



Child & Youth
Network

2020 LONDON'S CHILD & YOUTH NETWORK **ACCOMPLISHMENTS**

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INTRODUCTION

When partners came together in late 2019 to lay the foundation for 2020, the focus was on harnessing and focusing collective action to drive London's Child and Youth Network (CYN) towards the collective vision of:

“Happy, healthy children and youth today;
caring, creative, responsible adults tomorrow”

Even though many faced unprecedented and uncertain times over the last year, system partners continued to come together to address the most pressing needs of our community. Many experienced the ups and downs of the pandemic - both personally and professionally - but we remained focused and found opportunities, remembered our driving purpose, and sprung back. We were all motivated and determined to meet the emerging needs of families and used our voices to amplify the voices of those who needed to be heard. We were resilient. I am not surprised that partners identified many of these characteristics when asked to describe 2020 in one word.



The 2020 accomplishments look a bit different, as they are both focused and constrained by the pandemic. Partners' attention was directed towards urgent community need and organizing available resources to support children, youth and families. Not everything went according to the pre-pandemic plan, but we continued to do good work and maintained the spirit and the approach of CYN within this challenging environment. Despite the challenges faced, we accomplished great things and even some surprising things and we want to celebrate that.

This report tells a story, one of agility, resilience, and strength. It is the story of who we are as a network and what we do with, and for, the community. I hope you all find comfort and pride in reflecting on the impacts of our commitment to putting children, families, and youth at the centre of all we do.

Cheryl Smith

Chair, London's Child and Youth Network

PRIORITY AREAS

**Ending
Poverty**



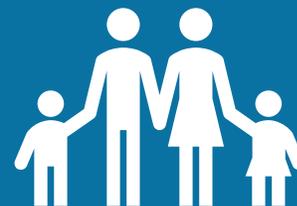
**Making Literacy
a Way of Life**



**Healthy Eating &
Healthy Physical
Activity**



**Family-Centred
Service System**



Ending Poverty

To support and empower children, youth, and families to break the cycle of poverty



Over 14,700 meals delivered by partners directly to families in need to reduce the impact of poverty

Over 20,000 Harvest Bucks



were distributed through 9 community organizations to families across London to support access to healthy fruits and vegetables in neighbourhoods

11,500 breakfast bags

were provided to school aged children through local Neighbourhood Resource Centres to support access to basic needs in neighbourhoods



1,050 subsidized

London Good Food Boxes were distributed to families in neighbourhoods

Partners continue

to connect with the Circles Program to provide information about resources to support at risk youth



Over 1,500 virtual Community Volunteer Income Tax returns were completed in collaboration with Londoners and Western students

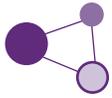


Atlas London website

was developed to connect young people and mentors to programs and resources across London

Ending Poverty: 2020 Accomplishments

Ending Poverty: 2020 Accomplishments



Reducing the impact of poverty

Partners provided 11,500 school aged children with breakfast bags through local Neighbourhood Resource Centres to support access to basic needs in neighbourhoods.

Partners delivered over 14,700 meals directly to families in need.

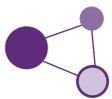
Partners distributed 1,050 subsidized London Good Food Boxes to families in neighbourhoods.

Partners supported the development of a Basic Needs List to coordinate the services and supports available across London during the pandemic.

Partners continued to support the Holiday Toy and Food Collaborative, with over 10 organizations participating in 2020.

Partners worked with the Ontario Student Nutrition Program at the start of the pandemic to redistribute over \$500,000 in funding for school nutrition programs and repurposed it by offering breakfast bags through 9 community organizations across London.

Partners distributed over 20,000 Harvest Bucks vouchers through 9 community organizations to families across London to support access to healthy fruits and vegetables in neighbourhoods.

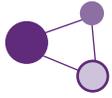


Breaking the cycle of poverty

Partners collaborated with Western University students to complete over 1,500 virtual Community Volunteer Income Tax returns with Londoners.

Partners continued to develop the Atlas London website to connect young people and mentors to appropriate programs and resources across London.

Ending Poverty: 2020 Accomplishments



Changing Mindsets

Partners continued to connect with the Circles Program to provide information about resources to support at-risk youth.



System Change

Partners participated in research with the Tamarack Insititute to explore the effects of the pandemic, particularly on individuals that fell below the poverty line during the pandemic.

Partners continued to be active members of Vibrant Communities by participating in bi-monthly conference calls, webinars, workshops, and other resources and tools offered through the Communities of Practice.

