

2023



Need Assessment Survey

EXECUTIVE SUMMARY

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SURVEY BACKGROUND

CommunityWise Resource Center (CWRC) provides a wide range of administrative and support services to its members. Most notable of them is the affordable rates of office, storage and common space bookings. However, CWRC provides its members as well as the public with other services and opportunities.

In 2020, the world faced the COVID-19 pandemic and many non-profit organizations took a blow from it. The Alberta Nonprofit Network (2020) found that although the demand for non-profit services were significantly rising, many non-profit organizations found that they had reduced capacity to satisfy those needs. This reduced capacity came in the forms of staff mental health, more complex environments to navigate and most commonly and important, funding. CommunityWise is one of such organizations. Many changes happened to the staff as well as operations policies during the pandemic and the organization has barely left its state of crisis. Due to funding received from the Calgary Foundation, CWRC was able to increase its staff and increase its capabilities.

Given the knowledge of what the pandemic entailed for non-profits and given that over 90% CWRC's members are non-profit organizations, CWRC understood that member needs had changed. This knowledge informed the creation and administration of the Member Need Assessment Survey. The survey ran from June 1 to June 30, 2023. Survey response was low and CWRC received only 18 responses. However, CWRC still received significant information from the responses and will use this information to inform changes in services, policy and programming.

SURVEY ROOM BOOKING WINNERS 2023

The following organizations won a free room booking for their participation in the survey

Co-operative Memorial Society

"Our organization was formed in 1966 as a member-owned cooperative of like-minded people who respect the need for a simple, dignified alternative to costly funeral services. We operate as a non-profit, non-sectarian organization. We are operated by a 12-member volunteer Board of Directors."

Chinook Country Historical Society

"CCHS envisions an inclusive, united community that values and is engaged in our shared history. We strive to be the central hub of historical programming, collaborating to preserve and bring oral, written and physical history to life for current and future generations."

Calgary Outlink Centre for Gender and Sexual Diversity

"Calgary Outlink is a community-based, not-for-profit charity dedicated to providing support, education, outreach, and referrals for the 2SLGBTQIA+ and allied communities in Calgary, Alberta."

Mountain Standard Time Performative Art Festival Society

"A world in which people welcome difference and embrace the space of encounter."

Quakers The Religious Society of Friends

"Quakers do not share a fixed set of beliefs. Our unity is based on shared understanding and a shared practice of worship, not on our beliefs all being the same. There is no need to be in unity with Quakers on every issue in order to be part of our meetings."



Key Findings

01 Demographic Changes

55.6% of survey respondents provide community services and 33.3% work in social justice. This shows a significant change from the 2015 survey which reported 51% providing community services and 24% working for social justice.

02 Collaboration

Collaboration and collaborative spaces took center stage in responses. In fact, when asked how CWRC could help members address weaknesses 29.4% of the responses asked for collaboration opportunities. 28.6% of responses believed collaborations were an opportunity members could take advantage of.

