

DC MOVES
2021 Year End Report



"Caring about the happiness of others, we find our own" PLATO

INTRODUCTION

DC MOVES was established to identify and develop innovative and/or collaborative solutions to local human services issues. DC MOVES is intended to foster a “Made in Dufferin” integrated human services community.

Case for Support

DC MOVES is a response to the growing awareness of the challenges residents face in navigating an increasingly complex and changing human services landscape in Dufferin County. These challenges can deter a person’s desire and ability to connect with an appropriate service provider and, in turn, create further challenges. To provide better service, all agencies and their staff must be equipped with local human service provider information, knowledge transfer opportunities and have the big picture of human services in Dufferin County.

A Brief History



Charts depicted in the time line may be seen in full at the end of the report

The following report summarizes DC MOVES activity for the period January through December 2021 against the Vision, Mission and Strategic Goals and Values. The report is sectioned into a DC MOVES Report Card, Detail work in four focus areas, and our Strategic Goals update.

A: DC MOVES Report Card

1. Meeting Our Goals
2. Delivering on the Mission

B: Detail work in four focus areas:

- a. Coordinator
- b. Leadership Table
- c. FORUMs
- d. WOTM / DYK/ Website

C: Strategic Goals

1. Generate/foster collaborative opportunities to provide coordinated approaches
2. Increase community agency capacity
3. Identify and address service gaps

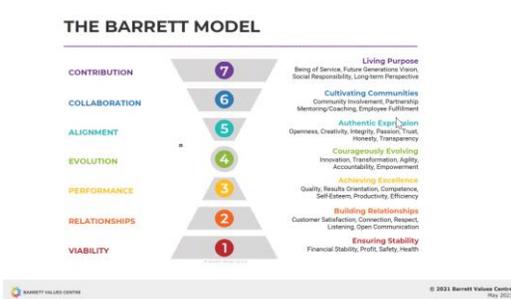
DC MOVES



VISION: A community where individuals, associations and institutions recognize their role in leaving no community issue unresolved.



MISSION: We create a platform for fostering collaboration and information and knowledge sharing to benefit the human service providers who serve the residents of Dufferin County.



VALUES:

Accountability: Being responsible individually and as part of the collective to the overall vision, mission and goals of DC MOVES

Client Collaboration: Making space for and working with as many voices of the community as possible to meet the DC MOVES agreed upon goals

Embracing Diversity: Building awareness and appreciation for individual and collective experience, history and culture

Innovation: Being bold to create new solutions for gaps identified in addressing pervasive social issues as agreed upon by the DC MOVES participants

STRATEGIC GOALS:

1. Generate/foster collaborative opportunities to provide coordinated approaches
2. Increase community agency capacity
3. Identify and address service gaps



A: DC MOVES 2021 Report Card



1. Meeting our goals

1. Generate/foster collaborative opportunities to provide coordinated approaches



119 Forum Attendees

- **Mar 23:** 47 registered, presentations: CSWBP; CryNot; Suicide Awareness Council; Peel Halton Dufferin Adult Learning Network; Hills of Headwater OHT; Volunteer Dufferin; introduction on DCM Values
- **Jun 23:** 41 registered, presentations: Immigrant Service Guelph Wellington; Recreational Respite; Volunteer Dufferin; DCM Values Survey results
- **Sep 23:** 31 registered, presentations: Dufferin County CSWB, DCEC, Employment Services; Habitat for Humanity; HCIA; United Way; Workforce Planning Board; Values & Behaviours definitions for DCM

3. Identify and address service gaps



136 Participating Orgs listed

2. Increase community agency capacity

Outreach & Learning Events - connections

- May 13 Coffee Chat: 18 registered



- Dec 7 Funding Conversation: 45 registered



- WOTMs and DYK distribution to 465 subscribers



2. Delivering on the MISSION

Our Platform



WOTM Newsletter

- 24 WOTM issues
- 39.4% Open Rate
- 9.7% Click Rate



Did You Know Bulletin

- 15 DYK issues
- 31.9% Open Rate
- 4.5% Click Rate (generally there is no click thru need)

NOTE: above Industry Avg: Open Rate 19.71%
Click Rate 7.8%



Website

- 19,333 Visits
- 9,716 Unique Visits
- 80,548 Pages Viewed
- 259,282 Hits
- 21.69 GB Bandwidth*

* All communications and event resources are available on the DCMOVES website for DCMOVES and DCEC.

