

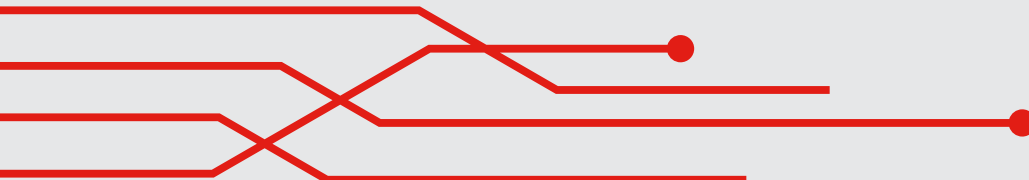


Highlights of a Successful Partnership and Program Achievements



DATAide

By Open North, 2024



Avec la participation financière de



Dear readers,

In October 2021, Centraide of Greater Montreal secured funding from the Quebec Ministry of Labour, Employment and Social Solidarity (MTESS) to launch the DATAide program. Spanning three years (October 2021 to October 2024), DATAide is a skills and leadership development program designed to help community organizations in Quebec succeed in their digital transformation efforts as a means to foster greater social equity.

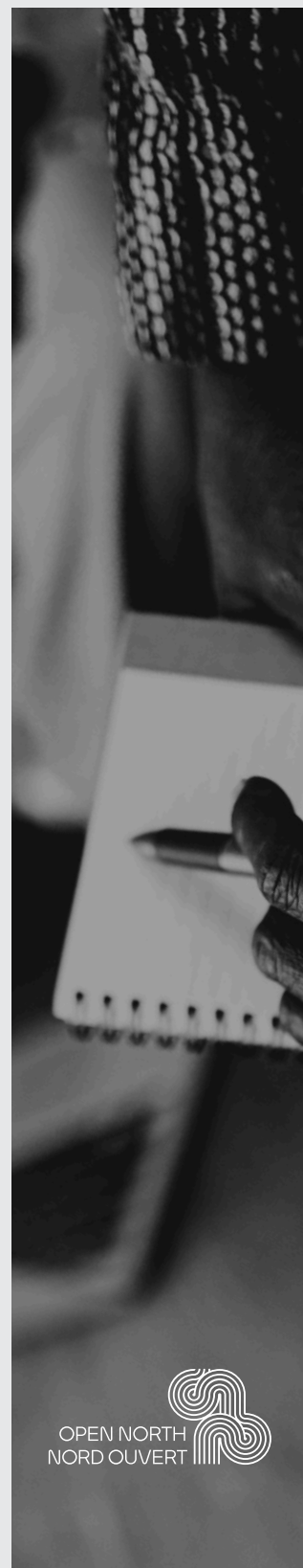
Open North was commissioned by Centraide to lead the program's training components. Together, we worked closely with community organizations and other partners to co-design and deliver three training courses that reflect community values and address the real needs of participating organizations.

Over the past three years, DATAide has strengthened the digital transformation capabilities of more than 1,000 community organizations. Alongside this capacity-building effort, a grant program totaling \$3.9 million, administered by Centraide, has supported the planning and implementation of over 500 digital transformation projects. These initiatives have accelerated the adoption of digital technologies within the sector, improved organizational efficiency, and increased resilience in the face of today's challenges.

The collaboration between Open North, Centraide, and many stakeholders highlights the power of co-creation in developing digital transformation strategies that truly reflect the values, needs, and realities of community organizations. This report shares the program's key achievements, its impacts, best practices, and lessons learned.

The pursuit of the common good is a core value of Open North, alongside experiential learning. Open North asserts that, transcending short-term considerations and individual or organizational interests, we must foster healthy, equitable, and sustainable communities characterized by robust democratic processes.

To discover more about Open North, its values and mission, please visit: opennorth.ca



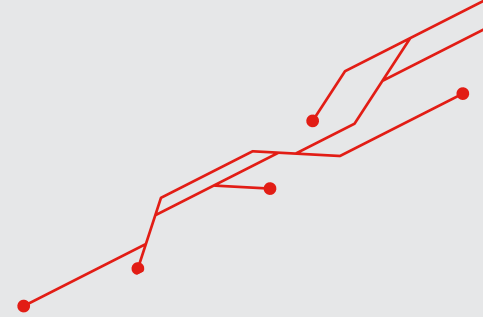
Thank you!



