

**Memorandum of Understanding on Data Collection and Data
Sharing
("MOU")
BETWEEN
The Children and Youth Planning Table's ("The CYPT")
Measurement for Change Task Group
("M4C")
AND
The Piloting Program**

The CYPT (i.e., through the activities led by the M4C Task Group), wishes to conduct an anonymous and confidential survey of program beneficiaries attending or participating in programs offered by CYPT member Piloting Programs. The objective of launching this survey tool ("Belonging Project") is to explore, better understand and to improve program beneficiaries' sense of program and community belonging. **Please see Annex I for a list of key stakeholders and terms.**

The survey will be hosted on the LimeSurvey platform and data is stored on Canadian servers through LogicalOutcome's Service Information System (SIS).¹ The CYPT-M4C, with direct support from LogicalOutcomes, will centrally launch, disseminate, collect and analyze survey data ("M4C Data"). As a result of this project, Piloting Programs will have access to a variety of deliverables, including tailored report(s) and tabular de-identified and cleaned data through Microsoft Power Bi and SharePoint accounts. LogicalOutcomes will provide ad hoc technical support to representatives of Piloting Programs if any questions or issues arise regarding login and survey access. **Please see Annex II for detailed information on the Microsoft Office tools shared by LogicalOutcomes and used by the CYPT-M4C.**

The Piloting Program will provide input on the development of the survey tool (e.g., priority questions, language and terminology, etc) and support the promotion and dissemination of it amongst respondents. Piloting Programs are expected to provide input through ongoing consultations and discussions with members of the M4C. Piloting Programs are also encouraged to participate in knowledge sharing opportunities hosted by the CYPT

¹ This project will handle personal information in a manner that is consistent with Canada's Personal Information Protection and Electronic Documents Act (PIPEDA) and Ontario's Personal Health Information Protection Act (PHIPA).

and the Ontario Trillium Foundation (incl. forums or discussions on results achieved through the Belonging Project as well as program insights related to belonging). Piloting Programs will be invited to partake in these shared learning opportunities once data is collected and reports are shared with the Piloting Programs.

Survey respondents will be required to provide explicit consent to the CYPT-M4C's Information Consent Letter (**attached in Annex III**) prior to accessing the survey questions. This will include consent on how their data will be used (see deliverables below). In the case that respondents are under the age of 14, an assent letter will be prepared for the respondents' guardian(s) alongside written consent from the respondent themselves. Members of the M4C will be available to provide additional context or information to survey respondents to ensure that they are informed on the project and how data is collected, stored, analyzed and reported on. The CYPT-M4C's access to respondent data will be specified and contingent on the following considerations:

- Piloting Programs are to explicitly notify the CYPT-M4C upon signing this MOU if they do not wish to contribute to one or more of the deliverables outlined below.
- Survey respondents are provided information on:
 - The voluntary nature of their participation in the survey;
 - The role and responsibilities of the CYPT-M4C as an external entity overseeing the collection of participant data;
 - The limits of Piloting Program's accessing their raw data;
 - How the CYPT-M4C will ensure the confidentiality and anonymity of survey respondents' data including collection, storage, analysis and deletion of data;
 - Use and access to any direct quotes;
 - Their required explicit consent to the deliverables outlined below prior to completing the survey. This will include explicit note that once data is collected, de-identified and cleaned, there are certain limitations on the retraction of individual survey responses, especially from the program and system-wide de-identified and cleaned tabular datasets (see below).

Through the Belonging Project, Piloting Program will have access to:

1. An individualized PowerBI dashboard report with descriptive statistical visualizations specific to their program. This dashboard will include access to demographics and disaggregated data if the sample size of respondents is large enough to protect respondents' anonymity.
2. Access to a general Power BI dashboard showing de-identified data collected across all organizations. This may also include comparisons to available

community datasets, such as the CYPT's Youth Impact Survey and Statistics Canada datasets.

