CUHK ORKTS
Innovative Poverty Alleviation Workshop

Documentation

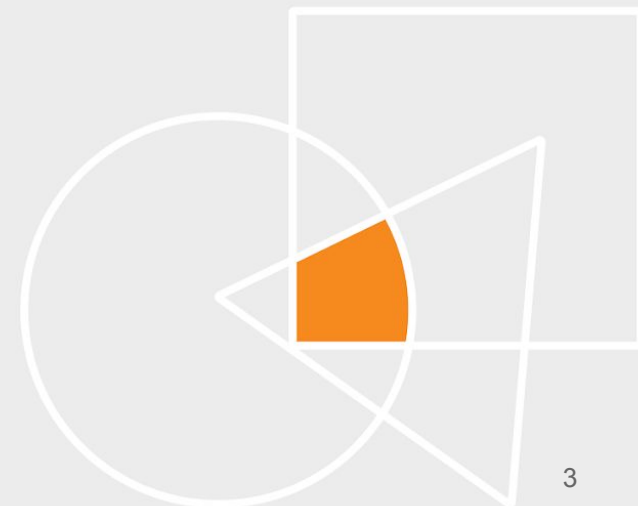15 June 2024
Provided by Good Lab Foundation Limited

Content Page

# 1. Introduction

Introduction

1.1 Overview

Good Lab, as the Design Thinking Partner, has designed and delivered one (1) half-day session of Co-creation Workshop in collaboration with ORKTS on 31 May 2024. A total of twenty three (23) people participated the workshop.

1.2 Objectives

- **Foster Connections:** To facilitate the establishment of meaningful connections between the university's professors and researchers and the key stakeholders in the poverty alleviation sector such as NGOs, community leaders, and social enterprises etc.

- **Inspire Social Impact:** To motivate and enlighten the university's academic community about the potential social impact of their research on poverty alleviation through cross-sector collaborative efforts, encouraging them to ideate innovative project ideas.

2. Recap of the Workshop
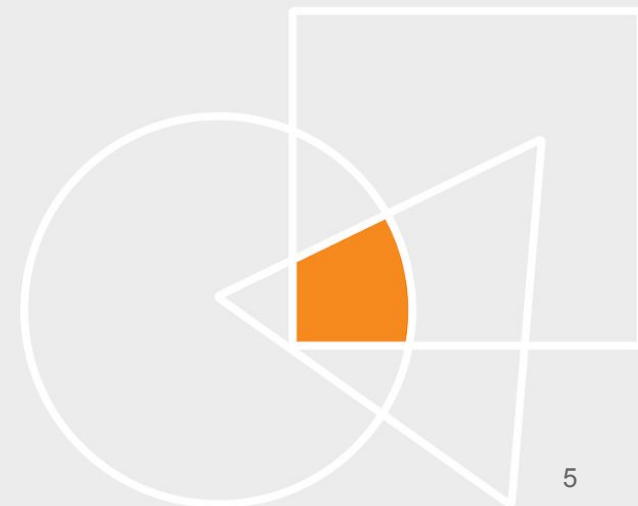
Workshop Design

2.3 Workshop Design

The workshop aimed to facilitate the establishment of meaningful connections between the university's professors and researchers and the key stakeholders in the poverty alleviation sector such as NGOs, community leaders, and social enterprises etc. The workshop provides a dynamic environment to facilitate exchange of knowledge and experience between academic scholars and NGO practitioners as well as other key stakeholders of the sector.

Part 1. Introduction & Experience Sharing:
Introduce workshop background, value of co-creation, and expectation setting & share experience, key insights & feedbacks related to the topics of poverty alleviation.

Part 2. Brainstorming on HMW
Discuss and identify key pain-points to come up with the most critical pain-points and relevant How-might-we Questions for further discussion.
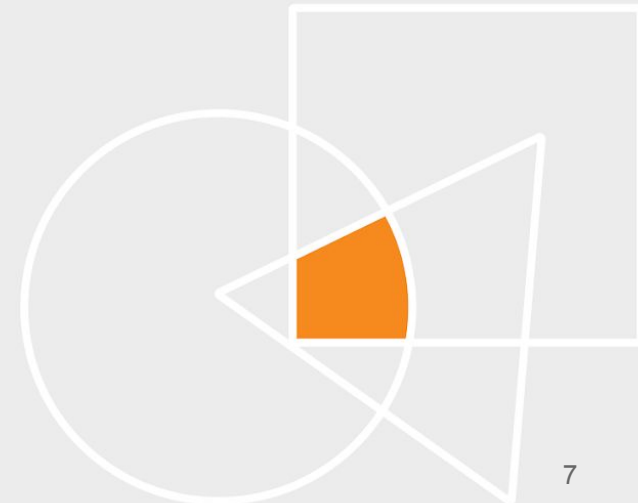
Part 3. Pair-up & Ideate
Pair up he participants into small teams to further discuss the HMW Question and ideate the opportunities of cross-sector collaborations.

Part 4. Wrap Up & Conclusion

3. Summary of the Documentation

Overview of the Chapter

3.1 Overview of the Chapter

This chapter summarizes the key insights from the workshop, categorised into three main areas: (i) key pain points, (ii) HMW questions, and (iii) opportunities for cross-sector collaboration.

Key Discussion Areas

The workshop discussions mainly focused around the pain-points of the NGOs in their frontline experience and the concepts and ideas related to community living room, which can be summarized as the following four areas:

- **Policy Level**:

  This discussion focus is mainly about definition poverty and enhancing government engagement, which are more about structural issues.

- **Resource and Operational Constraints:**

  This area is mainly about the challenges faced by NGOs in securing resources and conducting impact assessments, and the siloed nature of different units. They are shared by most NGOs as their common pain-points.

- **Community Level:**

  Part of the discussions about directions of poverty alleviation is about nurturing organic community development, which however is about the connecting of different community assets and stakeholders as well as community empowerment.

- **User Level:**

  Another discussion area is the practical and holistic solutions addressing immediate needs while considering long-term alleviation, which is one of the challenges of poverty alleviation efforts where end-users may value things differently from the NGOs.

Key Pain-points

3.2 Key Pain-points of Poverty Alleviation

Pain-points identified from policy to user level hinder effective poverty alleviation.
The consolidated pain points are as follows:

Policy Level

Definition and Measurement of Poverty

- **Inadequate Definitions**
  Current definitions of poverty focus on financial aspects, missing the broader context and nuanced needs of impoverished families.

- **Misaligned KPIs**
  Key performance indicators (KPIs) for funded projects often do not align with the actual issues leading to ineffective solutions.

Government and Policy Engagement

- **Distant Government Engagement**
  Government officials are often disconnected from frontline poverty issues, lacking effective communication channels with NGOs and communities.

- **Policies Targeting Short-term Success**
  Existing policies often target short-term successes rather than addressing the root causes of poverty for sustainable, long-term solutions.

Key Pain-points

3.2 Key Pain-points of Poverty Alleviation

Funder / Resource Level

Impact Assessment and Communication

- **Ineffective Impact Assessments**
  Current methods of impact assessment hinder NGO service efficiency and fail to capture the true achievements of these organisations.

- **Lack of Common Pitching Language**
  NGOs struggle to communicate with funders and the government due to the absence of standardised language aligning with their requirements.

Service Units' Level

Resource and Operational Constraints

- **Insufficient Early-Stage Project Support**
  A lack of resources to support the initial stages of poverty alleviation projects, making it difficult for NGOs to launch and sustain impactful initiatives.

- **Fragmented Resources and Silos**
  Silos between service pillars, government departments, and funders lead to fragmented resources and information, complicating service delivery and user access.

Key Pain-points

3.2 Key Pain-points of Poverty Alleviation

Users' Level

Mental and Nutritional Health

- **Lack of Mental Health Support**
  There is a critical shortage of mental health support for individuals in poverty, leading to feelings of exclusion and unaddressed psychological needs.

- **Poor Nutritional Habits**
  To reduce costs, many impoverished individuals adopt unhealthy dietary habits. However, merely sufficient food intake alone is not enough for a healthy life.

Self-limiting Beliefs and Social Barriers

- **Uninclusive Social Environments and Economic Barriers**
  Social environments are often not inclusive. Financial and operational barriers hinder low-income individuals from thriving and accessing necessary services.

Reluctance to Address Long-term Needs

- **Focus on Immediate Needs**
  Community members and NGOs often prioritise immediate needs due to insufficient resources and support for long-term challenges and empowerment.

- **Self-limiting Beliefs**
  Individuals in poverty struggle with self-limiting beliefs, hindering their ability to envision alternative futures.

Key Pain-points

3.2 Key Pain-points of Poverty Alleviation

Community Level

Lack of Room for Organic Interaction in Community

- **Deterioration of Neighbourhood Relations**
  Neighbourhood relations and community spirit have weakened over time. While the community has the potential for mutual support and trust, there is a lack of spaces that facilitate organic interactions.

