

IMAGINE COLD LAKE REVISITED

REPORT PRESENTATION TO
COLD LAKE CITY COUNCIL

May 14, 2019

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1

PURPOSE OF 'IMAGINE COLD LAKE REVISITED'

Review and make recommendations on:

1. Updating Assessment and Summit
2. Community Team priorities
3. Enhancing Community Teams

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2

IMAGINE COLD LAKE

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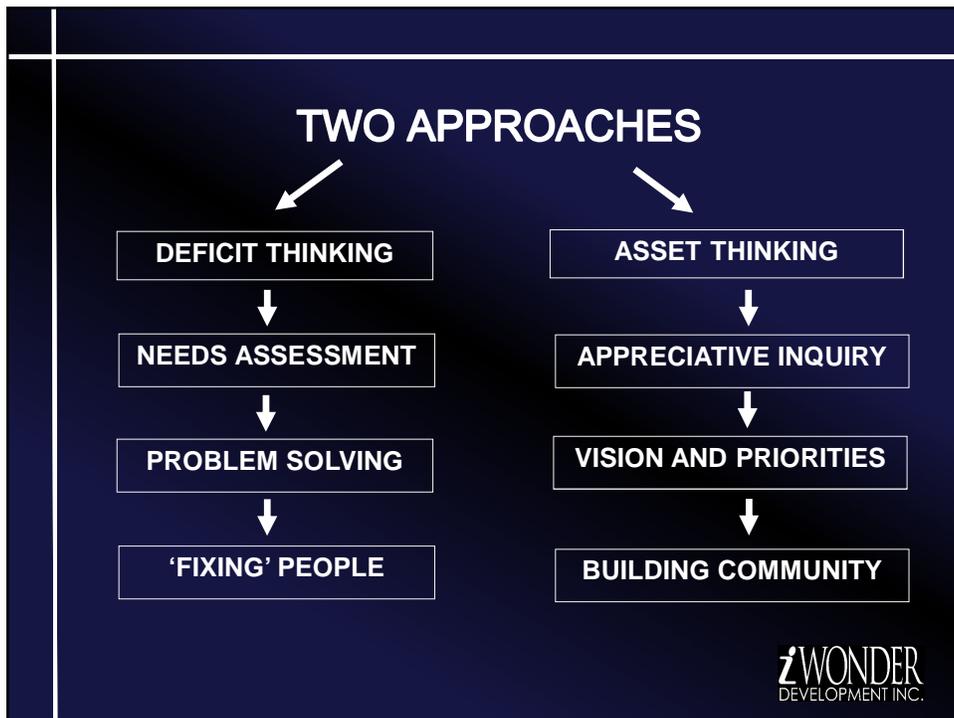
STRENGTH BASED COMMUNITY ASSESSMENT

