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CAPACITY ENHANCEMENT: PARTNERSHIP PROJECTS OF ExCEL3

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ExCEL3 Events Phase 1 Summary

Number of ExCEL3 Events: 50

(Participant no.: 3,220)

Community Institute: 20

Service Institute: 10

Executive Institute: 6

Conference/Seminar/Workshop: 14

Total of Number of 15 Collaborative Projects Event: 75

(Participant no.: 3,384 / online viewer: 683)

Case Bank:

3 e-cases developed

Love Plus Hope Community Interest Company
Collaboration Challenges
Fair Trade

3 written cases developed

Food Bank
Strategic Collaboration between Nonprofits and
Business - The Case of St. James' Settlement and
Octopus Cards Limited
Branding a Social Enterprise - The Case of L plus
H Fashion

International Exchange:

2 visits

ARNOVA's Conference 2012 (November 15-17,
2012)

China Charity Fair 2013 (September 21-23, 2013)

Project Developed / Completed:

HKU-HKCSS CSR Index

Organisational Capacity Assessment Project (OCAP)

15 Collaborative Projects

Local/Overseas NGOs, Social Enterprises, Foundations

Network: 739 Organisations

Website Hit Rate: Above 14,000 (up to April 2014)

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NGO Collaborators



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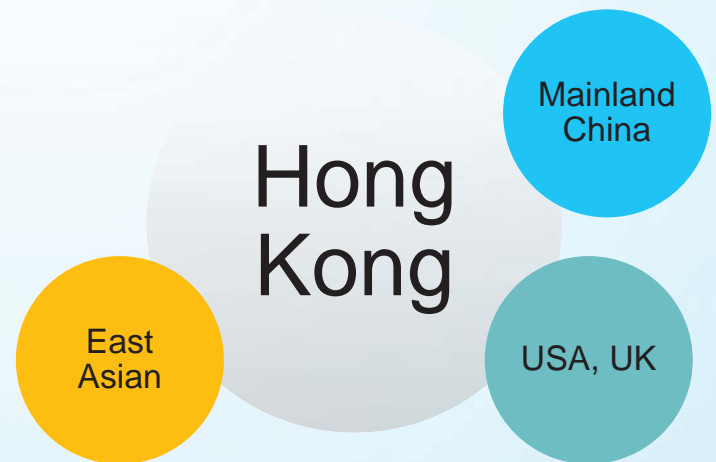


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A Regional Hub of Knowledge Exchange and Partnership

More than 3500 NGOs practitioners, advocates and Philanthropic professionals from < 700 organisations



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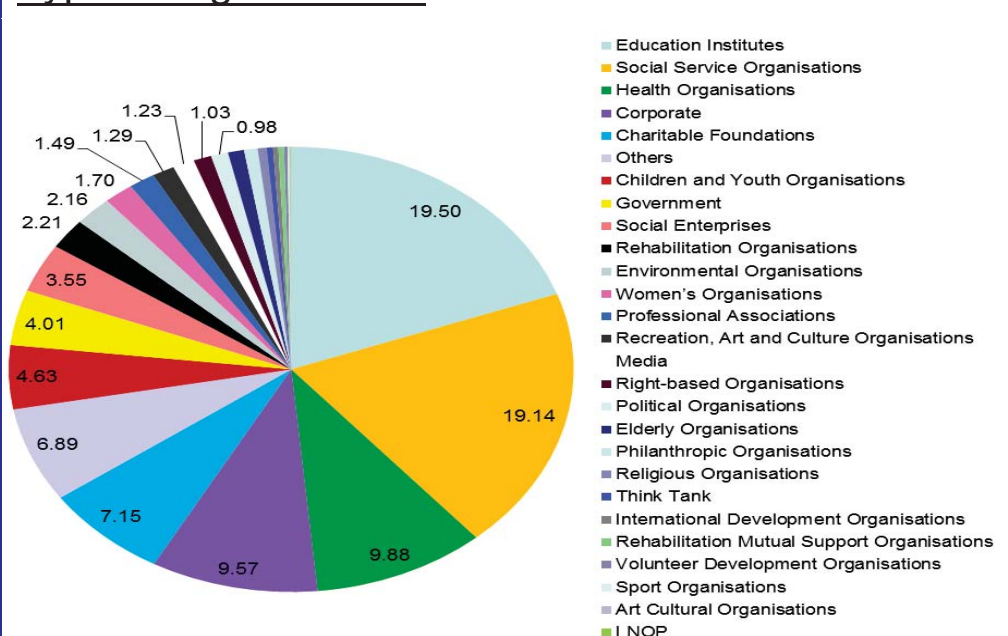
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1. Diversity of Knowledge Exchange