How-might-we Questions

3.3 HMW Questions on Poverty Alleviation

Based on the identified pain points, participants co-created the following "How-Might-We" questions to guide innovative poverty alleviation approaches. These questions are categorised into five main directions:

Enhancing Impact Assessment Method

HMW #1 - How might we develop more effective impact assessment methods to capture the true achievements of NGOs and improve service efficiency?

Corresponding Pain-points:
- *Current methods of impact assessment hinder NGO service efficiency and fail to capture the true achievements of these organisations.*
- *NGOs struggle to communicate with funders and the government due to the absence of standardised language aligning with their requirements.*
- *Government officials are often disconnected from frontline poverty issues, lacking effective communication channels with NGOs and communities.*
- *Key performance indicators (KPIs) for funded projects often do not align with the actual issues leading to ineffective solutions.*

Enhancing Cross-sector Communication

HMW #2 - How might we align the language between NGOs and funders to better communicate impact across sectors?

Corresponding Pain-points:
- *Current methods of impact assessment hinder NGO service efficiency and fail to capture the true achievements of these organisations.*
- *NGOs struggle to communicate with funders and the government due to the absence of standardised language aligning with their requirements.*
- *Silos between service pillars, government departments, and funders lead to fragmented resources and information, complicating service delivery and user access.*

How-might-we Questions

3.3 HMW Questions on Poverty Alleviation

Based on the identified pain points, participants co-created the following "How-Might-We" questions to guide innovative poverty alleviation approaches. These questions are categorised into five main directions:

Pilot Project & Up-scale

HMW #3 - How might we design experimental models of cross-sector collaboration in specific communities to enhance well-being and provide reference models for government and funders?

Corresponding Pain-points:
- *A lack of resources to support the initial stages of poverty alleviation projects, making it difficult for NGOs to launch and sustain impactful initiatives.*
- *Government officials are often disconnected from frontline poverty issues, lacking effective communication channels with NGOs and communities.*
- *Silos between service pillars, government departments, and funders lead to fragmented resources and information, complicating service delivery and user access.*

HMW #4 - How might we maximise the impact of pilot projects to encourage government adoption and critical reflection on current practices?

Corresponding Pain-points:
- *A lack of resources to support the initial stages of poverty alleviation projects, making it difficult for NGOs to launch and sustain impactful initiatives.*
- *Government officials are often disconnected from frontline poverty issues, lacking effective communication channels with NGOs and communities.*
- *Silos between service pillars, government departments, and funders lead to fragmented resources and information, complicating service delivery and user access.*

How-might-we Questions

3.3 HMW Questions on Poverty Alleviation

Creating an Enabling Environment for Organic Community / Micro-economic / Well-being / Gaining Social Capital

HMW #5 - How might we foster a "sense of home" in the community, promoting organic trust and mutual assistance?

Corresponding Pain-points:
- *Neighbourhood relations and community spirit have weakened over time. While the community has the potential for mutual support and trust, there is a lack of spaces that facilitate organic interactions.*

HMW #6 - How might we utilise public spaces as medium to help grassroots communities build relationships and accumulate social capital?

Corresponding Pain-points:
- *Neighbourhood relations and community spirit have weakened over time. While the community has the potential for mutual support and trust, there is a lack of spaces that facilitate organic interactions.*

HMW #7 - How might we create spaces that enable grassroots self-sufficiency and foster micro-economies?

Corresponding Pain-points:
- *Neighbourhood relations and community spirit have weakened over time. While the community has the potential for mutual support and trust, there is a lack of spaces that facilitate organic interactions.*

How-might-we Questions

3.3 HMW Questions on Poverty Alleviation

Long-Term Alleviation:

HMW #8 - How might we remove the barriers faced by low-income families in accessing long-term needs such as healthcare and education?

Corresponding Pain-points:
- *Existing policies often target short-term successes rather than addressing the root causes of poverty for sustainable, long-term solutions.*
- *Community members and NGOs often prioritise immediate needs due to insufficient resources and support for long-term challenges and empowerment.*
- *Individuals in poverty struggle with self-limiting beliefs, hindering their ability to envision alternative futures.*

HMW #9 - How might we meet the immediate needs of low-income families to increase their willingness to address long-term needs?

Corresponding Pain-points:
- *Existing policies often target short-term successes rather than addressing the root causes of poverty for sustainable, long-term solutions.*
- *Community members and NGOs often prioritise immediate needs due to insufficient resources and support for long-term challenges and empowerment.*
- *Individuals in poverty struggle with self-limiting beliefs, hindering their ability to envision alternative futures.*

Key Opportunities of Cross-sector Collaboration

3.4 Potential Cross-sector Collaboration Approaches on Poverty Alleviation

Based on the discussions of different HMW Questions, potential cross-sector collaboration approaches for poverty alleviation were developed.
The following areas consolidate ideas from different groups:

- **Create Unusual Cross-sectoral Communication Opportunities**
  Facilitate innovative communication channels among NGOs, funders, and other stakeholders by organising regular, informal gatherings such as community meals and collaborative workshops. These settings provide a platform for diverse participants to share insights and align their goals. By breaking down silos and fostering direct, open dialogue, these interactions can align values and create platforms of different parties to understand each others' perspectives, which can lead to more collaboration opportunities and actions.

- **Nurture Organic Change in the Community**
  Encourage organic change within communities by creating an environment that supports spontaneous interactions and mutual support among residents, which can help rebuild trust and strengthen social bonds. By fostering a sense of belonging and ownership, these activities enable community members to collaboratively address their challenges, leading to more sustainable and self-driven poverty alleviation.

- **Development Community Space That Connects Community Resources**
  Develop multi-functional community spaces that connect various local resources and stakeholders to enhance social capacity for grassroots empowerment. These spaces can host a variety of activities, from educational workshops and health clinics to social events and local business incubators. By providing a physical hub for collaboration and resource-sharing, these environments help low-income individuals access essential services, build social networks, and create pathways out of poverty.

Appendices
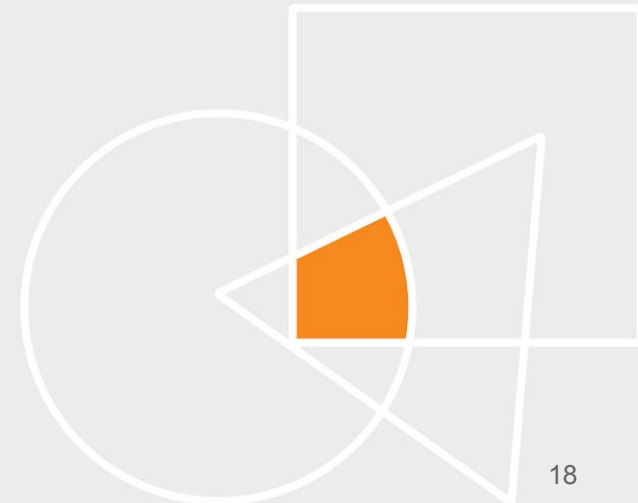
Appendix A: Experience Sharing

