



LGBTQ+ 14-25

Projet 10

1575 Amherst
Montréal, Qc H2L 3L4
(514) 989-0001
p10.qc.ca

Executive Summary

Through a combination of internal analysis and feedback solicitation, the Project 10 (P10) Services Audit aims to learn how Project 10 (P10) can have a greater impact with LGBTQ2IAP+ youth in Montreal, and understand how P10 can better align service provision with its values.

This research found that P10 is predominantly spoken about as a social space for youth. Clients and community members alike cited breaking isolation, and the opportunity to build a network of peers, as the most important functions of the organization.

Contrarily, clients and community members often spoke of the internal culture of P10 as the main challenge facing the organization. Like many organizations of similar size, P10 employs a broad mandate with open-ended services in an effort to fill service gaps facing the target population of LGBTQ2IAP+ youth. This, however, often results in staff burnout and underrepresentation of marginalized youth; particularly QTBIPOC youth and/or LGBTQ2IAP+ teenagers.

This document, the Public-Facing Services Audit, provides a brief summary of the complete report. This document primarily focuses on the results of client and community feedback, and contains general findings of the Environmental Scan, overview of statistical analysis for Drop-Ins. It is followed by recommendations from the researcher.

Environmental Scan

The environmental scan looked at non-profit organizations serving youth and/or LGBTQ2IAP+ populations. The first goal of the environmental scan was to give an overview of the non-profit landscape and see what services are already being offered, what gaps exist, and which of P10's services are being replicated elsewhere.

The report did not look at "alternative" organizations for LGBTQ2IAP+ populations (ex. collectives, cafes, bars, parties).

Including Project 10, there are five other non-profit organizations in Montreal explicitly offering services to LGBTQ2IAP+ youth, three of which are geographically focused. Other youth organizations or LGBTQ2IAP+ organizations similarly are limited by borough, target populations, or service provision.

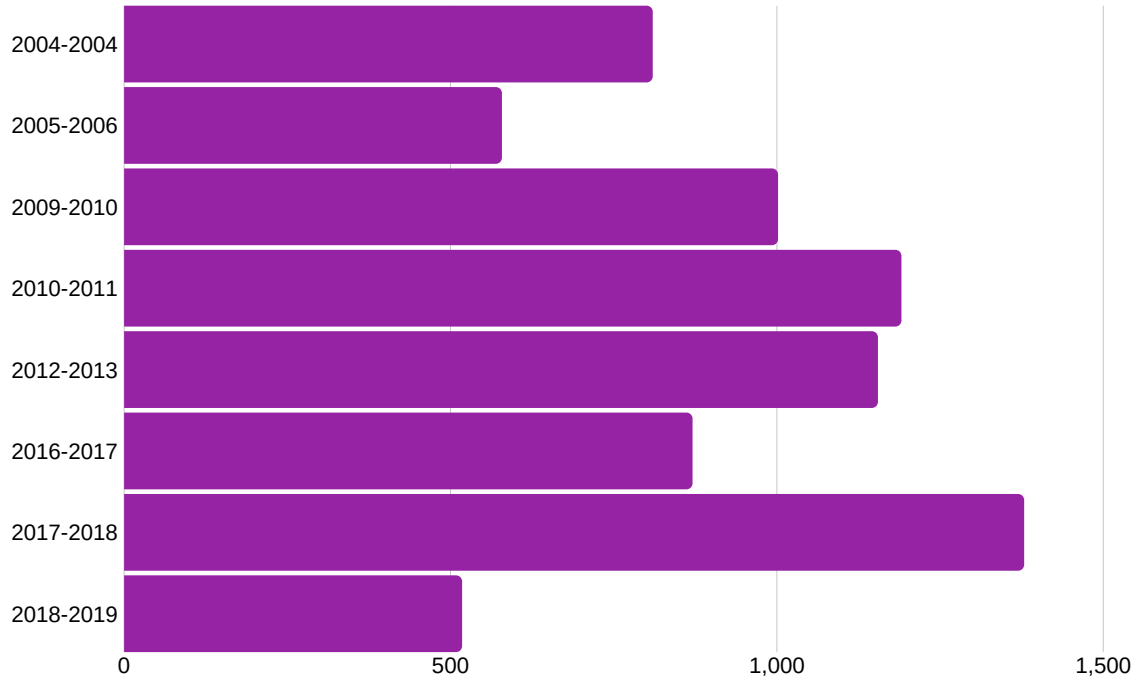
Most organizations offer group activities or social outings for clients, workshops (both internally and to institutions) and distribution of safer sex materials.

