

IMAGINE COLD LAKE REVISITED

REPORT PRESENTATION TO
COLD LAKE CITY COUNCIL

May 14, 2019

zWONDER
DEVELOPMENT INC.

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

zWONDER
DEVELOPMENT INC.

2

IMAGINE COLD LAKE

STRENGTH BASED COMMUNITY ASSESSMENT

IMAGINE COLD LAKE
STRENGTH BASED COMMUNITY ASSESSMENT

APPRECIATIVE INQUIRY INTO THE CITY OF COLD LAKE
SOCIAL, BUSINESS & COMMUNITY DEVELOPMENT
STRENGTHS - SUCCESS - VISION - PRIORITY

FINAL REPORT
January 2012

ASSESSMENT 2011

IMAGINE COLD LAKE
COMMUNITY SUMMIT
STRENGTH BASED COMMUNITY ASSESSMENT

APPRECIATIVE INQUIRY INTO THE CITY OF COLD LAKE
SOCIAL, BUSINESS & COMMUNITY DEVELOPMENT
STRENGTHS - SUCCESS - VISION - PRIORITY

COMMUNITY SUMMIT REPORT

SUMMIT 2012

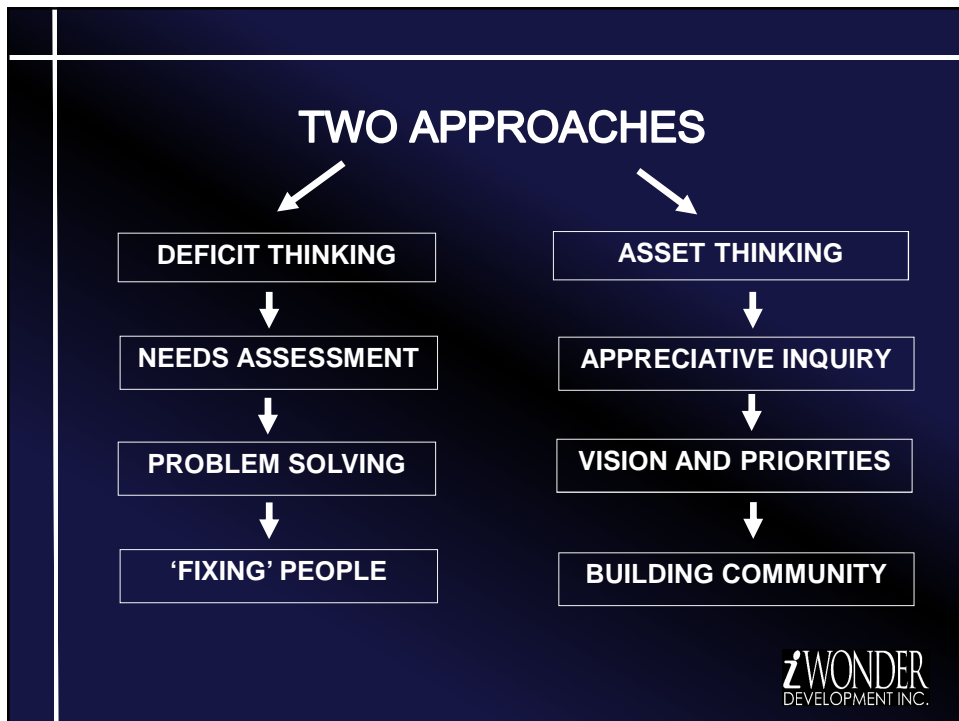
IMAGINE COLD LAKE
LAKE REVISITED
STRENGTH BASED COMMUNITY ASSESSMENT

APPRECIATIVE INQUIRY INTO THE CITY OF COLD LAKE
SOCIAL, BUSINESS & COMMUNITY DEVELOPMENT
STRENGTHS - SUCCESS - VISION - PRIORITY