Ending Poverty: 2021 Action Steps

Ending Poverty:2021 Action Steps



Strategy: Reducing the impact of poverty

Food Families

Action Step:	Led By:
Partners will utilize evaluation feedback to understand gaps in program implementation to develop and implement solutions to increase the number of community partners delivering Food Families.	Basic Needs Steering Committee
Partners will continue to support programs in priority neighbourhoods through the Food Families subsidy model.	Basic Needs Steering Committee
Partners will explore the implementation of an equipment lending program to support the Food Families and community cooking programs.	Basic Needs Steering Committee
Partners will maximize resources and minimize delivery costs and engage private sector partners to provide sponsorships, donations, and make bulk purchases.	Basic Needs Steering Committee

Access to Basic Needs Support in Neighbourhoods

Action Step:	Led By:
Partners will work with the Ontario Student Nutrition Program and HEPHA partners to increase the availability of student nutrition programs in schools.	Basic Needs Steering Committee
Partners will continue to support the London Good Food Box Program and explore sponsorship opportunities for subsidized boxes.	Basic Needs Steering Committee
Partners will scale up the "All About Food" Neighbourhood Maps to 6 additional neighbourhoods in the city.	Basic Needs Steering Committee
Partners will identify a platform to share and promote each neighbourhood map throughout London.	Basic Needs Steering Committee
Partners will scale up the Holiday Toy and Food Collaborative by increasing the number of organizations participating in the initiative.	Basic Needs Steering Committee

Ending Poverty:2021 Action Steps

Action Step:

Led By:

Partners will support the London Community Recovery Network and the London Food Bank, in their transition to a new emergency food distribution model and increase the availability of healthy, culturally appropriate food closer to home and allow partners to connect low-income Londoners with additional support (LCRN 4.3).

Basic Needs Steering Committee

Partners will support any new or emerging opportunities to support pandemic relief efforts.

Basic Needs Steering Committee

Partners will continue to work in collaboration with Family Centres to promote activities that support the Ending Poverty priority.

Basic Needs Steering Committee

Scale up the Impact of Harvest Bucks

Action Step:

Led By:

Partners will continue to participate as members of the Harvest Bucks Steering Committee and provide guidance for the ongoing evaluation of the Harvest Bucks program.

Harvest Bucks Steering Committee

Partners will work with the Harvest Bucks Committee to modify the funding decision criteria process for 2021.

Harvest Bucks Steering Committee

Partners will scale up and support the implementation of Harvest Bucks at neighbourhood food depots and community programs.

Harvest Bucks Steering Committee



Breaking the cycle of poverty

Financial Empowerment

Action Step:

Led By:

Partners will continue to participate in a community-wide conversation around the development of a financial empowerment model for London.

Financial Empowerment Steering Committee

Partners will continue to support the Community Volunteer Income Tax Program and discuss options to increase the accessibility and use of income tax clinics in the community.

Financial Empowerment Steering Committee

Ending Poverty:2021 Action Steps

Supporting at-Risk Youth

Action Step:	Led By:
Partners will implement and champion Atlas London, an online community resource hub that effectively connects young people and their mentors to appropriate programs and resources.	Young London, Atlas London Steering Committee
Partners will explore the possibilities of implementing the Youth Connector Training in a virtual format.	Young London
Partners will seek to identify a list of youth connectors in the community who would benefit from the Youth Connectors Training and offer the training through their organizations.	Young London
Partners will continue to explore possibilities to provide enhanced supports to at-risk young people in London.	Young London



Changing Mindsets

Community Workshops and Training

Action Step:	Led By:
Partners will support/facilitate and develop relevant training and other professional development opportunities for community service providers.	Ending Poverty Priority Table
Partners will continue to be responsive to new and emerging training and PD opportunities.	Ending Poverty Priority Table
Partners will offer training and workshop opportunities in our community including Indigenous Cultural Safety training and Rethink Poverty.	Ending Poverty Priority Table, City of London, Goodwill Industries
Partners will support the delivery of professional learning to increase awareness and education of anti-racism and anti-oppression.	Ending Poverty Priority Table

Ending Poverty:2021 Action Steps



Strategy: System Change

Research and Advocacy

Action Step:	Led By:
Partners will participate in the London Community Recovery Network (LCRN) and continue to support the strategies, goals, and outcomes of the Child & Youth Network.	Ending Poverty Priority Table
Partners will support 2021 Ending Poverty Priority Action Steps through research and advocacy as required.	Ending Poverty Priority Table
Partners will maintain awareness of upcoming provincial and federal policy initiatives, as well as opportunities to engage in issues relevant to ending poverty.	Ending Poverty Priority Table
Partners will support the implementation of the Poverty Trends Report and utilize the results to inform research and advocacy efforts.	Ending Poverty Priority Table

Supporting Londoners with Lived and/or Living Experiences to Lead/Participate in Community Decisions Making

Action Step:	Led By:
Partners will support people with lived experience to participate in, and consult about, Ending Poverty Priority initiatives and activities, including grassroots groups led by lived experience individuals.	Ending Poverty Priority Table
Partners will continue to identify, support and provide additional leadership roles for individuals with lived experience across the community.	Ending Poverty Priority Table

Ending Poverty:2021 Action Steps

Vibrant Communities

Action Step:	Led By:
Partners will continue to be active members of Vibrant Communities by participating in bi-monthly conference calls, webinars, workshops, and other resources and tools offered through their Communities of Practice.	City of London
In collaboration with over 50 communities across Canada, partners will continue to collectively advance the work of cities reducing poverty at municipal, provincial and federal levels.	City of London

Making Literacy a Way of Life

To ensure children, youth and families in London develop strong literacy skills and competencies needed to fully participate, engage and thrive throughout their lives.