Statistical Analysis

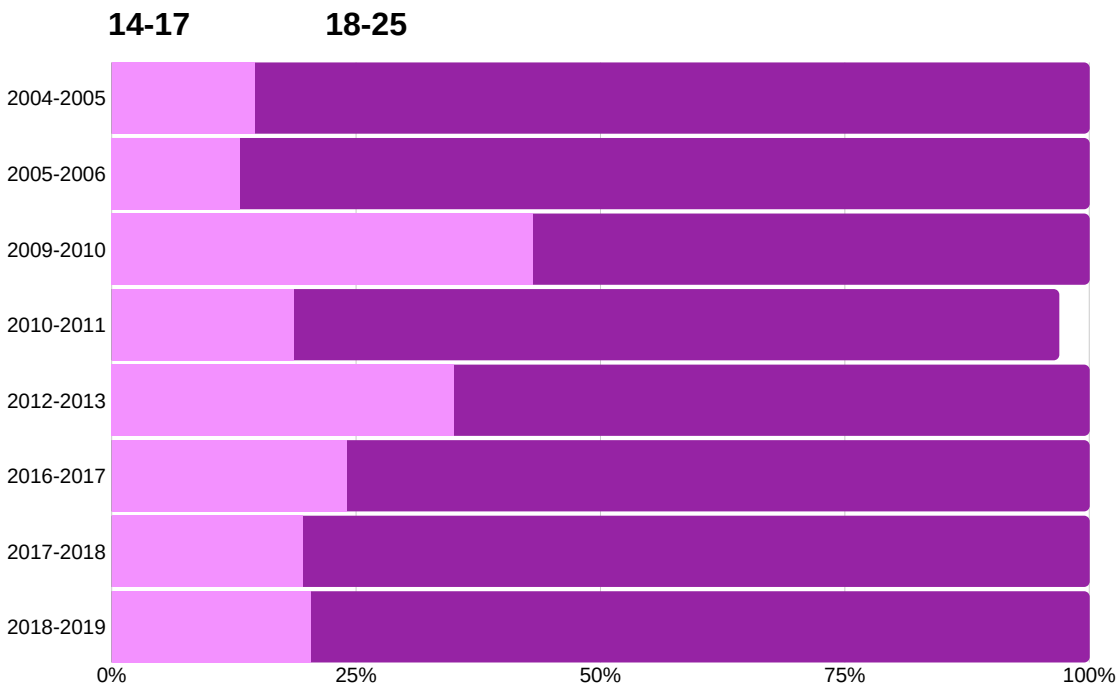
The goal of the statistical analysis was to understand how services access has or has not shifted overtime, to bolster the information gained from feedback solicitation.

Statistics are limited at Project 10. With high turnover throughout the years, it has evidently been a challenge to keep consistent statistics across every service. Project 10 statistics do not collect any demographic data, outside of age*. The statistics used in this analysis were for Drop-Ins: there were insufficient statistics for analysis in other services.

General Drop-In Attendance



Drop-In Attendance by Age



The 2009-2013 period had peak attendance, with on average 22 clients per night.

Across all years, 18-25 year olds attended Drop-Ins more frequently than 14-17 year olds.

In the 2016-2019 period, the average number of 14-17 year olds in attendance dropped significantly.

