

# **BERMUDA CIVIL SOCIETY PROJECT: ANALYSIS OF SOCIAL SERVICE AGENCIES**

## Appendices

# APPENDIX I

## CONVENING DATA ANALYSIS METHODOLOGY

Agencies in the public and third sectors came together in an effort to determine the issues affecting Bermuda’s population the most and to work towards greater collaboration. The particular data analysis conducted for this report is of the third in a series of three convenings.

The Inter Agency Committee proposed seven presenting problems to initiate discussions between participants. These were as follows:

- Lack of Healthy Relationships
- Lack of Parenting Skills
- Lack of Education and Life Skills
- High cost of living
- Lack of data/research/statistics
- Lack of Protection for Our Vulnerable Populations
- Inadequate Socialization

Participants were given a sheet with many underlying issues and were asked to identify which were the most relevant to the seven presenting problem listed above. They were instructed to select three per each presenting problem after brainstorming and discussions.

Following the determination of the 21 total underlying causes, agencies were each given three Post-it sticky notes to identify which of the 21 their organization aimed to address under the seven presenting problems, while specifying their target population. For seven presenting problems, three underlying causes each, and 4 categories of ages, this represents a total of 84 possible selections. Below is an example of how an organization could have placed the three sticky notes (in yellow):

		Lack of Healthy Relationships			Lack of parenting skills			Lack of education and life skills		
Age		Unaddressed Generational Trauma	Family and Community Disconnect	Lack of focus on well-being as a country	Breakdown of extended family / community; lack of support	Unaddressed generational trauma	Lack of clarity around good parenting	System is too broad from top-down	Politics/lack of leadership in education	Lack of community and family involvement
0-5										
6-18										
18-65										
65+										

		High cost of living			Lack of data/research/stats			Lack of Protection for Our Vulnerable Populations		
Age		Goods	Food	Shelter	Data not disseminated	No central database	Not an independent body to ensure findings are ethical	Unaddressed generational trauma	Lack of a system to address issue	Over/mis/ convenient diagnosis of drugs
0-5										
6-18										
18-65										
65+										

		Inadequate Socialization		
Age		Poor understanding of cause and effect	Breakdown of family unit	Discouraged mixing between systems
0-5				
6-18				
18-65				
65+				

# APPENDIX II

## SOCIAL SERVICES SURVEY PRODUCTION, DATA COLLECTION, AND ANALYSIS

### PRODUCTION

Survey responses were analyzed in order to arrive at the conclusions discussed in this report. The survey question structure was multi-level and modeled off the National Taxonomy of Exempt Entities (NTEE) code system, which is used to classify nonprofit organizations in the United States. The following is the question logic used and a *specific example*:

1. Select the **sector(s)** in which your organization conducts its core work. *Education*
- ↳ 2. Select the **areas** that describe the work your organization does relating to Education. *Elementary & Secondary Schools (24 options)*
- ↳ 3. Select the **programs** within Elementary & Secondary Schools that most closely resemble the work that your organization does. *Preschools (6 options)*
- ↳ 4. Select the **types of services** related to Preschools that your organization provides. *Intervention (6 options)*
- ↳ 5. Please identify the **population** that directly benefits from your Prevention activities related to Preschools. Select the appropriate age ranges for females (F) and males (M). *Males, 0-5; Females, 0-5 (10 options)*

The above question structure was created for nearly every category listed on the NTEE code list, for a total of 2,400 questions; only categories that directly related to agencies serving children and families were included. Per organizations' responses, hundreds of thousands of data points were recorded and analyzed. To view all the possible sector-, area-, and program-level options, please download the complete NTEE list at <http://nccs.urban.org/classification/NTEE.cfm>. The types of services and population options are shown below:

FIGURE 2: SNAPSHOT OF NTEE CODES LIST

<b>B EDUCATION</b>	→ Sector
B01 Alliances & Advocacy	
B02 Management & Technical Assistance	
B03 Professional Societies & Associations	
B05 Research Institutes & Public Policy Analysis	
B11 Single Organization Support	
B12 Fund Raising & Fund Distribution	
B19 Support NEC	
<b>B20 Elementary &amp; Secondary Schools</b>	→ Area
B21 Preschools	→ Program
B24 Primary & Elementary Schools	
B25 Secondary & High Schools	
B28 Special Education	
B29 Charter Schools	
<b>B30 Vocational &amp; Technical Schools</b>	
<b>B40 Higher Education</b>	
B41 Two-Year Colleges	
B42 Undergraduate Colleges	
B43 Universities	
<b>B50 Graduate &amp; Professional Schools</b>	
<b>B60 Adult Education</b>	
<b>B70 Libraries</b>	
<b>B80 Student Services</b>	
B82 Scholarships & Student Financial Aid	
B83 Student Societies & Fraternities	
B84 Alumni Associations	
<b>B90 Educational Services</b>	
B92 Remedial Reading & Encouragement	
B94 Parent & Teacher Groups	

