



EAST SCARBOROUGH
STOREFRONT

a project of



MakeWay

SNAPSHOT REPORT

APRIL 2019 to MARCH 2020

prepared by
changeopenly.com

openly

From April 2019 to March 2020,
The Storefront's staff have
collected data about their
day-to-day activities.

The focus of the
data collection is to answer
the key evaluation question:

**What difference
do we make
advancing
knowledge,
influence and
opportunities
within KGO?**

This Brief provides a snapshot
of what we have learned
about how these outcomes
- knowledge, influence, and
opportunities - work together to
create a positive impact with
residents and our partners.



REACH

**The Storefront is a thriving
community hub**

We have logged over **48,000 visits**,
averaging approximately **1,200
visits per week**. In being part of a
thriving hub, residents have shared
that The Storefront helps them gain
a sense of community.

*"[At Storefront] very diverse
nations come together
to help one and other."*

*"[Storefront helps me] feel
connected, like I belong."*

over
**48,000
visits**

**1,200
visits per
week**

Out in the community,
The Storefront outreach staff
made **1,350 connections**,
sharing information and resources
with residents, including adults,
seniors, children and youth.

1,350 connections



***A newcomer to Canada met our staff during a pop-up
information session at The Morningside Library.***

*Staff connected her to employment services, a Community Employment
Specialist worker and legal aid and housing support. Now, she is enrolled
to start her ECE program at Centennial College, found suitable housing
for herself and her child, is preparing for the food handler test at
The Storefront and preparing to start her first job at a mosque.*

KNOWLEDGE

The Storefront creates the space for gaining knowledge

Residents

Residents gained knowledge of where to go to access resources and services. **32%** of residents to complete an evaluation survey reported they come to The Storefront specifically for community information.

We have made:

- ◆ **over 5100 connections** between residents and our hub partners,
- ◆ **over 2200 referrals** to external services, including to: Legal, Financial, Social Services, Employment, Education, Clothing, Food, Settlement, Mental Health, and Recreation

Residents also build their knowledge, skills and capacity through courses, workshops and events offered and hosted at The Storefront.

- ◆ There have been **over 1760 participants** in workshops, classes, and community meetings

In connecting with workshops and classes at The Storefront, residents told us they gain:

- ◆ new skills
- ◆ a sense of confidence
- ◆ getting connected to education
- ◆ getting connected to others in KGO
- ◆ employment training
- ◆ computer literacy

[The Storefront helped me] to improve my skills and do the things that I always wanted to do, like cooking, coaching, co-coordinating events, as well as leading.

- Resident

[The Storefront has helped me] with my communication skills and has helped me with my confidence through the KGO youth group.

- Resident

[Storefront helped me] to learn about the KGO and the programs and services there, as well as other organizations. They have also helped me to learn about local events.

- Resident

Partners

The Storefront hosts **26 partners** who make use of our space to provide services and connect with residents. Partners noted an advantage to their relationship with The Storefront was learning more about the diverse needs, residents and experiences in the neighbourhood, as well as about the gaps in services for KGO. The opportunity to connect with residents through The Storefront means that our partners are able to adjust their programs and services to better meet the needs of residents.