*Demographic data has previously not been collected due to confidentiality concerns

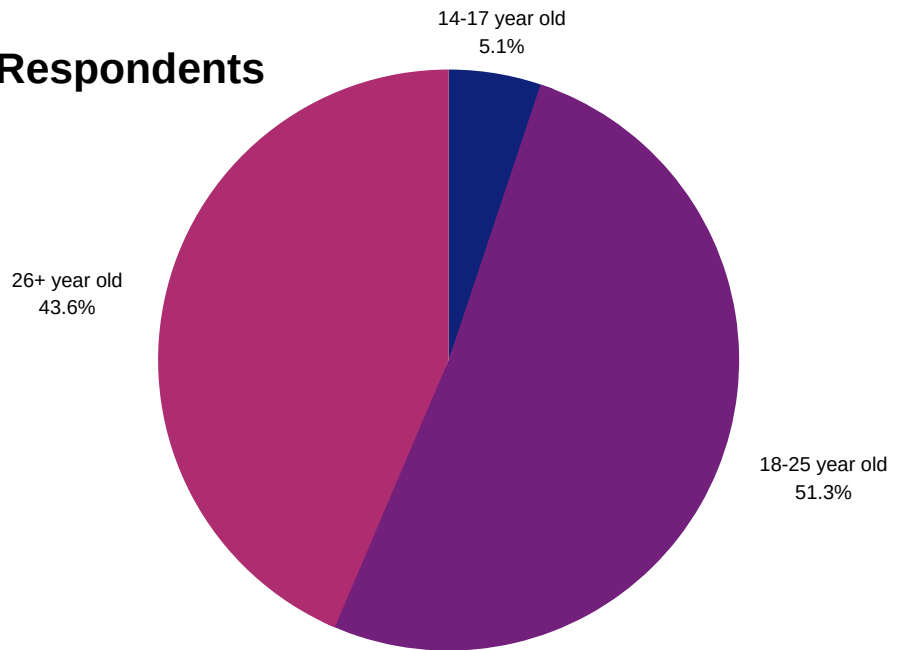
Client & Community Feedback

Online Feedback Form Respondents

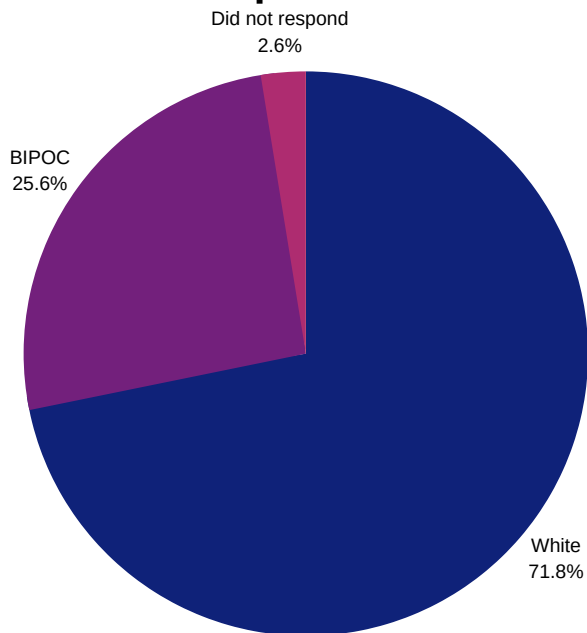
Feedback forms were collected online over a one-month period and aimed to succinctly assess the deeper themes explored during focus group sessions and one-on-one interviews.

The online feedback form was completed by 39 clients and community members.