660 Baby's Book Bags

and key literacy messages were shared with expecting and new families



Dolly Parton's Imagination Library



Partners supported Indigenous service providers initiating Dolly Parton's Imagination Library™ initiative in which Indigenous families in London can receive a book a month for children birth to age five

Outdoor Story Stroll



was launched in White Oaks Park, providing access to literacy engagement activities for families in community spaces that followed provincial pandemic protocols

Let's Start Talking



conversation materials and the Family Centre Calendars were distributed to early years families through the London District Catholic School Board early years classrooms

Basic needs kits

were distributed to families in local neighbourhoods, with four partner organizations including quality books and literacy materials in basic needs kits



Making Literacy a Way of Life: 2020 Accomplishments

Making Literacy a Way of Life: 2020 Accomplishments



Strategy: Promote Literacy from Birth

Shared 660 Baby's Book Bags and key literacy messages with expecting and new families.

Released the final report and recommendations for supporting Healthcare Providers in London with Literacy through King's University students engaged in CityStudio London initiative.

Partners supported Indigenous service providers initiating Dolly Parton's Imagination Library™ initiative in which Indigenous families in London can receive a book a month for children birth to age five.



Strategy: Improve literacy in the school age years

Partners included quality books and literacy materials in basic needs kits provided to Londoners through the Ending Poverty priority.



Strategy: Engage parents and caregivers in awareness and promotion of literacy

Partners launched the Outdoor Story Stroll exhibit in White Oaks Park, providing access to literacy engagement activities for families in community spaces that followed provincial pandemic protocols.

Distributed the Family Centre Calendar and Let's Start Talking conversation materials to early years families through the London District Catholic School Board early years classrooms.

Partners supported families registering children for school by providing information about local Family Centres, with the incentive of quality picture books for families who visit in-person.

Partners relaunched familyinfo.ca, connecting families across London with information about programs, resources and other supports.

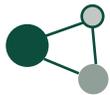
- Between June 23, 2020 and December 31, 2020, the website had 9,739 users, 15,041 sessions, and 45,764 page views

Making Literacy a Way of Life: 2020 Accomplishments

Partners designed and launched a four-month social and digital ad campaign to promote the redesigned Familyinfo.ca.

- Increased website traffic by 128% as a result of 415,959 impressions or ad displays across social media channel.
- Over 6,400 users visited familyinfo.ca through digital advertisements during the campaign.

Distributed redesigned Family Centre brochures, posters, and English and French postcards to increase awareness and access for families to diverse supports at Family Centres.



Strategy: Support community partners with professional learning and practices

Partners supported leaders and staff to participate in The Brain Story Online Certification.

- Information about the impact this training has had on the community was presented to Family-Centred Service System Governance partners in November 2020.

Partners redesigned and piloted the Family Centre E-Blast, resulting in a positive uptake in the three Family Centres that were involved.

Making Literacy a Way of Life: 2021 Action Steps

Making Literacy a Way of Life: 2021 Action Steps



Strategy: Promote Literacy from Birth

Baby's Book Bag

Action Step:

Led By:

Partners will audit Baby's Book Bag / Baluçon de lecture pour bébé resources using anti-racism and anti-oppression lenses and determine refinements for making them more equitable, diverse, and inclusive.

London Public Library,
La Ribambelle

Partners will develop and implement strategies for increasing awareness of Baby's Book Bag with providers and families to reach more expecting and new families during the pandemic.

London Public Library

Partners will continue to engage Indigenous families in literacy with initiatives including Aboriginal Book Bundles and Dolly Parton's Imagination Library™.

Aboriginal Babies and Beyond
Coalition

Partners will curate or collect lists of high-quality books and resources that include, address, and promote equity, diversity, and inclusion for parents and children in the early years.

London Public Library

Healthcare Provider Engagement

Action Step:

Led By:

Partners will be available to support Healthy Words initiative when healthcare providers can re-engage and support the program.

Family Centre Lead Agencies
and Partners



Strategy: Improve literacy in the school age years

Literacy-focused Wraparound Project

Action Step:

Led By:

Partners will curate or collect lists of high-quality books and resources that include, address, and promote equity, diversity, and inclusion to share with school aged children and their families.