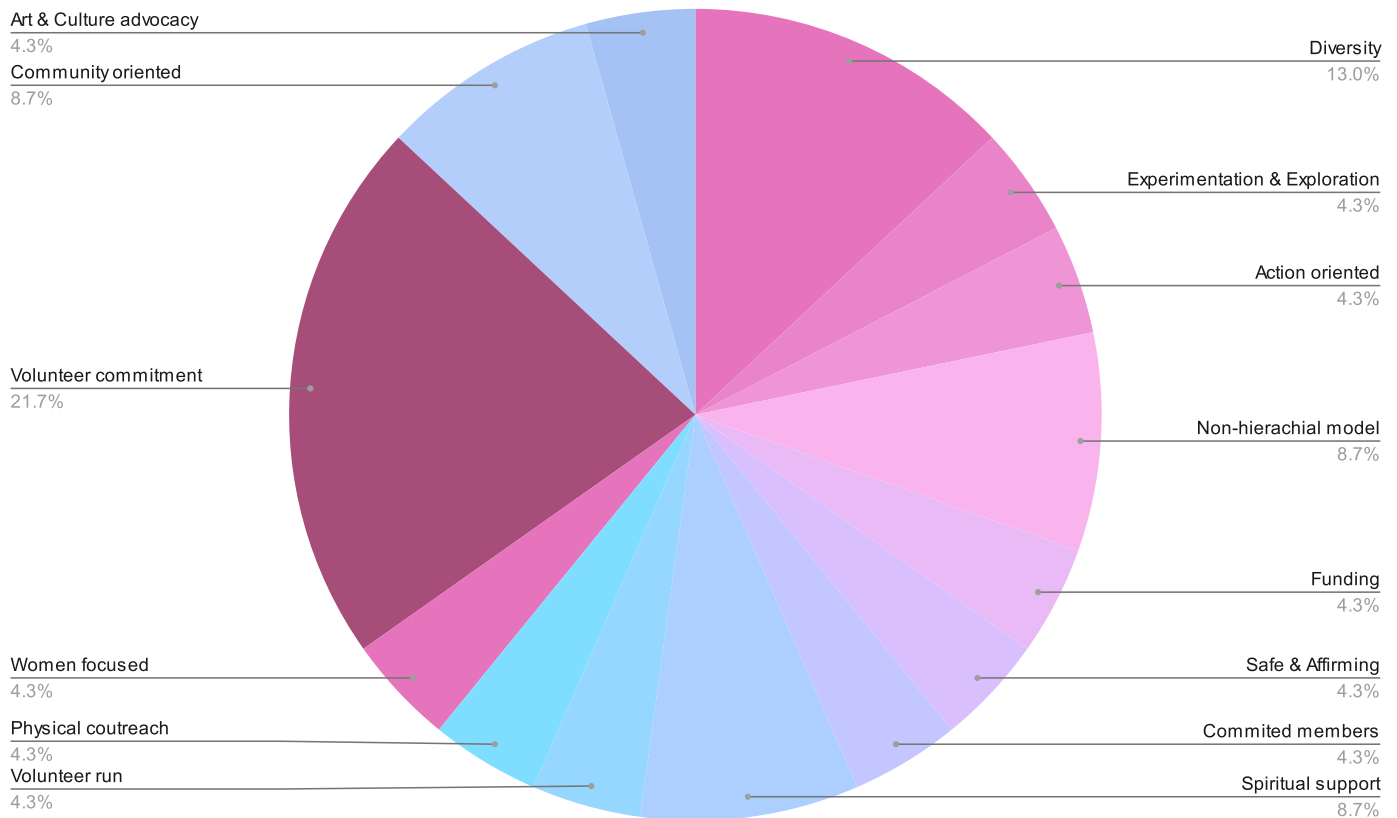
03 Financial Sustainability

Financial sustainability appears to be the biggest threat and challenge to CWRC members. 20% of respondents cited financial sustainability as an area they would want CWRC to help them address.

04 Diversity

CommunityWise's greatest strength seems to be diversity. Whether in diversity of staff, members or demographics, 24% of respondents cited diversity as one of CWRC's strengths.

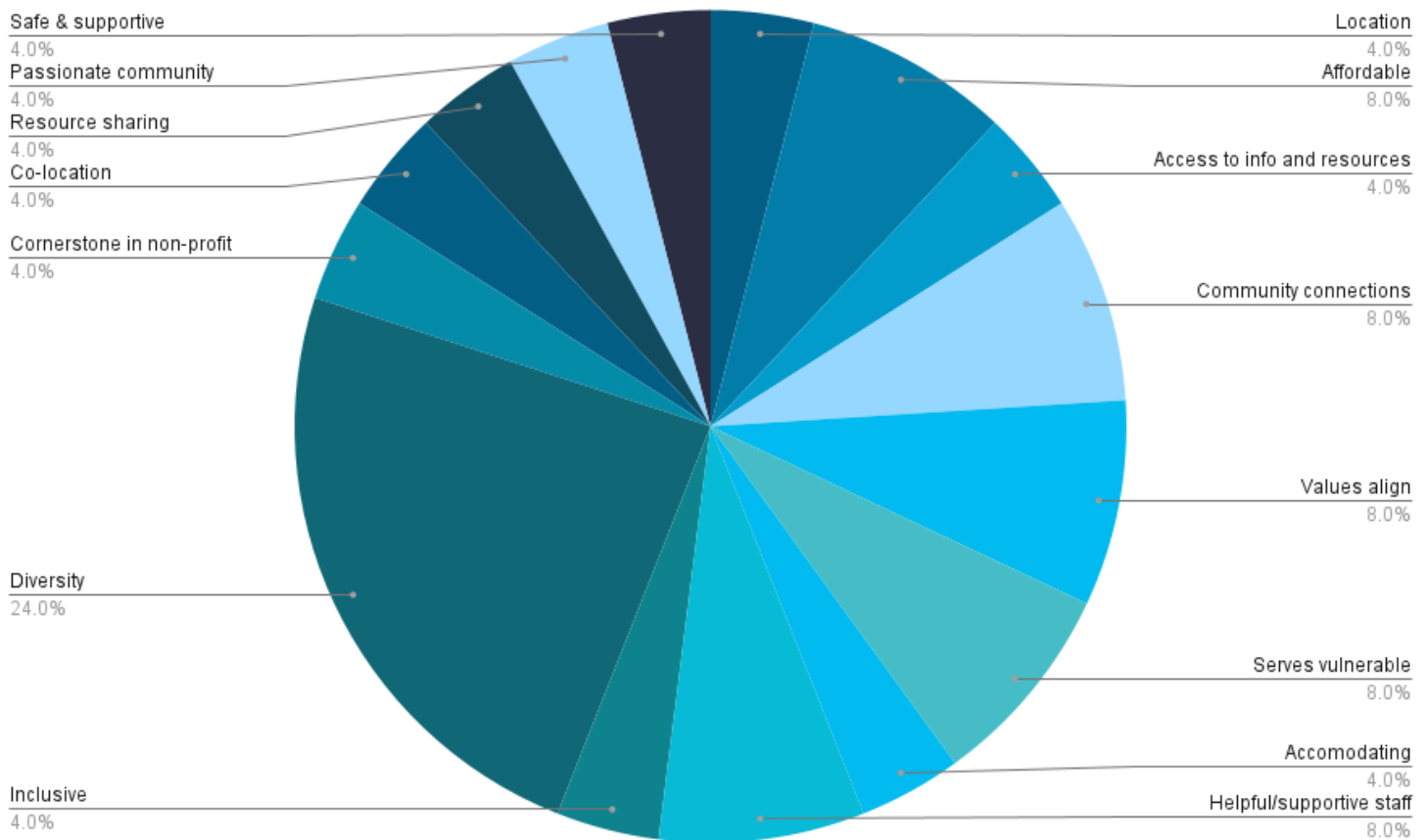
Member's Strengths



When asked the question "What are the strengths you see in your organization?" respondents gave a diverse set of responses. Keywords were used to categorize responses to see what specific areas members saw their strength in. Volunteer Commitment showed up a great deal amongst members as a strength

Response: CommunityWise will look towards providing support services to enhance volunteer commitment for its members

