

Public Good Initiative Client Handbook

2018-2019



Thank you for your interest in partnering with the Public Good Initiative (PGI). We are a **student-led, pro bono consulting organization** at the University of Toronto's School of Public Policy and Governance (SPPG). PGI matches consultants with community organizations looking to benefit from our policy-based consulting services. We offer our clients the specialized skills and abilities of policy students to **analyze, design, and execute projects**, while also giving consultants hands-on policy consulting experience.

PGI has partnered with **more than 40 organizations** since its inception in 2008. Clients have continuously remained satisfied with their consultant teams and have described them as hardworking, committed, professional, and highly adaptive. During the 2017-2018 academic year, PGI partnered with eleven organizations on projects that varied in size and policy capacity, including **Hagaruka Burundi Women's Association, YMCA, Canadian Doctors for Medicare, Spinal Cord Injury Ontario, University Settlement, and Egale Canada Human Rights Trust.**

Our consultants are creative and independent problem-solvers with strong analytical and critical thinking skills. Building on the foundations of the **Master of Public Policy program at SPPG**, our consultants bring great value to policy work and discussion.

As the directors of PGI, we strongly believe that our **consultants are of the highest caliber** and will make a positive contribution to your organization.

Please review this Client Handbook and consider partnering with PGI for the 2018-2019 academic year. If you are interested in having our consultants work with you on a project, please complete and submit the attached scoping document application form by **August 24th, 2018**. We look forward to hearing from you!

Best Regards,

Samantha Hatoski (Director, Client Relations)
Emily Graham (Director, Internal Relations)
Chaviva Manson-Singer (Director, Client Relations)
Megan Skinner (Director, Internal Relations)

www.publicgoodinitiative.ca
clients@publicgoodinitiative.ca





Our Mission

The Public Good Initiative strives to strengthen the policy capacity of the not-for-profit sector. By drawing on the skills and expertise of our consultants, we as an organization, seek to meaningfully engage with our partners and positively contribute to the public good.

Who We Are

The Public Good Initiative (PGI) recognizes that our Master of Public Policy consultants have valuable skills and unique insights to contribute toward the public good. PGI consultants are carefully selected through a **competitive application process** open to first- and second-year School of Public Policy and Governance (SPPG) students. Our consultants have access to a wealth of knowledge and expertise possessed by **SPPG's staff, faculty, and fellows** for guidance and support. PGI is fortunate to have such a strong team of policy and consulting professionals who serve our **Board of Advisors** to provide advice on matters of governance, best practices, and long-term strategy.

Our consulting services are provided on a **pro-bono basis**, ensuring that all organizations can benefit from the extensive abilities and diverse set of perspectives that our consultants bring to their projects. PGI recognizes the importance of our relationships within the sector. The work we do represents an exciting opportunity for growth and innovation on the level of both the individual organization and the overall sector.

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Past Clients Include:

1 Love Malvern
4Rs Youth Movement
Canadian Council for Rehabilitation and Work
Canadian Doctors for Medicare
CivicAction
Dignitas International
Friends of the Greenbelt
Foundation Green 13
Local Immigration Partnership
Mid-Toronto Community Services
Mid-West Toronto Health Link
Ontario Council of Agencies Serving Immigrants
Ontario Nonprofit Network
Patients Canada
People for
Education

Project Work
Samara
Schools for the Children of the World
Canada Schools Without Borders
Sierra Youth Coalition
Social Assets
Measurement Teach for
Canada
The Toronto Street Food Vendors Association
Toronto Alliance to End Homelessness
Toronto Arts Foundation
Toronto Drop-In
Network University
Health Network
University Settlement
Waterloo Region Healthy Communities Coalition
WoodGreen Community Service

What does a PGI Consulting Project Look Like?

Projects will be shaped around the needs of the client organization, the skills and backgrounds of the consultants, and the timelines and resources available.

Fully assessing these from the outset of the consultant process will allow us to **maximize the benefits that PGI can provide** to your organization.

Our consultants are trained for work in the **public, private, and not-for-profit sectors** relating to:

- Policy-making and analysis
- Problem-solving, strategic planning and advocacy
- Statistical data collection and analysis
- Consultations with stakeholders or citizen groups
- Social policy
- Non-profit governance
- Decision-making in government, and beyond...



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What Clients Can Expect:

- Consulting services provided by a **team of 3 or 4** School of Public Policy and Governance Students;
- **Up to 3 hours per consultant per week** for approximately 6 months;
- A **negotiated agreement** clearly defining project scope, deadlines, meeting schedules, and other elements of the partnership;
- A mid-term report and final deliverable.