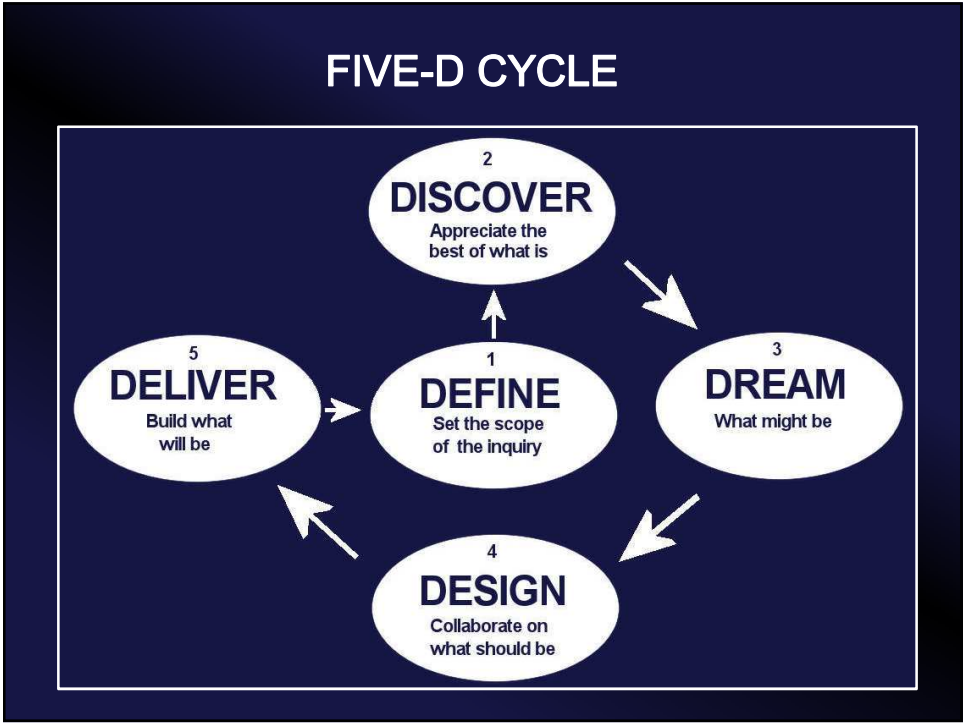
INTERIM REVIEW
April 2018

REVIEW 2018

3



4



5

IMAGINE COLD LAKE

STRENGTH BASED COMMUNITY ASSESSMENT



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

FINAL REPORT
January 2012

1 DEFINE
Set the scope of the inquiry

2 DISCOVER
Appreciate the best of what is

3 DREAM
What might be

iWONDER
DEVELOPMENT INC.

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.

iWONDER
DEVELOPMENT INC.

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

iWONDER
DEVELOPMENT INC.

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

zWONDER
DEVELOPMENT INC.

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.

zWONDER
DEVELOPMENT INC.

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?

iWONDER
DEVELOPMENT INC.

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

iWONDER
DEVELOPMENT INC.

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

zWONDER
DEVELOPMENT INC.

15

PRIORITIES IDENTIFIED (cont'd)

5. Seniors Advocacy

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

zWONDER
DEVELOPMENT INC.

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

zWONDER
DEVELOPMENT INC.

17

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

zWONDER
DEVELOPMENT INC.

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

zWONDER
DEVELOPMENT INC.

21

PURPOSE OF
'IMAGINE COLD LAKE REVISITED'

Review and make recommendations on:

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

zWONDER
DEVELOPMENT INC.

22

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



23

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'



24

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

zWONDER
DEVELOPMENT INC.

27

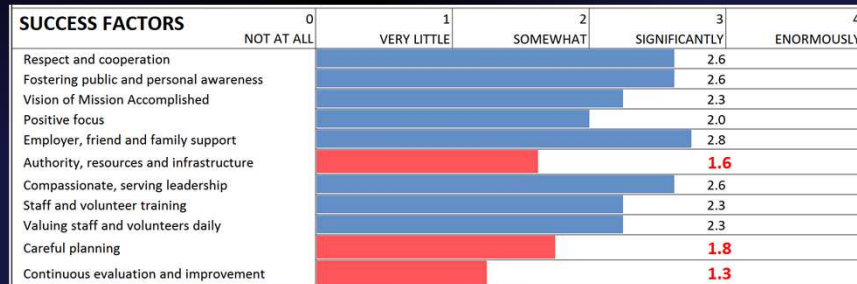
TEAM CHALLENGES

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

zWONDER
DEVELOPMENT INC.

28

CONTRIBUTIONS OF PAST SUCCESS FACTORS TO SUCCESS OF COMMUNITY TEAMS



zWONDER
DEVELOPMENT INC.

29

RECOMMENDATIONS

zWONDER
DEVELOPMENT INC.

30

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

zWONDER
DEVELOPMENT INC.

33

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

zWONDER
DEVELOPMENT INC.

34

EVOLUTION OF COMMUNITY DEVELOPMENT

Do development:

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

iWONDER
DEVELOPMENT INC.

35

Thank you !

iWONDER
DEVELOPMENT INC.

36