

# **Appendix B**

## **Community Development Survey Results**

**St. John's Community Advisory Committee on  
Homelessness**

**Homelessness Partnering Strategy  
Community Plan 2011-2014**

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## **Highlights from the Community Development Survey**

### **A. Planning and Decision Making**

- All survey respondents (100%) were in agreement (either agree or strongly agree) with the statement: In my community, we have developed integrated goals and objectives to help in planning services and supports for the homeless people. In 2007, 92% agreed or strongly agreed.
- Almost all survey respondents (96%) were in agreement (either agree or strongly agree) with the statement: In my community, the individuals and organizations working together to prevent and reduce homelessness have a shared sense of purpose and similar values. In 2007, 100% agreed or strongly agreed.
- The majority (85%) of survey respondents were in agreement (either agree or strongly agree) with the statement: In my community, there is a regular evaluation of progress towards our strategic goals to addressing homelessness. In 2007, 84% agreed or strongly agreed.

### **B. Inclusion**

- Almost all survey respondents (96%) were in agreement (either agree or strongly agree) with the statement: There is a greater representation of people, from various services and sectors, participating in efforts to address homelessness than there was a few years ago. In 2007, 96% agreed or strongly agreed.
- 46% of survey respondents were in agreement (either agree or strongly agree) with the statement: In my community, efforts have been made to include homeless or formerly homeless people to participate in efforts to address homelessness, while 42.3% did not know. In 2007, 84% agreed or strongly agreed.

### **C. Leadership**

- The majority (81%) of survey respondents were in agreement (either agree or strongly agree) with the statement: The leaders in our community who address homelessness are diverse and representative of the population. In 2007, 92% agreed or strongly agreed.
- Almost three quarters (73%) of survey respondents were in agreement (either agree or strongly agree) with the statement: The leaders in our community who address homelessness share power with community members. In 2007, 96% agreed or strongly agreed.

- The majority (90%) of survey respondents were in agreement (either agree or strongly agree) with the statement: The leaders in our community who address homelessness work to resolve conflicts and find consensus. In 2007, 96% agreed or strongly agreed.

#### **D. Cohesiveness**

- The majority (92%) of survey respondents were in agreement (either agree or strongly agree) with the statement: There is a strong sense of cooperation within my community to address homelessness. In 2007, 92% agreed or strongly agreed.
- Almost all survey respondents (96%) were in agreement (either agree or strongly agree) with the statement: In my community, there are good working relationships between organizations and agencies addressing homelessness. In 2007, 96% agreed or strongly agreed.
- All survey respondents (100%) were in agreement (either agree or strongly agree) with the statement: My community has the drive and enthusiasm to follow through with solutions to prevent and reduce homelessness. In 2007, 96% agreed or strongly agreed.

#### **E. Relationships**

- The majority (92%) of survey respondents were in agreement (either agree or strongly agree) with the statement: In my community, there are strong relationships between governments, non-profit and private sectors and community agencies. In 2007, 92% agreed or strongly agreed.
- Almost all survey respondents (96%) were in agreement (either agree or strongly agree) with the statement: My community works well with its funding partners. In 2007, 100% agreed or strongly agreed.

#### **F. Knowledge**

- All survey respondents (100%) were in agreement (either agree or strongly agree) with the statement: Over the past few years in my community, there is a better understanding of the problem of homelessness, its causes and its solutions. In 2007, 96% agreed or strongly agreed.
- Almost all survey respondents (96%) were in agreement (either agree or strongly agree) with the statement: Over the past few years, the people in my community have improved their knowledge, attitudes and skills related to working with people who are homeless. In 2007, 96% agreed or strongly agreed.

- The majority (92%) of survey respondents were in agreement (either agree or strongly agree) with the statement: My community has enhanced its ability to address the problem of homelessness through relevant skills development (workshops and training). In 2007, 92% agreed or strongly agreed.