ASSESSMENT 2011

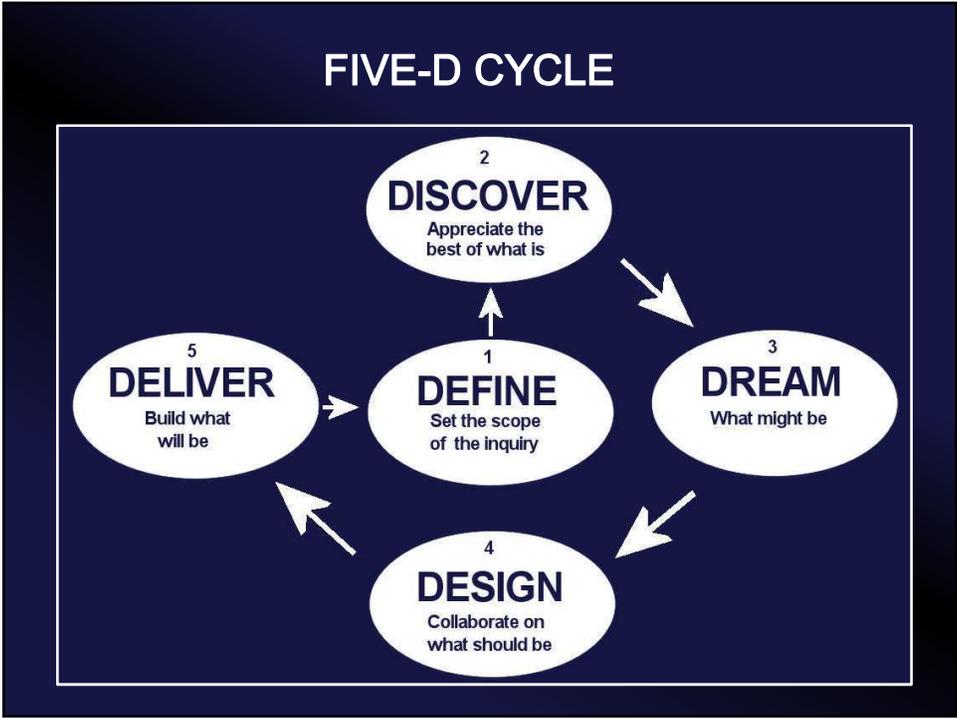
SUMMIT 2012

REVIEW 2018

3



4



5

IMAGINE COLD LAKE



APPRECIATIVE INQUIRY INTO THE CITY OF COLD LAKE
SOCIAL SERVICES & COMMUNITY DEVELOPMENT
STRENGTH – SUCCESS – VISION – PRIORITY

FINAL REPORT
January 2012

STRENGTH
BASED
COMMUNITY
ASSESSMENT

1
DEFINE
Set the scope
of the inquiry

2
DISCOVER
Appreciate the
best of what is

3
DREAM
What might be



6

1
DEFINE
Set the scope
of the inquiry

SCOPE OF INQUIRY:

Community and Social Services
in Cold Lake and District



7

2
DISCOVER
Appreciate the
best of what is

INQUIRY RESPONSES

Community leader interviews	29
Online survey submissions	143
Focus group sessions	8
Impromptu group discussions	4
Comment cards	1



8

ASSESSMENT QUESTIONS



1. What brought you to Cold Lake?
2. Why stay in Cold Lake?
3. What is good about Cold Lake?
4. What successful community initiatives have you been involved in?
5. What factors contributed to the success of those initiatives?

Basic Asset Mapping done previously by FCSS.



9

SUCCESS FACTORS

- respect and cooperation
- public and personal awareness
- vision of mission accomplished
- positive focus
- employer, friend and family support
- authority, resources and infrastructure



10

SUCCESS FACTORS (CONTINUED)

- compassionate serving leadership
- staff and volunteer training
- valuing staff and volunteers daily
- pursuit of excellence through:
 - careful advance planning, and
 - continuous evaluation and improvement

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11

SAMPLE BREAKTHROUGH STATEMENT

In Cold Lake we are successful when we:
provide service agencies and
community groups with authority to
pursue their mandates, sufficient
financial support and administrative
infrastructure

Valuable for ongoing evaluation.

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12

FINAL ASSESSMENT QUESTION



6. Over the next five to ten years, what three priorities would you like to see to make this an even better place to live?



13

PRIORITIES IDENTIFIED

1. Affordable Living and Housing
 - Housing for All
2. Families and Persons in Crisis
 - Family Treatment Centre
 - Enhanced Men's Services including a shelter and crisis programming including suicide prevention



14

PRIORITIES IDENTIFIED (cont'd)

3. Newcomer Support

- Newcomer Welcome Kit
- Service Information Hub

4. Youth Services and Facilities

- More focus on youth 14 to 25
- Youth Emergency Shelter



15

PRIORITIES IDENTIFIED (cont'd)

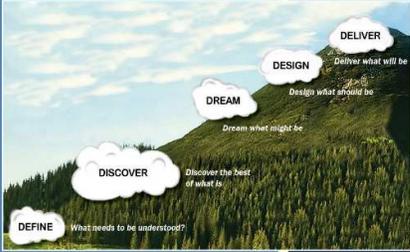
5. Seniors Advocacy

- Social and recreational needs of seniors
- Aging-in-place housing



16

IMAGINE COLD LAKE COMMUNITY SUMMIT



STRENGTH
BASED
COMMUNITY
ASSESSMENT

4
DESIGN
Collaborate on
what should be

December 2012

APPRECIATIVE INQUIRY INTO THE CITY OF COLD LAKE
SOCIAL SERVICES & COMMUNITY DEVELOPMENT
STRENGTH – SUCCESS – VISION – PRIORITY

COMMUNITY SUMMIT REPORT

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SUMMIT PURPOSE:

1. Present results of Community Assessment
2. Establish five Community Teams to advance the five Community Priorities
 1. Participants each choose their team
3. Begin the Design of the Teams' work in preparation for 'Stage 5: Deliver'.