- The following is the photographic record of discussion boards from the experience sharing session of the workshop, where the participants shared their thoughts of experience, key insights & feedbacks related to the topics of poverty alleviation.
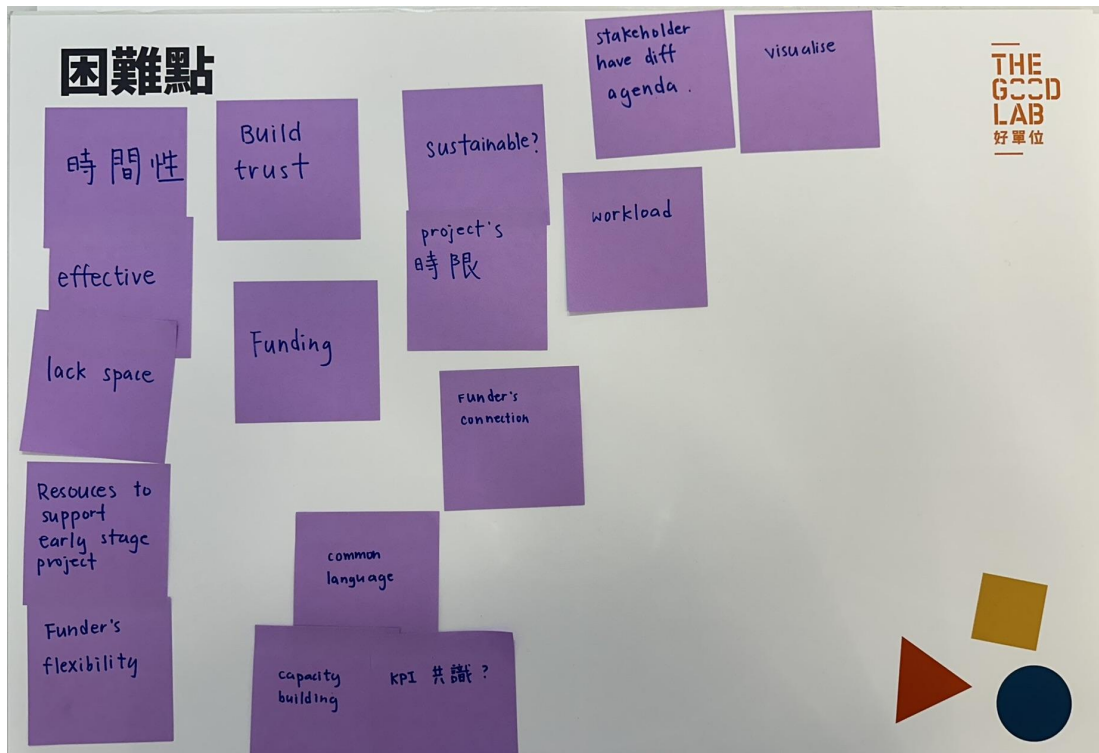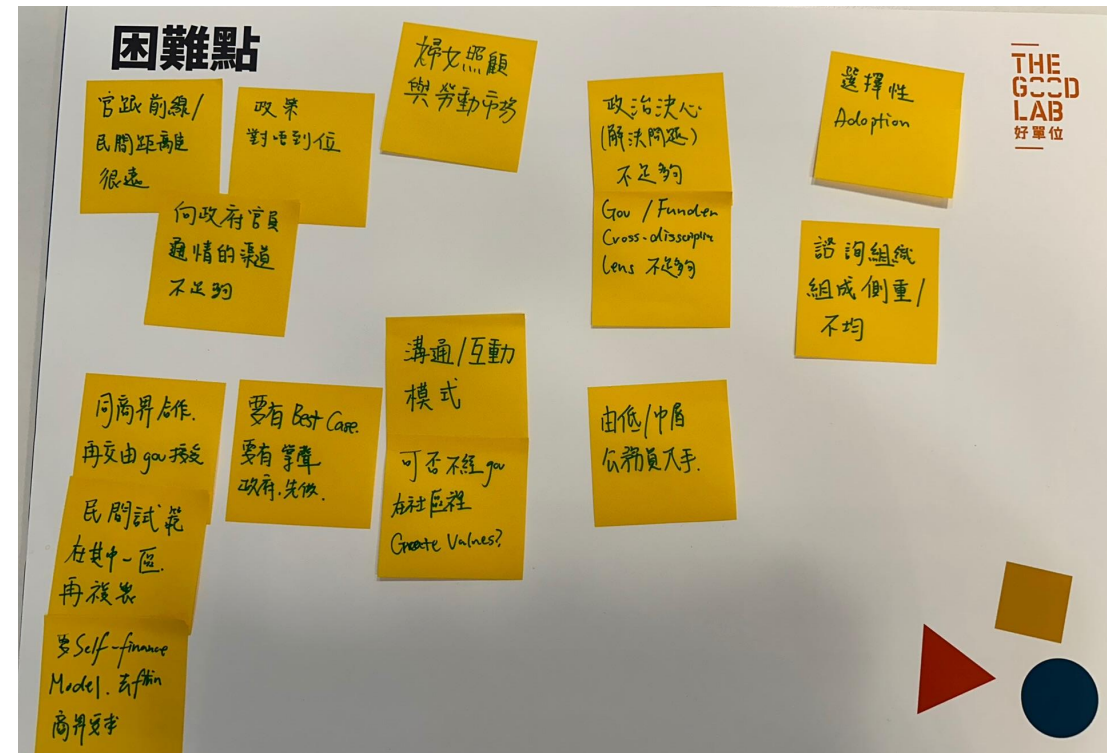
Group 1

Group 2

Appendix A: Experience Sharing
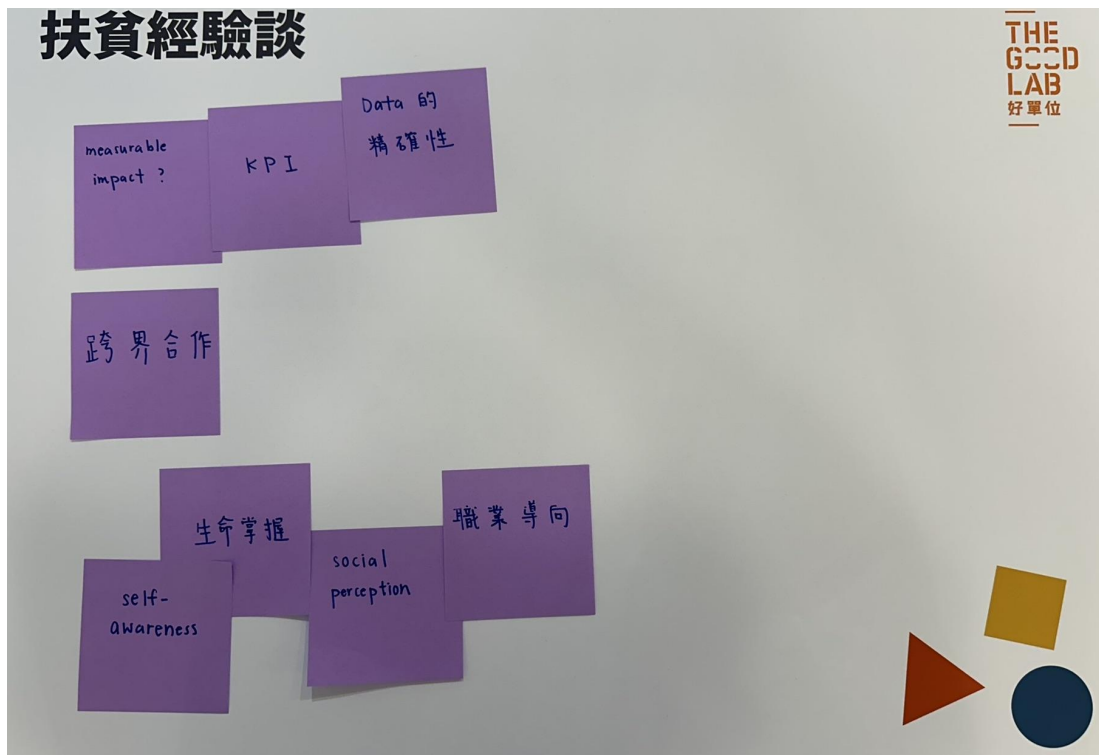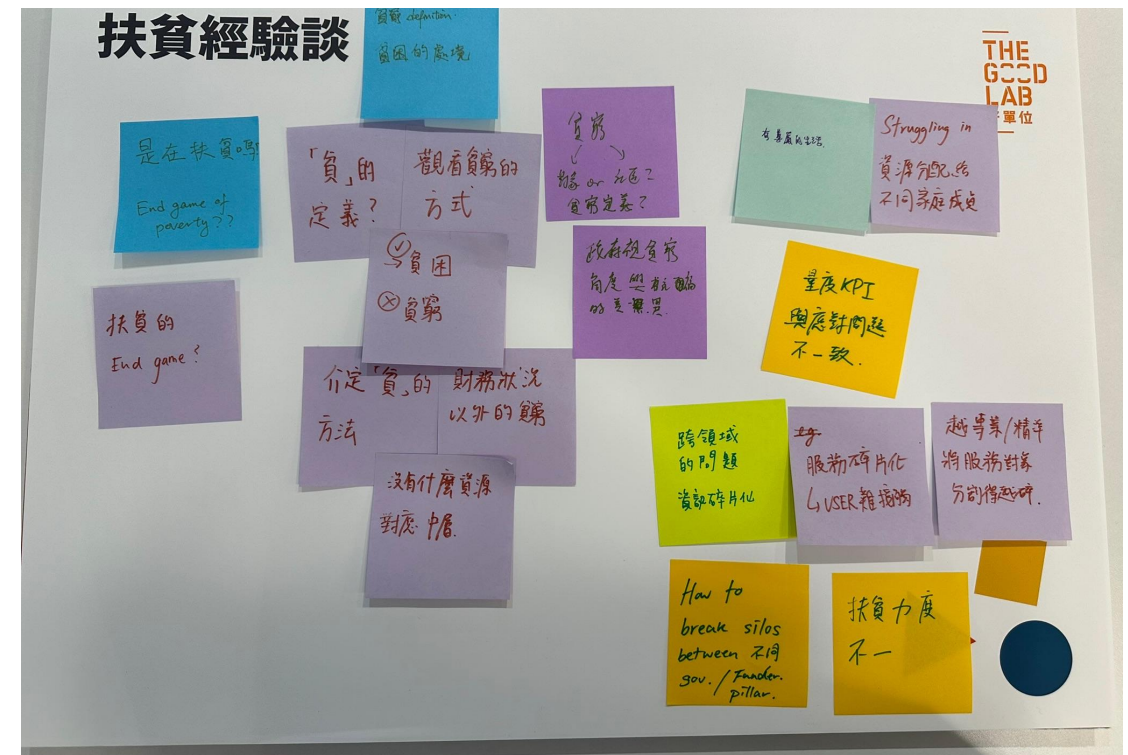
Group 3

Group 4

Appendix B: Pain-point

- The following is the photographic record of discussion boards from the brainstorming session on HMW Questions, where the participants discussed and identifies pain-points of poverty alleviation efforts.