Topics

- E-engagement
- Management & Governance
- Organisational Empowerment
- CSR
- Spiritual Capital
- Water Governance
- Gender Mainstreaming
- Child Welfare and Social Inclusion
- Self-Help Groups
- Community Arts
- Elderly Rights Advocacy

Type of organisations



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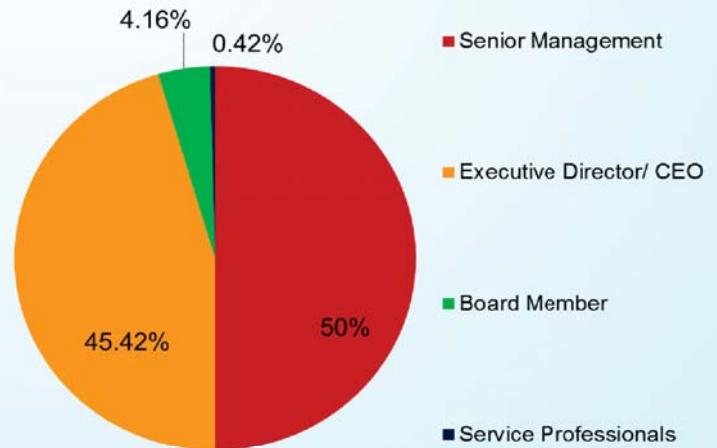
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2. Knowledge Penetration



Segments of Change-makers



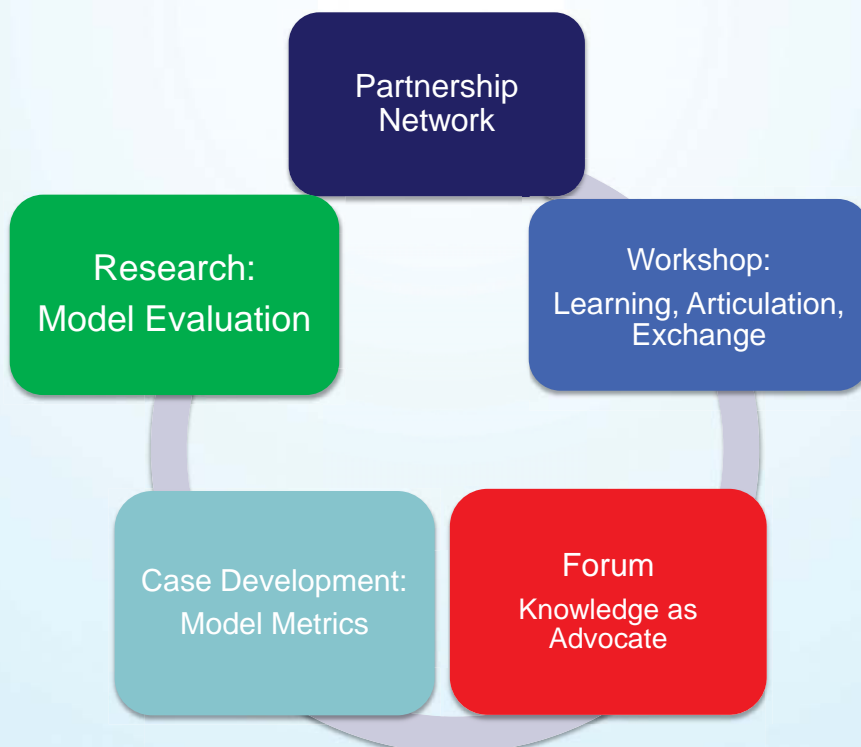
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3. Module Impact in Context



