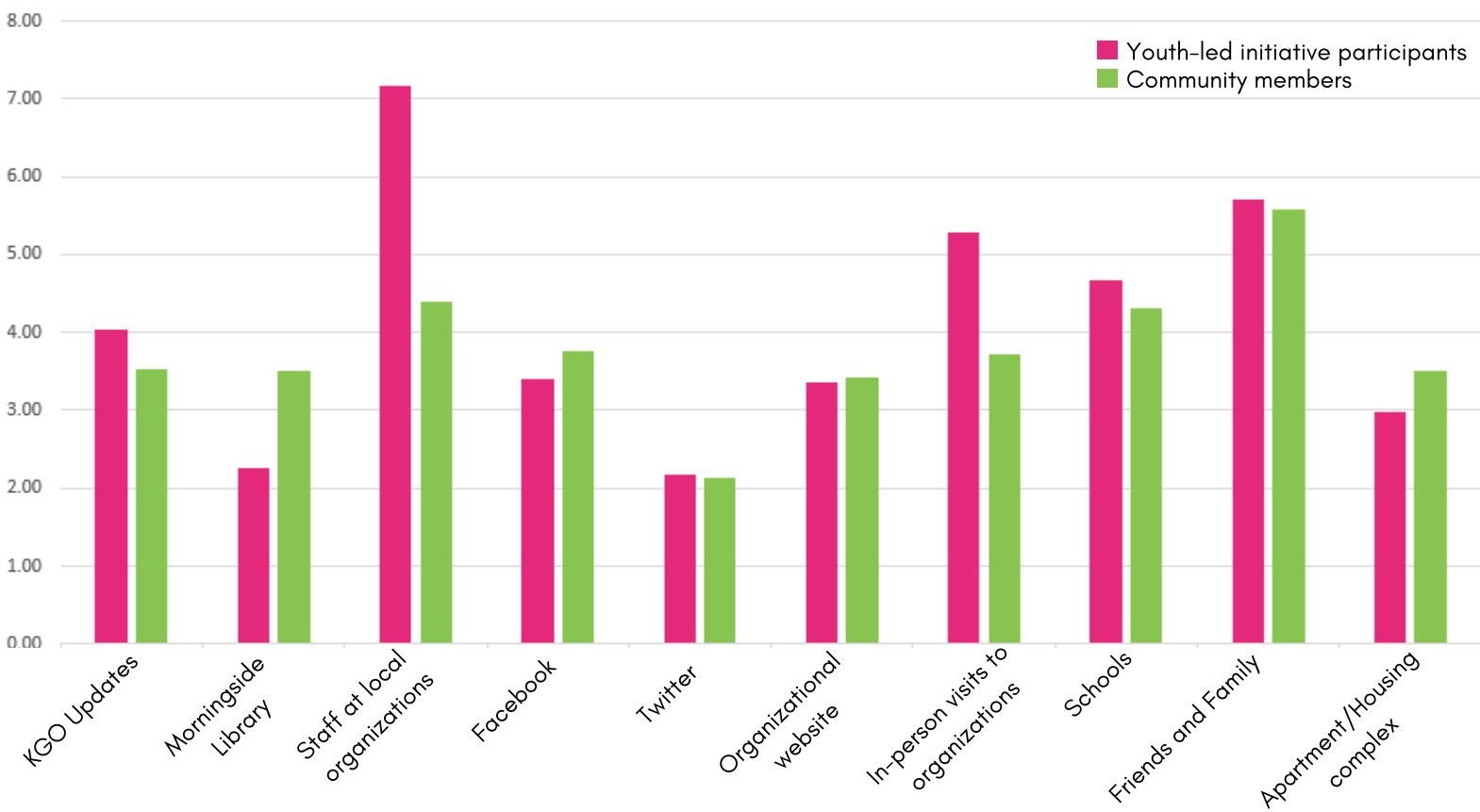


COMMUNITY OUTREACH & AWARENESS

WHERE YOUTH GET THEIR INFORMATION



Through the KGO ACT Project, both youth participating in youth-led initiatives and other community members (702 respondents over 3 yrs) were asked how often they use different sources to get information about opportunities on a scale of 1-10 (1=Never use and 10=Always use).

