

St. James Town
Need Assessment Report

A Partial requirement for the fulfillment of Immigrant Women Leadership Training Program

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2011/2012

Acknowledgement

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Researcher.

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Executive Summary

This report has made an attempt to analyze the need assessment of St. James Town. The research is conducted under the supervision of Centre for Community Learning and Development.

Basically, this report tries to attempt to cover all aspects of wellbeing in St. James Town. It seeks to compare and contrast Canadian Index of Wellbeing in the community. It uses primary data and secondary data collected from a survey on needs assessment (2011/2012). Focus group discussions, online survey, face to face interview, and observation were used to collect the data. Survey questions and key informant questions were developed to collect data for the report.

The report has altogether 8 chapters. Chapter 1 is introduction. It discusses about the rationale, objectives and scope and delimitation of the study. Chapter 2 discusses on literature review on CIW and its indexes. Chapter 3,4 and 5 is about analysis of the data collected from the survey regarding different important domains of community well-being including demographic analysis, income level, education level, community vitality, housing services and others. Chapter 6 discusses on recommendations, and conclusions. Finally Chapter 8 is about Theory of Change.

Chapter I

Introduction

1.1 Context

St. James Town is a neighbourhood of Toronto, Ontario, Canada. It lies in the northeast corner of the downtown area. The neighbourhood covers the area bounded by Sherbourne Street to the west, Bloor Street to the north, Parliament Street to the east, and Wellesley Street East to the south.



St. James Town is the largest high-rise community in Canada. It has been identified as one of the 13 economically deprived neighborhoods within the city. It consists of 19 high-rise buildings (14 to 32 stories). These massive residential towers were built in the 1960s. Officially, approximately 17,000 people currently live in the neighbourhood's 19 apartment towers and 4 low rise buildings; but residents have suggested the population to be 25,000, making it Canada's most densely populated community.



1.2 Rationale of the Study

The study was conducted for the partial fulfillment of the IWIP training. St. James town is a highly populated area and most of the population consists of immigrants. The study focused on gaining an understanding on the wellbeing of the St. James Town neighborhood.

1.3 Objectives of the Study

The main objectives of the study were:

- To study the wellbeing of the St. James Town neighborhood;
- To compare and contrast the wellbeing of St. James Town to other neighbourhoods, with the use of the Canadian Index of Wellbeing; and
- To recommend the needs of the St. James Town community.

1.4 Scope and Delimitation of the Study

The present study was entirely based on the St. James Town neighborhood. The report is qualitative in nature. Simple statistical tools have been applied wherever necessary. In this context, the findings of the study may not be generalized at a national level. On the other hand, the findings of the report would be useful to support other studies with specific reference to the wellbeing of the community

Chapter II

Literature Review

2.1 Canadian Index of Wellbeing (CIW)

The CIW is a new way of measuring societal wellbeing. It provides unique insights into the quality of life of Canadians – overall, and in specific areas that matter. There are many definitions of Wellbeing. The CIW has adopted the following as its working definition:

The presence of the highest possible quality of life in its full breadth of expression focused on but not necessarily exclusive to: good living standards, robust health, a sustainable environment, vital communities, an educated populace, balanced time use, high levels of democratic participation, and access to and participation in leisure and culture (www.ciw.ca). In reality, wellbeing involves a multi-dimensional array of social, economic and environmental factors. The way they connect and interact has a large effect on our wellbeing. To improve them through public policy, we first have to track and report on them so we can better understand the root causes of our current wellbeing.

The first-ever CIW composite report shows that in the fifteen year period from 1994 to 2008, Canada's GDP grew by a robust 31% while our quality of life only improved by a very modest 11%. Canada, like most countries, lacks a single, national instrument for tracking and reporting on our overall quality of life. GDP was never designed or intended to be a measure of social progress, or quality of life. It is simply a calculation of the value of all goods and services produced in a country in one year. Even the 'father of GDP', Nobel laureate Simon Kuznets, recognized that "the welfare of a nation can scarcely be inferred from a measurement of national income as defined by the GDP".

Over time, GDP has emerged as a surrogate for wellbeing. That is a big problem. As a measurement of national income, GDP does not distinguish between activities that are good and those that are bad for our society. GDP has become a giant calculator with an addition but no subtraction button. Activities like smoking, drinking to excess, building jails and hiring police to deal with crime, destroying green lands to build sprawling subdivisions, over-harvesting our natural resources to the point of jeopardizing their sustainability, using fossil fuels that pollute our air and heat up our planet – all these activities propel GDP upward.

GDP therefore doesn't measure on how Canadians are really doing. Is our overall quality of life getting better or worse? Are we getting closer or moving farther away from realizing the kind of Canada we want to live in? Where did the benefits from the rest of our economic growth go? How did the lion's share of gains in income and wealth end up going to the richest 20%, while the gap down to the rest of us is growing even larger? Why are we living longer, but experiencing poorer health? In order to answer all these questions, CIW has adopted a holistic approach of measurement rather than only GDP.

The CIW's work at the national level links up with the work of the many organizations and institutions that are striving to improve quality of life at the neighbourhood, community, municipal, provincial and regional levels. This collective action can indeed generate a powerful force – refocusing the political discourse in Canada, helping to reshape the direction of public policy, pinpointing policy options and solutions that will genuinely improve the quality of life of Canadians, and holding decision makers to account for whether things are getting better or worse.

