Nick)
Case Study: Calgary Poverty Reduction Initiative (Geoff)
<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
<th>Details</th>
</tr>
</thead>
</table>
| 1:55 PM | Q & A                                        | - Do you relate to these case studies?  
- 4-5 questions or comments  
- Need 2 handheld mics  
Lead by: Nick, Geoff |
| 2:05 PM | BREAK                                        |                                                                                                                                           |
| 2:20 PM | EXERCISE 2                                   | **Diving Deep**  
- Pick one successful or failed example of how data was used or not used by an organization represented in each small group (5 mins)  
- Analyze and describe why it was used successfully or not according to the following factors for success (15 mins)  
- Need to present the factors before they deliberate:  
  - **Mindset (Why we do it)** The understanding of the value and potential of collecting, sharing and analyzing data.  
  - **Organizational Culture** The policies, practices, and processes that influence or foster individual attitudes towards the collection, use and sharing data. Including openness to change and collaboration more generally. Also the organization’s risk tolerance and willingness to show leadership.  
  - **Social capital / sector dynamics (Who is needed)** The existence and value of networks, relationships, trust, reciprocity, and collaboration. Including the dynamics between funders and fundees related to data.  
  - **Infrastructure (What is needed)** The hardware and software (SaaS incl) that supports data collections, input, storage, management, analysis and sharing.  
  - **Capacity (How we do it)** The technical and behavioural knowledge, skills and competencies required to effectively collect and use data. Including a knowledge of data standards.  
    - Each group uses flip chart paper to capture their ideas  
    - Generalize to social sector  
    - Chart a plan  
Lead by: Geoff, Jean-Noé |
| 2:40 PM | EXERCISE 2                                   | **Continued**  
Pick one of the five factors and answer the following three questions. Each round the groups answers these questions with specific examples on how to make improvements:  
  - What in the current situation has to stop?  
  - What in the current situation has to be improved or enhanced?  
  - What new has to be created?  
Lead by: Jean-Noé, Geoff |
<table>
<thead>
<tr>
<th>Time</th>
<th>Event Description</th>
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</table>
| 2:55 PM| **REPORT BACK**  
Each table share (ALL) |
| 3:20 PM| **WRAP-UP & EVALUATION**  
- Explain the evaluation questionnaire  
- What’s next for the project?  
Lead by: Geoff |
| 3:30 PM| **NEXT STEPS**  
Participants complete worksheet for 10 minutes, 2-3 volunteers can share in last 5-10 minutes  
1. I am still unsure about how to bring ______ into my work.  
2. What areas would you like to learn more about? (Please specify)  
3. What are you going to do with what you learned today? (Please specify)  
4. I see opportunity for data collaboration____________ and I will__________  
Please leave your name and email address if you are interested in participating in data collaboration initiatives:  
Name_________________ email ____________________  
Lead by: Amanda, Nick |
| 3:45 PM| **Closing & Thanks**                                                            |

**Enabling Data-Driven Innovation in the Social Sector 1:00-3:15pm**

Workshop: Enabling Data-Driven Innovation in the Social Sector with Jean-Noé Landry of Open North, Geoff Zakaib of Data for Good and Nick Scott of the NB Social Policy Research Network. In this workshop, you will learn about similar case studies, situating shared data in the data spectrum, mapping data needs and more

Facilitators:
- Jean-Noé Landry, Open North
- Geoff Zakaib, Data for Good
- Nick Scott, New Brunswick Social Policy Research Network
Burning Questions

• How can I access (Gov data) that would be useful to me at a level of granularity without compromising privacy?
• How do we attract (capacity, talent) to enable data use in our organizations?
• How do I present data that is easy to understand, to communicate without misrepresentation?
• When do I use data to tell my story and describe our impact?
• How do I break down barriers to engaging with data?
• How do I analyze data to identify underlying power dynamics? to answer “why”?
• How do we use qualitative and quantitative methods?
• How do we collect quality data and link it with other organizations for collective value?

