Appendix V:
Community Service System in Toronto neighbourhoods:
What should the City pay attention to?
A Summary of Consultations with Torontonians
Ranking of Items by Representatives of Funding Organizations

We asked participants to look at each item and tell us: "How important is it for the City to pay attention to this item on an ongoing basis?" Items were rated on degree of importance, ranging from relatively unimportant to extremely important. Mean responses ranged from (1) High importance (High), (2) Moderate-High Importance (MOD-HIGH), to (3) Moderate importance (MODERATE).

<table>
<thead>
<tr>
<th>Item #</th>
<th>Statement</th>
<th>Level of Importance</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Community organizations have staff who reflect the cultural, racial or ethnic makeup of the neighbourhood</td>
<td>High</td>
</tr>
<tr>
<td>3</td>
<td>Community organizations can pay for trained, qualified staff.</td>
<td>High</td>
</tr>
<tr>
<td>4</td>
<td>Community organizations tailor services/programs for the unique needs of the neighbourhood (e.g. social, cultural, economic)</td>
<td>High</td>
</tr>
<tr>
<td>7</td>
<td>Community service/program users are satisfied.</td>
<td>High</td>
</tr>
<tr>
<td>9</td>
<td>Community organizations improve the health of vulnerable groups.</td>
<td>High</td>
</tr>
<tr>
<td>16</td>
<td>Community services/programs are offered at convenient times for the users.</td>
<td>High</td>
</tr>
<tr>
<td>17</td>
<td>The neighbourhood has welcoming spaces for residents and community organizations to use.</td>
<td>High</td>
</tr>
<tr>
<td>18</td>
<td>The neighbourhood residents know about the community services/programs that are available.</td>
<td>High</td>
</tr>
<tr>
<td>19</td>
<td>Community services/programs are offered in convenient locations for neighbourhood residents (e.g. close by, near TTC, in a safe area).</td>
<td>High</td>
</tr>
<tr>
<td>20</td>
<td>Community organizations create a welcoming environment (e.g., friendly staff, inviting spaces).</td>
<td>High</td>
</tr>
<tr>
<td>22</td>
<td>Community organizations take extra steps to reach out to residents who are isolated, so they can use services/programs.</td>
<td>High</td>
</tr>
<tr>
<td>23</td>
<td>Community organizations adapt to changing needs and priorities of neighbourhood residents.</td>
<td>High</td>
</tr>
<tr>
<td>28</td>
<td>Community organizations collaborate with decision makers.</td>
<td>High</td>
</tr>
<tr>
<td>29</td>
<td>Community organizations have opportunities to grow and improve.</td>
<td>High</td>
</tr>
<tr>
<td>30</td>
<td>Community organizations communicate well with one another.</td>
<td>High</td>
</tr>
<tr>
<td>31</td>
<td>Community organizations communicate well with neighbourhood residents.</td>
<td>High</td>
</tr>
<tr>
<td>32</td>
<td>Community organizations in one sector (e.g. childcare/ HIV/ anti-poverty/ environmental) collaborate with community organizations in other sectors.</td>
<td>High</td>
</tr>
<tr>
<td>33</td>
<td>Community organizations can connect residents to other services/programs.</td>
<td>High</td>
</tr>
<tr>
<td>34</td>
<td>The neighbourhood residents are involved in decisions about community organizations.</td>
<td>High</td>
</tr>
<tr>
<td>35</td>
<td>Community organizations ask service/program users for feedback.</td>
<td>High</td>
</tr>
<tr>
<td>36</td>
<td>Community organizations ask for input from vulnerable groups who don't use services.</td>
<td>High</td>
</tr>
<tr>
<td>38</td>
<td>Community organizations recognize the local knowledge and expertise of neighbourhood residents.</td>
<td>High</td>
</tr>
<tr>
<td>39</td>
<td>Community organizations have stable funding.</td>