2.2 Major Domains of CIW

CIW has adopted eight major domains. They are as:

- Community Vitality
- Democratic Engagement
- Education
- Environment
- Healthy Populations
- Leisure & Culture
- Living Standards
- Time Use



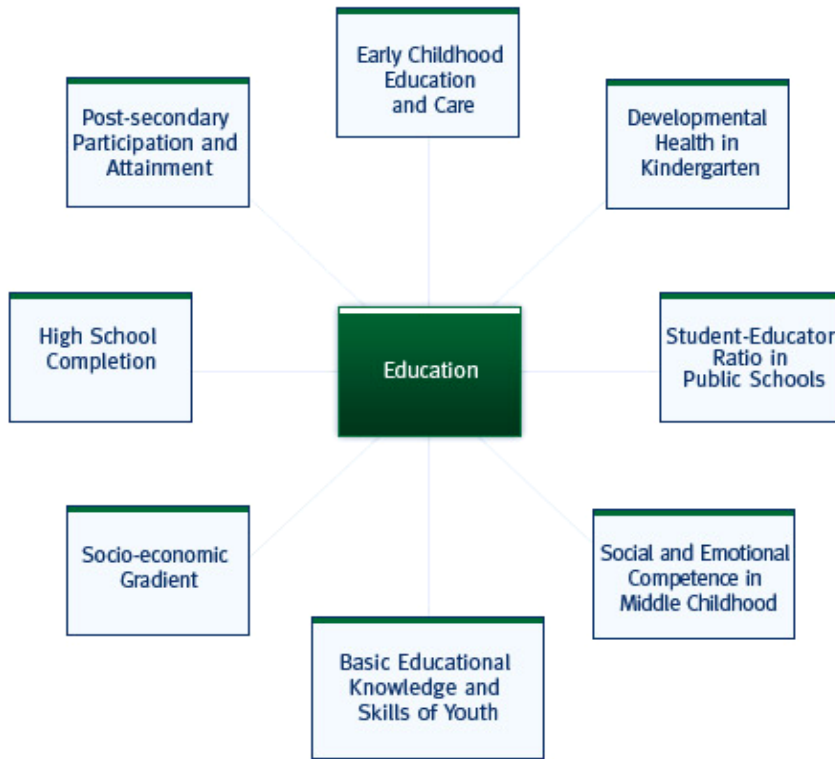
2.1 Domains of CIW

2.3 Community vitality domain reflects on social engagement, social support, community safety, social norms and values, attitude towards others and community. The following diagram explains the details of community vitality.