KGO ACT- Final Report, 2018, p. 23

SKILLS TO ASSESS RESOURCES

Through KGO ACT, youth participating in youth-led initiatives and other community members (702 respondents over 3 yrs) were surveyed to determine how confident they feel in their skills for assessing resources in the community.

Here's how participants rated themselves (on a scale of 1 to 5):

Youth-led initiative participants

3.62

Other community members

3.23

Participants responded to the following statements to determine their rating:

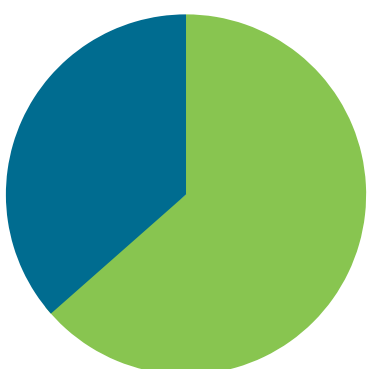
- * I feel comfortable communicating with other individuals/organizations in my community
- * I can easily find and access the community support or service I need
- * If I'm interested in joining a community program, I know how to do so
- * I can easily find opportunities that interest me in my community

KGO ACT- Final Report, 2018, p. 15 (modified)

USE OF TECHNOLOGY

Youth smartphone use

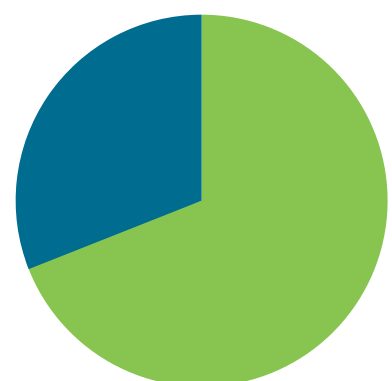
No smartphone
36.5%



Smartphone
63.5%

Youth internet access at home

No internet
31%



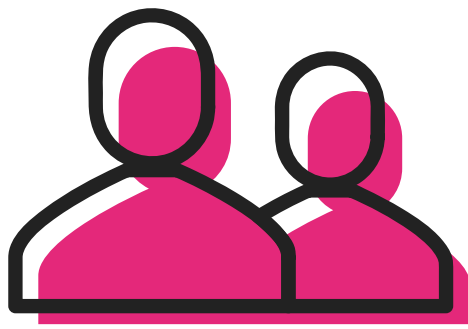
Internet
69%

From the research done by LIFT for East Scarborough Youth-Friendly Community Recognition Application, 63 local youth were asked about their use of technology.

L.I.F.T., 2012-2016, p. 29-30

COMMUNITY OUTREACH & AWARENESS

STRONG RELATIONSHIPS



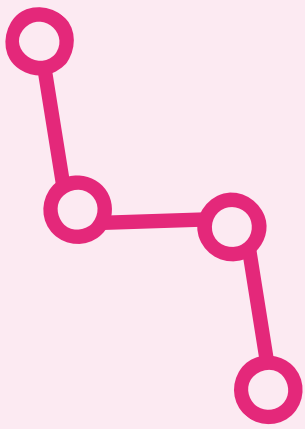
Through interviews and focus groups about youth services in KGO, community members discussed **the importance of strong interpersonal relationships between youth and service providers, for youth engagement.**

-Supports for Success: Summary, 2019, p. 20

KGO youth participants in L.I.F.T.'s research on youth-friendly communities shared :
"It is vital for youth to feel valued by their community...to promote the engagement, involvement, and commitment of youth to programs available."

-L.I.F.T., 2016, Criteria #12, p. 62

YOUTH NETWORKS



The Feet in Motion project surveyed 77 KGO youth attending a soccer tournament about their perceived barriers to employment. **The majority of youth respondents "felt that their network (friends and family) could connect them to employment and volunteering opportunities."** This result went against predictions "that youth would have limited social capital in connections to gainful employment."