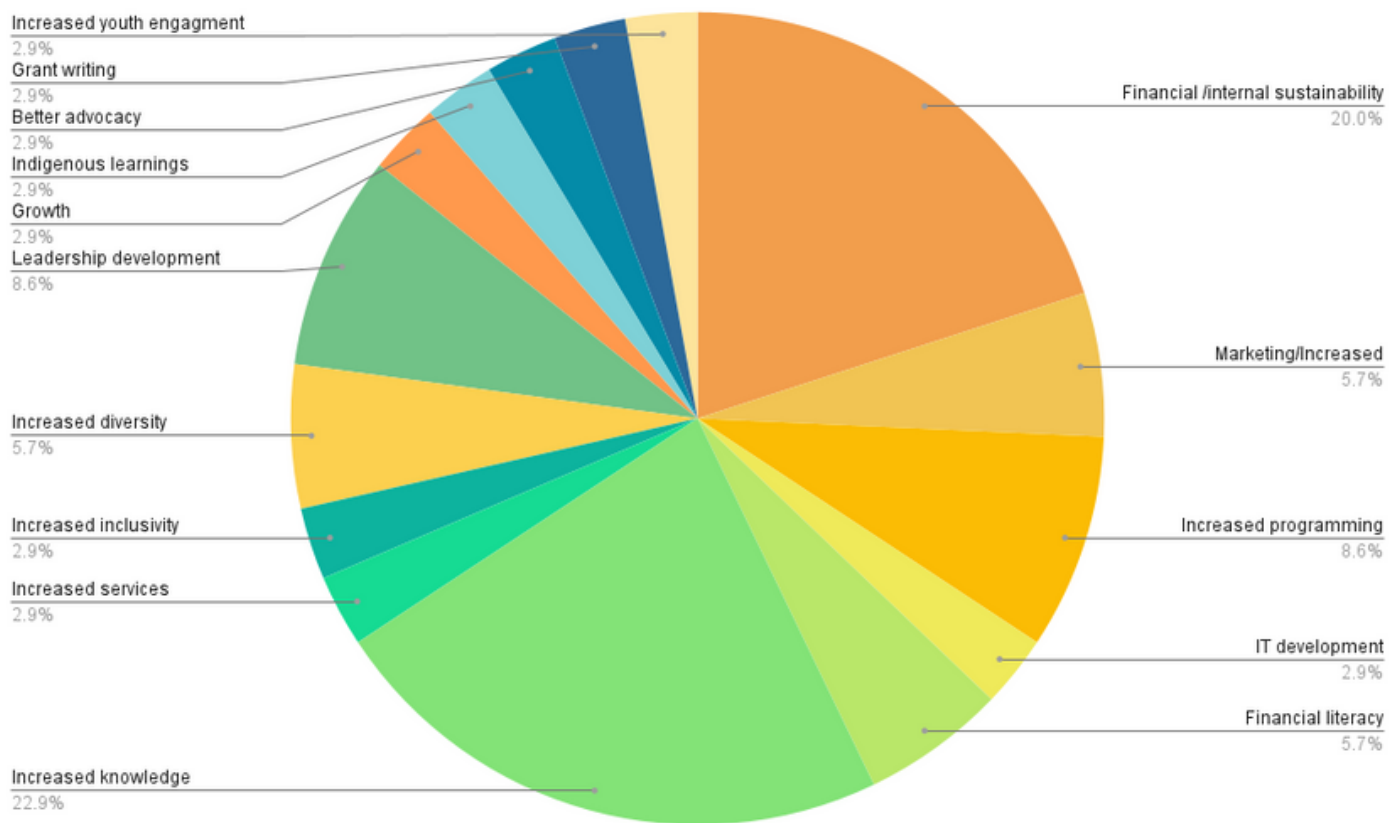
CWRC's Strengths



When asked the question "What are the strengths you see in CommunityWise?" respondents gave a diverse set of responses. Keywords were used to categorize responses to see what specific areas members saw their strength in. Diversity was the highlighted strength that CWRC possess.

Response: CommunityWise will continue to ensure its EDI strategies are utilized internally within its staff and externally with its members and partners.