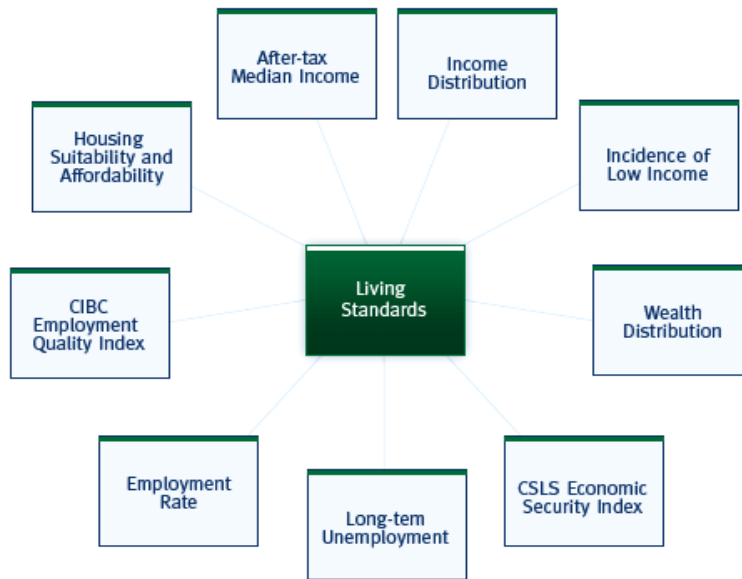
2.2 Components of community vitality

2.3 The **components of education** can be illustrated as



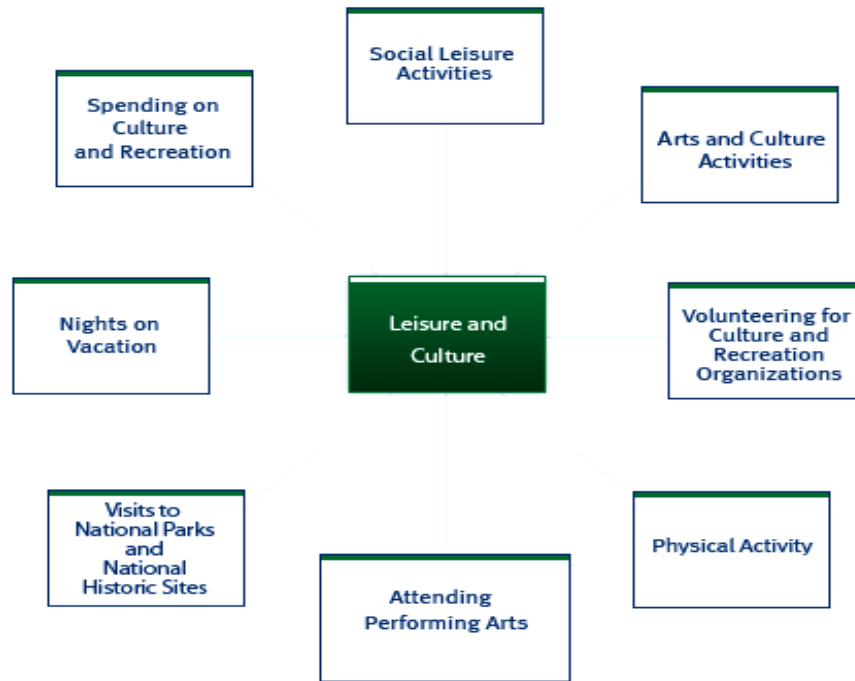
2.3 Components of education

2.4 According to CIW living standard can be measured by variety of components. The chart illustrates components.



2.5 Living Standard Components

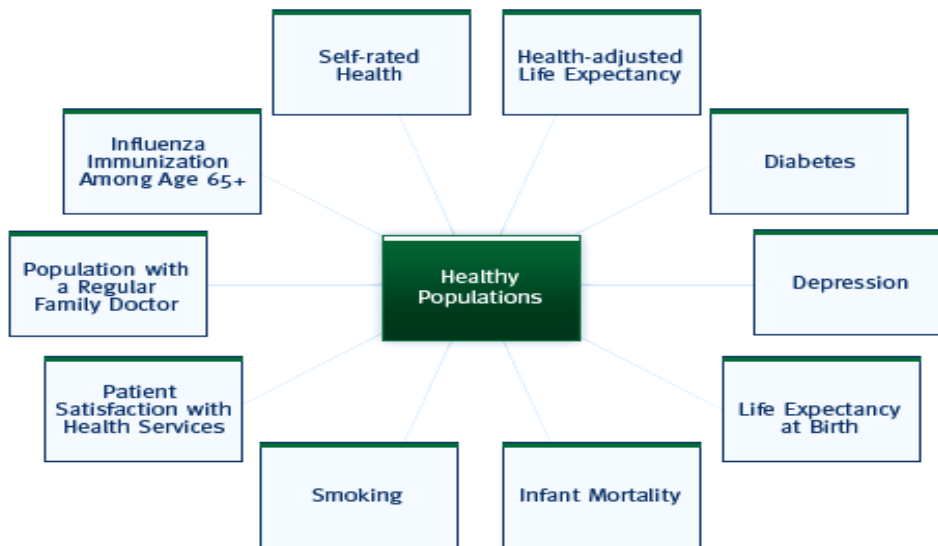
2.6 Leisure and culture can be viewed in the following chart:



2.6 Components of Leisure and Culture

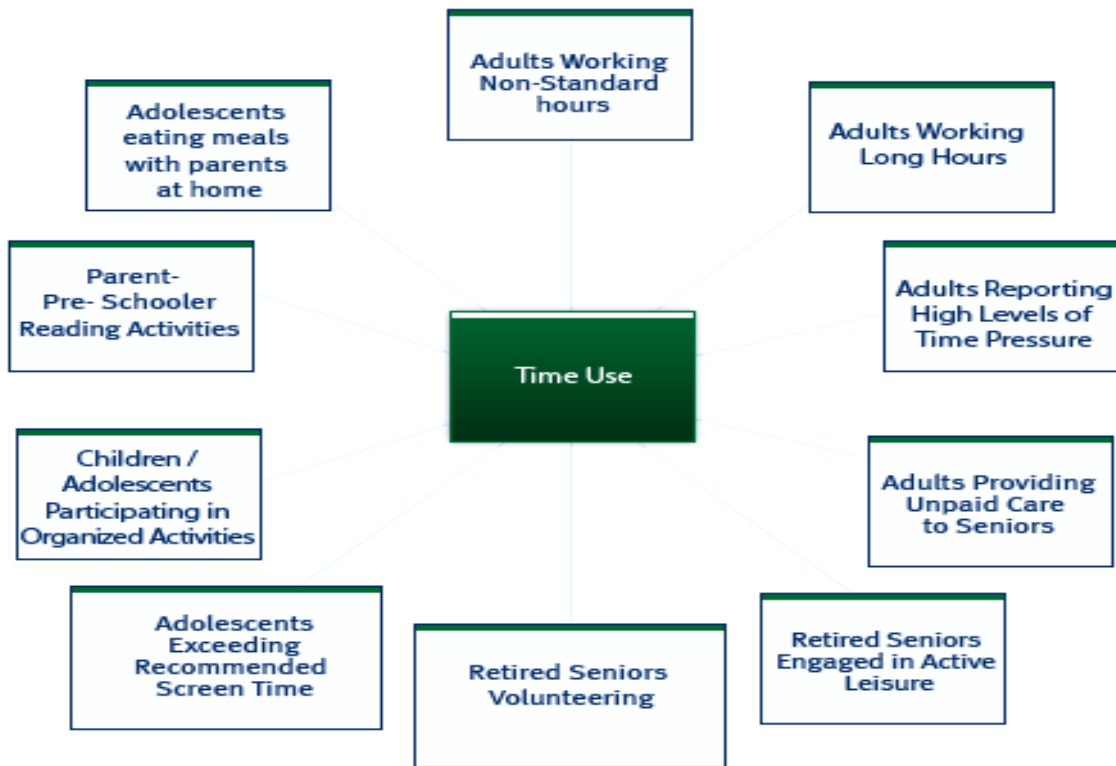
2.7 Healthy Population

The following chart illustrates the healthy population in terms of CIW.