London Public Library

Making Literacy a Way of Life: 2021 Action Steps



Strategy: Improve Youth Literacy

Youth Project Design (YPD)

Action Step:	Led By:
Partners will use tools and resources like familyinfo.ca and Atlas London to promote services and supports for young people and their families.	The Healthline Integration Network
Partners will curate or collect lists of high-quality books and resources that include, address, and promote equity, diversity, and inclusion to share with young people.	London Public Library
With Ending Poverty Priority partners, partners will support the implementation of the CYN Youth Connector Training.	Young London



Strategy: Engage parents and caregivers in awareness and promotion of literacy

Build literacy-rich environments and integrate literacy into community spaces across the city

Action Step:	Led By:
Partners will continue to promote and maintain the Story Stroll installation in White Oaks Park.	Family Centre White Oaks
Partners will explore, and if feasible, implement a Story Stroll installation in the Argyle neighbourhood.	Family Centre Argyle
Partners will explore, and if feasible, implement a Story Stroll installation in the Fox Hollow neighbourhood.	Family Centre Fox Hollow
Partners will consider the lenses of anti-racism, anti-oppression, and the inclusion of dual-language picture books and/or translation of text in Story Stroll installations.	Family Centre Lead Agencies and Partners
Partners will use Common Experiences tools to adapt or develop tools to support audits of Family Centre and other community spaces for inclusion of anti-racist, anti-oppressive, mental health, and other lenses.	Family Centre Lead Agencies and Partners

Making Literacy a Way of Life: 2021 Action Steps

Action Step:

Led By:

With Healthy Eating and Healthy Physical Activity (HEHPA) priority partners, partners will expand literacy elements in the built environment in community centres and in public outdoor spaces (based on ability to access during pandemic).

City of London

Partners will consider the lenses of anti-racism, anti-oppression, and the inclusion of dual-language picture books and/or translation of text in Story Stroll installations.

Family Centre Lead Agencies and Partners

Make it easier to access literacy services, supports, and programs

Action Step:

Led By:

Partners will maintain, use, and promote familyinfo.ca and Atlas London youth resource hub to providers and families.

The Healthline Integration Network

Partners will review familyinfo.ca to increase access to services and supports for specialized populations, including Francophone and Indigenous populations.

The Healthline Integration Network



Strategy: Support community partners with professional learning and practices

Continuous learning/education, knowledge mobilization and supports for community partners and professionals

Action Step:

Led By:

Partners will engage in professional learning opportunities such as The Brain Story Online Certification, The Mehrit Centre/ Dr. Shanker's Self-Regulation Training and Mind up! among others.

Literacy Partners

Partners will explore the adaptation of a parenting (literacy/attachment/mental health) philosophy for use across the city for families with young children.

London-Middlesex Health Unit

Partners will deliver Family Literacy Conference for Professionals in virtual format. Include topics and speakers from diverse communities and backgrounds.

Strive

Partners will remain open to opportunities to develop strategies to explore the integration of voices of children and youth in London.

London Children's Museum

Healthy Eating & Healthy Physical Activity

To create environments, neighbourhoods, and opportunities that promote and support daily physical activity and health eating for all children, youth, and families in London



Over 2,000
Menu Makers

were distributed to families across London



Partners continued

to support the ACT-i-Pass initiative



2,413

Grade 5 students registered to participate in 2020

TEACH E-Learning initiative

was supported by partners to help Early Childhood Educators understand physical activity principles



Partners worked

with the Ontario Student Nutrition Program and Ending Poverty partners to get the London Good Food Box into elementary schools in London



Over 3,500
surveys

were completed on parents' perspectives of children's return to play post-pandemic

Over 200 Physical Activity Kits

distributed to children in London and Middlesex Community Housing through collaboration with BGC London



Healthy Eating & Healthy Physical Activity: 2020 Accomplishments

Healthy Eating & Healthy Physical Activity: 2020 Accomplishments



Strategy: Support (local) policy development/advocacy projects related to HEHPA outcomes

Partners worked with the Ontario Student Nutrition Program and Ending Poverty partners to distribute the London Good Food Box in elementary schools in London.



Strategy: Increase education and awareness opportunities throughout the Community

Partners distributed over 2,000 Menu Makers to families across London.

Partners explored standardized social media messaging to maintain brand consistency when creating awareness around healthy eating and physical activity.



Strategy: Support improvement to the built environment impacting HEHPA outcomes

Partners, in collaboration with Literacy partners, launched the Outdoor Story Stroll exhibit in White Oaks Park, providing access to literacy engagement activities for families in community spaces that are safe during the pandemic.



Strategy: Scale-up the impact of existing collaborative initiatives

Partners continued to support the ACT-i-Pass initiative, with 2,413 Grade 5 students registered to participate in 2020.

Partners continued to support and participate in the Active and Safe Routes to School Committee.



Strategy: Create, distribute and promote tools and resources

TEACH E-Learning initiative was supported by partners to help Early Childhood Educators understand physical activity principles.

Healthy Eating & Healthy Physical Activity 2020 Accomplishments



Strategy: Create healthy, active neighbourhoods

Partners, in collaboration with BGC London, supported the distribution of over 200 physical activity kits to children in London and Middlesex Community Housing.

