

THE ORIGINAL GAME CHANGERS

An Evaluative Report on Prince Albert's Centre of Responsibility and its Role in the Advancement of Community Mobilization Efforts to Improve Community Safety and Wellness

SYNOPSIS

PURPOSE OF EVALUATION

This evaluation aims to provide a thorough understanding of the COR, including a conceptualization of its purpose and structure, an overview of what it has accomplished, the challenges it has faced, and opportunities for improvement. This evaluation also looks at three themes that—at the time of this report—are quite pertinent to the COR. These include *governance*, *replication* and *regionalization*.

WHAT IS CMPA?

In 2011, Community Mobilization Prince Albert (CMPA) was formed to help bring awareness, foster mobilization, and identify opportunities for human service agencies to improve the human service delivery system. A significant component of CMPA is its operation of the Prince Albert Hub—which has become a model for risk-driven collaborative intervention across Canada and other parts of the world. A second component of CMPA—and the focus of this evaluation report—is the Centre of Responsibility (COR). The COR is a full-time, multi-sector team of human service professionals who collaborate to identify and propose opportunities for systemic changes, make recommendations for actions that result in improved community safety and wellness, and through multi-sector analytics, identify opportunities to align resources and policy to better meet the needs of the community.

EVALUATION QUESTIONS

- What does the COR appear to be in the eyes of those involved in its operation, coordination and oversight?
- What opportunities for collaboration has the COR provided to sector specialists?
- What are the benefits of the COR to human service professionals and their agencies?
- What outcomes, if any, has the COR produced?
- What challenges have impacted Prince Albert's implementation of the COR?
- What opportunities exist for improving the COR?
- What lessons learned in Prince Albert can be useful to CORs being developed elsewhere?
- Is the current governance structure of the COR optimal?
- In all that has been experienced surrounding the Prince Albert COR, what implications are there for replication and/or regionalization of the COR model?

METHODOLOGY

Data collection for this evaluation included an internal reporting process, 11 interviews with human service professionals involved in the COR, and 15 interviews with agency leaders responsible for oversight of the COR. The period of evaluation for this project is October 2012 to December 2014.

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COR OUTPUTS GENERATED

The production of a community alcohol strategy • Opportunity Papers • enhancements to the Hub model • a means to share information within the confines of privacy legislation • a public safety compliance team • outreach to Hub agencies • opportunities for professionals to better understand community mobilization • opportunities for agency leaders to work together

COR OUTCOMES PRODUCED

- Increased collaboration that produced community trust, inter-agency relationships, and agency understanding of one another.
- Increased awareness of the interconnectedness of issues, shared opportunities to support individuals with composite risk.
- Improvement to services by increased efficiency; improved access; creation of a broader service lens; less 'not within our scope' mentality; and improved and professionalized Hub model of risk-driven collaborative intervention.

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To get your own electronic version of *The Original Game Changers: An Evaluative Report on Prince Albert's Centre of Responsibility and its Role in the Advancement of Community Mobilization Efforts to Improve Community Safety and Wellness*: www.usask.ca/cfbsjs/Research/pdf/research_reports/COR2015.PDF

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CONCLUSION

The findings of this evaluation demonstrate that the Prince Albert COR was able to accomplish a number of achievements since its inception four years ago. It helped professionalize the Hub model, fostered collaboration among community partners, identified a series of activities that are important for systemic change, and laid the foundation for what other CORs in the province can build upon. This evaluation also revealed that the COR experienced a number of hurdles, distractions, frustrations and lulls. These challenges are not the fault of any particular source, but are natural to a growing, changing method of improving the human service delivery system.

With continued engagement by all partner agencies involved in Community Mobilization Prince Albert, the COR has considerable potential to identify the type of collaborative systemic change required to improve community safety and wellness. The COR's efforts to nurture community mobilization in Prince Albert have helped to build and strengthen relationships. These efforts have also allowed for multiple sectors to collaboratively identify systemic problems and identify collective solutions to those problems. By doing this, the COR has laid a foundation for what may become a spawning ground for collaborative systemic improvements to Saskatchewan's human service delivery system; and ultimately, improved community safety and wellness.

RECOMMENDATION AREAS

The findings of this evaluation have been used to develop recommendations in nine different areas: internal operations, leadership, collaboration, funding, opportunity paper process, data linkage, support for Hub, community engagement, and capacity building.