Group 1

Group 2 (A)

Appendix B: Pain-point

Group 2 (B)
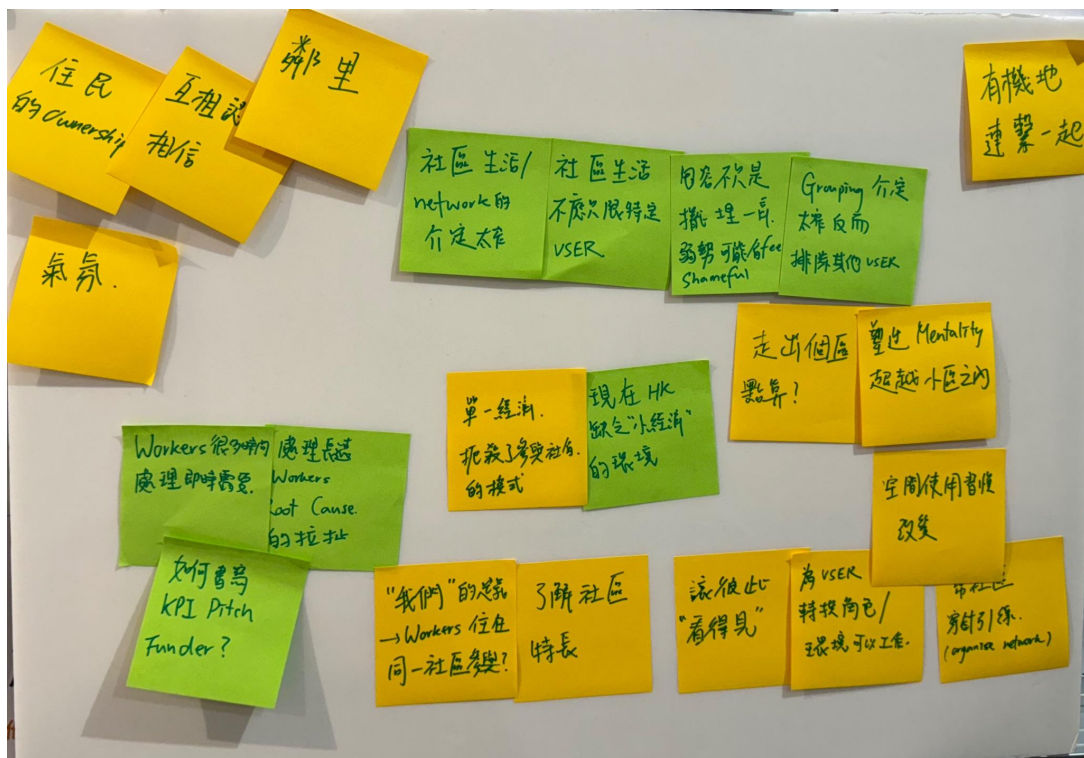
Group 3
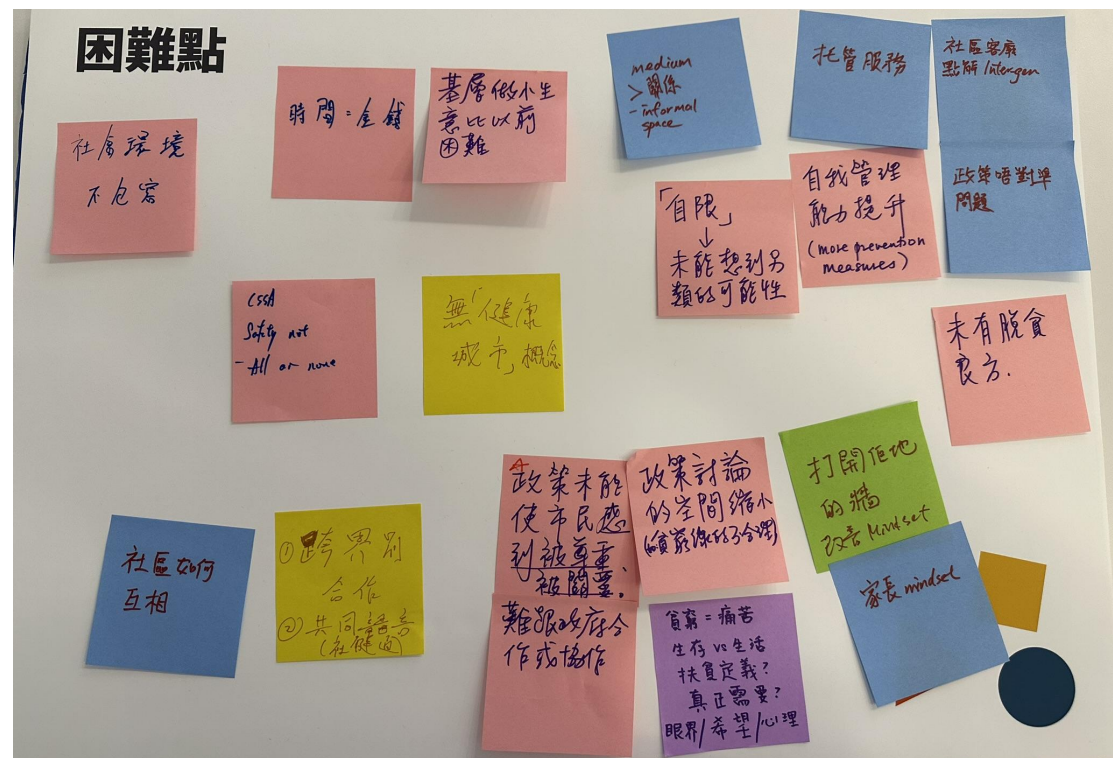
Appendix B: Pain-point

Group 4
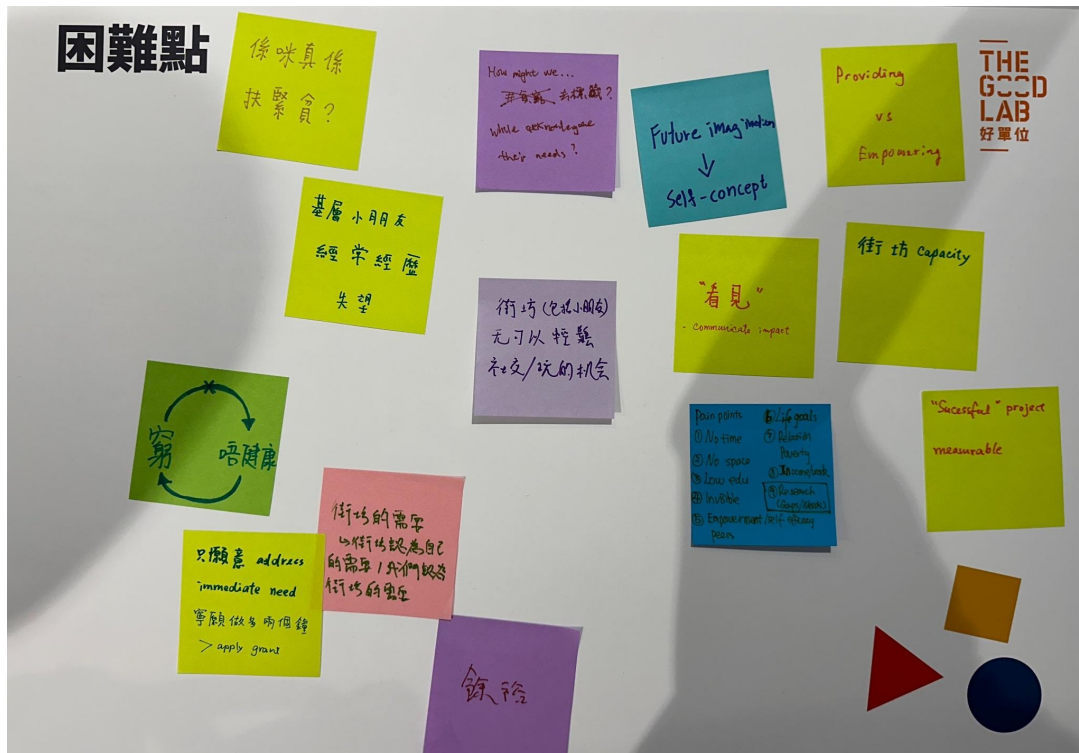
Appendix C: How-might-we Question

- The following is the photographic record of discussion boards where participants to came up with a number of How-might-we questions addressing the key pain-points.