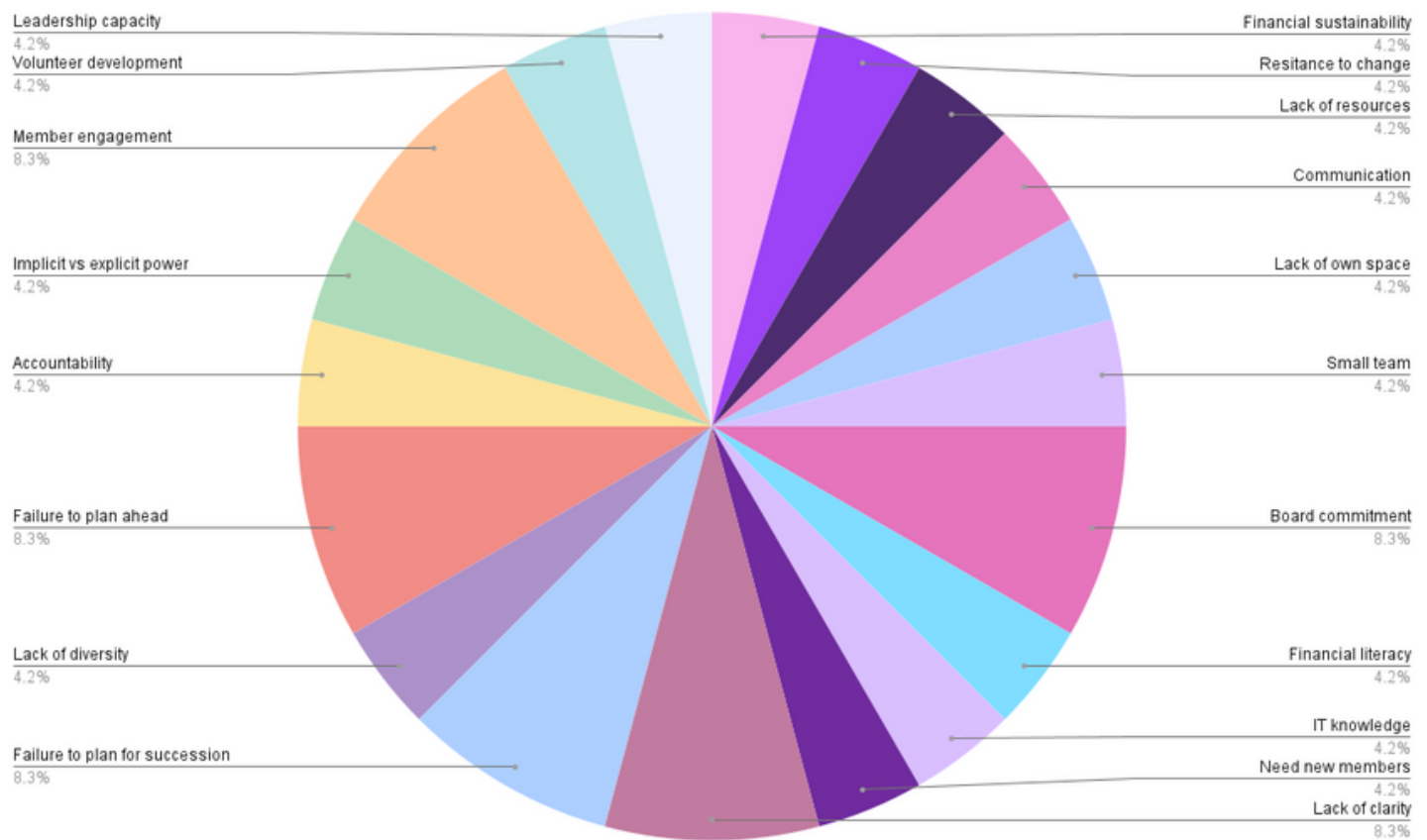
Strengths to Develop



When asked the question "What are the strengths you would like to develop within your organization?" respondents gave a diverse set of responses. CWRC members want more support in increasing knowledge in a wide range of topics but most notably, financial/internal sustainability.

Response: CommunityWise will look towards the creation of services, support and programming that provide members with opportunities to gain knowledge and build capacity especially with a financial focus