Jean-Noé Landry and Geoff Zakaib fielding questions while Nick Scott records them.
Exercise 1 – Situating yourself on the data spectrum

**Group 1 – Wages for Different NOC**

**Barriers**
- Open, but …
  - Locally focussed, private sector not easily accessible
  - Not easily navigated
  - Very broad categories

**Enabling Conditions**
- Gov transparency
- Aggregate level
- Gov position salary info public
- Used as a recruitment tool

**Group 2 - Canadian Urban Transit Historical data**

**Barriers**
- So many municipalities
- Different programs – handi-transit privacy?
- Language (speak language)
- Skill sets
- Finance – who paying who as access
- NO central location for housing – where are documents housed
- Quality of what was collected (70’s, 80’s, etc.)
- Indicators have changed – different measuring techniques
- Technology

**Enabling Conditions**
- Common data base tech
- Digitization – internet
- Google maps – geo encoded
- Funded projects $$$

**Group 3 – Education Assessments**

**Barriers**
- PDF
- Provincial per institution
- Aggregate
- Privacy
- Copyright Act

**Group 4 – Teen Mental Health (Closed)**

**Barriers**
- Privacy – consent – divided amongst different systems
- Social stigma

**Enabling Conditions**
- Lack of reporting
- Inconsistent diagnosis or lack
- Anonymizing
One patient, one record
Education of what mental health is

**Group 5 – Market Basket Measure – Low Income Measure – Low Income Cut Off**

**Barriers**
- Three different measures for one issue (poverty)
- Numbers are not comparable
- Different organizations use different measures
- Two year lag in data availability
- Sample size too small in rural areas
- Access to regional / rural / city / provincial data inconsistent
- Drill-down data - expensive – data set too small

**Enabling Conditions**
- Mindset – understanding value of data
- Org culture – policies and attitudes towards data
- Social Capital - existence and value of networks
- Infrastructure – hardware and software that collects data
- Capacity - skills to collect and use knowledge

**Group 6 – Teen Pregnancy Rates**

**Barriers**
- Privacy
- Need a way to query for results
- Data quality
- Need to make sure we’re including stats on abortion, miscarriage, adoption – are we capturing everything?
- Consistency in data collection
- Where are we getting the data from?
- How can we have meaningful comparisons city to city, province to province?

**Enabling Conditions**
- Anonymous stats
- Quantifiable
- Stats Canada has lots of info but difficult to search for – you need to know what you’re searching for

**Group 7 – Impact of cycling on mental and physical health**

**Barriers**
- Lack of data – is it tracked? – by who?
- Is it tracked in a geography that is comparable?
- How to capture qualitative?
- Comparable studies of car centred cities vs. cycling cities – how to link health benefits to cycling?

**Enabling Conditions**
- What if all municipalities had to track cycling impact?
- Comparable data available
Group 8 – Not specified

Barriers
- Name
- Address
- Number of records / sample size too small
- Initial assessment might be closed / shared

Enabling Conditions
- Use cases for data – accessing programs, education
- Hard to define competence
- Release of data reflects poor performance / service delivery
- Minimum number of assessments required
- Too niche – may not be worth making it public

Exercise 2 – Diving Deep

Group 1 – Failure

- Two agencies in NB (north/south) – two different departments collecting data (Social)
- Risk averse (Org culture)
- Lack of time / resources (Capacity)
- No follow-up data

Stop
- Silos
- Top down approach
- Generational division
- “Language division”

Improve
- Collaboration
- Resources increased

Create
- Enhanced data capture
- Funding has to move to one department

Impact
- Preventative actions
- Cause analysis
- “Validate the hunch”

Group 2 – Community Kitchen for High School Students (Fail Forward)

- Data was to be collected pre and post
- Collector was not an expert / focused on data
- Clients were not consistent participants
- Recommendations – longer evaluation periods – data collector separate from chef

- Data for participants – did not see the need for it (Mindset)
- Cook versus social sector
- Survey results were spotty
- Cook should not do the surveys
- Participants – proper language
- Items below are related to Capacity