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4. Emerging Impacts

Awareness

Dialogue

Integration--
of policy,
service,
evaluation

**Identify
Accelerators**

Scale Up

**Re-Invent
Models**

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Phase 1 Collaborative Projects

Capacity Building for Artist Groups in Hong Kong:
Strategies for Outreach and Engagement



Achievements

- Enhanced the public profiles of all the participating groups via multimedia: digital story telling workshops, screening and community forums, film festivals, Facebook and multi-media theatre performances
- Explored new ways of knowledge production and community engagement through the integration of artistic work, academic research and sexuality

Impact

- Generated discussion and challenged stereotypes, stigmas and limitations of current perceptions and practices of intimacy
- Raised awareness of the rights and equal opportunities of sexual minorities
- Promoted knowledge exchange in gender and sexuality education

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Phase 1 Collaborative Projects

Enhancing NGO's Capability with Strategic Management, Accounting, and Governance Competency



Achievements

Through interactive and practical experience sharing among guest speakers and participants from the third sector, the two two-day workshops have facilitated the third sector leaders and management in:

- managing key stakeholders; establishing a mission, vision, and identifying performance objectives; performing strategic analyses; identifying strategic positioning, finding the right partner; and forming strategic alliances
- developing governance mechanisms; and designing effective financial and non-financial performance measures

Impact

- During the workshops, third sector leaders and management staff:
 - learned about applying business strategies, theories, and measures into the third sector industry (knowledge exchange)
 - received training manual (products)
 - had an opportunity to share practical experience with guest speakers who played a role as leader, manager, or donor of various NGOs and SEs (learning)
- Wrote two business cases on governance of local NGOs (research), which used at the workshops to facilitate the understanding and application of corporate governance concepts in the third sector

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Phase 1 Collaborative Projects

Building NGO Evidence-based Practice Capacity



Collaborator



香港社會服務聯會
The Hong Kong Council of Social Service

Impact

- Encouraged NGOs to use or produce evidence for service development and advocacy through the sharing of best practice among local NGOs
- Consolidated views on the importance of evidence-based practice to service excellence
- Enhanced the evidence-based practice capacity of NGOs at the individual, organisational and sectoral level with regular platforms for best practice sharing at the annual conference and training workshops
- Established a communication/networking platform for dialogues among academia, NGOs and funders

Achievements

- Organised 2 conferences and 2 workshops to bring together overseas and local wisdom on evidence-based practice, in which:
 - 2 overseas speakers were invited to share international wisdom in evidence-based practice with more than 200 participants from local NGOs
 - 3 local scholars were invited to introduce up-to-date research findings and resources in a conference held in 2012
 - 18 service projects from 16 local NGOs were invited to share their experience of evidence-based practice and service excellence
- Built up an evidence-based platform with a visible brand, with:
 - more than 200 participants from local NGOs took part in the conferences and workshops
 - collaborated with the "Best Practice Awards 2013" in a conference to reach out to more NGOs in the sector
 - invited funders to the conferences to have a dialogue with local NGOs on resources for evidence-based research studies
 - constructed an event website to provide the latest information and resources to local NGOs
 - uploaded 26 articles to the event website and EBP fans page in Facebook to encourage the discussion over major issues about evidence-based practice to continue
 - formed a Practitioner-Researcher Group as a mutual exchange platform for the sector

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Phase 1 Collaborative Projects

e-Engagement Capacity Enhancement for NGOs



Impact

- Raised awareness of the importance of the latest developments of the Internet and the impact on social services
- Conducted research on understanding youth and their social behavior on the Internet
- Produced case studies on effective e-Engagement
- Improved best practice implemented by NGOs