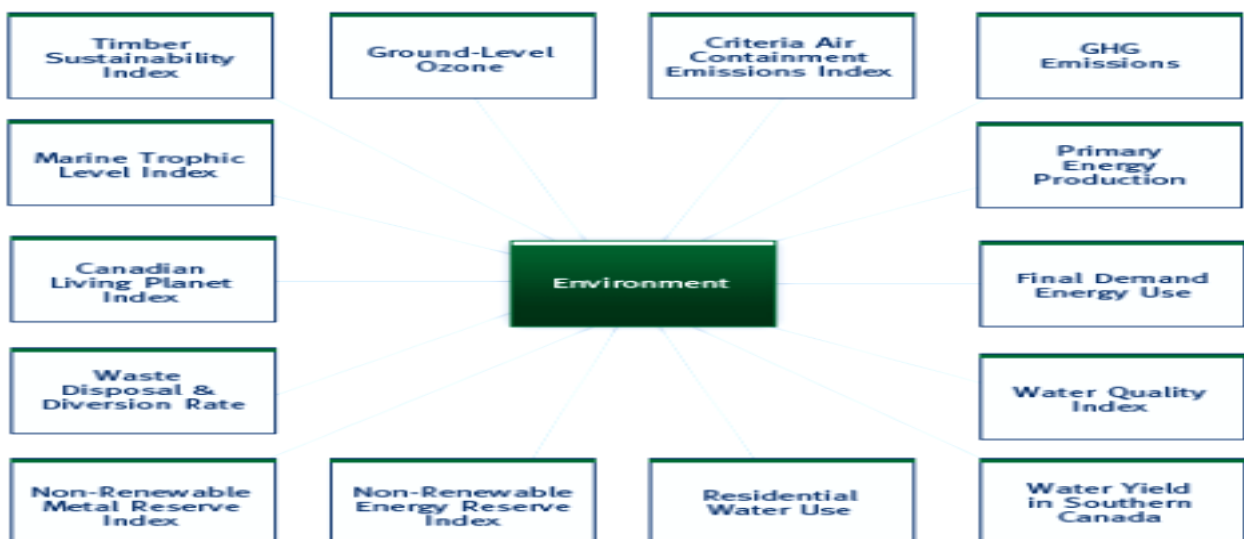
2.8 Components of Healthy Populations

2.9 Time Use



2.9 Components of Time Use

2.10 Environment



2.11 Components of Environment

Chapter III

Methodology

3.1 Nature of the Data

The research is based on primary data gathered through a survey. Data collection was completed through various processes. A field survey with a questionnaire interview, focus group discussions, and observations were conducted to collect the data. Secondary data were also used in the study. Both qualitative and quantitative data were collected as per objectives of the study.

3.2 Sampling

The study has adopted purposive sampling for data collection. Since St. James Town has a highly populated area of immigrants, a diverse population was randomly selected of the ages between (16-70+). The questionnaire was available online and through hard copies. Copies of the survey were distributed to the residents of St. James Town in places such as the Toronto Public Library, Community Matters, LINC classes, Growing Together, Wellesley Community Centre, Community Corner, St. James Town Neighbourhood, Women Council of St. James Town, focus group discussions, door-to-door visits to the residents, and stores and service agencies.

3.3 Procedures of the Study

Firstly, the Canadian well-being index and last year's questionnaire was reviewed. Guidelines for key informant's questions were also reviewed and finalized. Different research tools as field survey, FGD, observation, meetings, and interviews were conducted with different organizations personnel and community people within the neighbourhood. The survey was started from mid November 2011 to January 2012.

Chapter IV

Data and Demographic Analysis

4.1 Population

The total population of St. James Town is 14,666 (Statistics Canada 2006).

Age group	St. James Town	Toronto
0-14 years (Children)	2,635	409,620
15-24 years (Youth)	1,940	318,655
25-64 years (Working age)	8,995	1,421,545
65 and above (Seniors)	1,095	343,455
TOTAL	14,666	5,113,149

4.1 population table

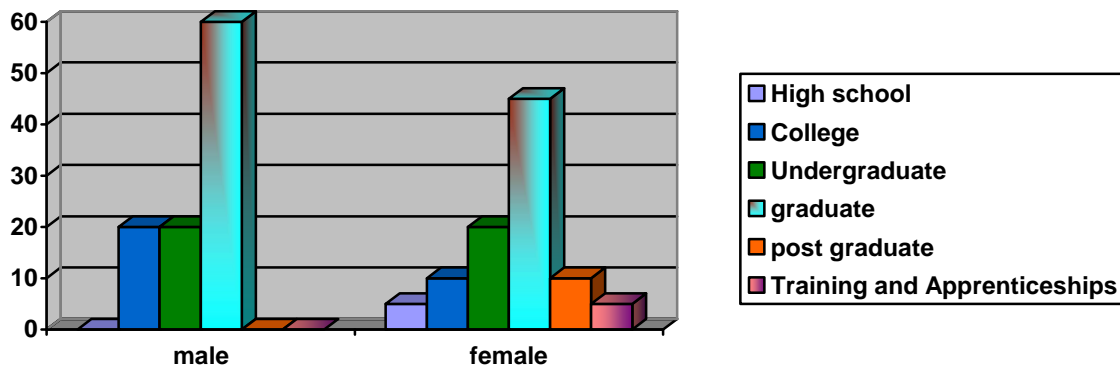
Source: Census Canada 2006.

St. James Town is called "the world within a block" due to the residences being from multitudes of ethnicities, cultures and languages in such a small area. It is largely filled by an immigrant population of which 73% is non-White. Filipinos are the largest cultural groups within this community, consisting of 21.9% of the total population. Additionally, Blacks (11.2%), Chinese (8%), and Sri-Lankans (7.8%) occupy the population of the Town. Other cultural groups include East Africans and South Asians. Overall, St. James Town's population is made up of approximately 65% recent immigrants¹.

4.2 Education Level

Education level of the respondents showed that the highest percentage of the population has completed a University Degree (50%), whereas other's highest level of education is College (13.3%) and High school (3.3%) and only 6.7% has completed the post graduate level. It seems that the education level of the neighbourhood is comparatively high. In a similar manner, graduate holders are 20% and 3.3% of the total respondents are currently involved in training or apprenticeships. In addition, men are highly educated than women in the neighbourhood. For

instance, only 10% of women did undergraduate in comparison to 20% of male population. Genderwise education level is illustrated by the following chart:



4.2 Genderwise education level

The above chart show that the proportion of females is less in graduate certificate than male participants, and more female participants had post graduate degree as compared to men. More women (5%) were upgrading themselves through trainings and apprenticeships. About 20% of males have college level education as compared to women (10%). Overall the chart explains that women have higher level of education in post graduate as compared to men whereas men have higher level of college education as compared to women in the neighbourhood.