We appreciate and thank all of our partners whose contributions and expertise have been invaluable to the program's success:

Synergistic, Foundation of Greater Montreal, Center for Community Organizations, Dynamo, Computers for Quebec Schools (OPEQ), Quebec Federation of Family Community Organizations (FQOCF), Insertech, Innovative Territories in the Social and Solidarity Economy (TIESS), Sustainable Development Center, La Puce Resource Informatique, The Consortium

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DATAide



dataide.ca

Accelerating the digital transformation of community organizations to help build greater social equity.



DATAide

DATAide is a capacity-building program consisting of three training components, each with its own objectives:

GRANT OF \$5,000

Introductory Webinar on Digital Transformation

- Raise awareness about digital solutions for the community sector, as well as related opportunities and challenges.
- Learn from the digital transformation experiences of other organizations.
- Present the DATAide program.



Planning a Digital Transformation Project Training

- Define a digital transformation project with clear objectives.
- Ensure that proposed solutions are practical, adopted, and effectively used.
- Promote responsible, inclusive, accessible, and sustainable digital practices.



GRANT UP TO \$15,000

Leadership and Innovation Training

- Build skills and support not-for-profits in designing collaborative digital transformation projects.
- Encourage knowledge sharing within community networks.
- Create communities of practice.



GRANT OF UP TO \$50,000

These training components are designed to enhance knowledge and digital skills, enabling community organizations to define a clear vision of how digital technologies can support their missions. Together, they complement one another in both the content they provide and the funding opportunities they provide access to.

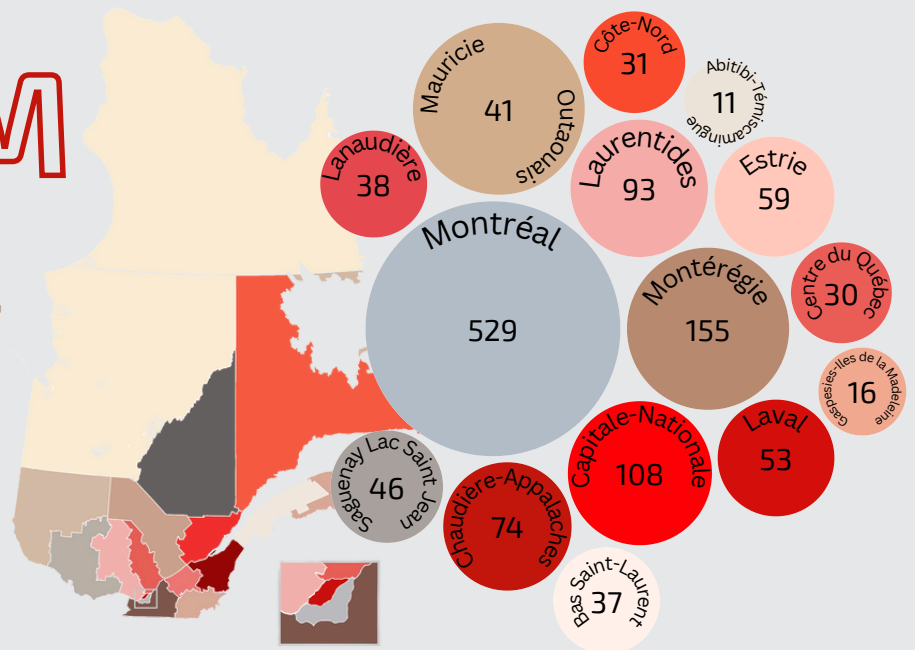
DATAide Highlights

+1,000 PARTICIPATING ORGANIZATIONS

\$3.9 M

Canadian dollars allocated in grants

Roles of participating individuals and locations of organizations



+12 000 h



training hours provided to community organizations

+73%

organizations have started a digital transformation through DATAide



95%

of DATAide participants recommend the program

Testimonials

DATAIDE PROGRAM

INTRODUCTORY WEBINAR ON DIGITAL TRANSFORMATION: CUSTOMIZED TO THE NEEDS AND VALUES OF THE COMMUNITY SECTOR

"An engaging and thorough webinar. The reflective material establishes the criteria for a successful digital transformation (...) A positive experience that encourages registration for training aimed at enhancing the well-being of the organization and its members."