The Feet in Motion report concluded that "while youth have a wide network and support system within their friends and family, **organizations need to make a concerted effort to become a bigger part of these networks."**

-Feet in Motion, 2018, p.3-4

TARGETED OUTREACH

Through interviews and focus groups about youth services in KGO, local residents and service providers discussed the need for **better outreach to the Black community.** They also discussed the need for **targeted approaches to reach out to Indigenous communities, as well as to other racialized communities.**

-Supports for Success: KGO, 2019, p. 22 and
Supports for Success: Summary, 2019, p. 20



Through interviews and focus groups about literacy programs in KGO, local residents and service providers shared that **improved outreach is needed to connect with youth-- particularly with Black male youth.**

-Literacy Now, 2018, p. 13

SAFE AND ACCESSIBLE YOUTH SPACE

ACCESSIBLE PROGRAMS AND SPACE



Through interviews and focus groups, local youth expressed the need for **flexible and adaptive programming** to allow youth with competing priorities to attend.

-Supports for Success: KGO, 2019, p.20

L.I.F.T.'s research on youth friendly communities recommended that organizations **provide youth with transit or transit fare and hold events at times that match youth schedules.**

-L.I.F.T., 2012-2014, p.34

In interviews and Indigenous talking circles, service providers and youth identified the need for programs and services that **acknowledge their unique cultures, histories and experiences.**

-Supports for Success: Indigenous-specific, 2019, p.29

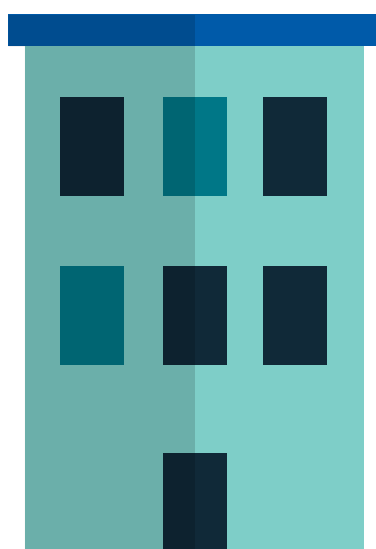
In interviews and focus groups about literacy programs in KGO, community members expressed that the **materials used do not reflect the cultural and ethnic diversity of the community being served.**

-Literacy Now, 2017, p.16



Community members, including service providers, parents, and youth, expressed that **systemic racism and marginalization are predominant issues the community**, creating barriers to accessing programs and services. They talked about how **youth need safe spaces** where they can come together, build capacity and talk freely about their experiences in community.

-Supports for Success: KGO, 2019, p.22



Through interviews and focus groups, KGO **youth expressed that they feel most welcomed at parks, religious institutions, community recreation centers and sports facilities.**

Areas of East Scarborough where youth feel welcome include the **Malvern area, Lawrence and Kingston area, and McCowan & Ellesmere area.**

-L.I.F.T., 2012-2014, p.62

SAFE AND ACCESSIBLE YOUTH SPACE

DIVERSE LEADERS AND MENTORS

In focus groups about youth supports and services in KGO, youth expressed that they are **looking for local leaders and mentors that represent the diversity of their community**. Racialized young people, particularly in the Black and Indigenous populations, feel that they are under-represented across sectors and positions of influence.

-Supports for Success: KGO, 2019, p.22

In focus groups on barriers to post-secondary education for Black students, parents and youth discussed how **lack of diversity amongst teaching staff affects youth sense of belonging and how they view themselves as capable learners**.