3. A de-identified and cleaned tabular dataset ("M4C Tabular Data") are also made available to the Piloting Program for internal use. Piloting Programs are expected to abide by the principles stipulated in Section 2. *Confidentiality and Security of M4C Tabular Data* of the Terms and Conditions outlined below.
4. Depending on the scope of research interest, Piloting Programs may wish to have access to additional report(s) or figures requiring inferential statistical calculations. Additional supports, such as research advice and statistical analysis, will be agreed upon by the individual Piloting Program and the M4C. These supports will be offered directly by M4C members holding technical research knowledge and skills with input and advice from University of Waterloo Advisory Board members.
5. Depending on the capacity of the CYPT, Piloting Programs will be able to access additional resources to support data collection and analysis, such as validated questions, guidelines and briefs on best practices relating to data collection, demographic data disaggregation, descriptive analysis.

The public, including other CYPT organizations, will have access to:

6. A systems-wide aggregate report analyzing key trends relating to community belonging and program-level belonging across all the data collected from the project. This report will not include identifying information on respondents nor any identifying information on individual Piloting Programs, including any information that may identify data trends associated with Piloting Programs.
7. A system-wide open de-identified and cleaned tabular dataset. This dataset will allow for members of the community, including organizations and researchers, to analyze this broader community data. It will be available for download on the CYPT website. Piloting Programs and respondents can opt out to have their de-identified and cleaned data included in this dataset.

I, _____, do **not** grant the CYPT-M4C access to use [Program Name] data for any of the following purposes in accordance to the deliverables described above:

The Piloting Program agrees to participate in the Belonging Project, subject to the following Terms and Conditions:

1. Use of M4C Data Deliverables

1.1 The Piloting Program acknowledges that the Piloting Program will be provided with aggregated and de-identified and cleaned data from survey respondents who have provided written consent (see Annex III).

1.2 The Piloting Program agrees that it will use the M4C Data in good faith to enable an increased sense of belonging and related social concepts (e.g., well-being) for respondents. This can include the use of evidence-based data for improvements to programs, to support applications for funding and the sharing of outcomes with the CYPT and the broader community.

1.3 The Piloting Program agrees that it shall not misrepresent the M4C Data, with particular regards to insights relating to vulnerable individuals and/or groups.

1.4 The Piloting Program agrees that it will not attempt to identify survey respondents who have filled out the survey.

1.5 The Piloting Program agrees to raw datasets being cleaned by CYPT-M4C before it is shared in order to protect the anonymity and confidentiality of respondents. This also includes but is not limited to the sharing of demographic data.

2. Confidentiality and Security of M4C Tabular Data

2.1 The Piloting Program agrees that access to M4C Tabular Dataset (i.e., a de-identified and cleaned tabular dataset) provided to the Piloting Program under this MOU will be limited to personnel of the Piloting Program who will have assigned access to Power BI and SharePoint.

2.2 The Piloting Program agrees that it shall otherwise keep all Tabular Data confidential. The Piloting Program further agrees that it will direct all persons having access to the de-identified and cleaned M4C Tabular Data under Article 2.1 above, to maintain the confidentiality of M4C Tabular Data.

2.3 The Piloting Program agrees to keep de-identified and cleaned M4C Tabular Data secure from loss, theft, alteration and unintended destruction.

2.4 The Piloting Programs will immediately notify the M4C of any breach of the confidentiality or security of M4C Tabular Data and will cooperate with the M4C in order to remediate or mitigate the consequences.

2.5 Upon the termination of partnership between the CYPT and LogicalOutcomes, any existing data will be merged within the CYPT's existing data storage systems, wherein electronic data will be stored on a password protected computer. Open

source data deliverables for the community as mentioned above will be embedded in the CYPT's website or in a secure platform for access and viewing.

2.6 If data is downloaded from LogicalOutcome's SIS, it will be stored on a permissions-and/or password-protected folder in CYPT's cloud storage system. Hard-copy survey responses must be in a locked location and appropriately destroyed upon integration on a secure server.

3. Termination

3.1 The CYPT, representing the M4C, or the Piloting Program may terminate this MOU at any time, with reasonable notice.

4. Applicable Laws

4.1 This MOU is to be interpreted in accordance with the laws of the Province of Ontario.

5. Entire MOU

5.1 This MOU, including any additional attachments and documents, shall constitute the governing partnership between the CYPT-M4C and the Piloting Program with the respect to Data Collection and Sharing.

6. Modification to the MOU

6.1 This MOU may be modified by an amendment in writing executed by authorized focal contacts of the CYPT-M4C and the Piloting Program.