PLANNING A DIGITAL TRANSFORMATION PROJECT TRAINING: A RESPONSE TAILORED TO THE NEEDS OF COMMUNITY ORGANIZATIONS.

"I am pleased to have participated in this training. It is both enriching and comprehensive. It demands significant time and commitment, and one must be cognizant of that. Thank you, I believe my organization is now better prepared to execute our digital transformation project."

LEADERSHIP AND INNOVATION TRAINING: FOSTERING INTER-ORGANIZATIONAL COLLABORATION AND INNOVATION

"Collaborating with other organizations has significantly enhanced our project and introduced fresh perspectives."




Introductory Webinar on Digital Transformation

The Introductory Webinar on Digital Transformation is the **entry point** to the DATAide program. This session provides an overview of the key ingredients and considerations related to digital transformation projects and explains how the program's components can help organizations initiate or accelerate their digital transition.

The two-hour presentation aims to highlight the potential of digital transformation and share a vision of how it can support the missions of community organizations.

The webinar will give organizations the details they need to make an informed decision about their next steps in the DATAide program.


Training objectives:

- Present concrete use cases demonstrating how digital tools can enhance the missions of community organizations, along with the associated challenges and risks.
 - Share insights from peer organizations about their digital transformation experiences, including lessons learned and recommendations.
 - Present the DATAide program's components and outline what participants can expect to gain from each training.
- 

Webinar highlights

 **+ 1 200**
ORGANISATIONS

 **+ 1 300**
Participants

 **94%**
recommend the webinar

+400

Organizations have undertaken a digital transformation project.

DATAIDE WEBINAR
ATTENDANCE RATE

76%

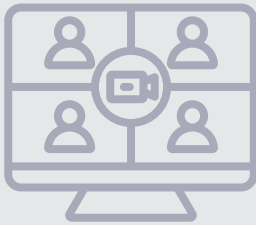
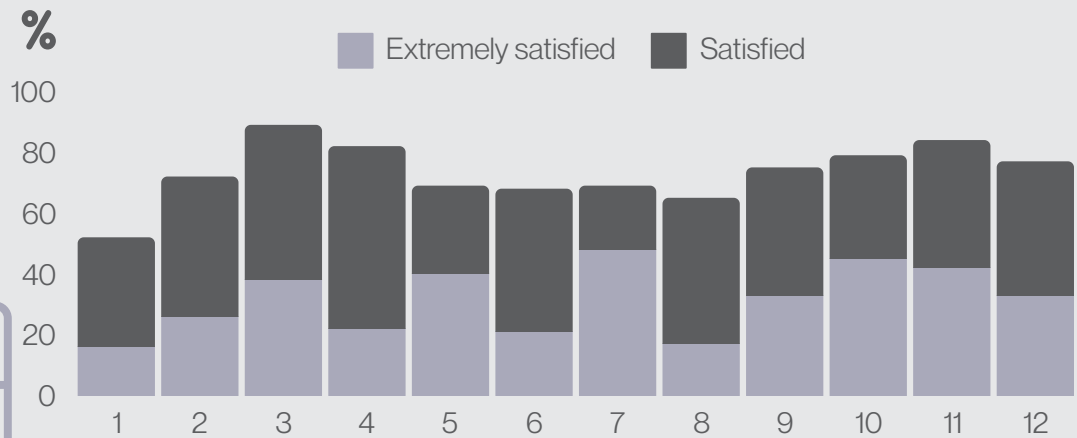