Group 1
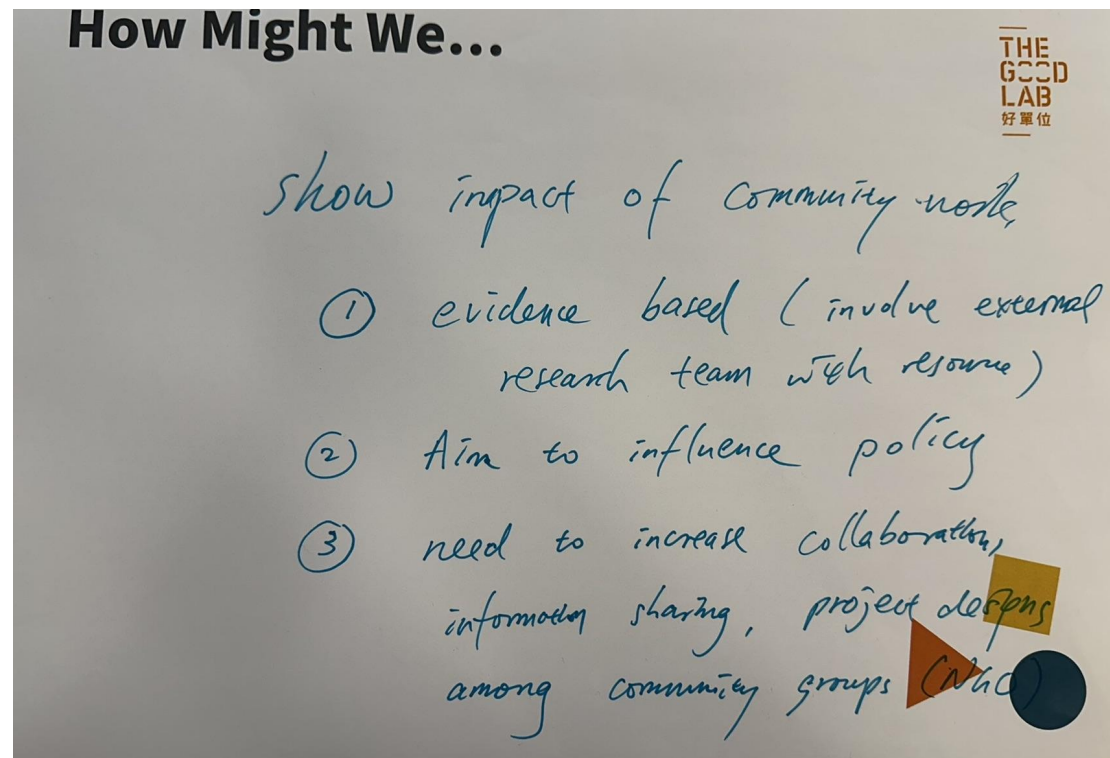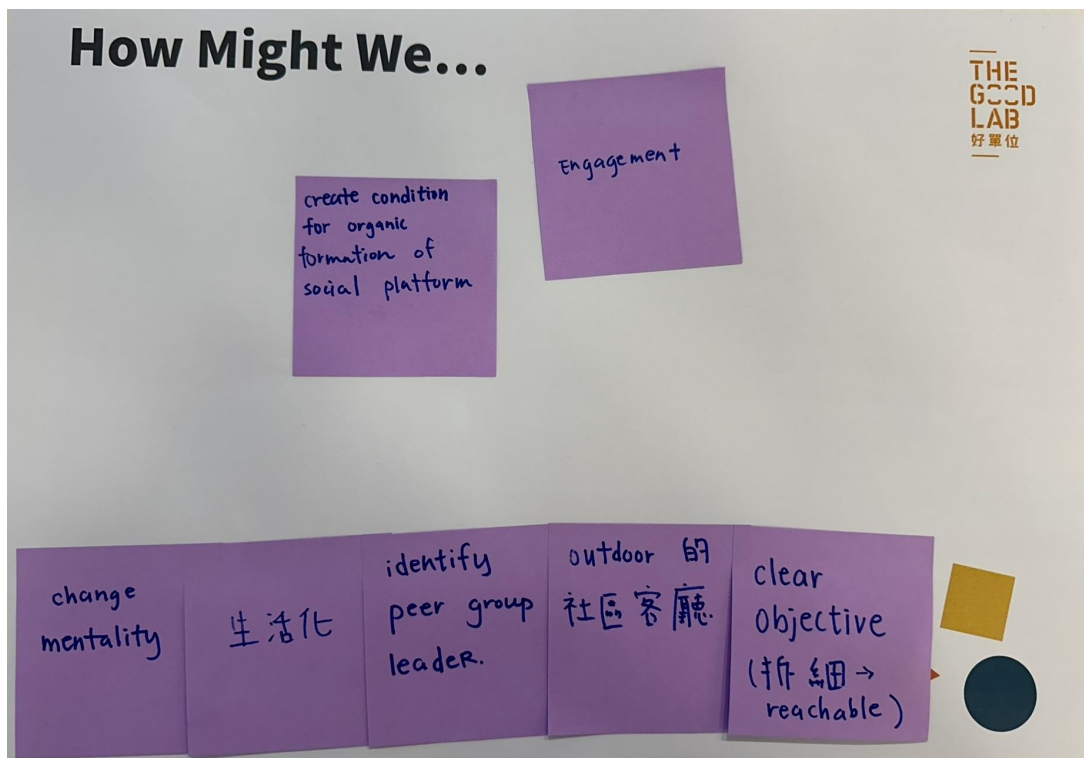
Appendix C: How-might-we Question

Group 2
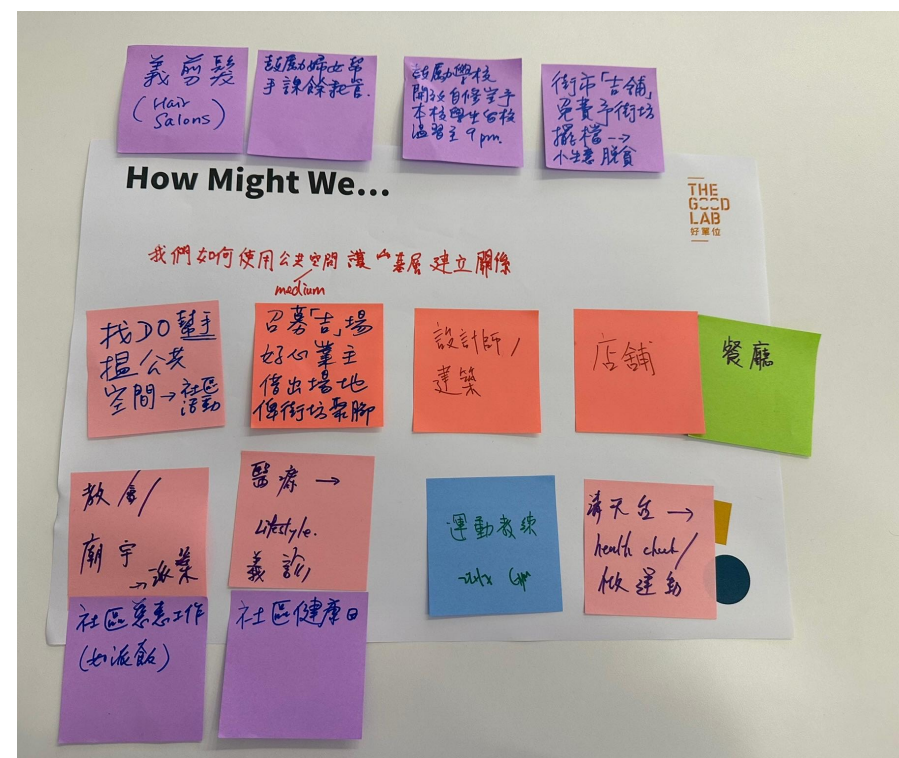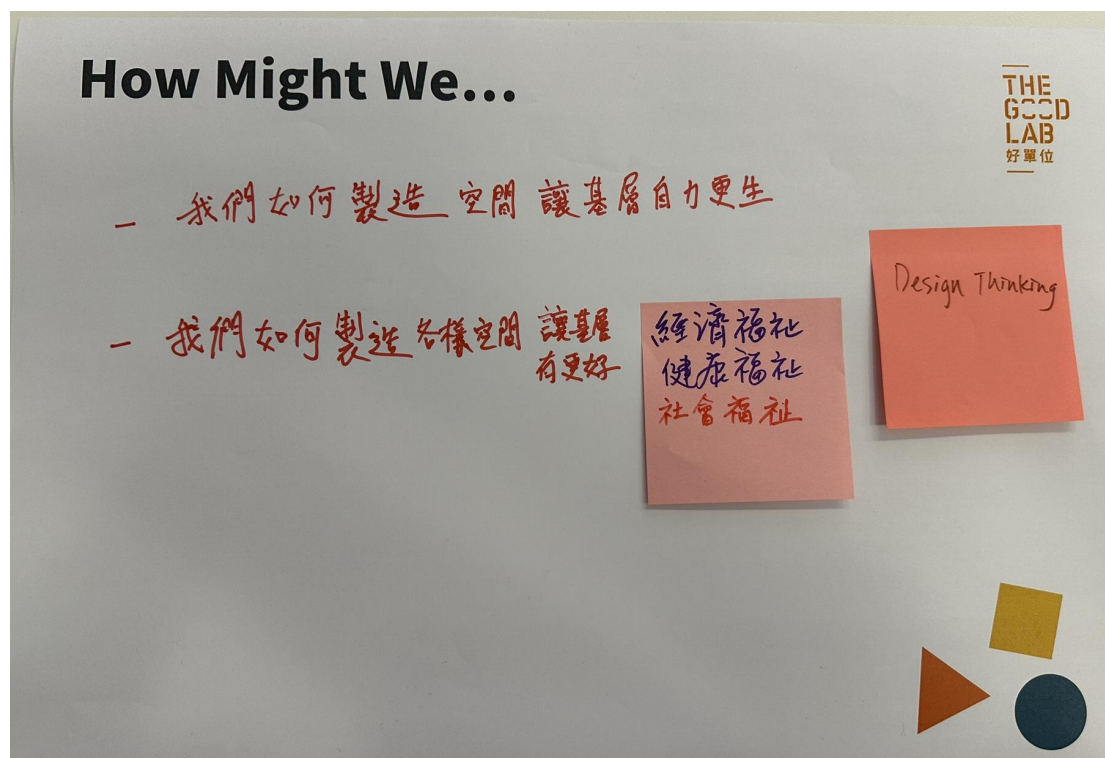
Appendix C: How-might-we Question