Social Media

For DCEC
DCEC Facebook
Join in Dufferin

Links

To past issues of WOTMs and DYK <https://dcmoves.org/communications/>

To FORUM presentations and resources <https://dcmoves.org/resources/documents/>



Leadership Table

5 leaders share from other tables and initiatives

- | | |
|---|--|
| <ol style="list-style-type: none"> 1. Addictions Working Group 2. Adult Literacy Network Dufferin-Peel 3. Access to Recreation in Dufferin County 4. Children’s Foundation Guelph Wellington (CFGW) Food & Friends 5. CFGW Live Free Advisory 6. Climate Change Action Dufferin Caledon 7. Community Advisory Board (CAB) 8. Community Safety and Wellbeing Integration Table 9. Congregate Care Working Table (OHT) 10. Coordinated Access Table (CAT) 11. Domestic Assault Review Team (DART) 12. Dufferin Caledon Drug Safety 13. Dufferin Coalition for Kids (DuCk) 14. Dufferin County Community Safety & Wellbeing Integration Table 15. Dufferin County Equity Coalition (DCEC) 16. Dufferin Wellington Fetal Alcohol Spectrum Disorder Action Group 17. Dufferin Overdose Awareness Committee 18. Dufferin Recreation Committee 19. Dufferin Workforce Development Committee | <ol style="list-style-type: none"> 20. Farm to School 21. FTP Board of Directors 22. Georgian College Orangeville Campus Community Engagement Committee 23. HCIA Leadership Council 24. Headwaters Food and Farming Alliance Hub 25. HFFA Farm to School Advisory 26. Hills of Headwaters Collaborative (OHT) Leadership Table 27. Mental Health & Addictions (OHT) 28. Mono Mulmur Citizens Coalition member 29. OMSSA: 47 Lead; Children’s Services; Housing & Homelessness; Income & Employment Network 30. Orangeville Sustainable Neighbourhood Action Plan Group 31. Protect Mono 32. Senior’s Advisory Committee 33. Tobacco Cessation CoP 34. United Way – Dufferin Cabinet 35. Volunteer Dufferin |
|---|--|



Partnerships Supported & Activities

- | | |
|--|--|
| <ol style="list-style-type: none"> 1. CK Prosperity Roundtable 2. CSWBP 3. DBOT 4. Dufferin Caledon MPP, Honorable Sylvia Jones 5. DC Climate Adaptation work group 6. DCEC Co-Chairs 7. DCEC work groups 8. DCF Youth events with ODSS, CDDHS 9. Family Transition Place: Town of Orangeville flag raising. Dec Vigil 10. Food & Friends 11. Friends of the Hall – Hornings Mills 12. Greenway Chaplin Community Centre 13. Immigrant Services Wellington Guelph 14. Habitat for Humanity Halton-Mississauga-Dufferin | <ol style="list-style-type: none"> 15. MyDufferin 16. North Peel & Dufferin Community Legal Services 17. Tamarack Cities Ending Poverty Conference –virtual 18. Tamarack Collaborative Governance and Leadership 19. Tamarack Collective Impact 3.0 20. Tamarack Communities of Practice 21. Tamarack Expertise Resource List 22. Tamarack Re-connect Conference 23. The Fundraising Lab – Planning with a Purpose 24. Volunteer Appreciation Postcard campaign 25. Work Force Planning – NFP transferable skills Project |
|--|--|

B: Detail work in four focus areas:

a. COORDINATOR Elaine Capes, DC MOVES Coordinator (Dec 2017 – current)

During this year, there have been continuing opportunities for the Coordinator to build relationships and engage with the community to expand awareness of and participation in the DC MOVES initiative.