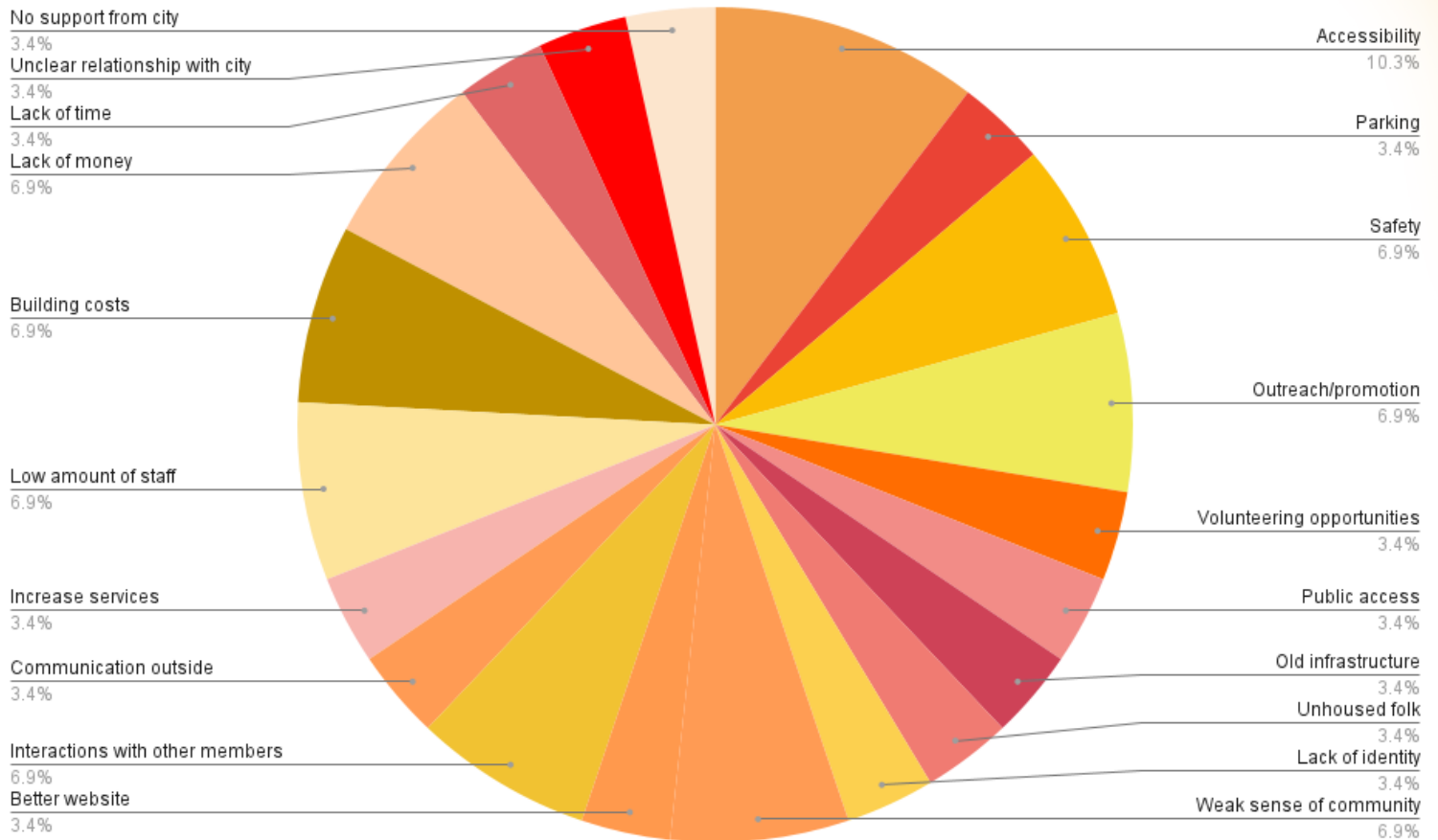
Member's Weaknesses



When asked the question "What are the weaknesses you see in your organization?" respondents gave a diverse set of responses. Failure to plan for succession, member engagement and lack of clarity were shown to be the most common challenges for CWRC members.

Response: CommunityWise will look towards the creation of programming and knowledge sharing workshops that increase knowledge and know-how for its members focused on challenges that members face.

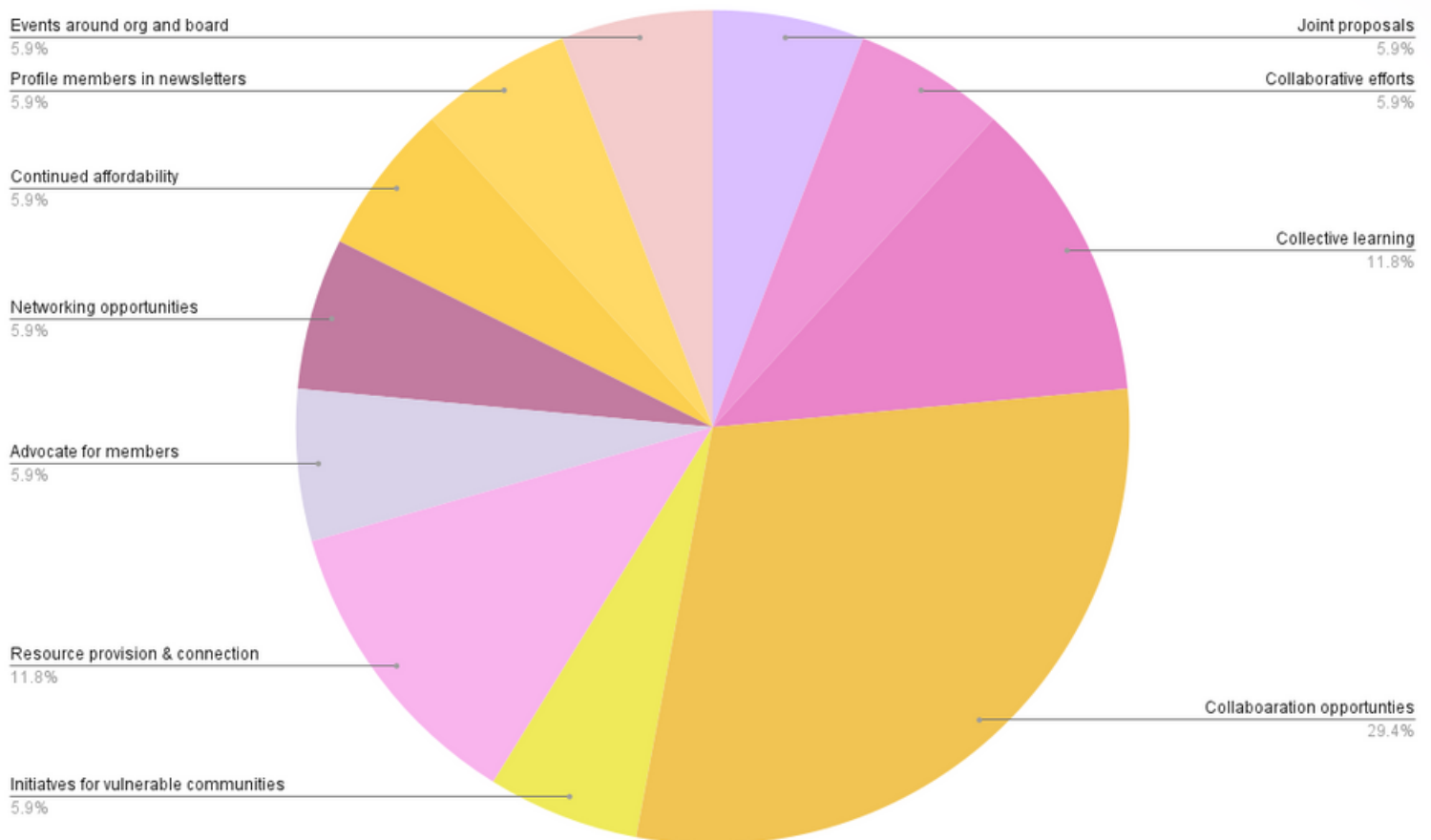
CWRC's Weaknesses



"What are the weaknesses you see in CommunityWise?" yielded a wide array of responses. Some responses highlighted issues CW has no direct influence over but some CW is able to control and will towards remedying.

Response: CommunityWise will review highlighted weaknesses it is able to control and create plans on how to develop itself and mitigate these weaknesses.