4
DESIGN
Collaborate on
what should be

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18



19



20

IMAGINE COLD LAKE REVISITED

STRENGTH BASED COMMUNITY ASSESSMENT



APPRECIATIVE INQUIRY INTO THE CITY OF COLD LAKE
SOCIAL SERVICES & COMMUNITY DEVELOPMENT
STRENGTH – SUCCESS – VISION – PRIORITY

RETROSPECTIVE REVIEW
April, 2019

Fall 2018

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21

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Review and make recommendations on:

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REVIEW METHOD

1. Twenty Five Interviews – non-scientific
2. Community Priority Team participants
3. Focused on:
 - a) Social priority implications of economic changes
 - b) Learnings from teams' experience

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UPDATE ASSESSMENT AND SUMMIT?

1. 2012 study cast a vision for Cold Lake
2. 2018 study sufficient to task
3. Full repeat of 2012 study unnecessary
4. Need to focus on urgent priorities
5. Community Summit not recommended
6. Consider single-team 'mini-summits'

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COMMUNITY TEAM PRIORITIES

Reduced Priority:

- Affordable Living and Housing

Heightened Priority:

- Families and Persons in Crisis

Roughly Unchanged Priority

- Newcomer Support
- Youth Services and Facilities
- Seniors' Advocacy



25

FAMILIES AND PERSONS IN CRISIS

1. Agencies 'at the max' 'maxed out'
2. Shelter needs
3. Alarming common theme of increasing self-harm, i.e. suicide. Tip of iceberg?



26

TEAM EXPERIENCES

1. Much accomplished – not all by teams
2. No Teams still operating
3. Longevity varied widely



27

TEAM CHALLENGES

1. Members were individuals not agencies
2. Mobile residents and employees
3. Volunteer core small and tiring
4. Number and scope of teams ambitious
5. Effort to support teams underestimated



28

CONTRIBUTIONS OF PAST SUCCESS FACTORS TO SUCCESS OF COMMUNITY TEAMS

SUCCESS FACTORS	0 NOT AT ALL	1 VERY LITTLE	2 SOMEWHAT	3 SIGNIFICANTLY	4 ENORMOUSLY
Respect and cooperation					2.6
Fostering public and personal awareness					2.6
Vision of Mission Accomplished					2.3
Positive focus					2.0
Employer, friend and family support					2.8
Authority, resources and infrastructure					1.6
Compassionate, serving leadership					2.6
Staff and volunteer training					2.3
Valuing staff and volunteers daily					2.3
Careful planning					1.8
Continuous evaluation and improvement					1.3

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RECOMMENDATIONS

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No need to update Community Assessment or to repeat Community-Wide Summit.



31

FOCUS OF TEAMS

1. Create a single new Team to address Community Mental Health and Suicide Prevention
2. Support that Team thoroughly and well
3. Once first Team is stable, consider forming a second to address Family Treatment Centre or Community Economic Development



32

ENHANCING TEAMS

1. Affirm FCSS as the 'backbone' organization
2. Formalize function and structure of teams
3. Mandate from and reporting to City Council
4. Teams led by one prominent community member and one FCSS staff person
5. Agencies as Team members
6. Agency representation by leader (CEO, ED) and a front-line staff person

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ENHANCING TEAMS (cont'd)

7. Annual member review to ensure succession
8. Formal planning and continuous improvement through Action Research and Developmental Evaluation
9. Each Team a learning and teaching body
10. Review experience, success and learnings of each Team more often, e.g. every one to two years

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EVOLUTION OF COMMUNITY DEVELOPMENT

Do development:

- **TO** the people
- **FOR** the people
- **THROUGH** the people
- **WITH** the people
- **BY** the people

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Thank you !

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36