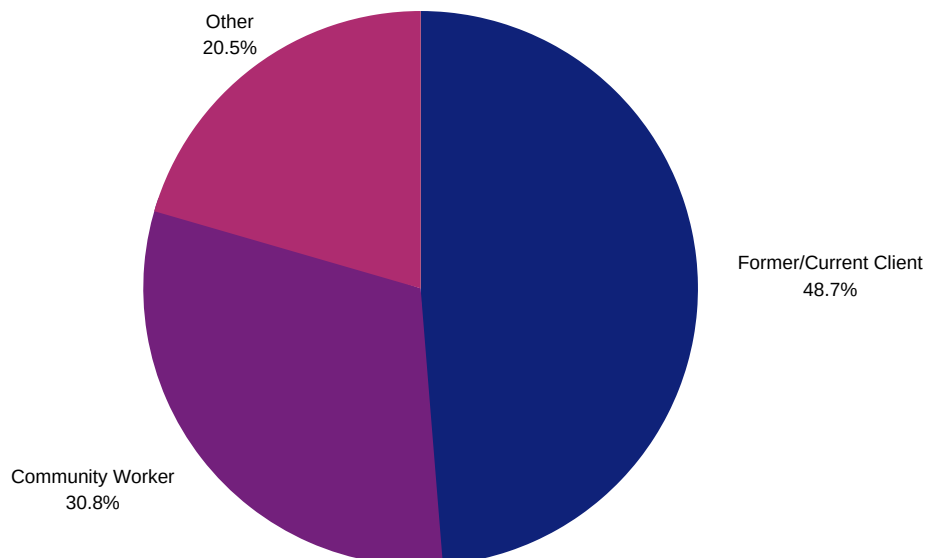
Age of Respondents



Race of Respondents



Respondents' Relationships to Project 10

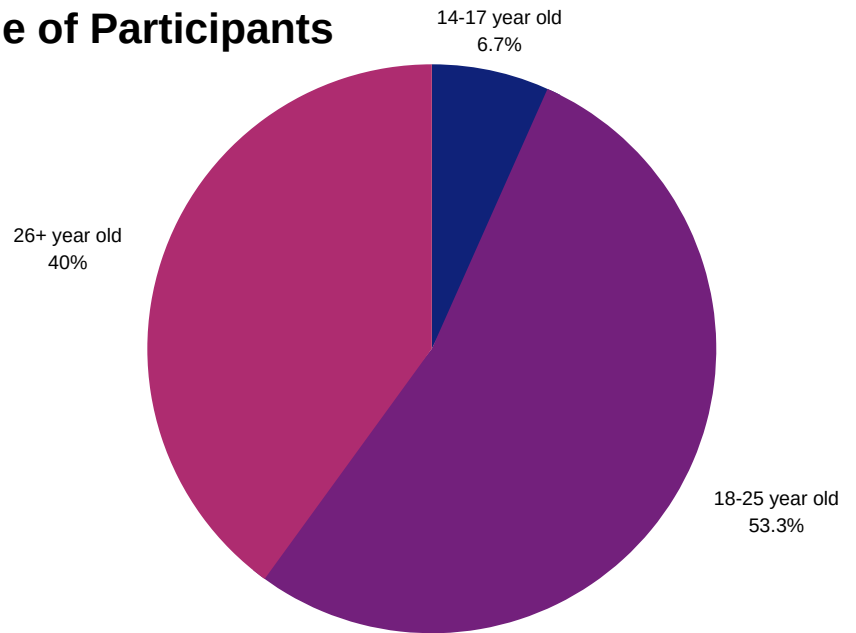


Focus Group & Interview Participants

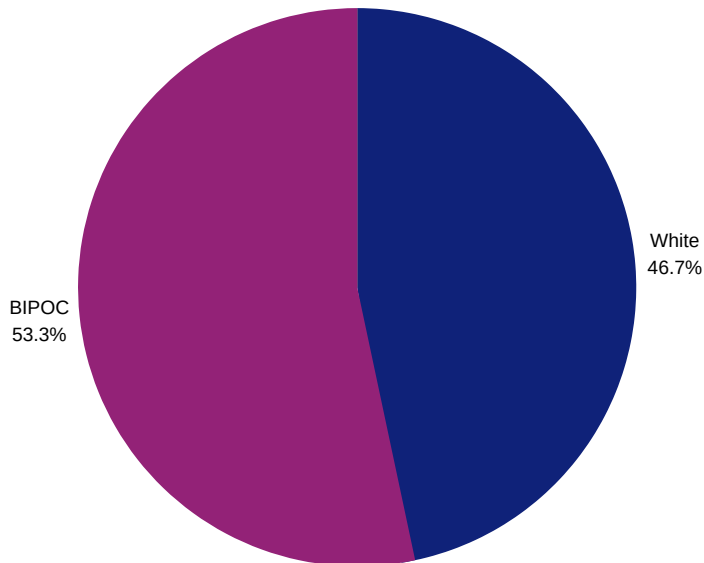
A series of structured, activity-based focus groups were conducted with clients, community members and stakeholders in order to delve deeper into analytical themes not adequately addressed in the preceding data sources. Those who could not attend focus groups were accommodated through one-on-one phone interviews.