Partners discussed the feasibility of expanding the ACT-i-Pass program to additional elementary school grades.

Partners explored opportunities to work with neighbourhood organizations to identify barriers to physical activity and active travel.



Strategy: Supporting and promoting local research to increase the evidence foundation of local initiatives

Partners celebrated over 3,500 survey responses on parents' perspectives of children's return to play post pandemic.

Healthy Eating & Healthy Physical Activity: 2021 Action Steps

Healthy Eating & Healthy Physical Activity: 2021 Action Steps



Strategy: Support (local) policy development/advocacy projects related to HEHPA outcomes

Identify and advocate for policy improvement opportunities within local organizations that facilitate better healthy eating and physical activity outcomes in children

Action Step:	Led By:
Partners will advocate for physical activity and nutrition policy in childcare, school, and camp settings.	HEHPA Co-Chair
Partners will work with the Ontario Student Nutrition Program and Ending Poverty partners to increase the availability of student nutrition programs in schools.	Basic Needs Steering Committee



Strategy: Increase education and awareness opportunities throughout the Community

Provide coordinated training and education opportunities

Action Step:	Led By:
Partners will develop a speaker's series at HEHPA priority meetings to showcase promising practices and research initiatives among HEHPA members and external providers.	HEHPA Priority Table
Partners will seek opportunities to participate in professional learning opportunities for increasing awareness and education of cultural safety, anti-racism, and anti-oppression.	HEHPA Priority Table

Improve networking and coordination amongst existing Food and Physical Activity Programming

Action Step:	Led By:
Partners will work with the Ending Poverty partners to establish a plan for the dissemination of the Menu Makers.	Basic Needs Steering Committee
Partners will work in collaboration with Family Centres to promote activities that support the HEHPA priority.	Family Centre Lead Agencies Table

Healthy Eating & Healthy Physical Activity: 2021 Action Steps



Strategy: Support improvement to the built environment impacting HEHPA outcomes

Support and scale up built environment changes that facilitate better physical activity and healthy eating outcomes

Action Step:	Led By:
Partners will work with the Literacy priority partners to scale up the installation of story strolls in the community.	Family Centre Lead Agencies Table
With Literacy priority partners, partners will expand literacy and HEHPA elements in the built environment in community centres and in public outdoor spaces (based on ability to access during pandemic).	City of London
Partners will explore the opportunity to implement/advocate for relevant sections of the Parks and Recreation Master Plan, as appropriate.	City of London



Strategy: Scale-up the impact of existing collaborative initiatives

Support and enhance Active and Safe Routes to Schools (ASRTS)

Action Step:	Led By:
Partners will increase equity in the program to improve the program's accessibility across the region.	ASRTS Steering Committee
Partners will continue to find ways to increase sustainability of the program.	ASRTS Steering Committee
Partners will support the HEALab in their evaluation of the School Travel Planning program.	ASRTS Steering Committee
Partners will support the piloting and evaluation of programs, such as Walking School Bus and Mascot Drop Zones.	ASRTS Steering Committee

Healthy Eating & Healthy Physical Activity: 2021 Action Steps

Support and enhance Grade 5 ACT-i-Pass program

Action Step:	Led By:
Partners will continue to actively recruit new service providers using the ACT-i-Pass Service Provider website.	HEALab
Partners will continue to explore resources/strategies to reduce barriers identified in ACT-i-Pass evaluation (e.g., map of programming available).	HEALab
Partners will explore new opportunities for ACT-i-Pass information to be distributed.	HEALab
<ul style="list-style-type: none">• Partners will make presentations to the appropriate groups, including parent councils, Settlement Workers in Schools, and board representatives.• Partners will explore ways to increase visibility of ACT-i-Pass at existing partner facilities and elsewhere throughout the City of London.• Partners will translate ACT-i-Pass information packages and promotional materials.• Partners will explore ways to track ACT-i-Pass use.	
Partners will explore ways to deliver the ACT-i-Pass program during the current pandemic environment.	HEALab

Support and enhance the impact of Food Families - see Ending Poverty

Action Step:	Led By:
Partners will work with the Ending Poverty priority table to explore links between the Food Families program and the HEHPA priorities.	Basic Needs Steering Committee



Strategy: Create and distribute, and promote tools & resources

Share and encourage use of existing CYN/HEHPA resources across partner organizations

Action Step:	Led By:
Partners will promote and update community resources as they change; and will identify opportunities for new resources.	HEHPA Partners

Healthy Eating & Healthy Physical Activity: 2021 Action Steps

Create, adapt, and translate tools and resources that support healthy eating and physical activity opportunities

Action Step:

Partners will use an anti-racism and anti-oppression lens in the review and creation of tools and resources.