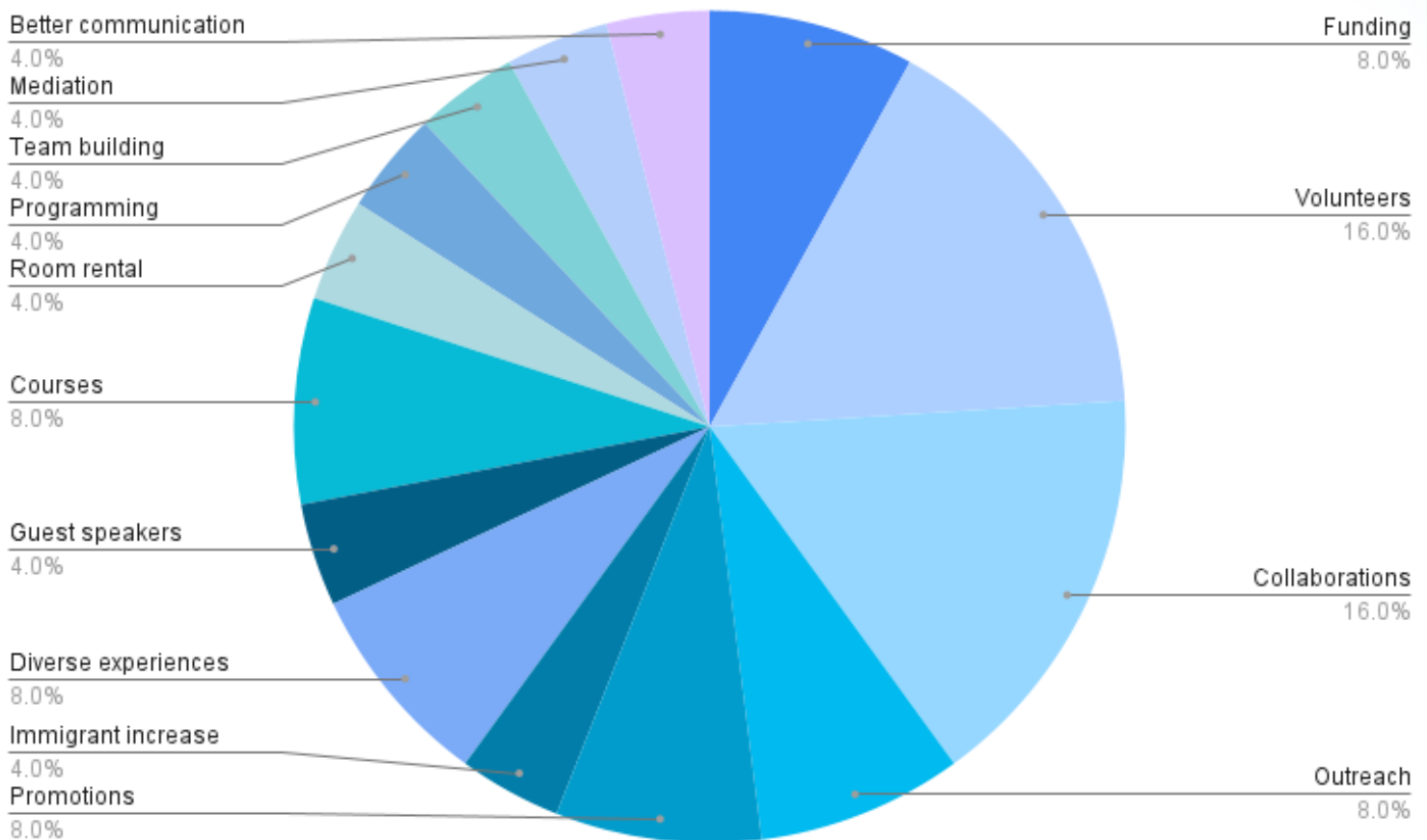
Ways to Address Weaknesses



"What are some ways CommunityWise can help your organization address its weaknesses?" asked members to think of CW's capabilities it could use to empower and better support members. Collaboration opportunities was the most common response.

Response: CommunityWise will work towards creating opportunities for members to collaborate with each other as well as network amongst themselves. These events will range from formal events to casual.