- HCIA Leadership Council - monthly reporting and presentation at meetings on request
- DC MOVES Leadership Table - track overall DC MOVES Goals indicators, measures and sources for measures, provide status updates to Leaders aligned to goals in quarterly reports
- DC MOVES - advance the Collective Impact work, keeping informed of current practices
- DCEC Co-chair and initiative support, establish agendas, plans and organize meetings and communications to DCEC members
- Outreach - CSWBP – participating in Dufferin County Safety and Wellbeing Plan Integration Table; DCF – planning and organising Youth Vital Conversations project, including Youth engagement research and exploring online tools, attended Tamarack ABCD Youth Engagement workshop; DBOT partnership – support for Rapid Test kits and Support Local campaigns

b. LEADERSHIP TABLE

The DC MOVES initiative was launched as a partnership between Dufferin County Community Services and Headwaters Communities in Action (HCIA) to increase collaboration between, and integration of, social service delivery and social service providers operating in Dufferin County. All human service providers are invited to participate in the sharing of local data, information and knowledge through regularly scheduled FORUMs, online communications and special events as determined. Our collaboration and partnership also extends to municipal staff and leaders as well as the business and service club community.

A Leadership Table (DCM LT) was established to guide and support the initiative in achieving the DC MOVES Vision and Mission. It is guided by an experienced, diverse group of people, and Terms of Reference.

Brenda Burman, Campus Manager, Georgian College Orangeville Campus and Centre for Career & Employment Community Services

Trish Keachie, Director, Headwaters Communities in Action (HCIA)

Anna McGregor, Director, Community Services, County of Dufferin

Jennifer Payne, Executive Director of Headwaters Communities In Action (HCIA)

Dr. Matthew Tenenbaum, Associate Medical Officer of Health, Wellington-Dufferin-Guelph Public Health

c. FORUMS

All FORUMs were held utilizing the HCIA subscribed Zoom platform. Attendance has been maintained at positive numbers throughout the COVID period of disruption. We continue to book events for 3 hours and are encouraged that our participants remain committed to this large block of time, finding value in connecting and learning for formation and knowledge sharing, and fostering collaboration.

FORUM dates were planned, communicated in advance, and held on the 23rd of the 3rd month in each quarter with the exception of the Dec 7th training and development event. This allowed participants to book their calendar for the year in advance. Our training and development Forum, Funding Conversation, was co-hosted by DC MOVES and Volunteer Dufferin.

March 23

Presentations



Activities

Check – in
What are you grateful for today as you come into this Forum




Are values important for DC MOVES and working better together, for regrouping following a year of many disruptions



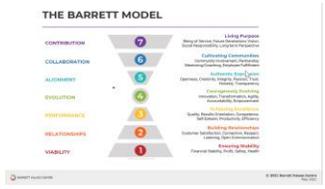
Input from our DC MOVES Purpose exercise slide 6

June 23

Presentations



Activities



Culture Score



Global Average: 55
Regional Average: 55
Industry Average: 45

DCMOVES Proposed Vision (Aspirational) Values:

- Accountability
- Client Collaboration
- Embracing Diversity
- Innovation

September 23

Presentations



Activities

DC MOVES 2021 Values Behaviours

VALUES:	Definition:	Behaviours:
1. Accountability	Being responsible individually and as part of the collective to the overall vision, mission and goals of DC MOVES	<ol style="list-style-type: none"> show up engaged and ready to participate in discussions and decision making take responsibility for my personal words and behaviours follow through on what I commit to doing
2. Client Collaboration	Making space for and working with as many voices of the community as possible to meet the DC MOVES agreed upon goals	<ol style="list-style-type: none"> make inclusion integral to systems and processes invite input honouring individual experience foster consensus
3. Embracing Diversity	Building awareness and appreciation for individual and collective experience, history and culture	<ol style="list-style-type: none"> commit to ongoing group and personal learning be conscious of personal privilege and beliefs create courageous spaces for difficult conversations foster a membership that reflects the diverse populations in Dufferin
4. Innovation	Being bold to create new solutions for gaps identified in addressing pervasive social issues as agreed upon by the DC MOVES participants	<ol style="list-style-type: none"> be curious and examine assumptions be persistent about removing barriers provide and explore alternatives take risks and test solutions

As at Sept 23, 2021

December 7

Key note Speaker and Panel of Funders



Activity

Perspective Poll

What do you see?