**Stop**

- Making decisions without involving the target audience

**Improve**

- Change objectives for measurement – re-evaluate program / information

**Create**

- New data survey with language / level of literacy – get someone else besides the chef

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**Group 3 – Factor: Mindset**

**Stop**

- De-valuing the data that is available
- Not being comfortable with sharing information / data
- Not looking beyond their initial involvement

**Improve**

- How data is collected / stored
- The culture of how / why data is collected
- Trust and confidence in the data / impact
- Social network

**Create**

- Follow up survey / meetings
- Standard questions – allows to look at best practices and connect with other similar organizations
- Partnerships
- Share information with other groups – local / global – information flows both ways
- Knowledge mobilization

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**Group 4 – Grade 2 Literacy Scores**

- Priority neighbourhoods
- Changing how we think of resource allocation
  (Organization Culture)

  **Stop**

  - Me versus We – Data for all

  **Improve**

  - Process for acquiring / requesting
  - Standards for sharing

  **Create**

  - Trusted broker
  - “Vision for open data framework”
  - Searchable index

  - Identifying priorities with bi-weekly testing
  1) Health Outcomes
  2) Energy Usage

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**Group 5 – Pay Equity Needs Assessment**

- Governance / T&C - **** (Mindset / Org Culture)
- Lean – proof of concept

  **Stop**

  - I.P. - Mandate

  **Create**

  - GitHub / Google doc (Infrastructure)
### Group 6 – Implementing Online Data Systems (Mindset)

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<thead>
<tr>
<th>Stop</th>
<th>Improve</th>
<th>Create – Apply</th>
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<tbody>
<tr>
<td>Silo / Isolation</td>
<td>Communication</td>
<td>Stages</td>
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<td>Expectation</td>
<td>Lifecycle</td>
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<td></td>
<td>Celebrate</td>
<td>Iterative</td>
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<tr>
<td>Not understanding value of data</td>
<td>Feeling that it is unreasonable /</td>
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<tr>
<td>Fear of technology</td>
<td>administrative</td>
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<td>Resistance to change</td>
<td>“not my job”</td>
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<tr>
<td>Non-compliance</td>
<td>Infrastructure – more user friendly</td>
<td>Simplified workflow – i.e. App</td>
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<td></td>
<td>– i.e. App for data input</td>
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<td></td>
<td>– Tech support / re-training</td>
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<td></td>
<td>– Buy-in from users as to</td>
<td>In retrospect: Pilot project to test</td>
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<tr>
<td></td>
<td>importance of data</td>
<td>usability and inform full launch</td>
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### Group 7 – Recreation Infrastructure Database (Failure of Data Use)

<table>
<thead>
<tr>
<th>Stop</th>
<th>Improve</th>
<th>Create</th>
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<tbody>
<tr>
<td>Unrealistic expectations of funders</td>
<td>Having people go out and talk to</td>
<td>New way of collecting the data</td>
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<tr>
<td>Underestimating amount of work</td>
<td>people</td>
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<tr>
<td>Being removed</td>
<td>Find common entry point and have</td>
<td>System that’s easy to update and</td>
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<tr>
<td>Disconnect between developers and</td>
<td>people enter the data where it</td>
<td>incentives to keep it up to date</td>
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<tr>
<td>implementers</td>
<td>matters</td>
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<td></td>
<td>Planning how it will be maintained</td>
<td>Mandatory reporting requirements</td>
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<td></td>
<td>over time – sustainability – ability</td>
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<td>to input data on an ongoing basis</td>
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<td></td>
<td>Thinking about how usage rates at</td>
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<td>existing facilities would be impacted</td>
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<td></td>
<td>Having clearer purpose and clearer</td>
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<td>idea of what data you’re looking for</td>
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<tr>
<td>Reasons – lack of buy-in – lack of</td>
<td>Needed to manually input data</td>
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<tr>
<td>trust</td>
<td>Did not think through the process</td>
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<tr>
<td>Province saw the value but</td>
<td>Needed to think more about</td>
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<tr>
<td>municipalities were fearful /</td>
<td>implementation and cost</td>
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<tr>
<td>hesitant</td>
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<tr>
<td>Asking people to commit a lot of</td>
<td>Items below are related to Capacity</td>
<td></td>
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<tr>
<td>time</td>
<td></td>
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<tr>
<td>Difficulty keeping it up to data</td>
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</tbody>
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<table>
<thead>
<tr>
<th>Stop</th>
<th>Improve</th>
<th>Create</th>
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<tbody>
<tr>
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<td>Planning how it will be maintained</td>
<td>New way of collecting the data</td>
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• Working together to collect the data