-Post-Secondary Education Connectors Research Project, 2018, p.27

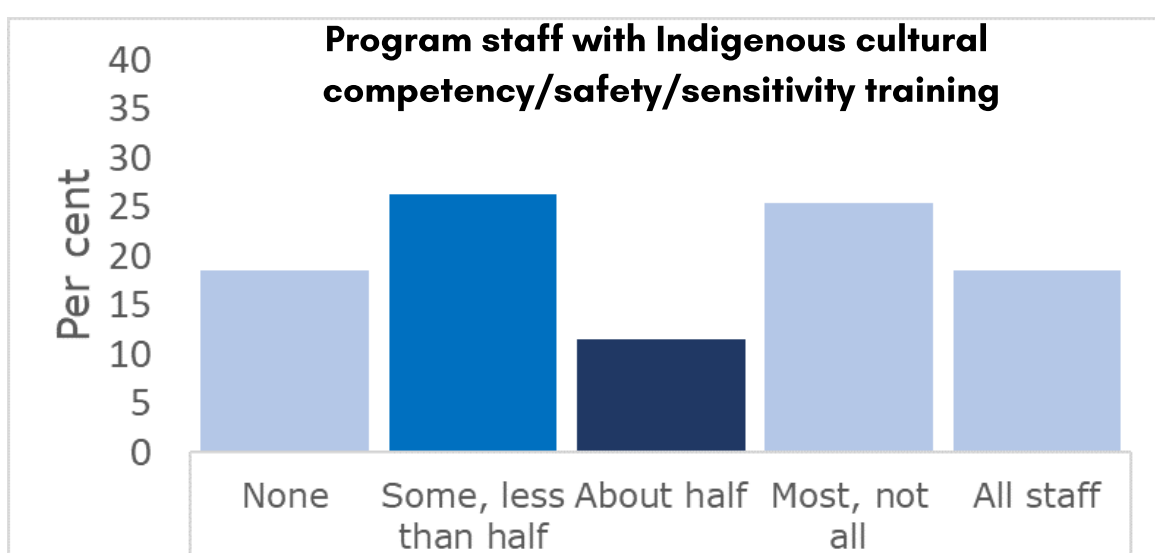
"I don't think kids see themselves as part of that [PSE] environment. It's not showing them who they are, so they're like, 'Who cares?'"

STAFF TRAINING



A Positive Youth Development Survey conducted in L.I.F.T's youth friendly community research, found that although organizations implicitly commit to embedding the positive youth development (PYD) framework in their programs and services, **organizations may not actually have sufficient training to effectively and explicitly implement PYD**.

-L.I.F.T., 2012-2014, p.39



A survey of program staff across all Supports for Success sites (37 staff in KGO, 207 staff from Brant, Thunder Bay and Kingston area combined), found that **nearly half of all the programs surveyed had minimal training in Indigenous cultural sensitivity, safety and competency**.

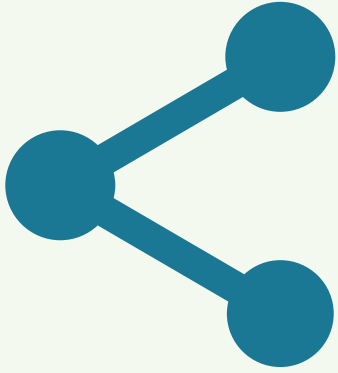
Community members raised **concerns about the effectiveness of training programs being delivered**. In interviews and focus groups many stated that even staff who have received training lack the cultural competencies needed to help Indigenous clients feel safe.

-Supports for Success: Indigenous-specific, 2019, p.25-26

WORKING BETTER TOGETHER

REFERRALS BETWEEN PROGRAMS

Supports for Success found that KGO has a wide array of programs that support families, children and youth:



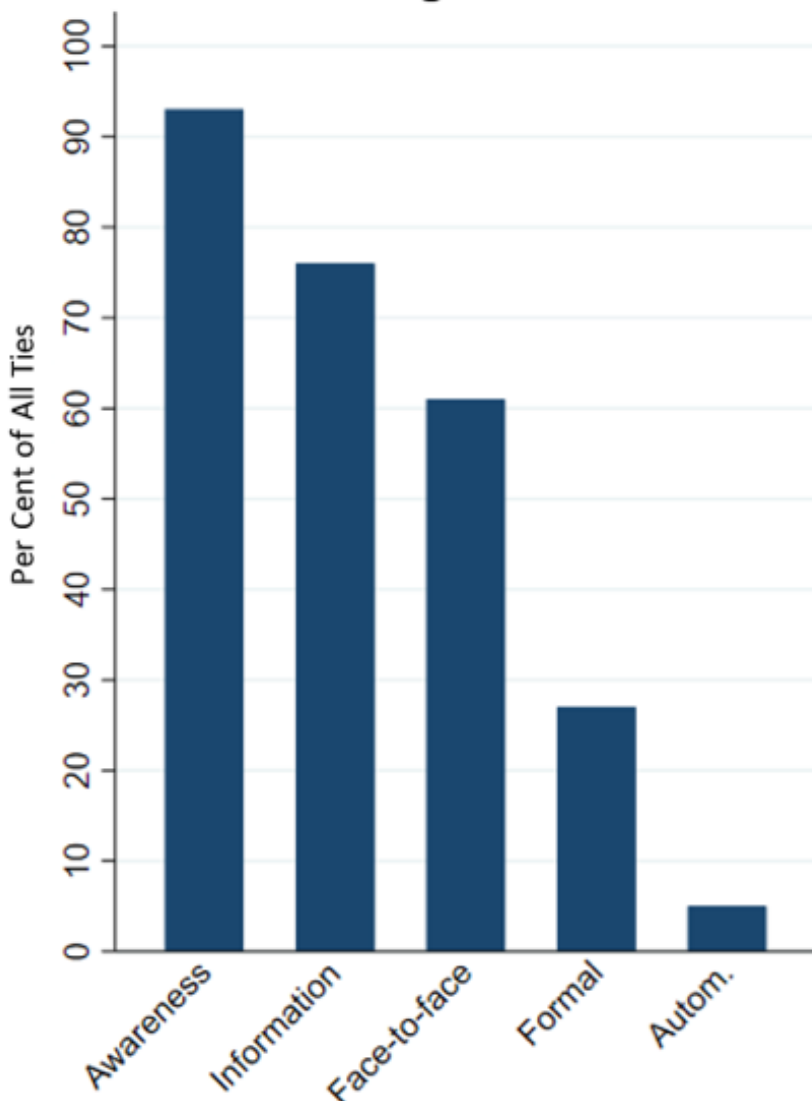
There are over 500 programs and services accessed by people in KGO, provided by over 102 organizations.*

*Note: Not all organizations are not located in KGO, but they have been identified as places that serve the population of KGO.

-Supports for Success: KGO, 2019, p.12

Referrals given between programs in KGO, by referral method:

Giving Referrals



Referral Methods:

Awareness - providing program name and contact info

Information - program pamphlets and videos

Face-to-face - warm hand-offs with new services

Formal - arranged enrollment/written referrals

Automatic - automatic sign-up, opt-out only

Note: 'Ties' is another word for referral.

Supports for Success surveyed program staff in KGO to learn about referral patterns between programs. 137 unique programs and 66 out of 102 organizations (64.7%) were represented in the survey.

The social network analysis found:

1) The most common referral method in KGO is promoting awareness and providing information about another program. This means that **the most common ways of connecting a person to a new program were also the ways that placed most of the burden on the client.**

2) **Face-to-face referrals are moderately common.** This is promising as face-to-face referrals include a warm hand off and can help to ensure the person is connected to another program or service.