Group 3

Appendix C: How-might-we Question

Group 4

Appendix D: Ideation on Collaborative Ideas

- The following is the photographic record of discussion boards where participants developed their own ideas on cross-sector collaboration opportunities.
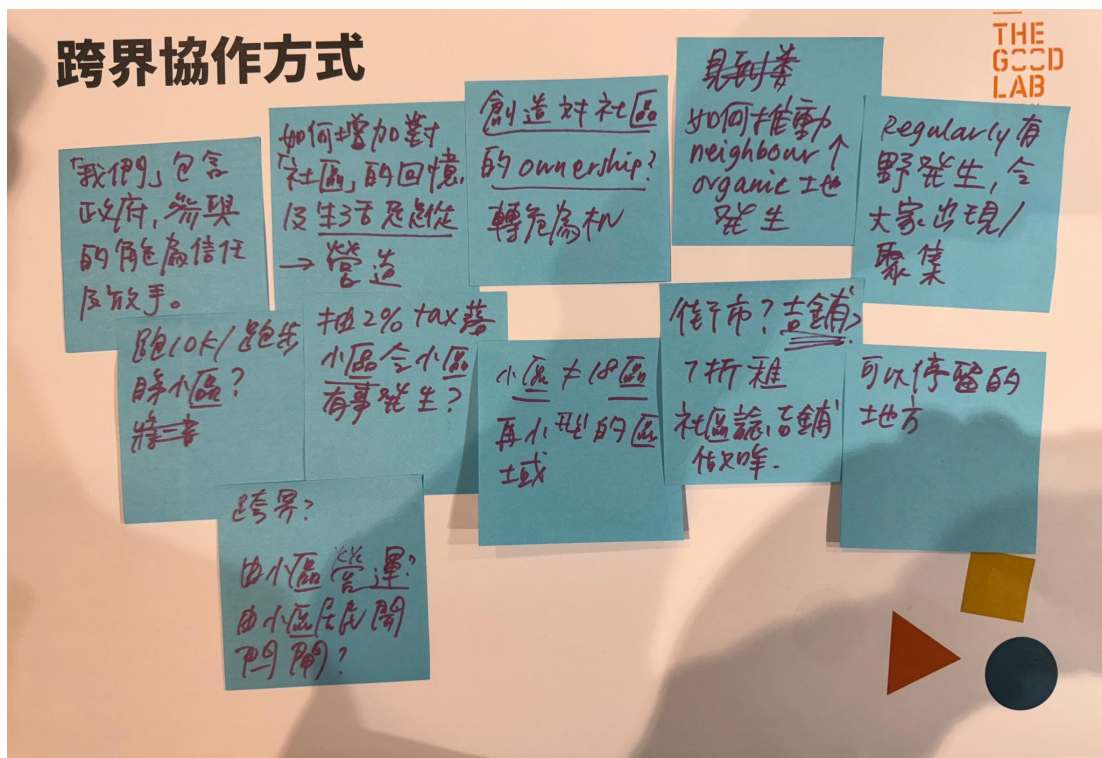
Group 1
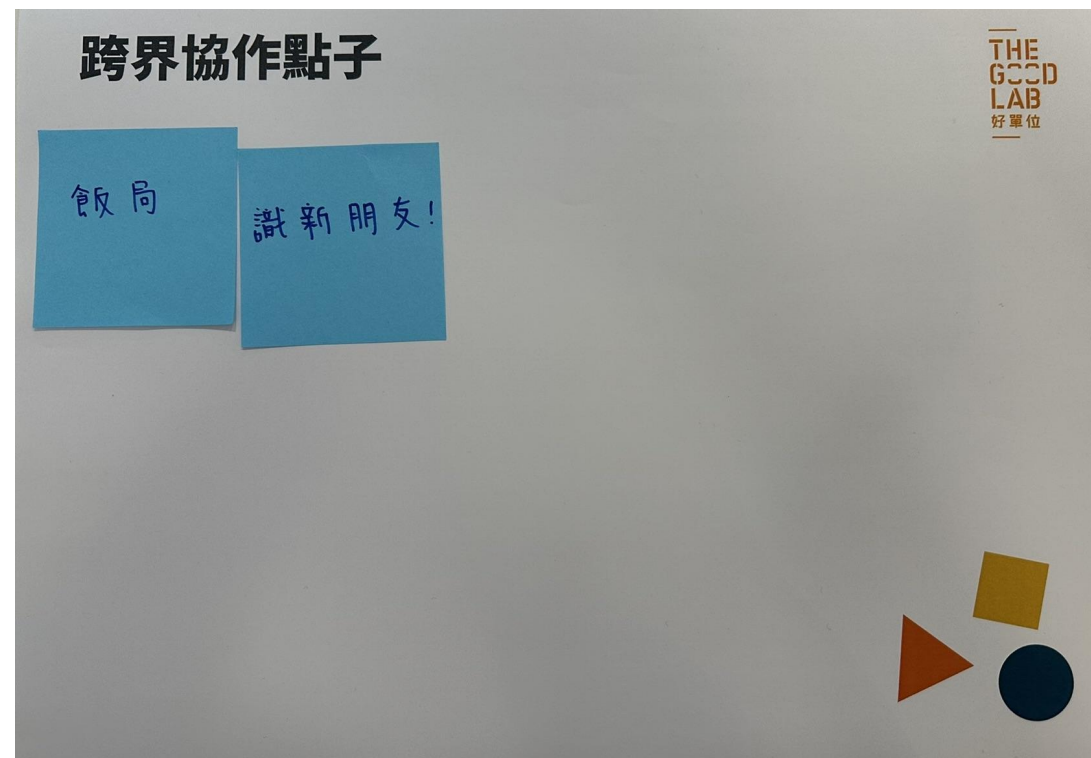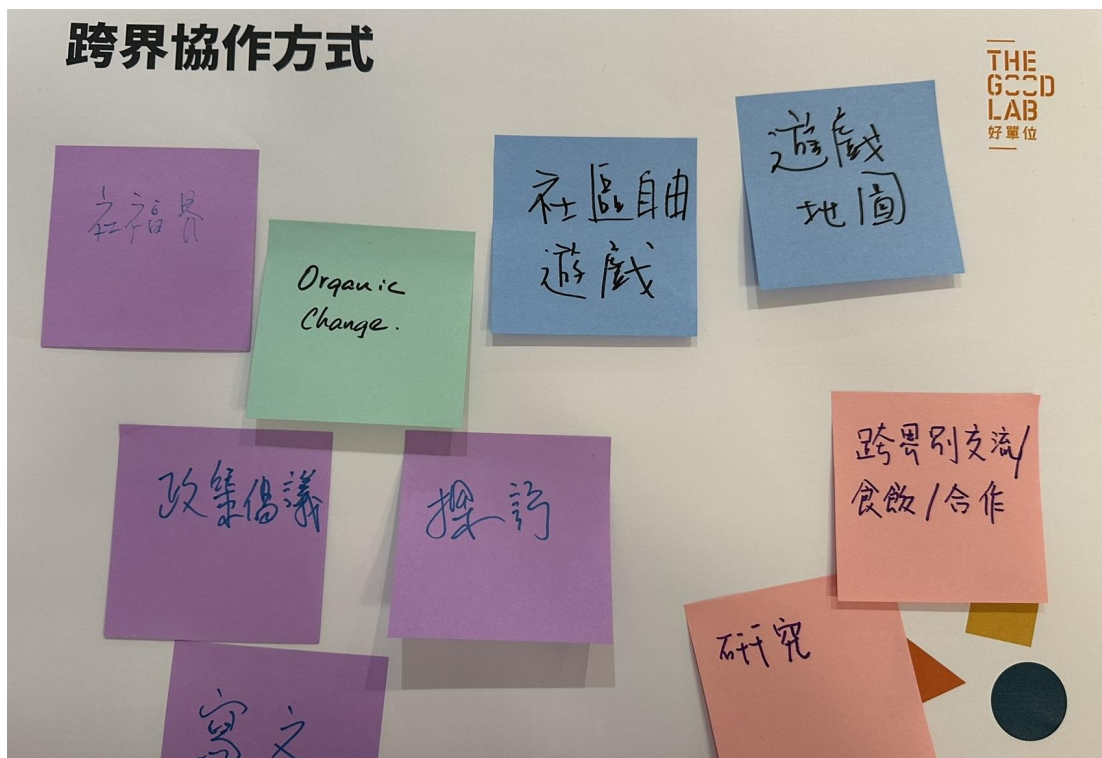
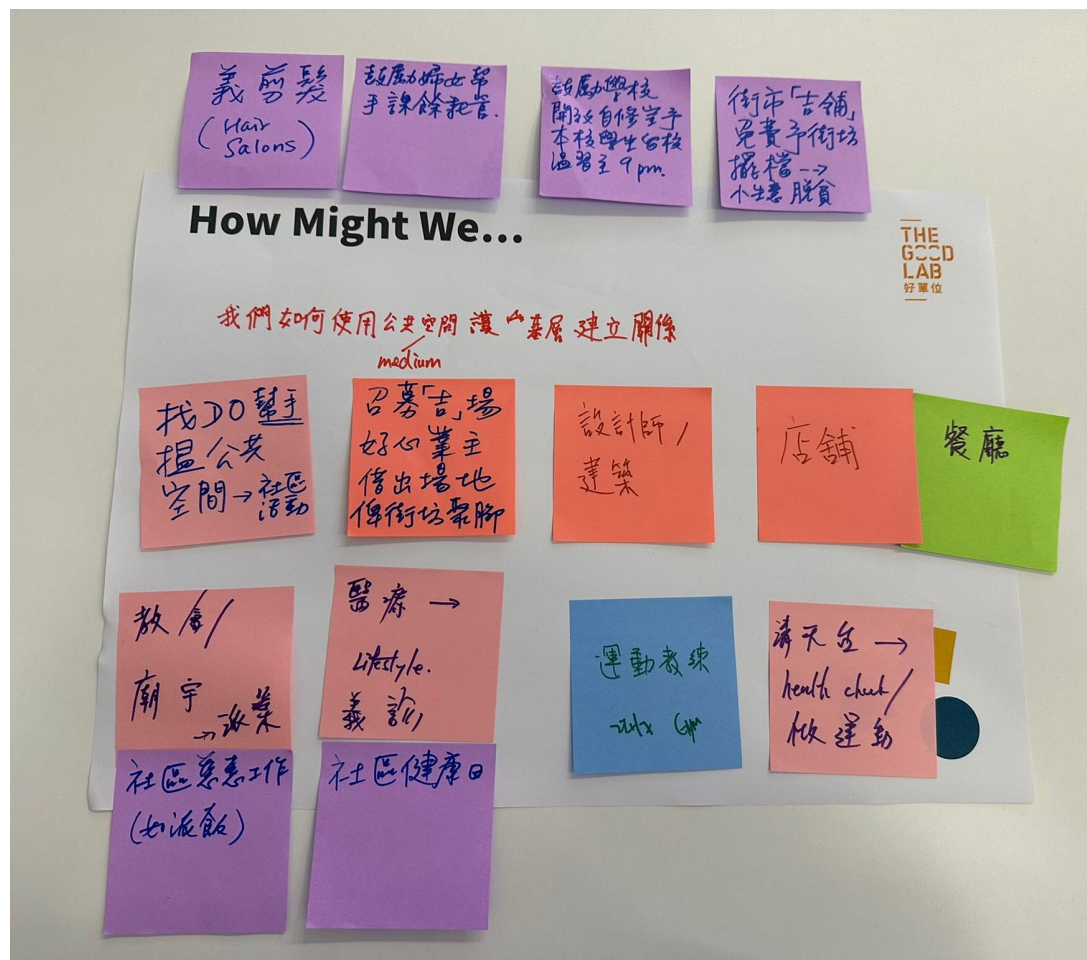# Appendix D: Ideation on Collaborative Ideas