Old woman 5%

Young woman 36%

Both 59%

Part 2 - Funding Conversations: Facilitated Break Outs

Break out room topics as per our pre event WOTMs newsletter survey:

- Effort** - work required, deadlines, timelines, supporting documents
- Eligibility** - charitable status, alignment, expenses
- Evaluation** - funding guidelines, reporting, measurability
- Equitable Access** - staff capacity, darlings, bias, barriers
- Engagement** - funder / fund seeker relationship, flexibility, trust

How are you feeling about the conversation we had today?

- I have a greater understanding of the funder perspective 70%
- I have a greater understanding of the fund seeker perspective 65%
- Our conversation today will help me with future funding applications 50%
- I am optimistic that together we have the knowledge and understanding to improve outcomes 65%

% agreeing with the statement

d. WOTMs/DYK/WEBSITE

Constant Contact is our tool for WOTMs, and Did You Know, as well as event registration and evaluation. At year end our contact list for distribution was 465 up from 449 last year. This number is made up of agencies, service organisations, municipal and county council members, and interested community members.

WOTMs: A segment on **Sharing from Others** was added bringing forward resources such as: books; workshops; events and activities, from like focused organisations on topics related to Diversity Equity and Inclusion as well as Indigenous perspectives. Articles and links were also added for policy announcements from National organisations supporting the human service sector.

All content from Outreach events, Forum presentations and Training events are uploaded to the website and shared in WOTM issues with messages and links.

All issues of WOTMs and DYK receive good reader engagement and participation in providing content. The industry standard for open rate is 19.71% with 7.8% click thru - our results are consistently above the industry rates.

Website: We continue to add links to supporting websites and tools and to promoting Dufferin sites like *Join in Dufferin, My Dufferin, Volunteer Dufferin* and the *Dufferin Community Foundation*. The website serves as a repository with content from DC MOVES training and development events and Forum presentations uploaded to the site, as well as all WOTM and Did You Know issues. The DCEC web content has expanded to offer videos, PP as learning resources, as well as documentation from all meetings and DCEC reports. Our website is a powerful tool for engagement and valuable repository for information.