-Supports for Success: KGO, 2019, p. 15-16

WORKING BETTER TOGETHER

SUPPORTING LIFE-COURSE TRANSITIONS



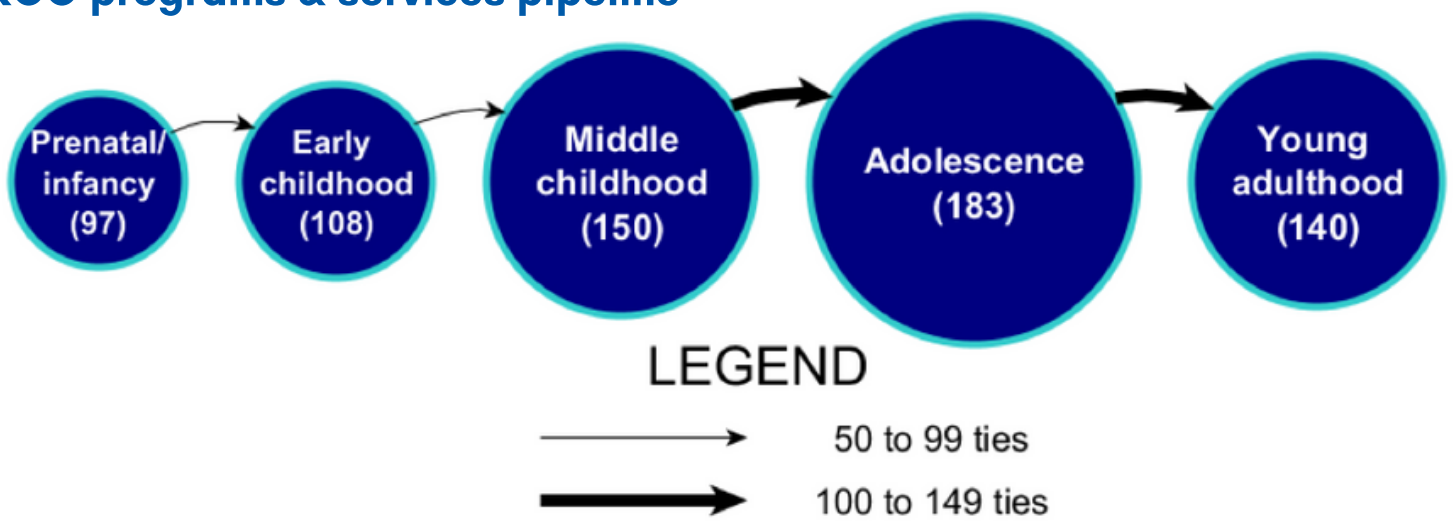
In interviews and focus groups in KGO and other Supports for Success sites (Thunder Bay, Brant, & Kingston area), community members discussed the **need for organizations to work collectively across life-stages to better support children and youth** through difficult transitions.

-Supports for Success: Summary, 2019, p.20

Post-secondary education (PSE) transitions can be difficult. In key informant interviews, community stakeholders discussed how **introducing PSE as a viable pathway for Black students early on (grades 6-8) can help to support youth's transition to PSE.**

-Post-Secondary Education Connectors Research Project, 2018, p.25

KGO programs & services pipeline



This figure shows a **pipeline of programs and services for children and youth** in KGO, created by Supports for Success, using data from 66 organizations and 137 programs. Referrals between programs form the pipeline.

The bubble size indicates how many programs serve that life stage (exact number given in brackets). The arrows indicate how many referrals ('ties') there are between programs that serve each life course stage.

Findings show:

- 1) A relatively **large portion of programs/services are directed towards adolescents.**
- 2) **Strong connections between adolescence and young adulthood** in terms of apparent continuity of services.
- 3) **A drop off of programming in adulthood**, indicating a potential bottleneck in the system as a large volume of clients are streaming into a narrower range of services.