Group 2 (HMW1)
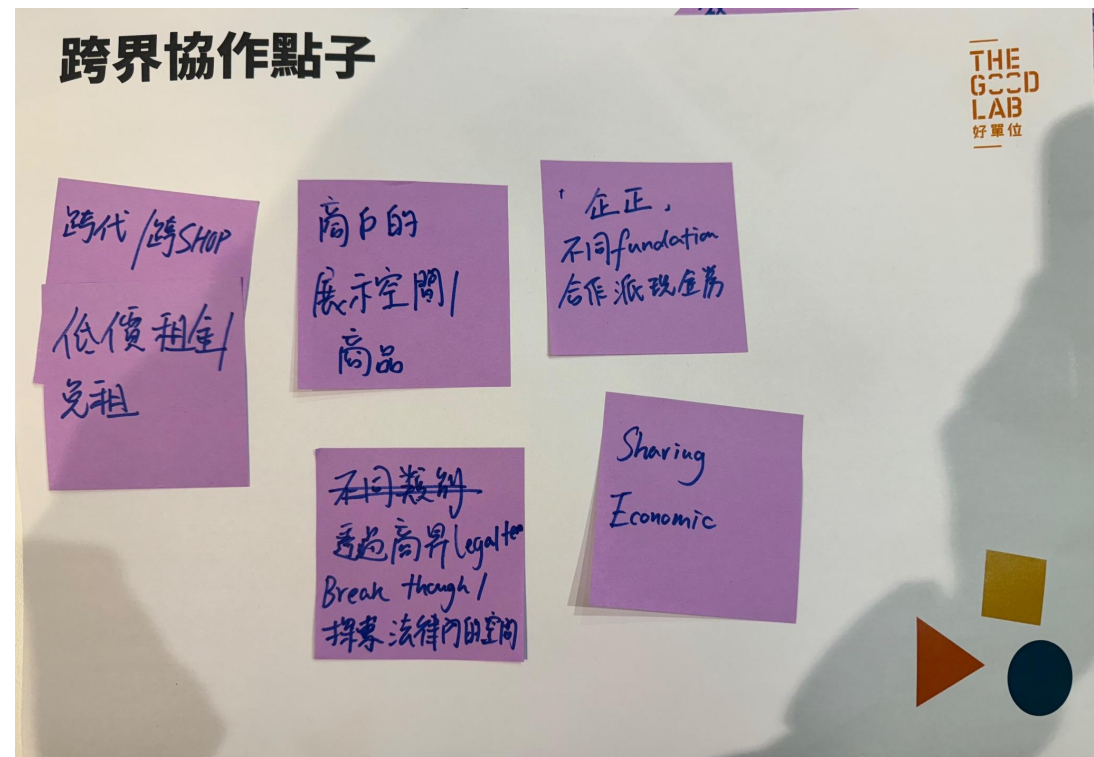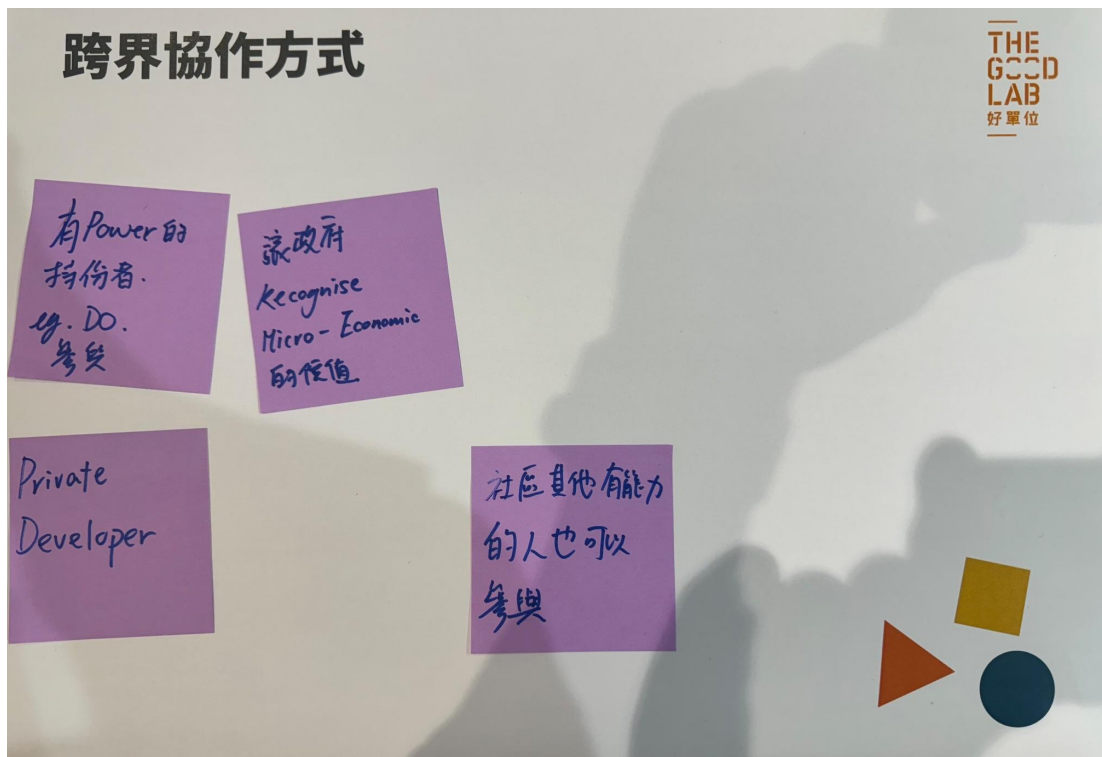
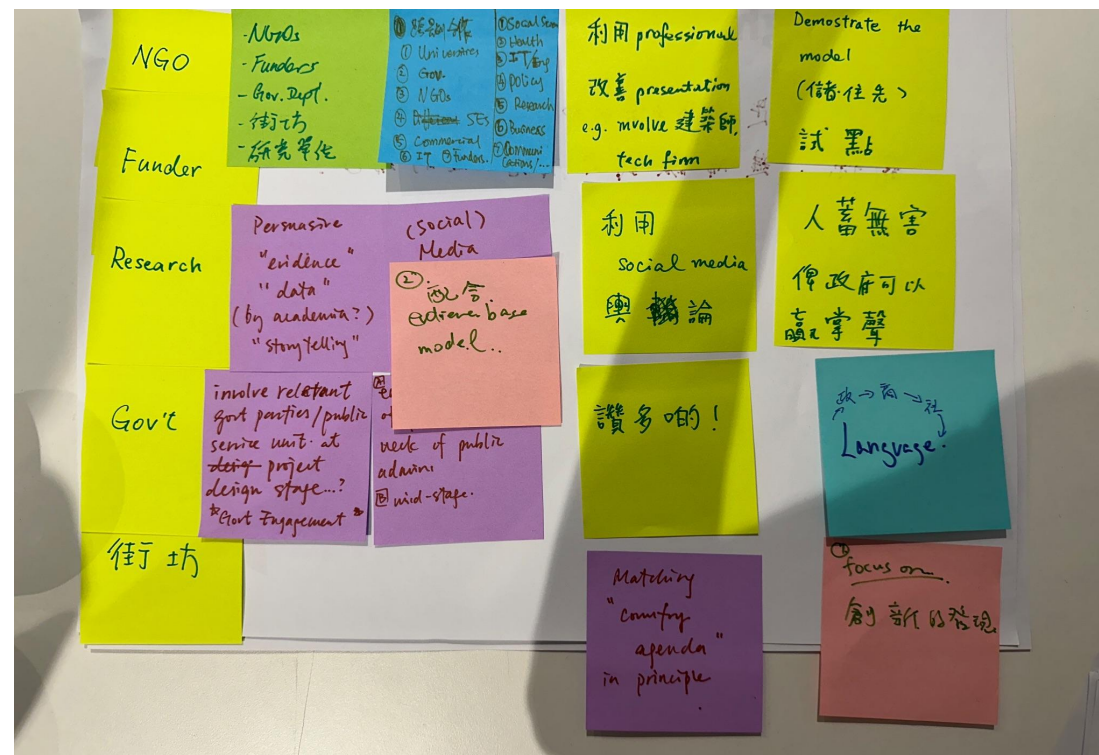