C: Strategic Goals – 2021 Focus on Resource Sharing

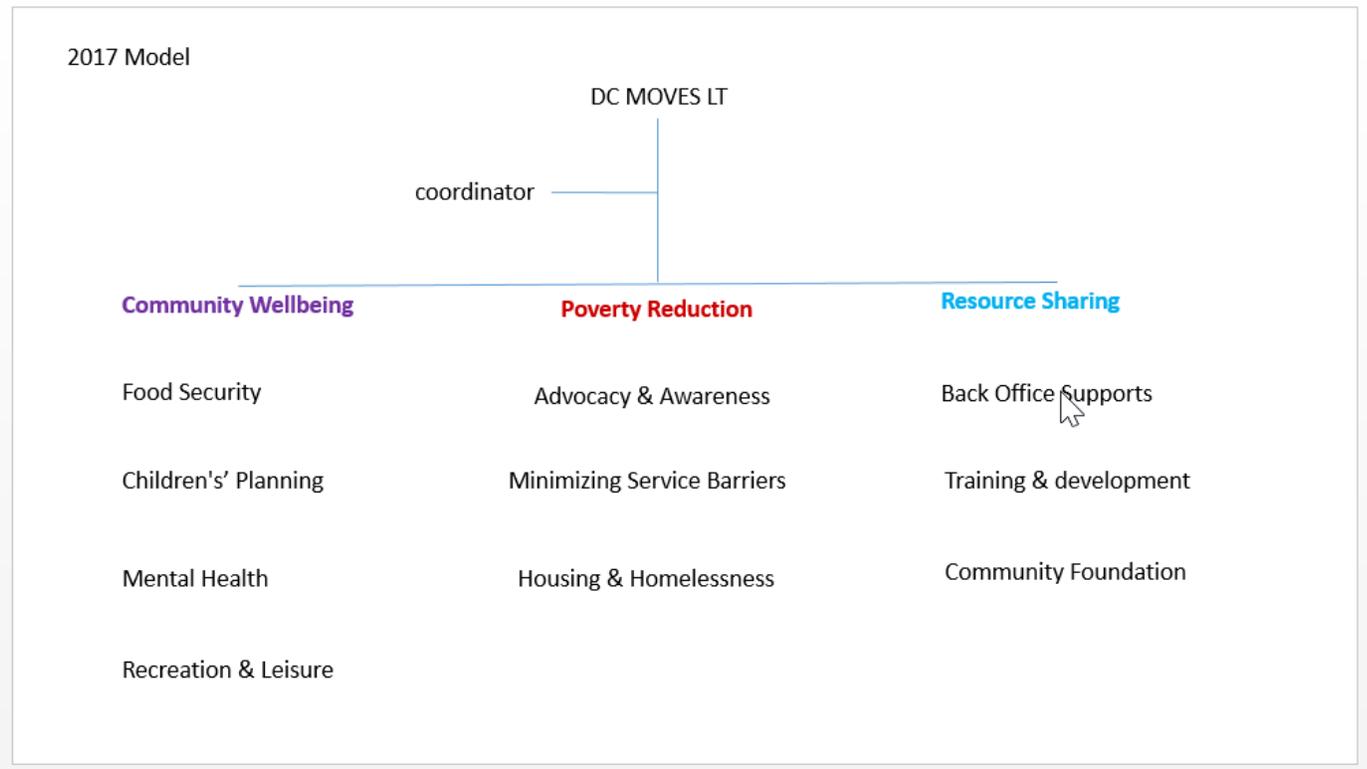
2021 GOAL updates

1. Generate/foster collaborative opportunities to provide coordinated approaches	
1.1 Partnerships and coordination efforts among agencies, businesses and community increases with actionable take aways	<ul style="list-style-type: none"> • Participating on the Advisory Committee to develop the DC CSWBP (Community Safety Wellbeing Plan), and now participating at the Integration Table • Renewed connections with United Way and Habitat for Humanity for DCMOVES and DCEC, Habitat for Humanity revisiting DCM Move it ON with the Orangeville Restore • Connection with OHT new lead and communications, and new County Communications lead, County Director, Economic Development and Tourism • Leader updates have been made at Forums in the form of Presentations and shared on the DC MOVES website
1.2 Level of engagement through membership, FORUM attendance, WOTMs, and DYK	<p>Mar 23rd Forum Registration was 46 6 presentations all new connections to the Forum: CSWBP project, CryNot, Suicide Awareness Council, Peel Halton Dufferin Adult Learning Network, OHT – new Transition Lead, Volunteer Dufferin Mar 23rd Forum - Participants expressed a unanimous interest to add Values to the DC MOVES V, M and Goals – being reviewed at Leadership Table</p> <p>June 23rd Forum Registration was 36 3 presentations: Immigrant Services Wellington Guelph, Recreational Respite, Volunteer Dufferin June 23rd Forum – survey results reviewed by Norah Kennedy in her capacity as a Barrett’s Values certified practitioner. Participants working in groups crafted DCM definitions for 4 Values defined from the survey and accepted by members as the DCM values</p> <p>Sept 23rd Forum Registration was 31</p>