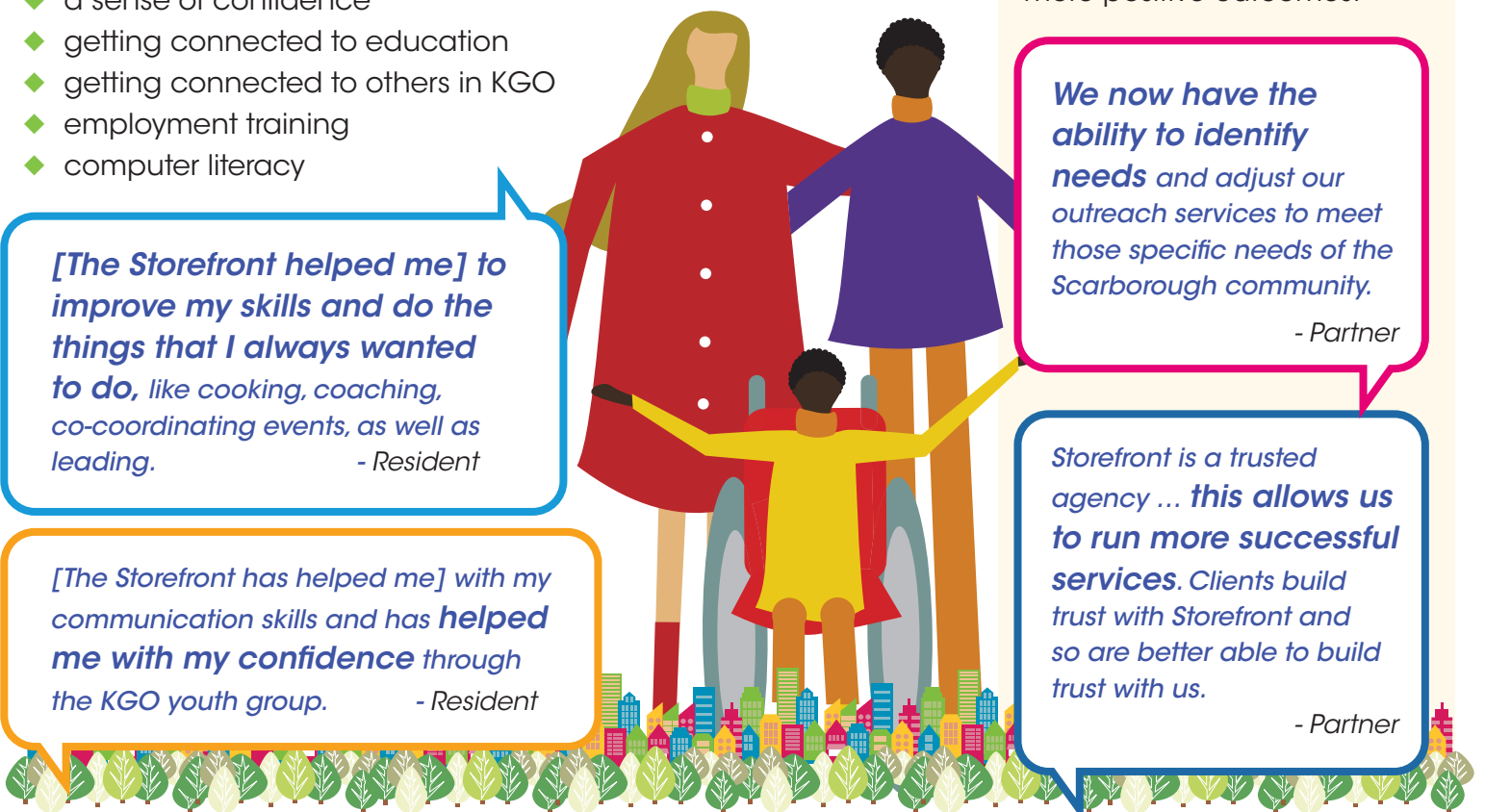
We have also supported **17 organizations** to host **25 events** in our space. Our partners report benefitting from their connection to The Storefront through gaining capacity to make connections and influence more positive outcomes.

We now have the ability to identify needs and adjust our outreach services to meet those specific needs of the Scarborough community.

- Partner

Storefront is a trusted agency ... this allows us to run more successful services. Clients build trust with Storefront and so are better able to build trust with us.

- Partner



OPPORTUNITY

The Storefront connects residents to opportunities

Employment

Over the 12 months,

- ◆ There have been **737** one on one employment consultations
- ◆ **86** residents have been connected to jobs
- ◆ **52** residents have been connected to training/ higher education



Volunteers

The Storefront provides meaningful opportunities to contribute, lead, engage and grow.

Over the past 12 months:

- ◆ **460 residents** have volunteered at Storefront
- ◆ **11,000 volunteer hours** have been tracked.

*Thank you for including us in the event - **it was a great experience** to be able to make such a noticeable impact in a community!*

- Resident Volunteer

K- was working at a factory and used to drive machines and heavy equipment. When he got sick and began receiving ODSP benefits, his worker referred him to East Scarborough Storefront.

At East Scarborough Storefront he joined the Hospitality Workers Training Program. He learned how to work in a team, hold people accountable, and learned skills. Through this program he will get WHMIS (Workplace Hazardous Materials Information System) training and get a food handlers license.

With the knowledge he gained, K's hope is to open a small business. He mentioned that at East Scarborough Storefront everybody is helpful and checks up on him. He also uses other services at the Storefront such as Employment Ontario. He gets frequent emails on employment services and workshops that are occurring at East Scarborough Storefront.

- Staff Story



*I would like to thank you for giving me the opportunity for the volunteer position at storefront. **I absolutely loved it.***

- Resident Volunteer



INFLUENCE

The Storefront creates a space for leadership and collaboration

Residents

Storefront provides a space to facilitate, encourage and develop resident leadership and collaboration. Through initiatives like Hanging at the Hub and the Association of Committed and Engaged Youth (ACEY), as well as through volunteering at events, residents get connected to build their network and capacity for facilitating, organizing, and taking action.

As well The Storefront directly contracts Residents to provide leadership and influence over projects and programming. We currently have **22 active resident contracts**.

Resident-led groups at The Storefront have **engaged over 500 youth and adults**. These groups include:

- ◆ **Sports:** S4C (Sport for Change); 4010 Boys Soccer Team & Girls Soccer Team; KGO Kicks
- ◆ **Youth** - Youth Zone, ACEY
- ◆ **Recreation** - Hanging at the Hub, Seniors Yoga
- ◆ **Food** - P3, Wee Bake
- ◆ **ROSE** Gardeners

Close to 20% of residents who participated in an evaluation survey reported that they come to The Storefront specifically for space to hangout, meet and organize.

At Storefront, I learned the importance of outreach, forming strong community networks and engaging in advocacy to create a lasting impact. Importantly, working with and learning from a diverse team enabled me to develop my leadership skills to empower others and spearhead change. Indeed, a decade of community volunteering through Storefront has been directly responsible for where I am today.

- Resident