**Advocacy:** Efforts to organize groups and/or influence policy

**Awareness/Education:** Sessions, workshops, trainings, gatherings or other activities aimed at informing about a particular social issue

**Prevention:** Services that direct those who are vulnerable away from a given issue before they are affected by it

**Intervention:** Services that aim to stop an issue as it is taking place, either through direct/immediate action, or through longer term actions, in the case of ongoing issues

**Treatment:** Services that support or care for individuals/populations that have been affected by an issue after an incident of that issue and/or before they are fully removed from the direct impact of the issue; the goal of these programs is to stop the direct impact of the given issue on beneficiaries

**Aftercare:** Longer-term services that care for individuals/populations that have been affected by a given issue; these programs seek to stabilize their beneficiaries' situation after they are no longer being directly affected by the issue, and to prevent a recurrence of the issue by supporting beneficiaries over a significant period of time

#### Populations

Males, 0-5	Females, 0-5
Males, 6-18	Females, 6-18
Males, 19-34	Females, 19-34
Males, 35-64	Females, 35-64
Males, 65+	Females, 65+

## DATA COLLECTION AND ANALYSIS

### Step 1: Collection

The survey was distributed to several hundred stakeholders in Bermuda's third sector, and 107 responded while it was live for over six weeks. Their responses were recorded in the following format, where each row represents an organization's responses, each column represents a survey question, and a "1" represents a positive response (i.e., selection) to a question:

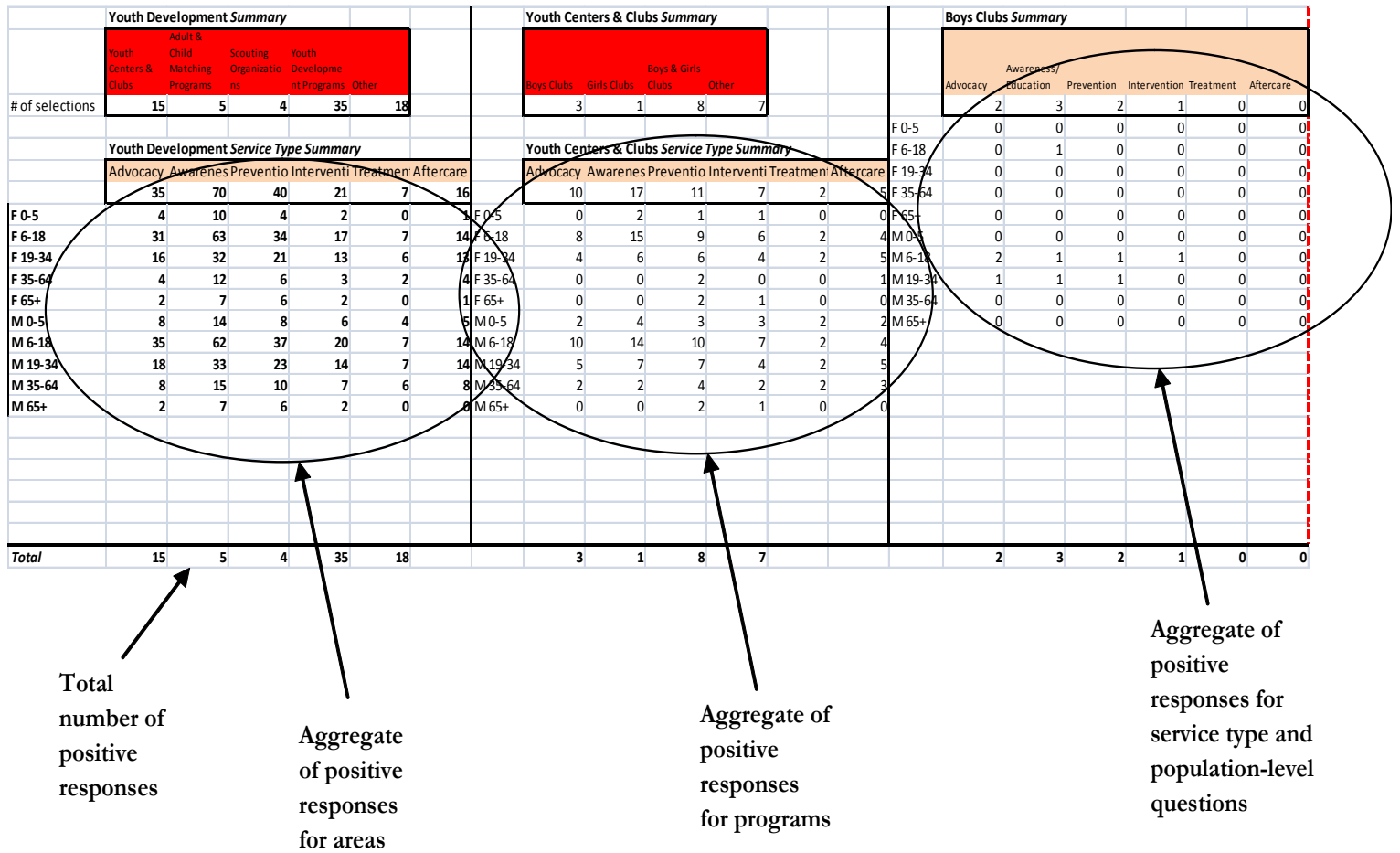
**FIGURE 3: SNAPSHOT OF RAW SURVEY RESPONSES**