There were 15 participants in focus groups and one-on-one interviews.

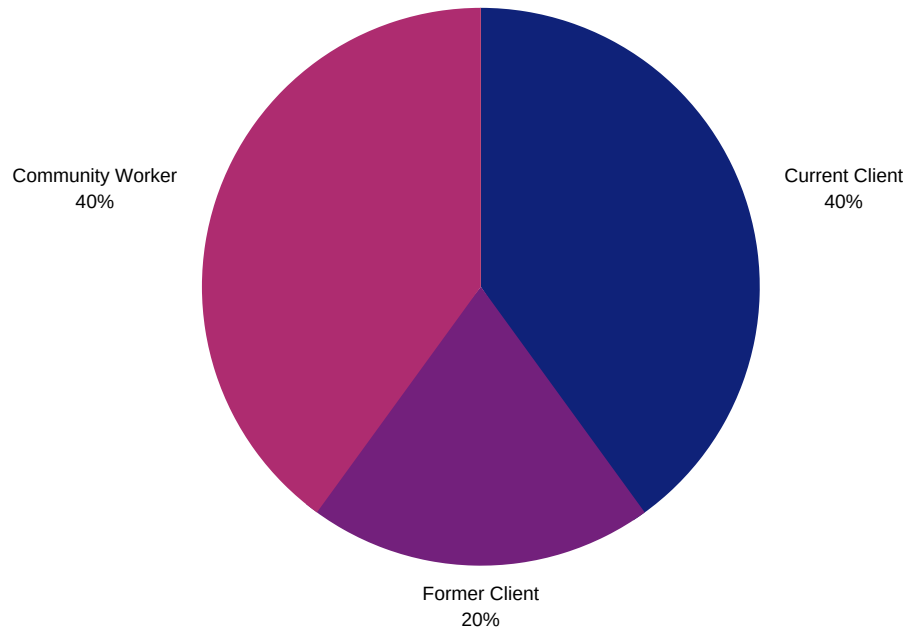
Age of Participants



Race of Participants



Participants' Relationship to P10



Strengths

Participants and respondents said that Project 10 is viewed as a safe/r, non-judgmental space where LGBTQ2IAP+ youth can access crucial affirmative support. For most participants and respondents, Project 10's approach and values "cultivate a sense of safety" in a physical space where they can build strong community ties.

"It's nice to go somewhere where you know that people will be friendly and welcoming in a world where you don't know how welcoming people in general will be to your identity" - Aurora (14-17 y/o, BIPOC, trans/nb)

Isolation-Breaking

53% of focus group participants specifically stressed the isolation-breaking aspect of drop-ins and hangouts, where they are able to build a community of peers that understand their lived realities. Participants identified Hangouts and Drop-Ins as essential space for "escape", acceptance, and visibility.

"When it comes to breaking isolation it's the only social place I have. Otherwise I stay at my [house]. [Drop-ins] helped me realize I could have friends" - Emily (18-25, white, trans/nb)

Materials Distribution

Distribution of materials at P10 includes: safer sex materials like condoms, dentals dams; distribution of safe injection or drug use materials; free food in the fridge; the Clothing Swap; and Gender Gear.