#### **G. Financial and non-financial resources**

- The majority (81%) of survey respondents were in agreement (either agree or strongly agree) with the statement: The agencies and organizations that help homeless people in my community can more easily adapt to situations of limited resources and high demand for services than a few years ago. In 2007, 72% agreed or strongly agreed.
- Half (50%) of survey respondents were in agreement (either agree or strongly agree) with the statement: There has been an increase in the number of volunteers contributing to the organizations delivering services in the homelessness sector. In 2007, 56% agreed or strongly agreed.
- All survey respondents (100%) were in agreement (either agree or strongly agree) with the statement: Over the past few years, there has been an improvement of the coordination of resources to community agencies working in the homelessness sector. In 2007, 100% agreed or strongly agreed.
- Almost half (42%) of survey respondents answered 'Do not know', while fewer (39%) disagreed (either strongly disagree or disagree) with the following statement: In my community, there are enough funding partners to ensure adequate on-going financial resources for addressing homelessness. In 2007, 60% disagreed or strongly disagreed.

#### **H. Influence**

- All survey respondents (100%) were in agreement (either agree or strongly agree) with the statement: My community has the capacity to develop strategic solutions to address homelessness. In 2007, 96% agreed or strongly agreed.
- Almost all survey respondents (96%) were in agreement (either agree or strongly agree) with the statement: My community has been successful in ensuring that local and regional government policies are supportive of efforts to address homelessness. In 2007, 96% agreed or strongly agreed.

## **I. Effect**

- The majority (88%) of survey respondents were in agreement (either agree or strongly agree) with the statement: In general, citizens in my community believe that their local efforts can help to prevent and reduce homelessness. In 2007, 84% agreed or strongly agreed.

## **2011 Methodology**

The survey was administered between January 10-15, 2011 by Bruce Pearce, Community Development Worker, St. John's Community Advisory Committee on Homelessness (CAB), using Survey Monkey. The online survey was emailed to the 35 CAB members on January 10, 2011, and was self-administered and completed by 26 CAB members.

## **2007 Methodology**

The Community Development Survey (CDS) was developed by the Housing and Homelessness Branch as part of the Phase II Community Plan Assessment (2003-2007) of the National Homelessness Initiative. All 61 designated communities were required to undertake an assessment of their community plan. As part of this assessment, the CDS will assist in gathering information from community partners in St. John's that will help the Community Advisory Board assess the community's progress over the past four years.

This CDS was a self-administered, perception-based questionnaire that took approximately 15 minutes to complete. The questionnaire consisted of 23 statements about the community and asked respondents to give their level of agreement. Specifically, each respondent was asked to rate the extent to which they agreed or disagreed with each statement. The response alternatives ranged from "Strongly disagree" to "Strongly agree", with additional options for "Don't know" and "Not applicable". Each respondent was asked to work independently but feedback from others in the agency or organization was permitted.

The CDS was sent to a representative at each NHI-funded agency in St. John's and to each member of the St. John's Advisory Committee on Homelessness by the Newfoundland and Labrador Statistics Agency (NLSA). There were 13 NHI-funded agencies identified by Service Canada and 27 CAB members, 12 of which were also members of an NHI-funded agency in the community. Only one questionnaire was administered to each of these 12 individuals to avoid duplication. Each CDS questionnaire was sent with a

letter from the NLSA explaining our involvement and offering support if necessary. A postage paid, addressed return envelope was provided with the questionnaire to reduce the response burden. Questionnaires were individually numbered to allow for more targeted follow-up of non-respondents.

In total, 28 questionnaires were mailed out to respondents on April 5, 2007. A deadline of April 25, 2007 was set for the deadline to return completed surveys. This deadline was extended until May 11, 2007 to ensure that the maximum number of completed surveys was received. Respondents were sent a minimum of 2 email reminders and all individuals that had not responded by May 5, 2007 received telephone calls to encourage participation. The option of completing the questionnaire by mail, fax, email or telephone was extended to all individuals to ensure a high response rate. In total, 25 completed CDS's were received, for a response rate of 89.3%.

All the completed CDS questionnaires were entered into an SPSS database and summary tables were created in the required format.