Q2.1	Q3.1_1	Q3.1_2	Q3.1_3	Q3.1_4	Q3.1_5	Q3.1_6	Q3.1_7	Q3.1_8	Q3.1_9	Q3.1_10
Organization Name	When ans	When ans	When ans	When ans	When ans	When ans	When ans	When ans	When ans	When ans
Bermuda Council on Ageing										
The Eliza DoLittle Society										1
KAIROS Philanthropy		1					1			
Family Centre					1					
Bermuda National Gallery	1	1								
The Salvation Army					1					1
ChildWatch Bermuda		1			1		1			
The Centre Limited	1									
Bermuda Environmental Sustainability Taskforce (BEST)			1							
Bermuda Council for Drug-free Sport		1					1			
The Salvation Army										1
The Women's Resource Centre		1			1		1			
National Dance Foundation of Bermuda (NDF)	1	1								
Amnesty International Bermuda		1		1						1
Bermuda Society of Arts	1	1								
The Duke of Edinburgh's Award in Bermuda										
BERMUDA BOTANICAL SOCIETY		1	1						1	
Tomorrow's Voices - Bermuda Autism Early Intervention Centre		1					1			
Bermuda Hospital Board				1	1	1				
National Museum of Bermuda, Incorporating Bermuda Maritime Museum	1	1								
LADY CUBITT COMPASSIONATE ASSOCIATION				1						
Adult Education School		1								
Bermuda College		1								
Bermuda Senior Islanders' Centre		1		1				1		
Bermuda School of Music	1	1								
Anglican Church of Bermuda, The Cathedral of the Most Holy Trinity, Hamilton, Bermuda		1								
Residential Treatment Services										
PHENOMENAL PEOPLE.....Living, Loving & Learning										
The First Baptist Church of Bermuda										
Prison Fellowship Bermuda							1			
PRIDE Bermuda		1								
Global Arts Youth Initiatives Foundation	1	1	1	1						

## Step 2: Consolidation

Following the collection of data, to handle the thousands of columns of information, the data was formatted to be more digestible. This included summing each column to determine how many positive responses each answer received, then collapsing columns into groups. The following is the method as it applied to Youth Development responses:

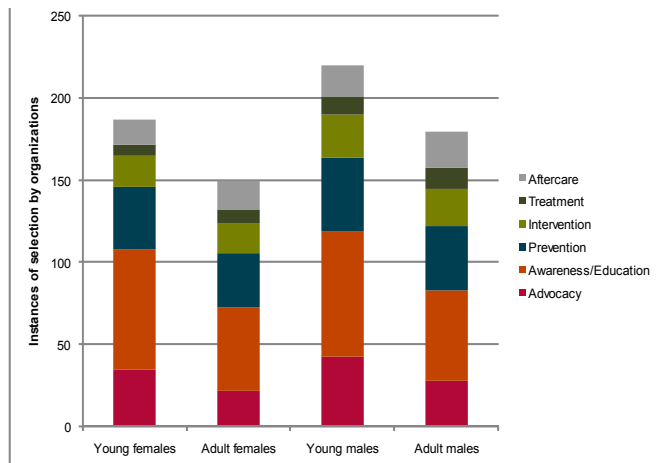
**FIGURE 4: CONSOLIDATION OF RAW DATA**



## Step 3: Analysis

Following data consolidation, analysis of values and trends led was followed by production of graphs and charts, from which conclusions were developed. The following is the result of the Youth Development analysis.