AVERAGE WEBINAR
ATTENDANCE RATE

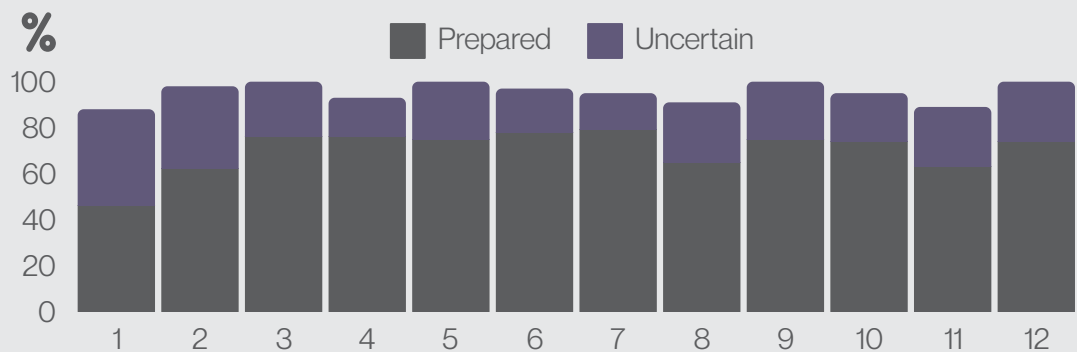


56%

Satisfaction rate with the relevance of the knowledge gained about the challenges and risks of digital transformation.



Proportion of participants who feel prepared to engage in discussions about digital transformation with their teams



12 Webinars

Best practices

APPROACHES AND STRATEGIES PROVEN EFFECTIVE ACROSS COHORTS

INTERACTIVITY

An interactive webinar that combines theory, practice, and peer testimonials creates a dynamic and enriching learning experience. This balanced format introduces concepts theoretically, demonstrates them through practical use cases, and deepens understanding with real-world insights and personal experiences.



TAILORING CONTENT TO THE COMMUNITY SECTOR

Webinar content should be carefully adapted to address the specific needs of the community sector. Relevant use cases and tangible examples that reflect the sector's realities are essential. This approach enables participants to engage effectively in discussions and apply the concepts within their organizations.



ADAPTING CONTENT TO EVOLVING NEEDS

Develop mechanisms to update training content in response to participants' evolving needs. Regular surveys and feedback analysis help ensure that the material remains relevant and addresses any new challenges or requirements that emerge between webinars.



PROVIDING TOOLS AND RESOURCES TO SUPPORT LEARNING

Ensuring participants have access to useful tools and resources before, during, and after the webinar is critical to maximizing its impact. Strategically sharing these resources reinforces learning, supports knowledge application, and creates a sustainable learning environment for long-term success.





Planning a Digital Transformation Project Training

This training consists of **6 learning modules** for a total duration of **48 hours** of capacity-building. It is designed to build participants' capacity to **plan digital transformation projects** that are responsible, inclusive, accessible, and sustainable.

The training uses a **flipped classroom approach** to encourage **interactivity** throughout all six modules. Participants begin each module by autonomously building foundational knowledge through content available on an online learning platform. They then apply and expand this knowledge through discussions, debates, and group workshops during live sessions, as well as practical exercises.

The training offered **six free cohorts**, each including on average 30 organizations and approximately 37 learners. In some cases, multiple participants from the same organization took part. This training primarily targeted management and coordination staff, as well as staff responsible for digital projects within community organizations. Its objective was to develop participants' knowledge and skills to plan digital transformation projects that align with the specific needs and realities of their organizations and the broader community sector.

Training objectives:


- Define a digital transformation project with clear objectives and a strategic vision that aligns the organization's mission, requirements, and capabilities.
- Understand how to engage colleagues during the critical planning phases of a digital transformation project so that solutions are practical, adopted, and effectively used.
- Promote responsible, inclusive, accessible, and sustainable digital practices.

Training Highlights



+ 200
ORGANIZATIONS

+ 300 
Participants

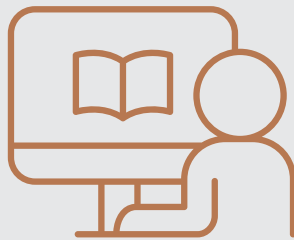
99% 
recommend
the training

+120

organizations kick-started a new digital transformation project.