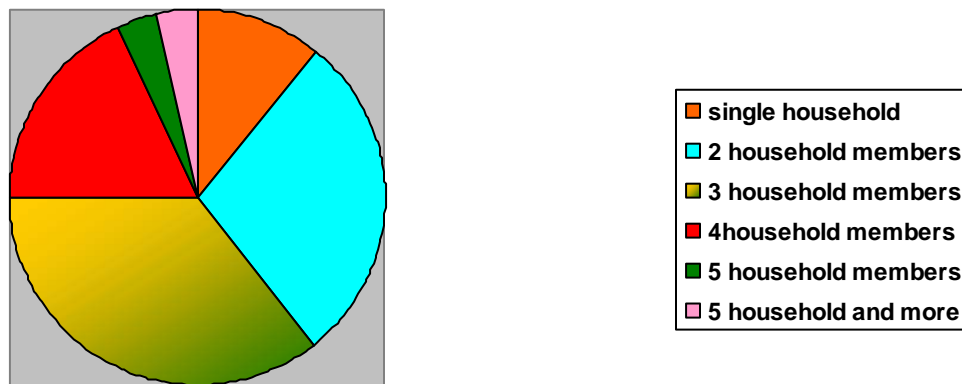
4.3 Income level

Most residents in St. James Town live in poverty. 36.7% of the respondents are living under 15,000 CAD per annum, with only 6.7% of the respondents making \$65,000 -70,000 CAD per annum. In addition, the majority of women’s income level is lower than men. 10% of male respondents’ income level is below 15,000 CAD, as opposed to 50% of women’s income level being that low. In a similar manner, ratio of male’s income level is higher than that of women for the highest income level (10:5). Only 30% of the respondents were satisfied with their financial situation, whereas the majority of the population (33.3%) was neither satisfied nor satisfied. People are hoping better income level in days to come. Therefore, 40% of the respondent mentioned that financial situation would get better.

4.3 Marital Status Household and Children

70% of the respondents are married and 26.6% are single. 30% of the respondents were living with their one child, 23.3% had two children, 3.3% had three children, 10% of respondents had four children whereas 30% of respondents had no children at all. In a similar manner, 60% of males were living with their spouse and children at home in compare to 50% of females. In addition, 10% of males are living single with children at home in comparisons to 15% of females.

Likewise, household members can be illustrated from the following chart:



4.1 Pie chart on household members

Above pie chart shows the numbers of people in the household. 26.7% of the respondents live with 2 household members and 33.3% live in a three household members in the community whereas the least is the 5 or more than 5 members i.e. 3.3%. Only 10% live in a single household.

Chapter V

Housing Services

In St. James Town neighbourhood, 96.7% of the respondents rent their homes, whereas only 3.3% own a house. Only 3.3% of respondents were very satisfied with their housing situation, 50% were somewhat satisfied, and 30% were somewhat dissatisfied. About 36.7% of the population earned less than 15,000 CAD per year in which they are spending 3.3% of income every month while renting a house. Since most people are immigrants in this neighborhood, 20% of respondents stated that the most financial problem is having lack of money and high cost of living. Therefore, it has become hard to people in the neighborhood to balance the level of income, cost of living and paying the rent.

5.1 Problems

Some of the respondents' main reasons for being dissatisfied were mainly because of slow elevators, poor management of garbage, bedbugs and different kinds of roaches and cockroaches. Within the high rise buildings, elevators are not always on time mainly because of the traffic occurring within. Some respondents even mentioned a lack of space. The services for maintenance in the community is also quite slow. Due to high cost of living, less than 20% spend about 10% of the income.

Likewise, 21-30% of the respondents spent 26.7% on their housing accommodations, whereas 41-50% of respondents spent their income on housing about 23.3%. This is mainly due to the high rent prices among the neighborhood. Respondents are also not using social service agencies or employment agencies to cover their cost of housing services. There is a direct relationship of one's spending amount on housing and their level of education attained. Higher the school level, higher the ratio of spending on housing is. Therefore, this may be connected individuals with higher education attainments; receiving a higher level of income and therefore both education and income is connected to housing expenditures.

Chapter VI

Services in the Community

6.1 Availability of Services in the Community

Currently, St. James Town hosts a number of major businesses and institutions as various service providers within the community:

- *Rose Avenue Public School*: A Toronto Board of Education school for Kindergarten through 6th grade, on Ontario Street north of St. James Avenue;
- *Community centre and branch of the Toronto Public Library*: close to the intersection of Sherbourne Street and Wellesley Street East;
- *Major grocery stores (2)*: Food Basics at the intersection of Ontario Street and Wellesley Street East and No Frills at the corner of Sherbourne Street and Earl Street;
- *Pharmacies (3)*: Shoppers Drug Mart store on Sherbourne Street near Howard Street, an independent pharmacy on Howard Street at Bleecker Street, and an independent pharmacy on Ontario Street south of St. James Avenue;
- *Convenience stores (6 approx)*: two on Howard Street, two on Sherbourne Street, one on Ontario Street south of St. James Avenue, and one on Wellesley Street East; and
- *Food bank*: at the rear of the building on 275 Bleecker Street.

6.2 Services in St. James Town

There are many community centres among the neighbourhood such as the Wellesley Community Center, Parliament Employment Resources Centre, Community Matters, Hinck Delcrest, Silavan Community Centre, Cabbage Town Youth Centre, St. James Town Neighbourhood, and Community Corners. These community centres offer services for children, adult and youth, employment and job search, healthy living programs, English café, advocacy programs for women, newcomer information, Children's Services and activities information, LINC classes, and so on. These types of service centres are very helpful to the community because large ratio of the population in the neighbourhood are immigrants.

6.3 Accessibility

In addition to St. James Town's very preferable location in the heart of city of Toronto, it has public transportation resources, banks, business institutions, populations with diverse culture and languages, and so on.