Achievements

- Conducted a comprehensive survey on youths' online social habits and help-seeking behaviors
- Developed research papers on the findings
- Organised a series of workshops on Web 2.0 and e-Engagement
- Wrote case studies on NGOs' online activities and best practices

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Phase 1 Collaborative Projects

Capacity Building for Elderly Rights Advocacy Groups, Elderly Service Workers and Community Organisers

Collaborator

The Association for the Rights of the Elderly (ARE)



Achievements

- Equipped professionals in elderly services with organising and advocacy skills through workshop training [3 one-day workshops attended by 42 participants from various professions]
- Enabled elderly to express their own opinions on social policies and services effectively through workshop training [3 one-day workshops attended by 94 older participants]
- Incorporated overseas and local best practice into the workshop training materials [Half-day symposium attended by 56 participants]
- Produced a training manual on elderly rights advocacy [available online]

Impact

- Raised the awareness of the importance of capacity building
- Connected elderly advocacy groups through the communication platform initiated by the project, discussed and updated elderly rights issues and shared information on upcoming events
- Facilitated elderly advocacy groups forming an opinion on the Carer's Allowance Policy at the network meetings. Together, they signed a position letter and submitted it to the Labour and Welfare Bureau, Social Welfare Department, Community Care Fund, and Legislative Council
- Facilitated the forming of an Alliance of Elderly and their Carers by five organisations participating in the workshops. The Alliance met the Secretary for Labour and Welfare in October 2013 to express their opinion on long-term care policy and allowances for those who care for the elderly.

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Phase 1 Collaborative Projects

Demystifying Environmental Impact Assessment and Cross-Boundary Planning Processes for Civil Society Groups



Impact

- Raised awareness of the importance of public participation in the early stages of the EIA process
- Partly resulted in the most detailed study brief in the history of EIA in Hong Kong for the production of EIA report for "Expansion of Hong Kong International Airport into a Three-Runway System"
- Gathered and consolidated views from various stakeholder groups on Hong Kong's EIA process
- Built capacity through forums with government representatives, academics, professionals and ENGOS
- Provided first-hand information to local ENGOS, through field-trips, of the role of EIA in environmental management
- Facilitated a joint submission by local ENGOS, to the Government, on a review of Hong Kong's EIA process

Achievements

- Provided a comprehensive training programme on EIA for local ENGOS
- Provided a training package on EIA for local ENGOS
- Provided a stakeholder dialogue forum on EIA in Hong Kong
- Provided a networking-cum-training workshop on cross-boundary issues for ENGOS based in Guangdong and Hong Kong



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Phase 1 Collaborative Projects

Spiritual Values in the Third Sector



Achievements

- Established a learning network of academics, practitioners and NGOs interested in the application of spiritual values in the process of capacity building for the third sector
- Conducted a preliminary mapping and typology of Faith-based NGOs in Hong Kong, based on different approaches to the application of spiritual values in social service
- Identified best practices for systematic and sustainable methods for drawing on faith and spirituality to empower individuals and groups to improve their lives and their communities. Produced written cases and designed an e-case scenario for use as educational resources
- Drawing on relevant social scientific theories and literature, developed models of spiritual principles and spiritual capital, and designed draft training modules for conceptual learning and practical application in personal life, group leadership and organisational management
- Introduced the WeValue model from Europe, a model of developing and measuring values indicators for third sector organisations
- Acquired initial skills to implement and adapt the WeValue model for the Hong Kong and Chinese social context

Impact

- Raised awareness in 27 NGOs and foundations through 51 site visits and focus groups
- Raised awareness among 300 scholars and graduate students through 5 public lectures and conference presentations in Hong Kong, Macao, Mainland China and the US
- Improved capacity through training of 100 leaders and members of 20 NGOs through 3 forums and workshops
- Improved capacity in the understanding of values indicators and measurement provided through training to the core leadership team of 3 NGOs and foundations, to be employed in the capacity building of over 30 community-based organisations
- Improved understanding of values indicators and measurement provided through training to 3 team members for future localised workshop provision