**Group 8 – Federal Report System**

Mindset – get on-board for the collection and use of data  
Org Culture – going through the motions for reporting – part of workflow  
Capacity – reporting fatigue – too much work placed on organization  
Infrastructure – system does not meet requirements and is a barrier to use  
Social Capital / Sector Dynamics – national reporting requirements that do not reflect the needs

**Improve**
- Story – determine / prioritize requirements  
- Invest in reporting function

**WORKSHOP EVALUATIONS**

<table>
<thead>
<tr>
<th>Workshop Structure</th>
<th>Exercise - good</th>
<th>Exercise - not effective</th>
<th>Content - most valuable</th>
<th>Restructure suggestions</th>
<th>Content - like to be added</th>
</tr>
</thead>
</table>
| - story telling sessions worked well, the time allotted was on the mark | - the final exercise that looked at a specific, real life example brought theory to reality | - they were all of value, really, so I think each might best apply to the group as a whole | - storytelling circles | - have people switch tables / groups to mix it up  
- share (with permission) list of folks who attended | - component on the role of communication strategy and change management |
| - somewhat limited  | - using the mindset / org culture / social / infrastructure / capacity framework overlayed with the successful / failed examples  | - all exercises were useful in stimulating conversation  | - the framework is very interesting  | - data in organizations really requires a change management focus  |
| - structure requires many different people's perspectives to be narrowed down due to time constraint  | - that's ok though  | - using the mindset / org culture / social / infrastructure / capacity framework overlayed with the successful / failed examples  | - the framework is very interesting  | - maybe some content / learning wrt CM  |