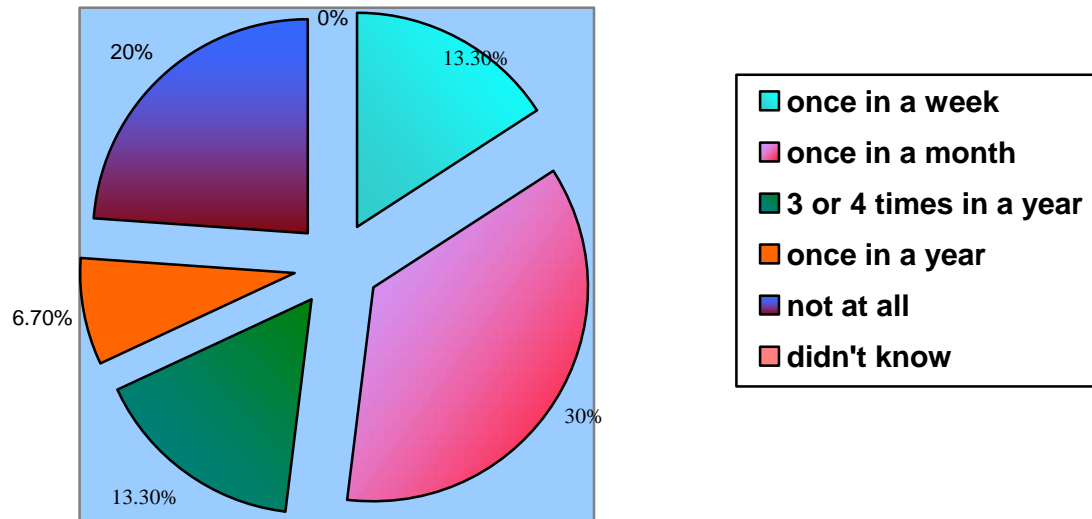
Organization	Service	Address
Sherbourne subway station	TTC75 bus Sherbourne street	Sherbourne street and Bloor street
Castle Frank subway station	TTC 65 parliament bus and 94 Wellesley street	Castle frank and Bloor street
TD bank	Banking services	1168 Bloor street
CIBC bank	Banking services	245 Carlton street
No-Frills	Grocery store	555 Sherbourne street
Food Basics	Grocery store	238 Wellesley street east
Shoppers Drug Mart	Pharmacy and other	467 Parliament street
Shoppers Drug Mart	Pharmacy and other	565 Sherbourne street
St. James Town Public Library	Library services	495 Sherbourne street
Legal Aid Ontario	Legal services	425 Bloor street east
Rosedale pharmacy	Health services	600 Sherbourne Street

6.4 Community Vitality

6.4.1 Participation in Community Activities

In St. James Town neighbourhood, 43.3% of respondents actively participate in the community activities whereas 33.3% did not participate. 10% of respondents were not interested in community activities while rest 10% did not know about the activities.13.3% of respondents said that they participate at least once in a week and 30% had participated at least once in a month,20% of respondents did not participate at all in community meetings and activities. People are actively involved in different organizations and association as Parents association, Local

Service Agency, Youth Group, Sports or Outdoor Club, Organizations for Senior Citizens, Ethno specific organizations, business group, neighbourhood watch etc. It shows that higher ratio of population were interested in community activities.



6.1 Proportion of community participation in meetings and activities

6.4.2 Sense of Belonging and Care

Only 10% of respondent found that the sense of belonging is very strong in the community. 26.7% of respondent had found the sense of belonging somewhat strong and the same proportion of respondents (26.7%) found the sense of belonging as weak whereas 20% of people don't realize the sense of belonging of the community. It is mostly due to diverse culture and people are newly arrived immigrants. People need some time to belong as 43.3% of people lived between 2 and less than 5 years and 20% of respondents have lived less than a year. Therefore, the survey suggests that people are taking time to belong to the community. In this regard, 20% of the respondents speak to their neighbours most of days while 46.7% of respondents speak once or twice in a week and 13.3% never speak to neighbours. So, 43.3% respondents get advice from the neighbours only sometimes whereas only 10% agreed they get advice and suggestion most of the time from neighbours, friends, relatives etc. in time of need.

Likewise, 13.3% of respondents even agreed that no one will help them with daily chores if they become sick whereas 40% agreed that they will be helped only sometimes if they were sick.

20% responded that there is no one to take them to the hospital at times of sickness while 36.7% mentioned at sometimes friends, relatives or neighbours take them to hospital. 6.7% of respondents have always somebody to take care while they were sick and to get the doctor in the hospital. Most people are willing to help neighbours (33%) while 30% don't agree in helping neighbours.

6.4.3 Crime and Threats

Diversity and multiculturalism are identified as the main strengths of the society by the participants in St. James Town. Others have identified services like elementary, middle and high schools, ESL and LINC classes, community centers, banks, stores, hospitals, transportation, hubs and different offices located nearby being strengths of the community. Solidarity and lack of dominance of one culture are positive factors for a number of respondents.

Despite its strengths, some have concern about frequent robbery and breaking houses and cars among the community. 16.7% of respondents thus considered vandalism and property damage as a very big problem while 33.3% considered as not a very big problem. In a similar manner, 33.3% of respondent admits as a very big problem on drugs and addictions while 23.3% considered as a fairly a big problem. Thus, property damage and drug addictions are major threats in the community. With the existence of a very diverse culture, there is a need to communicate different populations together. Otherwise, with a lack of communication between cultures, a possible erosion of community spirit and unity may occur through misunderstanding and misinterpretation.