These services were only mentioned, not discussed at length, by participants and respondents. Everyone who mentioned these services stressed their importance, their relative ease of management from staff, and their popularity amongst clients. Many also cited Gender Gear as their first interaction with P10.

Gaps & Challenges

Representation

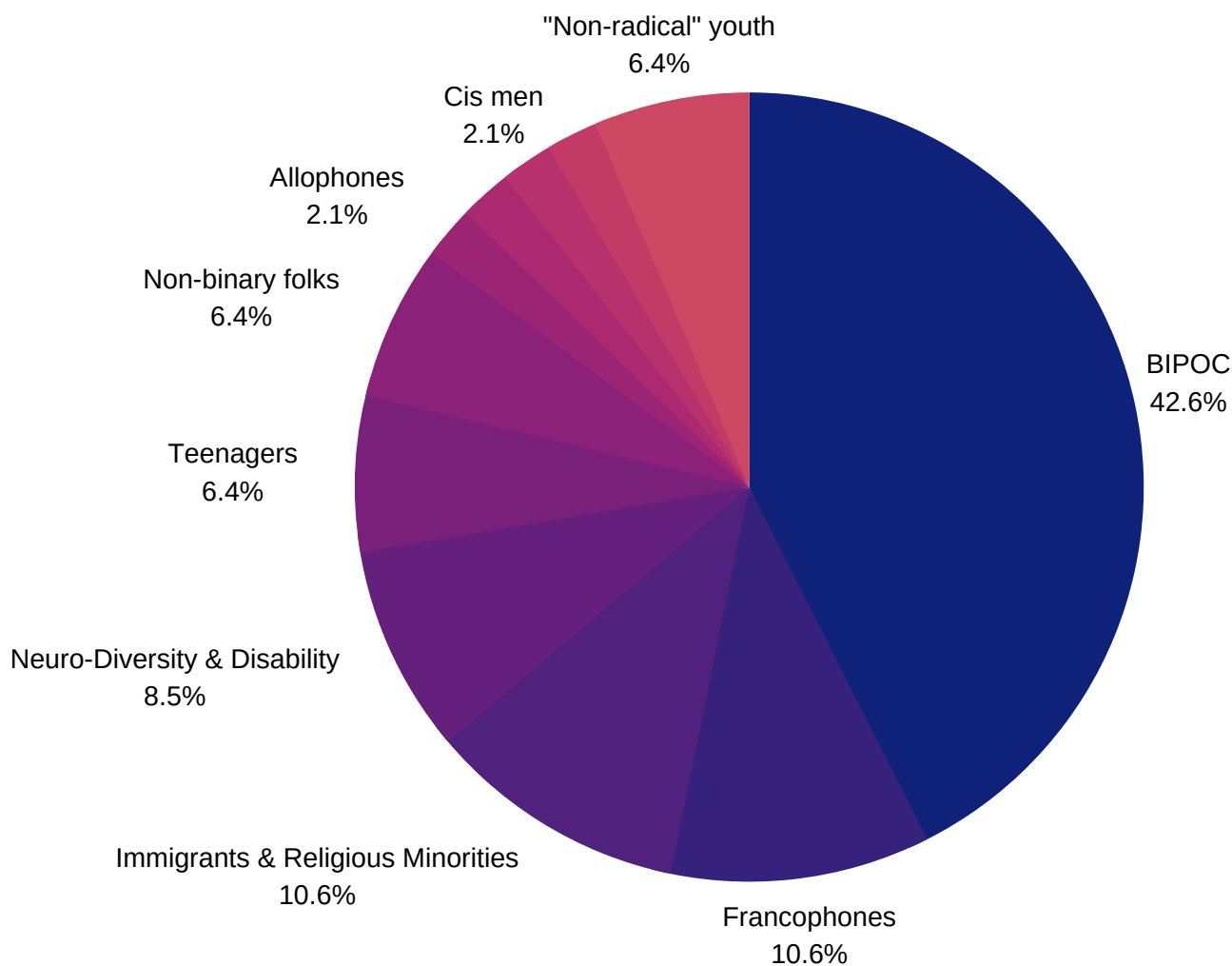
51% of respondents and participants identified Black, Indigenous, and/or People of Colour (BIPOC) as the least represented group at Project 10, with 15% explicitly identifying Black youth and Indigenous youth. Though only 40% of focus group respondents identified BIPOC as underrepresented, it should be noted that all other participants agreed with the person that first brought it forward.