**FIGURE 5: YOUTH DEVELOPMENT ANALYSIS**



### Note on Data Quality

It is important to note that survey responses may be skewed due to organizations' independent identity with certain issues, or how strongly they consider themselves as operating in particular social issues. Several smaller organizations that were surveyed identified themselves as operating in a substantial number of issues, whereas many larger organizations identified themselves in fewer. This gap between what organizations actually do and what they perceive themselves as doing is an important one to consider when drawing conclusions from this data.

# APPENDIX III

## SURVEY PARTICIPATION

The following is a list of organizations that participated in the survey. Names are written as they were submitted.

Adult Education School	Charles Bascome Music Scholarship	Residential Treatment Services
Afterschool Programme - Department of Youth, Sport and Recreation - Bermuda Government	Chewstick foundation	Sail Training Association of Bermuda (Tall Ships Bermuda)
Al-Anon/Alateen Family Groups	Child and Adolescent Services	Sandys Community Centre - Bermuda Government, Department of Youth, Sport and Recreation
Alzheimer's Family Support Group	ChildWatch Bermuda	Select Sites Group
Amnesty International Bermuda	Citizens Uprooting Racism in Bermuda	Springfield Community Centre
Anglican Church of Bermuda, The Cathedral of the Most Holy Trinity, Hamilton, Bermuda	Continental Society of Bermuda	St. Georges Community Centre
Bermuda Heart Foundation	De Boys' Day Out CLub	St. George's Historical Society
Bermuda Audubon Society	Department of Court Services	STAR (Supportive Therapy for AIDS and their Relatives)
Bermuda Botanical Society	Devonshire Colts Football Club	Swan's Running Club
Bermuda Cancer and Health Centre	Elliot Primary PTA	Synergy
Bermuda College	The Family Centre	Teen Services/Teen Haven
Bermuda Conference of Seventh-day Adventist Church/ Hamilton Church	Focus Counselling Service	The Aerie Foundation
Bermuda Council for Drug-free Sport	Friends of Hospice	The Bermuda Boys' Brigade
Bermuda Council on Ageing	Friends of the Bermuda National Library	The Bermuda Junior Service League
Bermuda Environmental Sustainability Taskforce (BEST)	Global Arts Youth Initiatives Foundation	The Brotherhood/Sisterhood of Bermuda
Bermuda Foundation for the arts	Hamilton Lions Club	The Centre Limited
Bermuda Girl Guide Association (Girlguiding Bermuda)	Head II Foot Foundation	The Centre on Philanthropy
Bermuda Hospital Board	IT Takes a Village Support Group	The Duke of Edinburgh's Award in Bermuda
Bermuda Junior Golf Association (BJGA)	KAIROS Philanthropy	The Eliza DoLittle Society
Bermuda Karate Organization	Kiwanis Club of Hamilton - Division 24 of Kiwanis International	The First Baptist Church of Bermuda
Bermuda National Gallery	Lady Cubitt Compassionate Association	The Hospitals Auxiliary of Bermuda
Bermuda Paralympic Association	Learning Disabilities Association of Bermuda	The PHC Foundation
Bermuda Red Cross	Masterworks Museum of Bermuda Art	The Physical Abuse Centre
Bermuda Rowing Association	Matilda Smith Williams Seniors Residence	The Salvation Army
Bermuda School of Music	Meals on Wheels, Bermuda	The Total Group
Bermuda Senior Islanders' Centre	National Dance Foundation of Bermuda (NDF)	The Willing Workers of Bermuda
Bermuda Sloop Foundation	National Museum of Bermuda, Incorporating Bermuda Maritime Museum	The Women's Resource Centre
Bermuda Society of Arts	Oral Health Section, Department of Health, Bermuda Government	Tomorrow's Voices - Bermuda Autism Early Intervention Centre
Bermuda Underwater Exploration Institute	PALS	Up With People Bermuda Alumni
Bermuda Youth Counselling Services	Passports to College of Bermuda	Westmeath Residential & Nursing Care Home
Big Brothers Big Sisters of Bermuda	Phenomenal People.....Living, Loving & Learning	Word of Life Bermuda
CADA - Encouraging Responsible Alcohol Behavior	PRIDE Bermuda	Young Life Bermuda
Calvary Gospel Chapel	Prison Fellowship Bermuda	Youth Development Unit - Department of Youth, Sport and Recreation
Caron Bermuda	Raleigh International Bermuda	