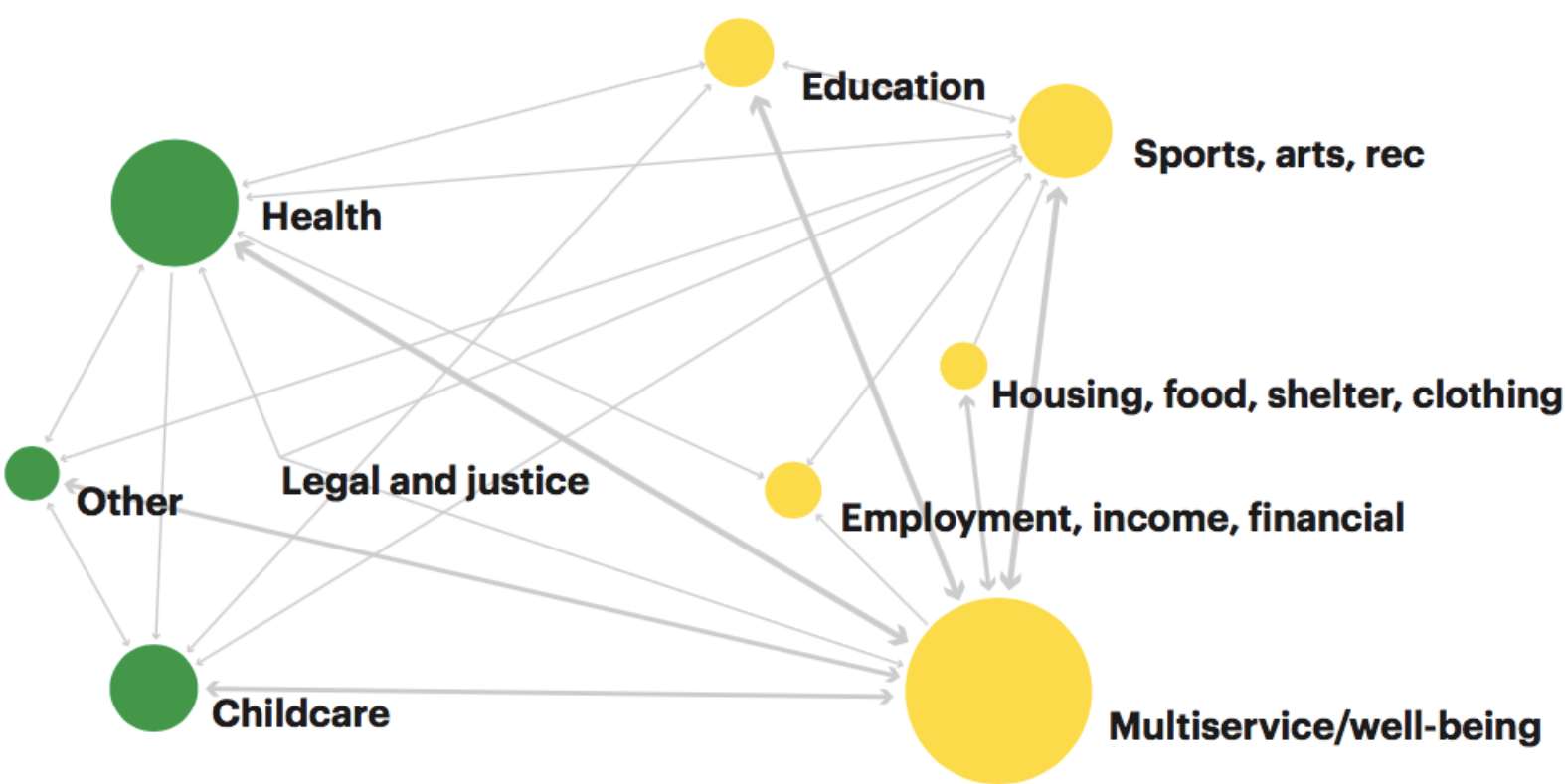
-Supports for Success: KGO, 2019, p.17-18, 23



WORKING BETTER TOGETHER

CONNECTIONS BETWEEN SECTORS

Network of sectors in KGO, formed by referrals between organizations in each sector.



Large bubble size - well connected with other sectors

Same colour - more connected to each other than sectors of another colour

Multiservice - Multi-service hubs that offer services from across different sectors

Supports for Success mapped connections between different sectors in KGO using information from a social network survey completed by program staff in KGO (66 organizations represented). This figure shows both strong connections and gaps between sectors in KGO.

Sectors with strong connectivity:

- The multiservice and health sector each have many ties to other sectors.

Gaps in the connections between sectors:

- Health focused organizations have few ties to sports/arts/recreation organizations.
- The employment sector and housing/food/shelter sector have no ties to the childcare sector.
- Not many organizations received referrals from the education sector, including the employment sector.

-Supports for Success: Summary, 2019, p. 23-24

COMMUNITY AND SCHOOL CONNECTIONS



Collaboration between schools and the community was identified as a top priority by community members in Supports for Success interviews and focus groups.

Parents, youth and service providers discussed how better collaboration could help to connect children and youth to the programs/services they need, support youth transitions and improve the continuum of care.

-Supports for Success: KGO, 2019, p.21

One of three major areas of improvement for East Scarborough identified by L.I.F.T.'s research on youth friendly communities, was **stronger partnerships between the community, City of Toronto and Toronto school boards.**

L.I.F.T identified that stronger partnerships with the City and schools can increase youth play in the community and help youth to feel more welcomed.

-L.I.F.T, 2012-2014, p.73-74