<p>| - good, many opportunities to participate and give your opinion / share your story  | - when we picked a data set and further discussed it in our groups  | - none  | - story telling piece was very helpful to be able to ask specific questions to other nfp who understand our reality and have good advice / tips  | - the last piece where you share your failure / success to the whole group, I would pair tables and do one on one presentations or at least smaller groups of max 4 tables  |
| - coming from a private company made this a bit tricky but underlying core issues (mindset, culture, capacity) still very relevant  | - the morning discussions with success &amp; lessons learned (ex. Hackathon + Datathon)  | - see #2  | - a little more detail on if open - shared - closed options for slickey options, did people pick right area?  | - talk about different data types and how to use them together  |
| - talk about different data types and how to use them together  | - discuss how to gather data with limited resources to still have statistical significance  | - in general just more of the 'how' for those who don't do a lot of data collection  | - data visualization examples (&amp; data story telling examples)  | - the final &quot;outputs&quot; to see how others do it  |</p>
<table>
<thead>
<tr>
<th>Well structured</th>
<th>Morning stories were very interesting and the stories should provide a lot of good info for future projects</th>
<th>- have the stories in separate rooms as it was too hard to hear</th>
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</thead>
<tbody>
<tr>
<td>Lots of time to discuss and share</td>
<td>Morning stories</td>
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<tr>
<td>Good balance of presentations and workshops</td>
<td>- Diving Deep exercise</td>
<td>Diving deep exercise was a very practical use of time</td>
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<tr>
<td>Very good, collaborative, fun</td>
<td>Table - Diving Deeper</td>
<td>- larger room for story telling and allow people to roam from story to story</td>
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<tr>
<td>Small groups were great for sharing input</td>
<td>- Data Spectrum, pick one &amp; analyze</td>
<td>- change groups / add something that forces people to get up and move</td>
</tr>
<tr>
<td>Lots of opportunity to share and discuss</td>
<td>- Community Data Collaboratives</td>
<td>- examples of successes and failures</td>
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<tr>
<td>- null</td>
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<tr>
<td>Opportunities for discussion were good (acoustics in first room were brutal, though)</td>
<td>Last exercise, telling story / example (of success / failures)</td>
<td>Dataset sticky note discussion</td>
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<tr>
<td>Story-based groups worked</td>
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<tr>
<td>A lot of opportunities to hear about a variety of cases, scenarios</td>
<td>The first exercise about questions that organizations have</td>
<td>Doing the success / failure for one organization reduces the chance for others to contribute (final exercise)</td>
</tr>
<tr>
<td>The model and concept should be better presented to the audience before we start so we know what to expect</td>
<td>The slicky notes</td>
<td>The exercise after the slicky notes, randomly picked topic was hard to talk about</td>
</tr>
<tr>
<td>1 the fail &amp; success stories 2 the Data Spectrum 3 the group's presentations of the case studies</td>
<td>Can't think of any</td>
<td>The sharing stories and process review</td>
</tr>
<tr>
<td>- there were lots of opportunities for discussion and questions, which is a good thing</td>
<td>- the failure and success examples</td>
<td>- it was really helpful to look at how data is used - leading to success or failure</td>
</tr>
<tr>
<td>- it was done in small groups so everybody had the opportunity to share their thoughts / ideas</td>
<td>- the very first one (3 groups) because it had too many people</td>
<td>- the success / failure testimonies</td>
</tr>
<tr>
<td>- good structure, active and engaging</td>
<td>- choosing the dataset and discussing barriers to 'openness'</td>
<td>- story telling and following discussions were great</td>
</tr>
<tr>
<td>- there were many opportunities to discuss different perspectives</td>
<td>- none of us were familiar with the dataset, it wasn't particularly relevant and thus we had no context</td>
<td>- last exercise also interesting</td>
</tr>
<tr>
<td>- multiple opportunities to share perspectives - it was very good</td>
<td>- the 'examine a failure in the group' exercise</td>
<td>- story telling and following discussions were great</td>
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<tr>
<td>- small tale conversations / tasks</td>
<td>- the prepared stories by literacy, housing and Living SJ presenters</td>
<td>- the prepared stories by Literacy, Housing and Living SJ presenters</td>
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<tr>
<td>Remarks</td>
<td>Details</td>
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<td>------------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------</td>
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<tr>
<td>- very well, dividing into groups was a great idea</td>
<td>- working in small groups at our table</td>
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<tr>
<td>- the subject of 'data' is pretty serious and sometimes hard to process</td>
<td>- lectures addressing the whole group (versus chair circles) - AND - the noise with having 3 circles in the same room</td>
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<td></td>
<td>- the story telling</td>
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<td></td>
<td>- if possible make it a half day, my brain is saturated after a few hours</td>
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<td></td>
<td>- but I understand there is a lot of material</td>
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<td>- loved it</td>
<td>- learning how to drill down data</td>
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<td></td>
<td>- stories were great - room set up was too loud</td>
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<td></td>
<td>- afternoon session</td>
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<tr>
<td></td>
<td>- some more exact details of data projects</td>
<td></td>
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<tr>
<td>- good</td>
<td>- table top discussions</td>
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<tr>
<td>- interactive table discussions and plenary</td>
<td>- index of participants, data suppliers, data consumers</td>
<td></td>
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<td></td>
<td>- some case examples presented</td>
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<tr>
<td>- plenty of time to talk</td>
<td>- the last exercise</td>
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<tr>
<td>- perhaps ensuring different sectors at tables (nonprofit, municipal, prov)</td>
<td>- the story section was good - roundtables as well</td>
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<td></td>
<td>- not all organizations use data in a way that makes discussion easy - some people / organizations talking more than others</td>
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<td></td>
<td>- broader data usage beyond education / youth</td>
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<td></td>
<td>- how to monetize</td>
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<tr>
<td>- would like more time to learn more about the work / initiatives of other participants</td>
<td>- yes</td>
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<tr>
<td></td>
<td>- it felt as though the last exercise could be shortened (many parts)</td>
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<tr>
<td></td>
<td>- the success and failure stories</td>
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<td></td>
<td>- more round table sharing</td>
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<td></td>
<td>- list of open source tools / resources</td>
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<tr>
<td>- the facilitators ensured that everyone had an opportunity to contribute during the morning sessions</td>
<td>- coming up with a success or failure from our past experiences, but it needed more time to really deliver on this</td>
<td>- none</td>
</tr>
<tr>
<td>- the structure worked well for contribution - felt it was well-focused around the groups' need with well-rounded background info through guest presenters</td>
<td>- the Diving Deeper session - partially because the topic of focus was on the organization I work for - the story telling session</td>
<td>- obviously the ones where we listen to the guest presenters but that is necessary to provide context for discussion (assuming they are talking in a relatable &amp; relevant manner)</td>
</tr>
</tbody>
</table>
- appreciated the combination of interactive sessions and story telling
- the afternoon stories of a success and failure were shared and questions invited
- the table sessions where each group picked a topic and reported back - did not learn as much from this session
- story telling, hearing from the experience of others - the overview / spectrum of data - presentation / lecture was very good
- the 3 groups in one room in the morning was effective but difficult to hear the presenters and participants - too noisy
- perhaps the natural extension of this topic in the social sectors is what proceeds data collection & dissemination (defining outcomes & measurement, what happens with data, how can we tell our stories and share impact in a creative, inspired way