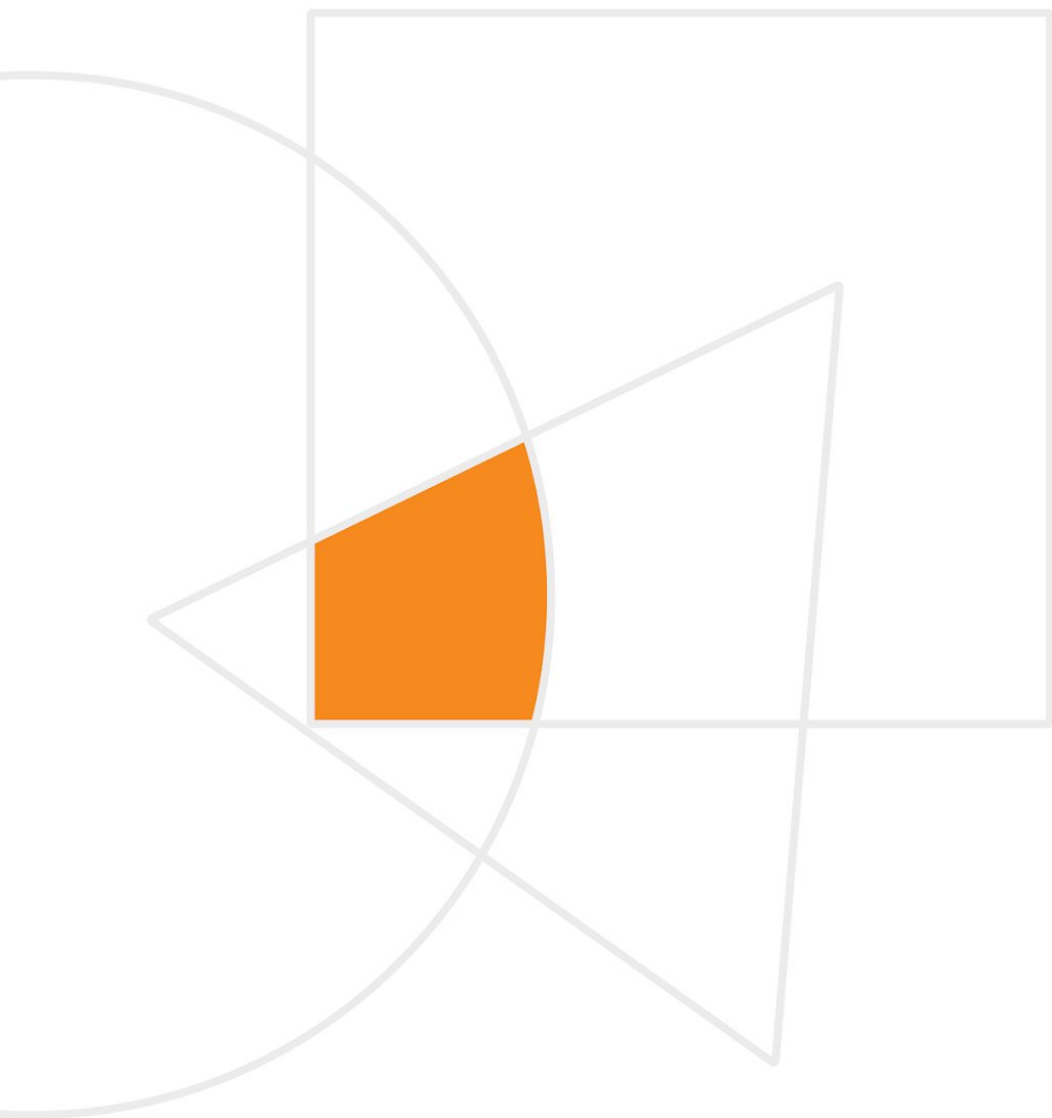# Appendix D: Ideation on Collaborative Ideas

Group 2 (HMW2)

Appendix D: Ideation on Collaborative Ideas

Group 3

Group 4

- End -