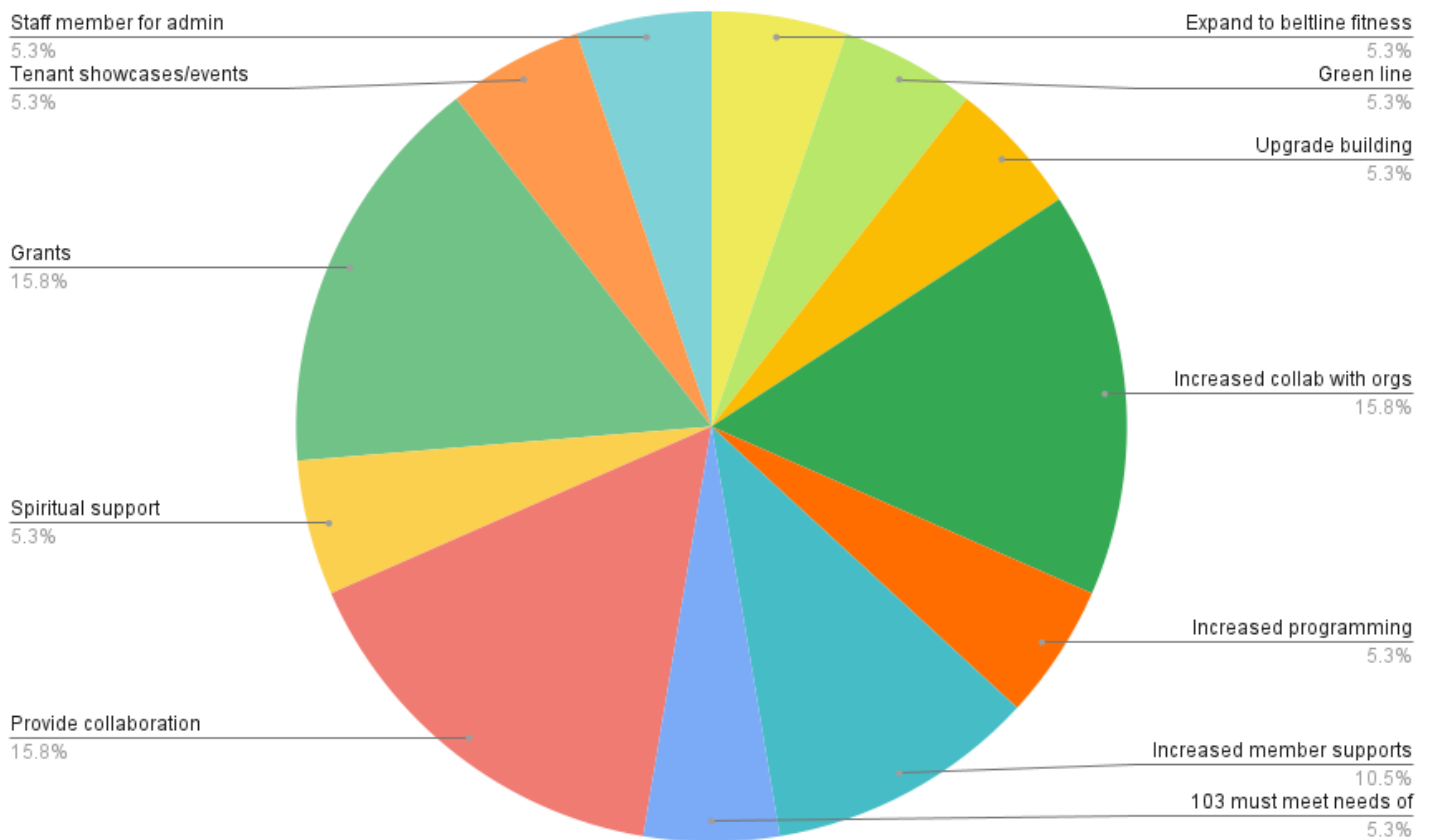
Member's Opportunities



"What are some opportunities (internal and external) you believe are available to your organization?" asked members to think of what opportunities they had available that would help them in self-improvement. Collaborations and Volunteers were the most popular responses.

Response: CommunityWise will work towards creating opportunities for members to collaborate with each other as well as knowledge sharing opportunities on volunteer development.