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Phase 1 Collaborative Projects

Social Entrepreneurship for Health: Enhancing Networks and Building Capacities

Impact

- Raised awareness of the potential for integrated SE capacities to enhance the quality and sustainability of health service delivery offered by NGOs in Hong Kong and across the region
- Facilitated the exchange of information on the deployment of innovative SE models and the need for comprehensive metrics. The Online Hub created by the Social Entrepreneurship for Health Project will promote pathways between SE organisations and healthcare professionals, while functioning as a tool for knowledge exchange and cross-sectoral exchanges
- Contributed to the theoretical literature and in particular to current debates on the issues at stake in the 'exportation' and 'importation' of SE models between settings
- Plan to publish articles in journals disseminating the findings to a wider public and providing a comparative perspective on global SE debates in health, with Hong Kong as a critical case study. One of the Project findings is that the most successful SE organisations place their services within a total ecology of needs. The research publications will have practical implications, furnishing relevant case studies for NGOs to consider when rethinking their own funding and delivery mechanisms

Achievements

- Engaged with numerous stakeholders, as well as local and overseas experts, academic researchers and practitioners
- Held regular meetings and site visits to identify key aspects that might enhance and promote network and capacity building. Meetings were followed by successful workshops that focused on sexual health, mental health and aging – key targeted health areas
- As part of the Social Entrepreneurship for Sexual Health (SESH) initiative, organised a short film contest in December 2013 to enhance capacity for NGOs in Hong Kong and China to promote services on sexual health
- Undertook research to map the landscape of SE activities in Hong Kong and, specifically, to identify SE organisations working in health-related fields. A significant amount of practical data was gathered which will facilitate the reformulation of theoretical approaches to SE organisations, with implications for policy
- In partnership with theOrigo, created an Online Hub (The Hub) to promote interactive channels between SE organisations and healthcare professionals, while disseminating knowhow to the wider community



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Phase 1 Collaborative Projects

Capacity Building – A Framework for NGO Leaders and Local Cases Demonstration

Collaborator



Impact

- Building consensus on sector challenges and the importance and pressing needs for leadership competencies, succession planning and people development
- Increasing awareness and interest on strategic competencies
- Translating research findings into laymen's terms for mass distribution and easy adoption to build the capacity of the sector
- Contributing to the theory development of nonprofit management and governance via a conference paper in the ARNOVA International Conference in November 2013

Achievements

- Completed two research projects including Competency Modeling study and Delphi study
- Published a CEO Competency Manual 2013 with a simplified version of the competency model which reached over 1200 senior executives of the sector
- Soft-launched a Website on NGO CEO with detailed information of the project and the survey
- Developing three Local Cases in multi-media format demonstrating how some of the competencies had been applied by local NGO gurus



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Phase 1 Collaborative Projects

Capacity Building for Leaders of Self-help Groups in Hong Kong

Achievements

- Helped draft the "Patient-Centered Healthcare (PCH) in Hong Kong: An exploratory report for the International Alliance of Patients' Organization (IAPO)" (2012)
- Conducted an action research project to thoroughly understand the impact of self-help groups and their best practices. The findings were transformed into a 2-day training package
- Conducted two training workshops for self-help group leaders and professionals involved with self-help groups
- A training manual, public education booklet, and website were published/launched

Impact

- Raised the awareness of the importance of capacity building among self-help group leaders



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Phase 1 Collaborative Projects

Social Impact Assessment for Non-governmental Organisations

Collaborator



Impact

- Facilitated the NGO practitioners and stakeholders involved in social services to understand the concept of social impact assessment, and apply the SIA Framework
- Refined the framework through a number of applications to various social service programme
- Developed a protocol and guidelines codified as a training manual for interested parties to use this SIA framework