7. Acknowledgements


7.1 The representative of the Piloting Program acknowledges that it has read and understands the provisions contained in this MOU, including any attachments to this MOU, and agrees to be guided by the specified terms and conditions.

This MOU has been signed on behalf of the relevant parties as of the dates indicated below.

Alison Pearson, Manager, Children and Youth Planning Table

X  DATE: June 22, 2022

Wanda Kampijan, Facilitator, M4C Task Group

X  DATE: June 22, 2022

_____, Piloting Program & Organization

X DATE:

If you have any questions or concerns regarding this MOU, do not hesitate to contact Wanda Kampijan at wanda.kampijan@ytr.ymca.ca

Annex I. List of Key Stakeholders & Terminology

Key Stakeholders:

Children and Youth Planning Table (CYPT) - Well-Being Shared Measurement Database (M4C) Task Group:

The CYPT is a community-wide partnership that includes over 800 service providers, researchers, planning bodies, and funders serving children, youth, and families in Waterloo Region. For more information about the CYPT please click [here](#).

The M4C Task Group includes representatives from various organizations in Waterloo Region serving children, youth and families. The M4C is a Task Group of the CYPT. The objectives of the group are to promote shared measurement tools and to support standardized evaluation practices across the wider system to improve overall program outcomes and to inform evidence-based decision-making for programming. The current project of the M4C group focuses on measuring and increasing program-level belonging for children, youth and families in Waterloo Region. For a short video describing the project, please click [here](#).

Some general activities and responsibilities of the M4C Group include:

- Leads all activities related to the planning and implementation of the project.
- Oversees the achievements of results and change management processes.
- Manages the monitoring, evaluations, accountability and learnings (MEAL) associated with the project.
- Builds partnerships with community organizations, groups and initiatives.
- Is generally accountable to the CYPT Voting Members by keeping them aware of the work as it moves forward and receiving endorsement on key decisions.

Piloting Programs:

The Piloting Programs currently on deck for our measurement tool provide programs to a diverse set of beneficiaries/program participants. These programs are diverse not only in the group they serve but also their size, regional scope and capacities related to data collection and analysis.

Some general activities and responsibilities of the Piloting Programs include:

- Direct beneficiaries of the project, represented by program staff.
- Provide input on modification to the belonging surveying tool and any other evaluation or research interests.
- Supports survey dissemination.
- Participates in the sharing of learnings and outcomes with other Piloting Programs.
- Provide direct input on the success of the project.

LogicalOutcomes:

LogicalOutcomes is a Canadian non-profit providing evaluation systems and expertise to non-profits and charities around the world. LogicalOutcomes' vision is to contribute to social justice and equity by empowering stakeholders with data, technology, and information to be more effective. The group will support the team with integrating the measurement tool and developing a system to share data. They will also draw from their evaluation expertise to support with question and scale adjustments or improvements. Moreover, the overall Service Information System (SIS), including tools and software, (see Annex II) is managed by LogicalOutcomes.

University of Waterloo:

The M4C project is informed by three faculty members at the University of Waterloo. They provide research-related expertise and guidance, including assistance in defining and/or further refining any specific research questions organizations may have about their programming and belonging. They will also support in modifying questions to ensure they are accessible to younger audiences. As a result of the support from the University of Waterloo, project outputs directly provide research-vetted, accessible and lasting resources for all CYPT member organizations and the broader community.

Ontario Trillium Foundation (OTF):

The OTF is the core funder of the M4C Belonging Project. OTF has valuable experience with shared measurement tools and data sharing across diverse organizations with different capacities that can be applied to this project, including writing agreements, guidelines, etc. Representatives from OTF will play a critical

role in supporting learning and evaluations, including taking stock of progress, identifying internal learnings, and organizing opportunities to share learnings more widely. The Belonging Project supports OTF in their broader interest to gain insights on how to build evaluation capacity in nonprofit organizations

Key Terminology:

Belonging Project:

The M4C project aims to bring together community organizations to work together to address general data challenges and to streamline shared measurements on belonging in the following ways:

- Shared Measurement Tool Development: Explore existing research, engage organizations to identify community needs and pilot data in order to develop and validate a questionnaire for the measurement of program-level and community-level belonging.
- Capacity Building: Develop a platform/mechanism to share data and leverage evaluation and research support in order to facilitate the effective use of the validated survey across programs in the community. Platform will host freely available questionnaires and information on how to use it. A repository of helpful tools and best practices for program evaluations, data collection, analysis and reporting and resources to support the sharing of learnings will also be shared.
- Data Exploration and Collaboration: Analyze and share existing data in order to explore effective interventions and fruitful collaborations in the area of belonging. Host webinars, forums, focus groups etc. for widespread discussion of what we have learned and what to do with it (outcomes and effective interventions) and disseminate results, including the open dataset (scrubbed and anonymized), system-wide report, and a website dashboard for visualizing results.

Belonging:

Through an in-depth literature review process, the CYPT recognizes that there are identifiable correlations in empirical research that demonstrate a relationship between lower rates of belonging and disproportionately negative well-being outcomes (in areas such as mental health, physical health, etc.), whereas higher rates of belonging are associated with more positive outcomes. For example, loneliness, anxiety, perceived stress and clinical depression are associated with

lower sense of belonging, while academic outcomes, physical health, mental health, relationship satisfaction and life satisfaction are all positively associated with a higher sense of belonging. Early research from the Whole Family Lab at the University of Waterloo, in partnership with the CYPT, indicates that a sense of belonging can act as a protective bridge between the day-to-day experiences of children and youth and their overall well-being.

An in-depth look at the concept of belonging and the CYPT's journey in selecting belonging as a community priority can be found [here](#).

Youth Impact Survey:

The CYPT's Youth Impact Survey data briefs from 2020 and 2021 provide an accessible and nuanced analysis of young people's experiences in Waterloo Region. In the most recent briefs, 1,074 young people between the ages of nine and 19 shared their input from April 30th until June 7th of 2021. The results point to a relatively negative picture of belonging, social connections and general well-being amongst the respondents. Please find access to the 2021 databriefs and the disaggregated snapshot reports [here](#). Wherever possible, the M4C recommends a degree of standardization between the Youth Impact Survey (developed by UNICEF Canada & the Canadian Index of Well-Being) and the questionnaire developed for this project to allow for comparisons.

Annex II. About Service Information System

Service Information System (SIS) is managed by LogicalOutcomes, a Canadian non-profit providing evaluation systems and expertise to non-profits and charities around the world.

The SIS platform relies on Microsoft, open source, and custom components:

- **LimeSurvey** is a web application that provides mobile-responsive multilingual surveys (up to 90 languages supported). LimeSurvey collects surveys that are anonymous, or token-based (i.e. with a respondent ID) for longitudinal tracking of individual respondents. It is written in PHP based on a MySQL, SQLite, PostgreSQL or MSSQL database, and is open source, distributed under the GNU General Public License.

- **SharePoint** is a web-based collaborative platform hosted in the Microsoft Office365 environment, that provides a bilingual workspace for evaluation teams. SIS SharePoint portals provide permissions-based access to survey links, Power BI reports, a technical help system and evaluation support. Behind the scenes (managed by the SIS admin team), SharePoint hosts a metadata library used in Power BI report development that supports all text items and translations.
- **Microsoft Azure** is a cloud computing service, and provides secure data storage for the SIS platform on Canadian Servers.

SIS leverages applications within the Microsoft Power platform, including:

Power BI is a data visualization software product, which provides interactive, bilingual visualizations. Row-level security and permissions-based access enable users from multiple organizations to see just their data on a shared project-level dashboard.

PowerApps is a low-code platform to build custom apps that automate business processes and connect data sources, like the SIS evaluation planning app (and updated log frame builder coming spring 2022). PowerApps also supports the Client Record module, for large organizations or collaboratives that need to monitor multiple actors through the evaluation lifecycle.

Power Automate is a no-code/low-code application that supports automation by creating flows that integrate processes across diverse applications. Behind the scenes of SIS, PowerAutomate flows manage the integrations with LimeSurvey, Power Apps, and Azure Active Directory.