"At meetings or parties, [P10 needs to] make sure BIPOC staff are there; representation. really matters. Its exhausting when only one BIPOC works there. You want see volunteers and staff who look like you" - Sandra (18-25 y/o, white, trans/nb)

15% of participants and respondents also cited the social environment of P10 Drop-In and Hangouts as a barrier to access. Many respondents and participants expressed concern about fitting in socially and "politically"*** within the environmental dynamics of social spaces at P10.

*** The definition of "rad politics" was not explained in any responses. It loosely refers to a subsection of the LGBTQ2IAP+ community engaged in certain aesthetics and/or political principles.

The chart below demonstrates the diversity of perspectives on underrepresentation at P10.



“Safe Space” & Interventions

As the most accessed service amongst clients who provided feedback, Drop-Ins and Hangouts were also the most discussed. 10 respondents and participants mentioned tension between clients at social programs: specifically with regards to different conceptions of “safe space” and different understandings of the rules of the space.

All social spaces have conflict, largely due to differences in understandings of the rules and culture in the space. P10 staff have mentioned mixing of older and younger youth, and lack of confidence or capacity on the part of volunteers, as contributing to conflict. Several participants and respondents echoed this, believing that staff and volunteers were not responding effectively to conflicts.

“[Drop-Ins] definitely should be supervised but there needs to be a good balance between ‘friend-cool’ animator and ‘if you’re saying uncool shit you have to leave’. Unfortunately the second thing doesn’t happen often enough.” - Marlene (18-25, white, trans/nb)

“Sometimes there’s a lack of supervisory presence and sometimes violent jokes come up, or triggering things. It’s something the participants do so it’s not something the staff can change.” - Emily (18-25, white, trans/nb)

Recommendations

Recommendations for the future of Project 10 services are based largely on client and community feedback, with some reflection on feedback provided by staff and external workers (including notetakers and facilitators). They are based on both the feedback itself, and the process of research and demographics of respondents and participants. There are both concrete recommendations for immediate action, and long-term considerations.

What stays the same

Project 10 should continue to offer safer sex and injection gear, Gender Gear, and Clothing Swap in the same capacity. They should increase the amount of plus size clothing, and variety of clothing, available in Clothing Swap through increased promotion of the service.

Project 10 should continue kiosking, but are encouraged to utilize interns volunteers in this capacity as much as possible.

Prioritization Recommendations:

- Project 10 change mandate to state that they primarily offer services in English, but are open to everyone. P10 serves predominantly Anglophone youth already, as demonstrated both by client feedback and through the high proportion of Anglophone respondents compared to Francophone.
- Project 10 prioritize isolation-breaking explicitly in the mission and mandate. The community and networking-building aspect of Project 10 was identified by clients and community members alike as the most important function of the organization.
- Prioritising teens in their programming. Teens often have less agency because of their age, but are underrepresented in P10 programming
- Ensure that Project 10's services are more catered to BIPOC youth.

Outreach

Throughout Summer 2019, P10 should create outreach materials to more adequately reach target populations outlined above, and create a strategic outreach plan: where, how, when, and by whom.

In Fall 2019, P10 should begin outreach in earnest, with particular emphasis on high schools and CEGEPs, and with organizations or institutions serving BIPOC.

Volunteer Recruitment

P10 should implement a more rigid volunteer program, specifically increasing training and building volunteer capacity to make decisions and gain confidence. Throughout Summer 2019, P10 staff should redesign the volunteer program (training topics and schedule, requirements, expectations) and begin recruitment. Similarly to outreach, volunteer recruitment should continue into the fall: perhaps offering one end-of-summer training for first cohort, and fall training for a second cohort.