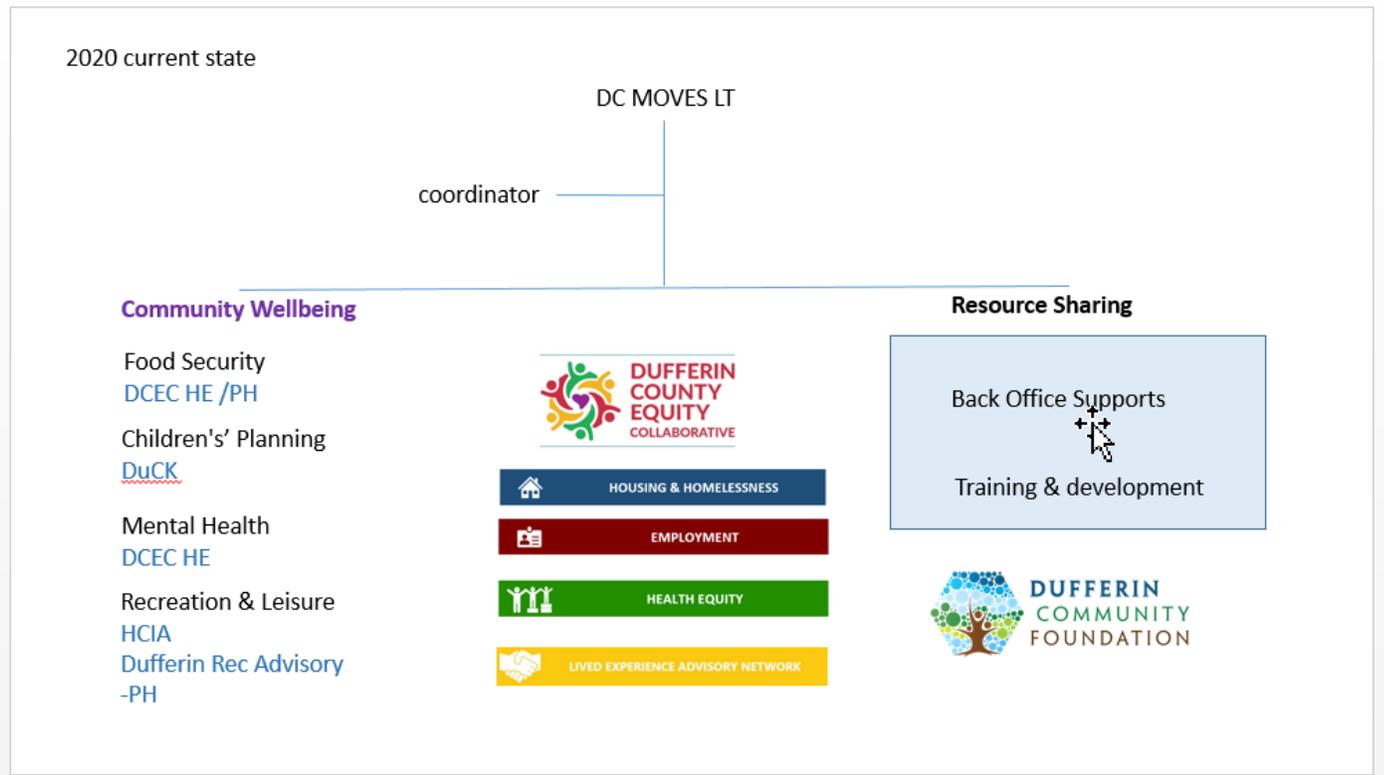
	<p>4 presentations: Habitat for Humanity Halton Mississauga Dufferin, Eden Grodzinski; Workforce Planning Board, Olga Denisova, NFP skills survey; United Way Guelph Wellington Dufferin, Colleen Murdoch, over view of UW funding strategy: HCIA, Jennifer Payne, HCIA overview of charitable status and partnering</p> <p>Sept 23rd Forum – participants finalized the Values and Behaviours in an exercise led by Norah Kennedy</p> <p>December 7th Funding Forum Registration was 45 Jointly hosted by DCM and VD, panel of funders was moderated by our Keynote speaker Cathy Mann, President of The Fundraising Lab, panelist included:</p> <ul style="list-style-type: none"> • Province of Ontario, Dufferin Caledon MPP, Honorable Sylvia Jones, Commissioner, Board of Internal Economy, and Solicitor General • County of Dufferin, CAO Sonya Pritchard • Dufferin Community Foundation, Founding Board Member and Grants Committee Chair, Mary Ann Lowry • United Way, Guelph, Wellington, Dufferin, Director Community Engagement & Impact, Colleen Murdoch <p>The panel conversation was followed by breakout room small group discussions and a main room debrief between fund seekers and funders to increase each other’s understanding of challenges they each experience and examine actions each party could undertake to increase successful applications for funding. Very positive engagement and feedback.</p> <p>WOTMs and DYK continued engagement – new agents submitting information to share, feedback from participating orgs is that these newsletters are a vital resource for sharing information and keeping agencies in the loop</p> <p>New Constant Contact members, new members submitting content: <i>Immigrant Services Wellington Guelph, North Peel & Dufferin Community Legal Services, Suicide Awareness Council, Dufferin County departments in addition to Community Services, Habitat for Humanity Halton Mississauga Dufferin</i></p>
<p>1.3 DC MOVES members create/enhance opportunities to collaborate</p>	<p>46 members invited to complete the Values survey, 27 responded, an almost 60% response is very positive. 38 members registered for the June 23rd Forum to hear the survey results and work on defining the 4 top values, definitions and behaviours generated will be forwarded to the larger group for confirmation in August</p> <p>DCEC participation in national and provincial surveys, petitions, letters and webinars</p> <p>United Way – DCEC application for funding under their Rural Communities stream decision pending March 2022</p>

