



CityLAB Project Agreement 2020-2021

The role of the project agreement is to document the expectations for the project, define objectives, clarify constraints or limitations, and outline responsibilities to ensure clarity for the project. CityLAB can help you and your partner complete this document, feel free to reach out for help! Email us at Patrick.Byrne@hamilton.ca

COVID-19 Update
 Due to the constantly changing nature of the COVID-19 pandemic, there is a strong possibility that in-person gatherings will be restricted and/or facilities will be closed during the Fall 2020 semester. As you plan for your project, please consider how it can be adapted to adhere to physical distancing regulations if needed. Taking some time to think through contingency plans with your partner will help ensure a successful and meaningful project, no matter the circumstances.

Project Title:
 Is this project continuing from a previous CityLAB project?
 Yes
 No
 If yes, what was the project title:

City staff details	City staff name: Kelly Coxson City staff email: City staff phone number:
Instructor and student details	Instructor name: Steven Way Instructor email: Instructor phone number: Course name: Capstone Project (Analytics for Business Decision Making Program) Number of students: TBD – based on project scope Student names (if known):
Project Description (what is the problem you are trying to solve and what is the context?)	Vanier Towers faces significantly poorer health outcomes than other areas in Hamilton. Tenants at these two buildings report higher rates of poverty, mental health issues, physical health issues, and addictions, than the average citizen in

<p>If applicable, use the original challenge description found on www.citylabhamilton.com/challenges. Please make any changes as needed or simply leave as is.</p>	<p>the City. A hub of services was implemented in 2017, to bring support and programs to the towers to address the social and health needs of this community. Partners include: Wesley (meals, recreation/social activities, mental health support), tenant led groups (peer support, art programming, social activities), Shelter Health Network (doctors drop-in hours on site), St. Josephs social worker (mental health and addictions support), OW, ODSP, Home Management, Tenant Support Workers (address issues putting tenancies at risk). The hub continues to develop according to tenant and community partner feedback. Evaluation and assessment of the hub is complex and ongoing. Since the spring of 2019, community partners for Vanier Towers have been entering data from their interactions with tenants using a Google Form. This project aims to analyze and enrich the current data to identify trends, gaps, and potential solutions.</p>
<p>Challenge summary (summarize the challenge in plain language)</p> <p>If applicable, use the original challenge summary found on www.citylabhamilton.com/challenges. Please make any changes as needed or simply leave as is.</p>	<p>CityHousing Hamilton begin using Google Forms and Sheets for data collection from community partners as it is a free platform that is user friendly/accessible to staff from different agencies. Moving from simple data entry collection to a better data analysis plan using the Google platform has been challenging due to limited staff time and data analysis expertise. The original summary identified deliverables as primary research (i.e. conducting surveys and/or collecting data) and secondary research (i.e. review of literature and finding information from books and online). However, after initial discussions, it has been identified that a value add would be improving the usefulness of the Google Form tool as a data collection method and the Google Sheets to compile and analyze data. Students would assist with problem identification,</p>

	<p>data preparation for existing data, and data analysis to identify any trends in existing data, and identify future information gathering requirements.</p>
<p>In Scope (from original project description)</p> <p>Clarify the particular elements that you will be taking on in this project. The more particular the better!</p>	<p>City Housing Hamilton has existing data in Google Sheets that could be made available for analysis. Students will be preparing this data for analysis, conducting analysis, and generating reports using industry standard analytical tools. Documentation of existing data sources and recommendations on future data requirements will be made to support future projects and ongoing reporting.</p>
<p>Out of Scope (from original project description)</p> <p>Clarify the particular elements that this project won't take on. Be explicit, even if it might seem obvious!</p>	<p>Students will not be gathering additional data. Students will only work with data and data sets approved and/or provided by the City of Hamilton.</p>
<p>Background Research (what research will be required to pursue the challenge?)</p>	<p>Student interviews with subject matter experts (SME) will be used to provide context to the provided data. Based on the results of those interviews, data preparation and analysis will be performed. Secondary research into related municipalities or other materials related to the analysis will then be performed to provide additional context to analysis results.</p>
<p>Goals (what are the objectives you aim to achieve within the timeframe?)</p>	<p>It is hoped that the data analysis plan will help with the following:</p> <ul style="list-style-type: none"> -Improved data collection/analysis process so information can be analyzed using defined time periods (ex. monthly or quarterly). - Improved data collection/analysis process so information on referrals between hub partners is clearer. -Identify trends amongst services and supports used by tenants and what they require, such that supports for tenants can be improved.

	<p>Reports written by the students will be used for recommendations on future action based on analytical evidence. This is the major goal of this project.</p>
<p>Timelines (Planning, Implementation, Installation, Report, Presentation, Reflection)</p>	<p>The timeline for this project is one school semester (14 weeks) which is to cover every phase of the project except for planning. Planning will occur in the Fall semester between faculty and the project manager. Students will begin working with data and interviewing SMEs beginning in the Winter (Jan 2021). Interim data analysis and reports will be delivered in February, and March, with final reports and reflections conducted early April.</p>
<p>Learning Objectives</p>	<p>Students will apply their learned skills on real-world data in a non-traditional environment for them – providing them a workplace integrated learning experience they can put on their resume. Students will learn by experience how to interact with stakeholders, gather data requirements, document data requirements, prepare and analyze data, and generate targeted reports for stakeholders. Furthermore, students will learn that their skills can be applied in a variety of settings, not just for-profit industry.</p>
<p>How we will work together</p>	<p>Meeting Frequency: 30 minutes to one hour meeting every one to two weeks as required.</p> <p>Communication: Zoom meetings (virtual) and email correspondence</p> <p>Conflict Resolution: Faculty – project manager will liaise to resolve any challenges with the project team (students and city staff) should they arise.</p>
<p>Roles</p>	<p>Students: Data analysts (gather, prep, analyse data, and generate reports)</p>

	City Staff: Overall project management, will provide project data and contextual information
	Instructors: Supervise students, project consultant
	Stakeholders: Subject matter experts, (such as CHH project manager, management, and hub partners) will provide contextual information as required.
Project Deliverable for the City of Hamilton	<p>Alignment with City of Hamilton Strategic Priorities:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Community Engagement and Participation <input type="checkbox"/> Economic Prosperity and Growth <input checked="" type="checkbox"/> Healthy and Safe Communities <input type="checkbox"/> Clean and Green <input type="checkbox"/> Built Environment and Infrastructure <input type="checkbox"/> Culture and Diversity <input type="checkbox"/> Our People and Performance
	<p>Deliverable(s) (e.g. size and type):</p> <p>Written reports on data collection and analysis improvement suggestions, and data analysis visualizations (10 to 20 pages) Presentation of analysis (30 min)</p>
	<p>Where will the work go and what will it be used for:</p> <p>Reports will be submitted to Kelly Coxson for use by the City of Hamilton</p>

Please submit your project agreement to CityLAB by emailing to Patrick.Byrne@hamilton.ca before September 1, 2020 for Fall semester projects.