Achievements

- Promoted the ideas of SIA across stakeholders
 - Organised a regional dialogue and invited experts from Japan, Thailand, Singapore, and Taiwan to introduce the development of SIA in their countries/regions
 - Incorporated SIA elements in a Social Innovation camp to introduce SIA to social engineers recruited from different sectors
- Refined a SIA framework to be used in Hong Kong
 - Refined the SIA framework by conducting SIA on social service projects
 - Constructed an indicator bank for measuring social impact
- Educated the NGO sector in using the SIA framework
 - Organised 2 workshops to introduce different approaches/tools to conduct SIA. Invited representatives from the Social Return on Investment (SROI) Network and Group SOS to introduce their tools for SIA respectively
 - Developed a protocol and guidelines for frontline practitioners to use the SIA framework
 - Constructed a resource website to serve as a platform for SIA interface, including uploading the SIA framework for educational purposes



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Phase 1 Collaborative Projects

Building Capacity for Grassroots Women's Organisations

Impact

- Raised the awareness of the importance of capacity building (e.g., brand building, improving communication skills, fund raising, using the internet, mobilising strategies)
- Built connections between women's organizations and other interested parties
- Increased the use of e-promotion among women's groups

Achievements

- Conducted 5 training workshops
- Organised 2 symposia with over 200 participants
- Conducted 2-day training workshops for the Committee on the Elimination of Discrimination against Women (CEDAW)
- Produced 5 training manuals
- Reviewed the development of Hong Kong's feminist movement in the past 10 years

Collaborator
Hong Kong Women's Coalition on Equal Opportunities
 平等機會婦女聯席



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Collaborator
yesnetwork
 The Project Incubator

Phase 1 Collaborative Projects

New Wave of Change: Social Innovation, Entrepreneurship and Cross-Sector Collaboration

Achievements

Training – 230 headcounts of passionate social changemakers (170 in Hong Kong and 80 from Mainland China)

Social Innovation Toolkit – A framework of tools and enabling mindsets for lasting social change

【 Social Ventures 】

1 CookInMama – Sought to empower low income women and deliver healthy food to working professionals in HK

2 Secondary Education Reform – Sought to transform education in Band3 secondary schools, serving students from poor and broken families backgrounds living in impoverished regions of Hong Kong such as Tin Shui Wai

3 Early Childhood Education Reform – Sought to transform early childhood education and parenting in HK
4 Animal Protection – Plans to establish in an animal park based in Guangdong experiential "edutainment" programmes to nurture values of empathy, compassion and love for young generation

Impact

Perception

Our training attendees now perceive innovation, entrepreneurship and cross-sector collaboration as extremely crucial in creating social change, demonstrating a significant increase in their interest level to invest in efforts to learn and execute.

Learning

Conducted applied research on social innovation best practice globally and arrived at a systematic social innovation framework. Produced a social innovation toolkit with illustrations of practice social ventures case studies. Conducted training and intensive incubation programme for social entrepreneurs.

Behavioural Change

A majority of our social entrepreneurs experienced a mindset change and adopted social innovation principles and tools: including purpose-led social innovation, user centric design, creativity, rapid prototyping, business model designs etc.

Results

Conducted applied research on social innovation best practice globally and arrived at a systematic social innovation framework. Produced a social innovation toolkit with illustrations of practice social ventures case studies. Conducted training and intensive incubation programme for social entrepreneurs



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Phase 2 Collaborative Projects

1. Building NGO Evidence-based Practice and Social Impact Assessment Capacity
2. Capacity Building Project on Gender Mainstreaming by Grassroots Women's Organisations
3. Board Governance of Nonprofit Social Service Providers in Hong Kong
4. Institutional Innovations of Nonprofit Social Service Providers in Hong Kong
5. Child Welfare Development and Social Inclusion of At-risk Children in Hong Kong
6. Engaging Civil Society Groups to Innovate Collaborative Cross-Boundary Water Governance Practices in the Greater Pearl River Delta Region
7. Spiritual Values in the Third Sector (SPIRIT3)
8. e-Engagement and Data Analytics Capacity Enhancement for NGOs

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