System Description

The SIS platform is designed to support non-profit evaluation activities from start to finish. It includes:

1. **Evaluation portal and evaluation planning tools**
2. **Data collection tools**
3. **Secure data storage and transformation**
4. **Interactive data visualizations**

The platform is supported by LogicalOutcomes consultants. Technical and evaluation support services ensure an informed and seamless evaluation experience. SIS is a

flexible, integrated system. It can be tailored to the individual needs of each evaluation project. The following description considers typical use cases.

1. Evaluation portal and evaluation planning tools

SharePoint is the evaluation portal 'home' for the evaluation team and is highly customizable. The portal includes survey links, document libraries, links to Power BI visualizations, technical help and an evaluation support ticket system.

For collaborative projects involving multiple agencies sharing one portal, SIS uses access controls to display relevant surveys, visual reports and file libraries to each user. Depending on the scale of the evaluation, a portal may not be needed.

Some agencies arrive with an evaluation plan, while others require consultation to create one. SIS offers a logic model builder and other tools to aid agencies in selecting appropriate measures and creating custom surveys to meet their needs.

2. Data collection tools

Surveys are typically built in LimeSurvey. Questions can be manually configured or imported in bulk. Surveys can be set up in a number of ways, including:

1. Standard survey with a single link
2. Standard survey with tokens per respondent (a unique link) to support longitudinal tracking of individual respondents
3. For collaborative projects involving multiple agencies, LimeSurvey enables a standard/base survey that can hide or show elements according to the agency-specific link.

LimeSurvey supports multilingual surveys. Features like tokens and attributes, relevance equations and piping support larger-scale evaluations, by enabling program- or agency-specific pathways and disaggregation of results.

Qualitative data is captured in the SIS interview protocol survey, using a sense making approach for response sorting. This data could be downloaded from Power BI for further qualitative analysis in outside software.

Other source data that is available in .CSV format can be pulled into the database.

3. Secure data storage and transformation

Data is stored on Amazon Web Services (AWS) in Canada, supporting PIPEDA and PHIPA compliance.

SIS uses a gateway plugin to enable Power BI to securely retrieve data from LimeSurvey's MySQL database. Access is granted only to specified IPs. Power BI reports can be configured to pull data from multiple sources.

For projects with a high volume of data and complex transformations, SIS leverages features of Azure SQL. A LimeSurvey plugin pushes responses to Azure SQL, where they are retrieved by Power BI.

4. Interactive data visualizations

Most of the time, Power BI is used to create and publish reports.

Behind the scenes, Power BI reports pull each text element from a metadata library in SharePoint. This supports multilingual dashboards and enables rapid edits to multiple reports with shared text elements.

Other visualization tools that may be useful depending on project requirements are LimeSurvey, Power Apps, or Azure. Authorized users may download their data in .CSV format for use in other software programs.

Annex III. Information Consent Letter

Wellbeing Project Information Consent Letter

Thank you for filling out this survey. This survey should take [time] to complete. Your answers will help the [Children and Youth Planning Table](#) and [participating program] to understand and improve the impact of their programs on well being. The survey includes questions about your day-to-day feelings of belonging and within [program name]. It also asks questions about your race, gender identity and age. You can learn more about what we are studying and the questions we ask [here](#).

We are holding a draw for one of three \$50 gift cards. The link to enter and additional information is provided on the last page of the survey. You do not need to answer any survey questions to enter the draw.

Before you take this survey, you should know:

Participation is your choice.

- You do not have to take this survey.
- You can skip any question you don't feel comfortable answering.
- You can stop answering at any time by closing the survey.
- You can erase your answers by clicking "Exit and clear survey" in the top corner.
- No one will be upset with you if you don't want to take or finish this survey.
- You might feel uncomfortable while answering a question. If that happens, you can skip the question or stop the survey. There are also organizations you can contact for [support](#).

Your answers are anonymous and kept private.

- This survey will not ask you your name or try to identify you. We may ask you your email address both times you fill out the survey so that we will know both surveys came from the same person. But we won't store your email address and no one from [program] will see your email address.
- This survey does ask information about your race, age and gender identity. This information will not be seen by [participating program] if it could be used to identify you.
- [Learn more about privacy](#) and this project.
- This information will be stored securely. Learn more [here](#).

It's your choice how your answers are used. Please check the uses that are okay with you.