Client Responsibilities:

- **Maintaining communication** with consultants throughout the duration of the project, including providing consultants with feedback on a regular basis
- Proposing a project idea and **clearly defining deliverables, timelines and available resources** for the consultants
- **Briefing consultants** about the project scope and objectives, and providing background materials that describe the organization's mission, structure, ongoing initiatives, etc.
- Covering any major project-related **expenses** (purchase of data, printing, etc.)
- Completing **evaluative surveys** during and after the completion of the project

Summary of Past Projects:

Spinal Cord Injury Ontario

The objective of SCI Ontario is to provide client-centered support to individuals living with long-term disabilities. SCI believes that better, more affordable access to assistive devices gives those who suffer from spinal cord injuries the capacity to effectively participate in society. By focusing on excellent care and client-centered services, making the most efficient use of available resources, and enabling access to essential assistive devices and technology, SCI Ontario can better support their community.

PGI consultants assisted SCI Ontario in its 2013 review of the Assistive Devices Program by providing research and analysis to guide SCI's position on existing policies, and by providing the client with the necessary products to effectively communicate these positions to government officials and other relevant stakeholders. Ultimately, the project aimed to facilitate system change and introduce new resource opportunities for people with spinal cord injuries accessing mobility devices in Ontario. Consultants provided policy research and analysis in the form of a **legislative review, jurisdictional scan and literature review**. Community members, industry representatives and authorizers were also **interviewed** by consultants to inform their analysis. The client received a **final position paper** containing specific recommendations informed by the consultants' extensive research, as well as a **slide deck** to be utilized by the organization in the future as a presentation to the Ontario government.

1LoveMalvern Network

1LoveMalvern Network is a collaborative of residents, agency members, and other stakeholders. Together this organization achieves community transformation by building community capacity, developing innovative initiatives, leveraging resources, and providing opportunities for local residents to receive training, improved access to services, and an increased voice in shaping their

PGI consultants were tasked with the creation and implementation of a **common inter-agency referral system** that meets the needs of community agencies and improves access to community services, while improving collaboration between agencies. Through various stakeholder interviews and research, consultants developed a **draft referral form** for feedback, an **automated Excel database** to track and evaluate the success of the system as well as a framework for implementing the project with all necessary **guidance tools**. These deliverables were presented to 1LoveMalvern Network with a guidebook of how to use the system.



Summary of Past Projects:

Dignitas International

In 2014, Dignitas International (DI) partnered with the Sioux Lookout First Nations Health Authority (SLFNHA) to deliver innovative and culturally appropriate health solutions while acknowledging the historical and current factors that have led Indigenous peoples to experience many challenges in their health and wellness. Dignitas supports the rights of Indigenous peoples to determine their own health needs and have ownership of the health system in their communities. The solutions include building First Nations Community Health Worker (CHW) capacity to provide culturally competent community-based diabetes management and care. These are targeted to some of Canada's most remote and under-served communities that experience barriers to health care, such as the Sioux Lookout Area (SLA).

PGI consultants collaborated with Dignitas and the SLFNHA to develop a **Community Readiness Assessment tool** (CRA_t) and a **one-page strategy** of how to use the tool aimed to support the project's goal of capacity building in First Nations communities. Stakeholders within SLA were then consulted for the CRA_t. Consultants also conducted a **literature review** on Community Education and Health Promotion (CEHP) interventions for diabetes prevention, management, and treatment in Canadian First Nations and Inuit populations across Canada, which included **recommendations and next steps**. Consultants communicated with SLFNHA and Dignitas regularly and produced monthly reports and lessons learned.

Green 13

Green 13 is a community neighborhood non-profit organization representing the environmental and sustainability interests of the members of Ward 13. The goals of the organization are to: increase public awareness about climate change and other environmental concerns, encourage public discourse on sustainability, advocate for policy and behavioural change, and build resilience in our community. Green 13 had been examining the feasibility of implementing a district geothermal energy system in their neighborhood to reduce local GHG emissions.



PGI consultants worked to identify some of the primary barriers to developing district-based geexchange heating and cooling systems in old neighborhoods. The consultants **conducted research** on the existing policy and technological framework in Ontario and a **jurisdictional scan of best practices** across Europe and North America, **conducted interviews** with members of the geothermal industry in Canada and provided **key challenges of the project and recommendations** for how Green 13 might overcome them. After producing their final deliverable, consultants gave a **presentation of findings** to both Green 13 and Ward 13 residents.

Timeline

Projects will **begin October 2018** and run for approximately **six months**. Timelines are flexible to reflect the needs and schedules of client organizations and our consultants. **The mandatory year-end for all projects is April 30, 2019.**



Questions?

We welcome your questions, inquiries, and proposals. For additional information, please contact Samantha Hatoski at **905-807-9277** or Chaviva Manson-Singer at **437-775-6742**, or send us an email at **clients@publicgoodinitiative.ca**.