- as an observer it went very well
- loved the light-hearted atmosphere i.e. creative aids
- five factors
- fireside chats went a bit long
- open data spectrum
- ask audience for questions about terminology

- easy, casual style promoted contributions
- last workshop exercise with real life experience was impactful
- open to closed ranking required too much time for result achieved
- last workshop
- signed on late, not clear on deliverables to be achieved - so not restructure issue unless others comment the same

- information on where open data bases can be found and search strategies
- excellent, very impressed at how interactive, engaged and well organized it was
- best workshop I can remember going to
- sharing experiences with data use (failures and successes)
- none, they were all effective
- the housing storytelling and her presentation were great - she told her story in a conversational, relatable way
- the final activity was fairly long - a short break would have helped
- would love to attend a second day of the workshop focused on the technical side and/or specifics around what data is, best practices around data collection and maintenance, types of datasets, etc.
- I'm starting with zero knowledge about data and would love to learn more
- enjoyed how the day was
- lots of great ideas shared
- the last activity Diving Deeper generated great discussion at our table
- also enjoyed the piece on closed / shared / open data
- give some more examples on “Data Sets” before the activity where we placed ideas on the wall
- the presentation on data failures & successes by Nick and Geoff was valuable
- reporting back at the end of the day on the Diving Deeper activity was a bit lengthy
- great day with lots of great information
- good opportunity to offer ideas in small groups
- good interaction

- doing an analysis of open, shared or closed data and how openness can be enhanced

- Data Spectrum and Life-Cycle - very useful info
- provide more info on why data collection / sharing is important and how this relates to the social sector
- a bit more opportunity to learn about data collection methodologies

- the people and the size of the table
- diving deeper - identifying what works

- Calgary spokesperson

- national / regional “lay of the land”

- good roundtable environment - nice mix of workshop and narrative
- really liked the morning narrative environment
- all did a pretty good job

- Diving Deeper was useful but missed a lot due to a side bar

- allow longer for the workshop - perhaps try to do less.
- there were cases where we were on topic but not yet done when it ended

- plan of attack - so what do we do now with what we know and the connections we have made
- perhaps could extend into the evening rather than replace anything