TRAINING COMPLETION RATE

81%



AVERAGE COMPLETION RATE FOR ONLINE TRAINING

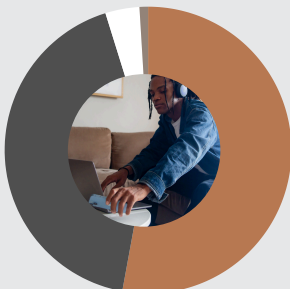


25%

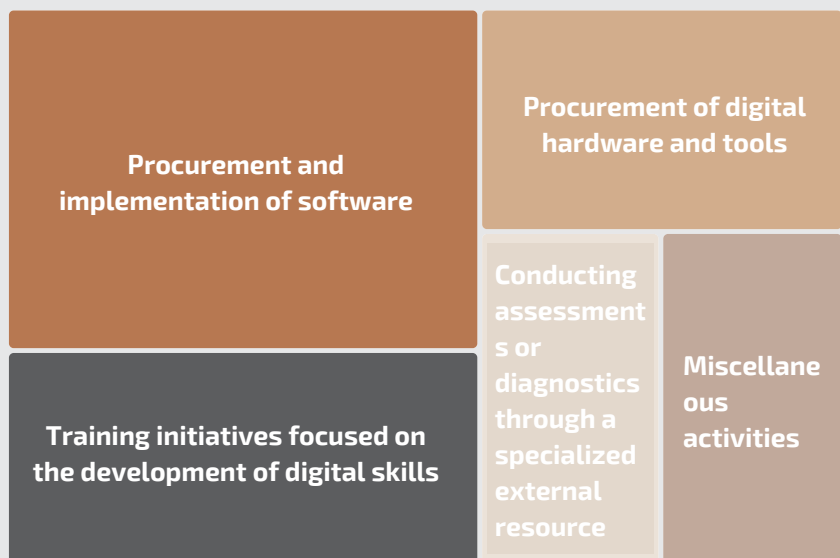
USEFULNESS OF THE TOPIC	Needs identification	Capacity analysis	Digital inclusion and divides	Communication tools	Information Security	Action plan and change management
	97%	97%	97%	93%	98%	98%

Satisfaction rate for Open North's support provided throughout the training.

-  Extremely satisfied
-  Satisfied
-  Dissatisfied
-  Completely dissatisfied



Needs identified by community organizations



Best practices

APPROACHES AND STRATEGIES PROVEN EFFECTIVE ACROSS COHORTS

DIVERSITY OF INSTRUCTIONAL APPROACHES

Offer a variety of learning methods to sustain engagement, facilitate practical application, reinforce theoretical concepts, and deepen understanding. Examples include group work, case studies, simulations, and sharing resource sheets. Incorporate practical exercises and reflective practices that directly support the implementation of learning.



GUIDE PARTICIPANTS EFFECTIVELY
Use tools like workbooks, reference sheets, podcasts, and personalized support to adapt learning to individual needs. Empower participants to share their knowledge within their organizations and networks to build capacity at an organizational scale.

CURRENT USE CASES

Provide summary sheets of digital transformation use cases to help participants identify with similar experiences and align their vision with concrete projects. Tailor practical exercises to participants' professional contexts to maximize relevance and impact.



BUILD A COMMUNITY
Encourage dialogue and engagement by sharing relevant content and organizing collaborative activities on a community of practice platform. Motivate participants to exchange experiences and resources while fostering meaningful interactions. Start building connections from the first class by facilitating high-value discussions.

ADDRESS LEARNERS' CHALLENGES

Acknowledge that challenges—whether technical or theoretical—are a natural part of the learning process. Provide real-time technical support to assist with tasks and resolve issues. Proactive and adaptable responses to learners' diverse needs strengthen the program. Collaborative problem-solving in the classroom offers learners practical shortcuts and valuable insights.





Leadership and Innovation Training: Strengthening the digital ecosystem to benefit communities

The Leadership and Innovation Training (LIT) created an environment of reflection, learning, sharing, and experimentation. Co-hosted by Open North and Dynamo, the LIT was delivered in three phases over eight weeks.

The program emphasized the impact of digital transformation projects and aimed to support change agents in developing digital initiatives centered on innovation and collaboration between organizations. The LIT hosted three cohorts, each consisting of 20 learning organizations.