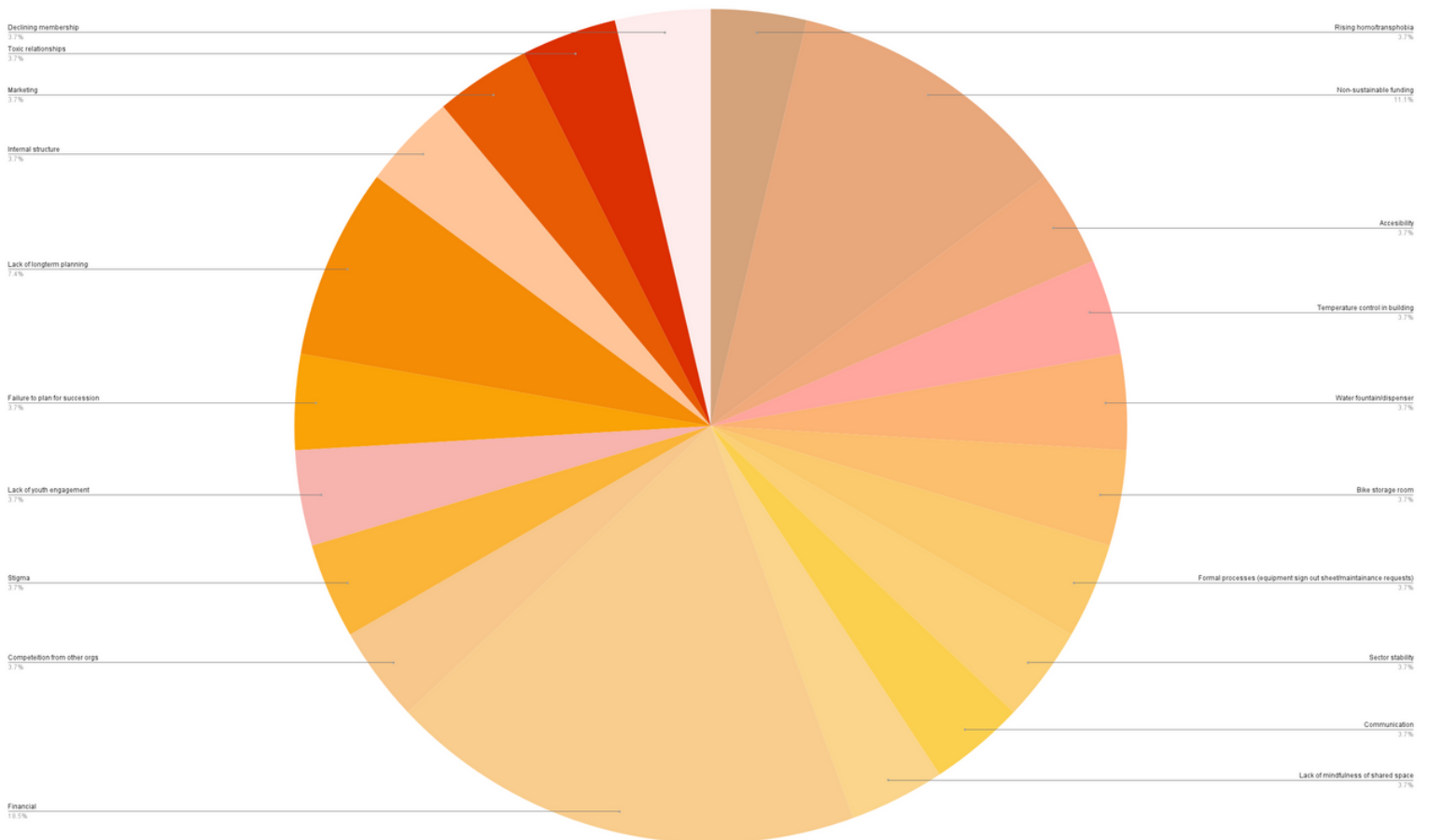
CWRC's Opportunities



When asked "What are opportunities you believe CommunityWise could take advantage of?" respondents in different words cited Collaboration as an opportunity CWRC could take to develop itself.

Response: CWRC will look at what collaboration opportunities are available to it based on its current capabilities.

Threats to Members



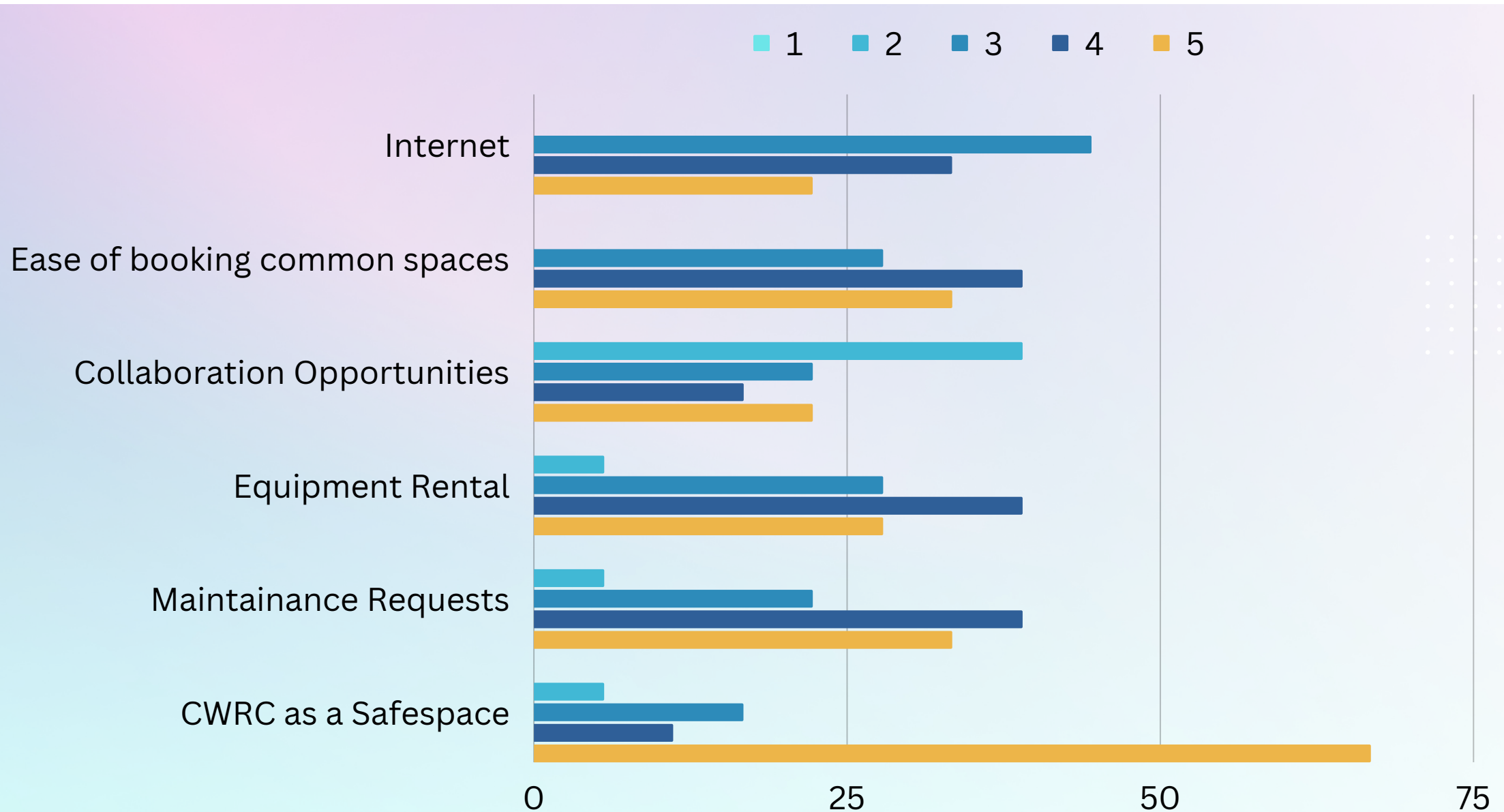
"What are threats/barriers you believe hinder your work?" invited members to provide CWRC with a wide range of barriers whether societal or internal that hindered members' work. Responses ranged to different concerns but financial threats came to a total of 29.6%.

Response: CWRC will look at creating workshops and programming that address financial literacy.

General

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This section asked members to rate a wide range of services provided by CWRC. 1 being poor and 5 being great



Contact

You can reach us for any
questions or feedback

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