<td>High</td>
</tr>
<tr>
<td>40</td>
<td>Community organizations are well-resourced.</td>
<td>High</td>
</tr>
<tr>
<td>41</td>
<td>Community organizations don't have to interrupt services/programs because they run out of money.</td>
<td>High</td>
</tr>
</tbody>
</table>
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<tr>
<th>Item</th>
<th>Description</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>43</td>
<td>Community organizations staff and volunteers are satisfied with their workplaces.</td>
<td>High</td>
</tr>
<tr>
<td>46</td>
<td>Community organizations have clear goals that are monitored and evaluated.</td>
<td>High</td>
</tr>
<tr>
<td>47</td>
<td>Community service/program evaluations are available to neighbourhood residents.</td>
<td>High</td>
</tr>
<tr>
<td>48</td>
<td>Community organizations use multiple sources of information to keep track of how the neighbourhood is changing.</td>
<td>High</td>
</tr>
<tr>
<td>49</td>
<td>Neighbourhood residents identify neighbourhood needs and barriers to services/programs.</td>
<td>High</td>
</tr>
<tr>
<td>50</td>
<td>Community organizations implement, monitor and evaluate their strategic plans.</td>
<td>High</td>
</tr>
<tr>
<td>51</td>
<td>Community organizations make the best use of the assets and resources in the neighbourhood to provide services and programs.</td>
<td>High</td>
</tr>
<tr>
<td>5</td>
<td>Community organizations have time to do outreach.</td>
<td>Mod-High</td>
</tr>
<tr>
<td>6</td>
<td>Community organizations spend more time on services/programs and less time on administration.</td>
<td>Mod-High</td>
</tr>
<tr>
<td>8</td>
<td>Community organizations help make a neighbourhood safe and with a low crime rate.</td>
<td>Mod-High</td>
</tr>
<tr>
<td>10</td>
<td>Community organizations help reduce unemployment in a neighbourhood.</td>
<td>Mod-High</td>
</tr>
<tr>
<td>11</td>
<td>Community organizations help neighbourhood residents achieve a good education.</td>
<td>Mod-High</td>
</tr>
<tr>
<td>14</td>
<td>Community services/programs are frequently used.</td>
<td>Mod-High</td>
</tr>
<tr>
<td>15</td>
<td>Community organizations help residents participate in civic life.</td>
<td>Mod-High</td>
</tr>
<tr>
<td>21</td>
<td>Community organizations help neighbourhood residents connect with one another.</td>
<td>Mod-High</td>
</tr>
<tr>
<td>25</td>
<td>Community services/programs are available to link residents to jobs.</td>
<td>Mod-High</td>
</tr>
<tr>
<td>27</td>
<td>The neighbourhood residents don't have to leave the neighbourhood for services/programs.</td>
<td>Mod-High</td>
</tr>
<tr>
<td>37</td>
<td>Community organizations do outreach well.</td>
<td>Mod-High</td>
</tr>
<tr>
<td>42</td>
<td>Community organizations have funds to coordinate services/programs with each other.</td>
<td>Mod-High</td>
</tr>
<tr>
<td>44</td>
<td>Community organizations have multiple sources of funding</td>
<td>Mod-High</td>
</tr>
<tr>
<td>2</td>
<td>Community organizations have long-serving staff and volunteers.</td>
<td>Moderate</td>
</tr>
<tr>
<td>12</td>
<td>Community organizations help neighbourhood residents have a secure income.</td>
<td>Moderate</td>
</tr>
<tr>
<td>13</td>
<td>Community organizations support neighbourhood festivals and other events.</td>
<td>Moderate</td>
</tr>
<tr>
<td>24</td>
<td>Community services/programs are available to link residents to the arts.</td>
<td>Moderate</td>
</tr>
<tr>
<td>26</td>
<td>The neighbourhood residents have a lot of services/programs to choose from.</td>
<td>Moderate</td>
</tr>
<tr>
<td>45</td>
<td>Community organizations do not have to compete with one another for funding.</td>
<td>Moderate</td>
</tr>
</tbody>
</table>