Led By:

HEHPA Priority Table



Strategy: Create healthy, active neighbourhoods

Engage London's Family Centre neighbourhoods in promoting resources and initiatives that align with HEHPA goals and outcomes

Action Step:

Partners will continue to work in collaboration with Family Centres to promote activities that support the HEHPA priority.

Led By:

Family Centre Lead Agencies Table

Support events and initiatives of HEHPA members that contribute to a culture of healthy living in local neighbourhoods

Action Step:

Partners will promote community-led and partner-led initiatives and activities that promote healthy eating and physical activity.

Led By:

HEHPA Priority Table

Support neighbourhood-level, resident-driven working groups in CYN priority neighbourhoods

Action Step:

Partners will explore collaboration and promotion of HEHPA initiatives within neighbourhood-led, resident-driven groups.

Led By:

Family Centre Lead Agencies Table, City of London

Healthy Eating & Healthy Physical Activity: 2021 Action Steps



Strategy: Supporting and promoting local research to increase the evidence foundations of local initiatives

Identify and evaluate local community-based initiatives and research that demonstrates promising practices believed to positively impact healthy eating and physical activity outcomes

Action Step:	Led By:
Partners will explore adoption of the Childcare PLAY policy in London/Middlesex County with an evaluation.	HEHPA Co-Chair
Partners will work in collaboration with the Ending Poverty priority table to continue exploring a Nutri-pass program.	HEALab



Strategy: Continuous evolution of the HEHPA plan to reflect emerging issues and promising practices

Research and reflection

Action Step:	Led By:
Partners will bring promising research to the HEHPA table.	HEHPA Priority Table
Partners may identify research gaps or synopsis of evidence to inform HEHPA decision making.	HEHPA Priority Table
HEHPA priorities may be modified due to COVID, current strategies and initiatives will be evaluated for continuation in future.	HEHPA Priority Table

Family-Centred Service System

To make it easier for London's children, youth, and families to participate fully in their community and to find and receive the services they need.



Launched the redesigned Familyinfo.ca website, the first stop for families in London and Middlesex online



Partners continued

to support the Community Connector Training Platform



19

people were trained in 2020

92%

overall satisfaction with the course

Rollout



of refined FCSS brand system, including online-training session and follow up survey to understand effectiveness

Over 17,000 hours



of virtual programming were provided by partners to support early learning and development during the school closure period as a result of the pandemic

Family Centre E-Blasts



Partners redesigned and piloted the new E-Blast format, resulting in a positive uptake in the three Family Centres that were involved



Partners supported

professional learning among Community Connectors during the pandemic



42 people attended the ReConnect event



5

Summer Self-Care workshops



19

Bi-weekly meetings with **over 200 participants** overall



Family-Centred Service System: 2020 Accomplishments

Family-Centred Service System: 2020 Accomplishments



Strategy: Family Centres provide identifiable, accessible, family-friendly access points to the service system

Partners launched the redesigned Familyinfo.ca website, the first stop for families in London and Middlesex online.

- Between June 23, 2020, and December 31, 2020, the website had 9,739 users and 45,764 page views.

Partners continued to support the Community Connector Training Platform.

- 19 people were trained in 2020, with a 92% overall satisfaction with the course.
- Training of licenced child care staff and Registered Early Childhood Educators with the London District Catholic School Board will continue in 2021.

Partners supported significant efforts to maintain connections and support professional learning among Community Connectors during the pandemic.

- Bi-weekly virtual Coffee and Conversation meetings were held, with 19 meetings and 208 participants overall.
- Three formal meetings occurred in 2020.
- 42 people attended the ReConnect event, which continued the theme of storytelling for qualitative data collection.
- 5 Summer of Self Care workshops were offered, with 30 unique participants.

Partners celebrated a 56% increase in Healthchat logins, with a 79% increase in posts.

Partners continued to support professional learning for Community Connectors, including two workshops to support cultural awareness.

Family-Centred Service System: 2020 Accomplishments

Partners designed and launched a four-month social and digital ad campaign to promote the redesigned Familyinfo.ca.

- Increased website traffic by 128% as a result of 415,959 impressions or ad displays across social media channel
- Over 6,400 users visited Familyinfo.ca through digital advertisements during the campaign

Partners identified marketing and promotional needs of all Family Centres to drive the development of promotional templates and system-wide assets.

Partners completed the development of a brand system, visual assets, system-wide materials and templates for Family Centres.

Partners implemented the Family Centre Promotion Guidelines, which includes a playbook with guidelines for the tools and templates and the development of a system for online storage of assets.

Launched rollout of refined brand system, including an online training session and follow up survey to understand effectiveness.



Strategy: Move beyond collaboration, coordination, and co-location to an integrated, family-centred model of service delivery

Partners provided over 17,000 hours of virtual programming to support early learning and development during the school closure period as a result of the pandemic.

Partners finalized and endorsed the refined Interprofessional Communities of Practice curriculum

Partners redesigned and piloted the Family Centre E-Blast, resulting in a positive uptake in the three Family Centres that were involved.