Training objectives:

- The primary goal was to build a network of 60 digital influencer leaders who would execute demonstration projects. Specific objectives included:
 - Enhancing the capabilities of these leaders in digital technologies and supporting their initiatives.
 - Promoting the sharing of digital knowledge and skills within their networks.
 - Establishing communities of practice to facilitate knowledge exchange among participants.

A key focus was on developing **critical skills**, such as navigating complexity and applying critical thinking, as these competencies are essential for empowering individuals and organizations to manage change and uncover innovative solutions using available resources.

The training advocated for **continuous learning** to maintain agility and competitiveness in an ever-evolving environment. Participants were encouraged to expand their networks by **connecting with other learners and experts**, fostering knowledge exchange and mutual support beyond the training activities.

Training Highlights

TRAINING ORGANIZATIONS



PROVENANCE OF GUEST EXPERTS

Montreal, Quebec, Terrebonne



SATISFACTION RATE **93%**

COMPLETION RATE **91%** 



96%

PARTICIPANTS ASPIRE TO IMPLEMENT THEIR LEARNING WITHIN THEIR ORGANIZATION OR PROFESSIONAL CAREER.

Environment

Inter-organizational
collaboration

ARTIFICIAL INTELLIGENCE

UNIVERSAL ACCESSIBILITY

55

REFERENCE RESOURCES WERE DEVELOPED AND SUBSEQUENTLY SHARED BY THE PARTICIPANTS.



Emergence of collaborative projects

CJE



CARREFOURS JEUNESSE EMPLOI IN THE MONTREAL REGION PARTNERED ON THE DIGITAL TRANSFORMATION PROJECT "THE VIRTUAL CJE."

30 
YOUTH
CENTERS

"AVENIR CONUMÉRIQUE" COLLABORATION BETWEEN THE MONTÉRÉGIE YOUTH CENTERS (30 COLLABORATORS) AND THE LACOLLE PARTNERSHIP (15 COLLABORATORS).

15 

LACOLLE PARTNERS FORUM

FOR COORDINATED EFFORTS AROUND DIGITAL TRANSFORMATION PROJECTS.

Best practices

APPROACHES AND STRATEGIES PROVEN EFFECTIVE ACROSS COHORTS

INCORPORATING SPECIALISTS AND FACILITATING KNOWLEDGE EXCHANGE

Integrate experts from diverse digital domains into the training to provide participants with enriching perspectives and insights on critical topics. Encouraging knowledge-sharing among peers and facilitators further enhances the learning experience, making it both comprehensive and engaging.



ADVANCING PRACTICAL AND REFLECTIVE METHODOLOGIES

Dedicate time for both individual and group reflection on digital transformation initiatives. This approach deepens participants' understanding of challenges and helps them develop practical and tailored solutions. Equip participants to address less obvious and potentially complex aspects of the process.



OPTIMIZE CONTENT AND STRUCTURE

Simplifying the content and consolidating the delivery of the training into three half-day sessions improves participants' time management while maintaining high levels of engagement and interaction. Ensure that the content aligns closely with the training objectives to maximize its relevance and impact.



PLACE INDIVIDUALS AT THE HEART OF THE TRAININGS,
EMPHASIZE THEIR ROLE IN DRIVING SUCCESSFUL DIGITAL TRANSFORMATION



Conclusion

Open North has brought its values, expertise, and proficiency to the **DATAide** program, effectively supporting the digital transformation of over **1,000 community organizations in Quebec**.

Centraide partnered with **Open North** to leverage its expertise in digital strategy, data governance, and digital literacy capacity-building—all grounded in values, needs, and human-centered approaches. The initiative empowers organizations to plan and implement digital transformation projects in a manner that builds **long-term autonomy**, not dependency.

Our ongoing partnership with **stakeholders in Quebec** demonstrates our commitment to sharing knowledge and honoring shared values. We are equally devoted to understanding and addressing the needs, aspirations, and values of the community sector. Together, we aim to create a digital ecosystem that is chosen by community organizations, not imposed—in support of efforts to combat poverty and social exclusion.

Pursuing the common good

Learning in the open

Relationships over transactions

Advocating for systems change

Caring for each other



LET'S CONNECT



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