It is ok if my **anonymous** answers are:

_____ shared with [participating program] to help them improve their program.

_____ added to a shared data set used by the Children and Youth Planning Table to understand well-being in our region.

_____ added to an open data set that can be used by anyone interested in understanding well-being.

_____ It is ok if anonymous quotes from my answers are used in publications, grant applications and in promotional material.

Got questions? Ask us!

This project has been reviewed and approved by the Community Research Ethics Board. If you feel you have not been treated according to the descriptions in our information, or your rights as a participant in research have been violated during the course of this project, you may contact the Chair, Community Research Ethics Board, at: Community Research Ethics Office (Canada) Corp. c/o Centre for Community Based Research, 190 Westmount Road North, Waterloo ON N2L 3G5; Email: creo@communitybasedresearch.ca Telephone: 1-888-411-2736.

The sections below are linked in the hyperlinks above for those wishing more information.

Project Description

The [program] is working with other organizations to understand well-being among youth and parents in Kitchener-Waterloo Region. These organizations include the Child and Youth Planning Table (Well-Being Shared Measurement Database group) and the University of Waterloo. We hope to understand how programs in our region can improve feelings of belonging for their participants. Your responses will help.

The [program] is one of many programs that are collecting data on belonging and sharing it with M4C to make one large data set. We will use this dataset to learn general information about what makes people feel like they belong. We are interested in the impact that things like feeling heard, feeling valued and included, developing relationships, and fairness/equity have on feeling like you belong. We will share these insights across all the programs participating in the project and more widely in Kitchener-Waterloo Region to help improve the belonging of youth in our region. Each program will also be learning specific things that will help them adapt and improve their specific program. The [program] is interested in how your sense of belonging as a participant may change over time. They are also interested in your well-being. They hope to use this information to make an inclusive experience for all program participants that promotes well-being.

Sensitive Topics

This survey will touch on sensitive topics related to mental health, identity, and other areas that impact child and youth well-being. Some content may be hard to read, and/or remind you of bad memories. If you need it, please reach out to any one of the following resources for support:

- Counselling Collaborative of Waterloo Region – 519-804-1097
- Here 24/7 – 1-844-437-3247 (HERE247)
- Front Door (for youth) – 519-749-2932
- Kids Help Phone (for youth) – 1-800-668-6868 or text 686868

Privacy

Because this is an anonymous survey the researchers have no way of identifying you or getting in touch with you if you choose to tell us something about yourself or your life experiences.

When information is transmitted or stored on the internet, privacy cannot be guaranteed. There is always a risk your responses may be intercepted by a third party (e.g., government agencies, hackers). LimeSurvey **temporarily** collects your computer IP address to avoid duplicate responses in the dataset but will not collect information that could identify you personally.

Data Storage and Sharing

An important part of this research is making sure that your data can impact as many programs as possible. For that reason, different programs in our region are collaborating to make larger data sets, learn about different aspects of belonging and share what they know. An important part of that is sharing your data. Here we explain in more detail how your data will be stored and shared.

Data is collected anonymously by LogicalOutcomes using a program called Lime Survey. LogicalOutcomes is a Canadian nonprofit organization and evaluation vendor. Data is stored indefinitely on an encrypted MySQL database on Canadian servers.

LogicalOutcomes combines survey responses in reports that are seen by the research group and the participating programs in the project. Your answers will be combined with other people's answers in these reports. This is to prevent anyone from guessing who you are. Your data will also be shared with external researchers at the University of Waterloo so they can help the local program evaluate and improve. In all these cases, access to your de-identified information will be password protected.

If you choose to include your data in the open data set, then your data will be available in the future as part of a large de-identified dataset. The dataset will be available from

the researchers by request. This open data is intended to be used widely to gain insight on belonging, but we will not have control over its exact uses. As with the other data set, your answers will be combined with other people's answers and there will be no way to identify you from your responses.

Help

If you need help accessing the survey, email Serena McDiarmid at sdmcdiar@uwaterloo.ca. You can ask questions about what we are studying to Wanda Kampijan at wanda.kampijan@ytr.ymca.ca. If you want to know more about the results of this study, you can ask Serena McDiarmid at sdmcdiar@uwaterloo.ca. When the study is completed, (around [date]), we can email you information.