6.5 Quality of Life

33.3% of the survey respondents stated that changes within their lives since immigrating past 3 years were better, 3.3% responded that life has gotten worse, and 56.7% felt that life had stayed about the same. The reasoning for these differing views of quality of life is because this neighborhood being "a building within the blocks". People live here from around the world. So, individuals have different needs according to their preferences. The preference may vary for instance some people are looking for the work, good universities, volunteer opportunities etc. Some people are able to meet their needs as per their education and some cannot. Besides, many residents are not even properly informed on about what to do, where to go, good universities,

good place to work etc. Therefore, immigrants end up in doing low paid jobs as a labor and continue doing unwanted labor job for a long time. So, life turns into a difficult situation.

In St. James Town, the survey indicated that people were equally satisfied and dissatisfied with their living standards. 3.3% responded as very satisfied, 43.3% were somewhat satisfied, 33.3% were somewhat dissatisfied, 10% were dissatisfied, and 10% had no opinion about their living standards. In this regard, 83.3% responded that they have adequate housing for the family, 76.7% had enough money to buy the food, and 60% of the respondents agreed that their area is improving. On the other hand, 23.3% stated not having enough money to buy food, 13.3% have inadequate housing, and 40% do not think that the area is getting better. In the neighborhood only 30% of respondents were doing full time jobs, 36.7% are doing part time jobs whereas 23.3% are unemployed. Unemployment ratio is comparatively high in the community.

6.6 Support Services in the Community

Suggestions from the respondents for changes within their community ranged widely. Since the neighbourhood is very populated, respondents suggested having more green parks for residents to engage in recreational activities. Therefore, construction should be stopped for new buildings within the neighbourhood in order to maintain these green areas and prevent overpopulation. Most respondents highlighted the consideration of increased child day and night care, safe playing areas, and indoor playgrounds. Timely maintenance of the building is also the major concern for the house owners. More children and youth programs for activities such as skiing and swimming would be beneficial, specifically for children from low income families in sports and recreational activities. Some respondents suggested organizing periodic quizzes, with competition and rationale behind them to help develop the children's learning, social capacities, and interactions with others outside their own culture. Additional suggestions were to have more employment support services, aware new comers about accessibility of community centres and facilities, expanding more schools and parking areas(green parks),more volunteer opportunities to understand the workplace environment and entrepreneur development programs, and expanding parenting centres due to its overcrowded nature.

6.7 Programs for People with Disabilities

Regarding persons with disabilities, a substantial number of participants have voiced their concern that none of the three nearby subway stations have elevators. Some respondents have suggested that providing more support would assist such individuals in developing their skills and help them to enjoy a life similar to other individuals without a disability. Some suggestions range from smoothing the road to make these individuals' movement easier, to providing more protective and personalized healthcare.

Chapter VII

Key Informants' Interview

Interview with the Key Informants

While doing need assessment of the community, a different set of tool was developed for key informants interview. Three different organizations : Younge Street Mission-St. James Town, Community Matters and Growing Together were approached with community development consultant, community outreach workers, and community development officers for the interview.

7.1Strength of the Community

St. James Town is a building within the block. It is one of the most densely populated neighbourhood in Canada (approximately 32,000). Multicultural and diversity are the strengths of the community. Besides, there are lots of facilities which are easy to access. The community is in the heart of the city therefore it is convenient to live and has become the first choice to live for every new immigrants. For example, doctor's office, employment opportunities, three closest subways (Sherbournes, Wellseley, and Castle Frank), It is a healthy community where people help each other. Despite being multicultural, most people share same values and beliefs so they can assimilate with each other's condition. There are altogether 9 or 10 agencies where residents can get free trainings for unemployed people.

7.2Problems of the Community

St. James Town is densely populated with approximately 32,000 population. People from around the world reside in this area. Most people in this community has language barrier to go to the workforce that results unemployment or underemployment. The most common underlying problems of the community is high level of underemployment and unemployment ratio.. Life is hard for most immigrants people as they were economically poor. Not having enough green spaces, schools and playground are also hindrances for building healthy community.

7.3Weakness of the Community

The weakness of the residents in the community is that people are busy in their own small world. They are not aware about the facilities and resources within the community. There are about 9 or 10 agencies to work as volunteer, resume training and workshops, free consultation with career specialist to upgrade work and career, free library and gym etc. It's really unfortunate that residents are not using services and facilities. People should know these things and must use community facilities and resources.

7.4 Needs of the Community

While interviewing with key informants following are considered as needs of the community they are as:

- i. Career/employment upgrading and development in the Canadian Work force
- ii. More green spaces
- iii. Services and maintenance of the buildings on time by house owners
- iv. Awareness to the residents about community facilities and resources
- v. Employment oriented programs in the community for highly skilled immigrants and residents