2. Increase community agency capacity	
2.1 Benefits from participation in DC MOVES opportunities	<ul style="list-style-type: none"> • Foster local human services community • Participate in local human services planning discussions • Share programs, progress, ideas and local strategies • Identify and understand the impacts of service gaps • Coordinate organizational knowledge transfer opportunities • Align service provider mandates with community needs and available resources • Create opportunities to partner and acquire funding supports • Build collaborative approaches to service delivery • Foster joint implementation strategies • Increase agency capacity and profile • Have access to shared training and staff development opportunities • Use collective impact strategies to address complex social issues
2.2 DC MOVES agency members sharing best practices and resources	<p>DYK bulletins sharing success – each month</p> <p>WOTMs – COVID links, service/ program changes and offers, training opportunities, funding availability</p> <p>FORUM activity group generated resources shared on the website <i>2020 Collective Enoughness Budget</i> , DCM Values</p> <p>DCM Website – all past issues of WOTMs and DYK , Forum presentations and DCEC meetings and materials stored under <i>Resources</i> for reference</p>

3. Identify and address service gaps	
3.1 Gaps identified	<p>2020 Forum Give, Get, Constraints <i>Collective Enoughness Budget</i> actions available on the website for reference to close gaps related to: Communication/ information; Funding; Housing and Facilities and Supports</p> <p>DCEC 2nd annual <i>Report to Community</i>, Tailwinds Headwinds section reports on some of the gaps and how they were addresses, available in the DCM website DCEC section</p>
3.2 Agencies, business and citizens are taking action to address gaps	<p>Linking to initiatives at the National level that support our work</p> <ul style="list-style-type: none"> • Alliance to End Homelessness • Recovery for All campaign • Alliance to End Homelessness Vote Housing campaign • National Lived Experience Network
3.3 Gaps are filled	<p>WOTMs: service offers made known for referrals for members to their clients</p> <p>DCM Website: <i>Collective Enoughness Budget</i> actions to close gaps, DCM Values and Behaviours defined</p> <p>DYK: sharing successes</p>



The chart above represents the priorities identified by the Human Service provider community in 2017 as those requiring focus.



NOTES:

1. Assignment of "homes" for issues identified under CWB are shown in blue, the Coordinator participates on the CSWB Integration Table
2. DCEC was established as an entity in 2018 with new TOR under a co-chair model, supported by the Coordinator
3. The Dufferin Community Foundation was incorporated in 2018
4. DCMOVES focus as of 2020 shown in the blue box



DC MOVES Coordinator

Jan 31, 2021

Date



HCIA Representative

Jan 31, 2021