Programming

It is important that staff, clients, and community members understand that cultural shift - especially with regards to client dynamics during group activities - move slowly. It will be more close to a year before Project 10 is operating at full capacity and before strong changes are seen across programming and client demographics.

It is recommended that Project 10 carries that forward to providing primarily group-based activities for 2LGBTQIAP+ youth. However, in its current structure, P10 does not have the capacity to immediately return to providing Drop-In or Hangouts.

It is therefore recommended that for Summer 2019, P10 do the following:

- Offer one-on-one support, accompaniments, and materials distribution on a by-appointment basis
- Not run Summer Camp or Hangouts
- Recruit and train volunteers
- General outreach
- Design schedule for Drop-In: deepening the service provision to offer more structured workshops, skillshares, intergenerational hangouts, or activities, as well as socialization.
- Fundraise for services redesign

In Fall 2019:

- Re-launch Drop-Ins as a weekly/biweekly program
- Maintain by-appointment individual services, but ensure that active listening does not take place during group time.
- Begin designing closed groups for: teenagers, BIPOC, or trans/nb youth. Again, these should be semi-structured and always supervised. They should rotate between skillshares and socialization. It is recommended that they explore offering weekend groups.
- Recruit and train volunteers
- Outreach at schools

In Winter 2019/2020

- Begin soft launch of bi-monthly or monthly closed groups

Our Bodies, Our Stories

P10 should restructure Our Bodies, Our Stories and integrate it into this new, group-based structure. Should operate twice a month: one week a social space hangout and one week arts-based. Bring in more external facilitators and have a rotating skillshare. Plan a yearly showcase. Smaller group planning showcase and doing exclusively arts-based can possibly remain on an application basis similar to OBOS. It is important to have both arts and non-arts based programming for QTBIPOC, but it is not recommended that P10 offer a further group.

Listening Line

It is recommended that Project 10 cut Listening Line. There is a redundancy of services in Montreal, including Tel-Jeunes, Interligne, and Sext Ed (ACCM), and ample helplines across Canada. Largely, the decision to end Listening Line is based on staff capacity: there is not enough time or emotional energy to offer this service, let alone in a time of restructuring. P10 has already dramatically decreased the availability of this service, and should make the final decision to end it completely. Youth often access support in-person or through Facebook.

Additional Recommendations

Project 10 print & display rules in multiple places in the space, in a clear, bold, visibly accessible font. Discuss more regularly.

Reduce the offer of external workshops: no longer offering to schools and other youth centres, but focused on institutional service providers (ex. Healthcare professionals) as requested only.

Strengthen the referrals and resources materials to be distributed to clients, both online and through physical booklets. It's important that Project 10 maintain an up-to-date list of organizations, professionals, and spaces that youth can access when the service they require is not available at P10.

Primary Researcher: Richenda Grazette, who was responsible for research and focus group design, report writing, and final recommendations. Richenda is a queer Black youth within the P10 age mandate. She is the Director of Development & Communications at Head & Hands, and began work as a funding consultant and grant-writer at Project 10 in autumn 2018.

Focus Group Team:

Helen Ogundeji (external focus group facilitator)
Isabelle Oke (external focus group facilitator)
Kristen Young (external focus group notetaker)
Prakash Krishnan (external focus group notetaker)

All facilitators were Black, Indigenous, and/or People of Colour (BIPOC), and four were youth within P10's age mandate. All are external to the organization. All facilitators and notetakers were paid for their work. All participants in focus groups were provided with a small stipend and food for their participation.

Other individuals involved in this process included:

Julien Johnson (Project 10)
Otto Vicé (Project 10)
Emily Yee Clare (Coalition des Organismes Communautaire)

Over 70 hours were spent designing, coordinating, and carrying out focus groups. 12.5 hours were spent on the environmental scan and internal statistical analysis. Just under 25 hours were spent on writing the final report.