A community organization decided to broaden its scope of interventions, going from recreational activities for children 6-25 years old to all residents of three low-rent housing units in Montreal, Canada, home of more than 1,000 families. Activities were replaced by outreach interventions with a global approach. By doing so, the organization wanted to offer sustained support, increase individual and community level empowerment, and facilitate access to resources in the community.

A developmental evaluation approach as defined by Patton (2011) was retained.

**OBJECTIVES**

- Document elements that facilitate and constraint organizational and professional changes
- Better understand collaborations within the local network
- Support changes in practices.

**METHODS**

- Observation sessions at meetings in the organization and the local network
- Participation in activities in the neighborhood
- Interviews with the organization’s interveners, its coordinator, key partners and residents.

**RESULTS AND RECOMMENDATIONS**

The analysis of the data leads us to recommendations around 3 areas of intervention:

1. Clarify the orientations of the organization and the resulting interventions so that they are shared by all members of the team. Ensure that all members of the team (workers, management, board members) are equipped accordingly.

2. Strengthen partnerships and consultation with local community organizations and institutional actors; play a leadership role at this level.

3. Support and facilitate the participation of residents in the structures of the organization (board of directors, general assembly, membership, activities, committees, partnerships) and the community, in order to increase individual and community empowerment. In this perspective, facilitate collaborations with tenant committees.

**INTRODUCTION**

**CONCLUSION**

Considering the growing interest in outreach interventions (Clément & al., 2009) and developmental evaluation, this research contributes to the movement by outlining facilitating elements and constraints experienced by a community organization in attempting to create vibrant communities. An intervention model is proposed to help clarify components and goals of the interventions.

**REFERENCES**


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