Partners supported the implementation of Early Years Funding model, EarlyON Literacy model and ON y va Francophone models.

The City of London, as Service System Manager, hosted over 20 meetings with Family Centre, EarlyON, and ON y va leadership and staff to increase connections, address changing COVID-19 protocols and guidance, and develop strategies to support children, youth, and families with access to resources and supports during the pandemic.

Family-Centred Service System: 2021 Action Steps

Family-Centred Service System: 2021 Action Steps



Strategy: Family Centres provide identifiable, accessible, family-friendly access points to the service system

Family Centres

Action Step:	Led By:
Partners will finalize construction and open doors to Nshwaasnangong Childcare and Family Centre.	Southwestern Ontario Aboriginal Health Access Centre
Partners will continue to support the development of a Family Centre for families in London East.	Childreach

Community Connectors

Action Step:	Led By:
With partners, the Community Connector System Coordinator will sustain the Community Connector Training Platform.	Childreach (via Community Connector System Coordinator)
With partners, the Community Connector System Coordinator will explore and create a plan for auditing the Community Connector Training* for effective anti-racist and anti-oppression content.	Childreach (via Community Connector System Coordinator)
With partners, the Community Connector System Coordinator will, operationalize Referral and Tracking* across the Family-Centred Service System.	Childreach (via Community Connector System Coordinator)
With partners, the Community Connector System Coordinator will assess the Community Connector function across the Family-Centred Service System and support adaptations that increase effectiveness and high performance.	Childreach (via Community Connector System Coordinator)
With partners, the Community Connector System Coordinator will provide sufficient Community Connector Capacity to meet operational needs in Family Centres.	Childreach (via Community Connector System Coordinator)

Note: Asterisks () indicate FCSS resources and tools that are living documents, updated regularly to reflect changes to system and neighbourhood policies and procedures.*

Family-Centred Service System: 2021 Action Steps

With partners, the Community Connector System Coordinator will support the delivery of professional learning to increase Community Connector awareness and education of anti-racism and anti-oppression.

Childreach (via Community Connector System Coordinator)

Community Engagement

Action Step:	Led By:
Within the restrictions of the pandemic, partners will explore ways to meaningfully engage with residents to share knowledge and experiences, participate in programs, and increase connections to neighbourhood services and supports.	Family Centre Lead Agencies and Partners
Partners will connect and work with diverse organizations in the neighbourhood to increase awareness and delivery of equitable, diverse, and inclusive resources and supports for families.	Family Centre Lead Agencies and Partners
Partners will endorse and implement Building and Maintaining a Neighbourhood Engagement Culture* and partners will endorse and implement the Community Development Playlist*.	Family Centre Lead Agencies and Partners
Partners will use virtual tools and online supports* for community development and engagement of families in planning and ongoing delivery of local services.	Family Centre Lead Agencies and Partners
Partners will maintain and update service profiles and content on familyinfo.ca* to reflect current and relevant information for families in London and Middlesex.	The Healthline Integration Network
Partners will promote familyinfo.ca* through marketing and product distribution to families.	The Healthline Integration Network
Partners will translate static content on familyinfo.ca* into French to increase access to information for francophone families.	La Ribambelle
Partners will review familyinfo.ca* to increase access to services and supports for specialized populations, including Francophone and Indigenous populations.	La Ribambelle, Aboriginal Babies and Beyond Coalition.

Family-Centred Service System: 2021 Action Steps

Neighbourhood Planning

Action Step:	Led By:
Partners will use, adapt, and refine strategies developed due to the restrictions of the pandemic to continue to engage community partners in new ways.	Family Centre Lead Agencies and Partners
Partners will expand, adapt, and refine neighbourhood planning strategies to increase the diversity, equity, and inclusion of supports for families.	Family Centre Lead Agencies and Partners
Partners will integrate activities and plans of the Ending Poverty, Healthy Eating and Healthy Physical Activity (HEHPA), and Literacy priorities into approaches in neighbourhoods and with Family Centres.	Family Centre Lead Agencies and Partners

Public Awareness of Family Centres

Action Step:	Led By:
Partners will increase onsite visual brand of Family Centres with a common suite of items including business cards, nametags, and door signs (in French and English).	Family Centre Lead Agencies and Partners
Partners will amplify the Family Centre brand for in-person visits and as part of community outreach with curated promotional items and the development of strategies for distribution.	Family Centre Lead Agencies and Partners
Partners will work with stakeholders for full positioning and development of a campaign, assets, and plan to promote Family Centres, in English and French, to families in London.	Family Centre Lead Agencies and Partners
Partners will begin delivery of the awareness campaign (subject to decisions made in previous phases and the state of restrictions due to the pandemic).	Family Centre Lead Agencies and Partners
Partners will continue to update and refine brand system tools and assets*, including the addition of a bank of diverse professional photos of local children, youth, and families.	Family Centre Lead Agencies and Partners
Partners will evaluate Family Centre Eblast pilot, refine and rollout with Family Centres across the system.	Family Centre Lead Agencies and Partners