Chapter VIII: Conclusions and Recommendations

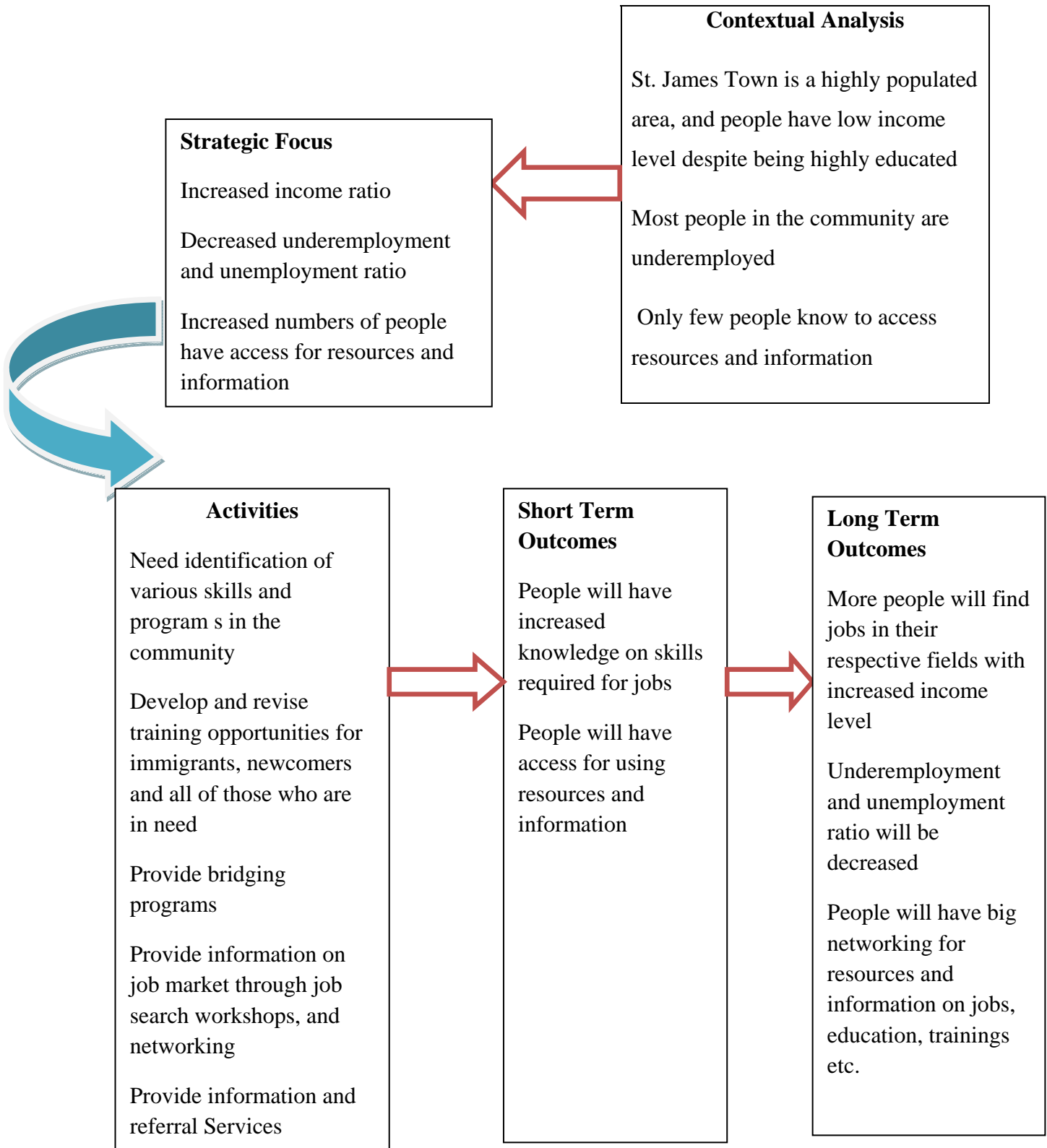
St. James Town neighbourhood is rich in diversity and multiculturalism, being called the “building within the blocks”. This neighbourhood is the first choice of many immigrants due to its easy access to the community’s grocery stores, hospitals, clinics, employment services, transportations, library, LINC classes, ESL classes, and so on; offering different services for different populations all over the community. On the other hand, St. James Town is a densely populated and crowded area. People who love peaceful environments may not enjoy this area as a home due to overpopulation and the crowd. This area seems always busy. Sometimes, people have to face problems such as long waits for elevators, and disabled and elder people are at risk of being trapped during fires since buildings can go up to 32 stories high.

Recommendations from this study are:

- Constructions and proposals of additional buildings should be stopped in the neighbourhood to prevent further overpopulation of the community;
- Additional recreational parks should be created for children, adults and seniors to increase social interactions and community engagement;
- Maintenance of buildings within the community should be done within a timely manner to meet residents’ needs (i.e. pest control, elevator maintenance);
- House owners in the buildings should collaborate for maintenance of the buildings to build a good community;
- Organizations working within the community should develop training and bridging programs based on the labour market;
- Community organizations should take initiatives to foster more interactions among different cultures and groups within the community;
- Social service organizations working in the community should co-ordinate with each other to help collaboratively alleviate issues within the community;
- Community development organizations should take the initiative to protect the environment by creating awareness on pollution and prevention measures such as recycling and proper garbage management;
- Awareness to the residents for physical activities for healthy living;
- More schools, playground and green parks are required in the community;
- People should be well informed about the community access and resources;

- Garbage should be thrown underground; and
- Community should move forward from “low income earning area” to “better income earning area”.

Chapter IX: Theory of Change



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Toronto Public Library

<http://www.torontoneighbourhoods.net/regions/toronto>

http://www.toronto.ca/demographics/cns_profiles/2006/pdf1/cpa74.pdf

<http://www.tgmag.ca/magic/mt60.html>

Appendices

IWIP Community Index of Well-being

Participatory Research Project

Key Informant Interview Questions - Draft

Interviews with key informants in the community should be semi-structured. The questions should serve to guide a conversation and you are encouraged to elaborate on thoughts and feelings on any of the topics.

Use the following questions to guide the interviews:

1. If a family you knew wanted to move into this neighbourhood, what advice would you give them?
2. What would you say are the strongest and best qualities of this community?
3. What do you see are some of the good things about living in this community?

(You may want to consider social, community spirit, political, economic or other aspects of life here).

4. Think about the problems you see in the community. If you had the power to solve three (3) problems in this community in a short time what problems would you address?
5. What do you think are the three (3) most important needs of this community? What would you say are the main barriers (3 or 4) to dealing with these needs and issues?
6. If you were advising a group interested in improving the well-being of this community, what are the three (3) things you would recommend they focus on?
7. If you were returning to this community after 15 years in another country, what would you like to see changed, and what would you like to see remain the same? (This could be a fun question).