Family-Centred Service System: 2021 Action Steps



Strategy: Move beyond collaboration, coordination, and co-location to an integrated, family-centred model of service delivery

Continuous Communication and Information Sharing between Partners

Action Step:	Led By:
Partners will continue to participate at the governance and neighbourhood levels as productive ways to enhance communication between partners.	Family Centre Lead Agencies and Partners
Partners will use online and virtual tools* and supports to collaborate with others while the restrictions of the pandemic remain in effect. This includes check in meetings, Governance partners meetings, committee meetings to implement planned activities, Strategic Collaboration Team meetings, etc.	Family Centre Lead Agencies and Partners
Partners will use online and virtual tools*, such as the CYN e-bulletin, to share and promote opportunities within the service system to each other.	Family Centre Lead Agencies and Partners

System Capacity Building

Action Step:	Led By:
Partners will seek opportunities to participate in professional learning to increase cultural awareness, cultural safety, anti-racism, and anti-oppression lenses across the system.	Family Centre Lead Agencies and Partners
Partners will use and promote CYN and FCSS tools* to build knowledge about the system and engage new partners.	Family Centre Lead Agencies and Partners
FCSS Partners will continue to scale up the Community Connector Training* to community partners (school boards, Licenced Child Cares, etc.) to increase system capacity with this curriculum.	Childreach

Service System Governance

Action Step:	Led By:
Partners will endorse and implement policies and practices of the refined Family-Centred Service System Memorandum of Understanding*.	Family Centre Lead Agencies and Partners

Family-Centred Service System: 2021 Action Steps

Action Step:

Led By:

Partners will review and recommend updates to Family Centre Partnership Agreements*. Partners will apply the lenses of anti-racism and anti-oppression to the revised agreement.

Family Centre Lead Agencies and Partners

Partners will enhance their collective capacity to engage, grow, and leverage the diversity of partners engaged with the service system in order to support diverse, inclusive, and equitable services and programs available to families.

Family Centre Lead Agencies and Partners

Partners will refine, finalize, endorse, and implement policies and practices of the refined Family Centre Common Experiences* report.

Family Centre Lead Agencies and Partners

Partners will implement the EarlyON Literacy model and ON y va Francophone model.

Family Centre Lead Agencies and Partners

Measurement & Evaluation

Action Step:

Led By:

Partners will develop virtual services guideline document* to inform the early years system by establishing standards of quality and effectiveness.

Family Centre Lead Agencies and Partners

Partners will contribute to the redevelopment of a Family-Centred Service System Measurement and Evaluation Framework*.

Family Centre Lead Agencies and Partners

Partners will engage in the creation of a Community Connector Self-Assessment tool to support the function across the Family-Centred Service System and support adaptations that increase effectiveness and high performance.

Community Connector System Coordinator

Partners will advise on the development of a digital solution for Family Centre participant and program tracking* which will include tracking for school age, youth, settlement of newcomers, etc.

Family Centre Lead Agencies and Partners

Partners will provide strategic advice to review, edit, and operationalize Family Centre evaluations*, including Family Centre surveys*.

Family Centre Lead Agencies and Partners

Partners will participate in information and referral tracking* and use the data to make informed decisions about addressing service gaps.

Family Centre Lead Agencies and Partners

MOVING FORWARD

In challenging times, it is more important than ever to have guiding principles to help shape our next steps. For 2021, we prioritized honesty, simplicity, flexibility, and efficiency. These principles have been at the forefront of our work this year.

I am proud of our community impact in 2020 and the impacts we continue to have on families in 2021. We continue to be responsive and focused on the needs of families in London, while acknowledging the need to take care of ourselves and each other and lean into the strength of the network.

With the third Child & Youth Agenda coming to a close, we will again look to understand how our collective efforts have impacted the community over the last 5 years. We have accomplished and learned a lot through years of implementation, and the community looks different now. We have progressed so far and embedded our collective work into the fabric of what we do every day.

At the same time...

- The challenges we faced 10, 5, and even 1 year ago are different from today's challenges and opportunities
- The events of 2020 and 2021 have introduced profound changes to community priorities, community expectations and the ways in which we work together
- Collective Impact research indicates that more integrated planning makes it possible to solve multiple complex challenges at the same time
- As much as we've achieved, we still want to push our impact to the next level

This moment in time presents an opportunity. An opportunity to re-imagine and redesign how we work together. An opportunity to build a new, more integrated approach to community planning that fully leverages all we've learned, is tailored to the changing world, and maximizes our resources and community impact to create a stronger London.

All this taken together, let's continue to move gently to the end of 2021, in what has been a challenging yet rewarding year for the CYN.

Thank you for everything you do,

Cheryl Smith
Chair, London's Child and Youth Network

