



City of Edmonton

# COMMUNITY SERVICES ADVISORY BOARD

2014 Annual Report

Edmonton





## CONTENTS

1	Message from the Chair
2	Board Vision, Mission and Mandate
3	Board History
4	Board Membership
5	Standing Committees
6	Board Activities
11	CSAB Looking Ahead to 2015
12	Family and Community Support Services (FCSS) Program
15	<i>The Power of Prevention</i>
18	<i>Partnerships and Collaboration</i>
22	<i>The City of Edmonton FCSS Contribution</i>
24	<i>Outcome Measures</i>
29	<i>FCSS Review</i>
30	Follow-up Actions



## MESSAGE FROM THE CHAIR

Each year, City Council appoints thirteen Edmontonians to the Community Services Advisory Board (CSAB) to provide perspective on the initiatives of the Community Services Committee, City Council, and the Community Services Department. Traditionally, the citizens serving on CSAB are very engaged and are as diverse as Edmonton itself. This iteration is no different. While we are all volunteers, each member of the Board takes his or her appointment very seriously because we love our City and we want it to thrive.

Over the past couple of years, CSAB has carried on with its mandate while also taking some time internally to reflect. As a result, our committee restructured itself to bring more insight into Edmonton's vast community services offerings and to be as responsive and available as possible to meet the needs of our City. To that end, our members heard presentations, met leaders, followed up on initiatives contained in "The Way We Live: Edmonton's People Plan," and allocated Family and Community Support Services (FCSS) and Community Investment funding to agencies and emerging immigrant organizations in our community. The success stories we've heard as a result of these funds continue to be a truly rewarding aspect of serving on this Board.

During 2014, the FCSS review was also completed and CSAB played a significant role in providing input and making recommendations. In 2015, we look forward to the implementation phase. In addition, through our appointee, CSAB also ensured the City had strong representation on the Board of the FCSS Association of Alberta.

Speaking for all members of the Community Services Advisory Board, it has been a distinct pleasure to work with the staff of the Community Services Department. Our requests have been handled efficiently and respectfully, and we always have the information we need to make informed recommendations on behalf of our community. I can also speak for the Board in saying how privileged we feel to be able to serve Edmonton through our participation on this Board.

Linda Wood Edwards  
CSAB CHAIR 2014



# VISION, MISSION & MANDATE

## VISION

A front-line partner with citizens and communities  
— committed to creating a safe, healthy and vibrant city.

## MISSION

The Community Services Advisory Board is a diverse group of citizens that provide a community perspective on People, Parks and Places to City Council and the Community Services Department.

## MANDATE

The mandate of the Community Services Advisory Board is to facilitate informed decision making by:

- » gathering information and sharing knowledge;
- » raising issues and awareness;
- » providing advice and recommending policy;
- » making recommendations on funding; and
- » offering alternative strategies.



## BOARD HISTORY

In 1997, the City of Edmonton created the Community Services Department by joining the *Parks and Recreation Department* together with the *Community and Family Services Department*. The mandate of the new Community Services Department was to provide a continuum of integrated “people” services.

At that time, both of the former departments had separate bodies that served in advisory roles to City Council. These advisory groups were known, respectively as the “Parks, Recreation and Cultural Advisory Board” (PRCAB) and the “Community and Family Services Advisory Committee” (CAFSAC).

On January 5, 1999, City Council approved Bylaw 11926 which repealed the previous advisory bodies and enacted the “Community Services Advisory Board (CSAB).”

Actions of the Advisory Board are directed by the Board’s Terms of Reference. Duties and responsibilities assigned by City Council include:

1. Provide advice to City Council and the Community Services Department about Community Services’ three-year business plan, its strategic plan, and its funding priorities;
2. Raise issues and offer advice related to the scope of the Department’s mandate (arts, cultural, multicultural, parks, recreation, sports and social policy);

3. Make recommendations to the General Manager of the Department about the allocation of funds as required under the Family and Community Support Services legislation;
4. Undertake activities and programs as mutually agreed to between the Board and City Council, or Board and the Department.
5. Make recommendations to City Council for applicable Community Investment Grants and other awards, as required;

In 2014, CSAB had 13 members with a variety of skills and experiences that demonstrated an understanding of the purpose and structure of the Community Services Department. All members of the Community Services Advisory Board are appointed by City Council. The General Manager of the Community Services Department, or his/her designate, sits on the Board as a non-voting member.



## BOARD MEMBERSHIP 2014

### BACK ROW

Catherine Workun

Lyall Brenneis *(City of Edmonton representative)*

Linda Wood Edwards *(Chair)*

Nathan Ip

Judy Smith *(Director Community Investment)*

Sharon Yeo

### FRONT ROW

Stephanie Chai

Sarah Leib *(Vice Chair)*

Salvador Ibarra\*

Joan Welch

### ABSENT FROM PHOTO

Phil O'Hara

Eman Joumaa

Leanne Reeb

Vicki Van Vliet Vaitkunas\*\*

Christine Mummery\*

Alicia Hibbert

The CSAB is supported by Judy Smith, Director, Community Investment, and Sarah Chen, Community Investment Clerk.

\*New appointees May 1, 2014

\*\*Term Ended April 30, 2014



## STANDING COMMITTEES

### **CSAB piloted a subcommittee structure in 2014 with the following three committees:**

#### COMMUNITY POLICY COMMITTEE

The Community Policy Committee reviews and assesses new and existing City of Edmonton Community Services policy, and the impact of policy changes on the community-at-large. The Committee makes funding recommendations to CSAB for the Community Investment Operating and Hosting Grants; the Emerging Immigrant and Refugee Community (EIRC) grant program and other grant/funding programs as required.

In 2014, Community Policy Committee consisted of:

[Joan Welch \(Chairperson\)](#)  
[Sarah Leib](#)  
[Phil O'Hara](#)  
[Nathan Ip](#)  
[Christine Mummery](#)

#### FCSS & SOCIAL POLICY COMMITTEE

The FCSS and Social Policy Committee serves to ensure that preventive social services and programs are available for the citizens of Edmonton. The Committee provides advice to CSAB about the allocation of funds as required under the Family and Community Support Services (FCSS) legislation and shares its knowledge of social trends and issues in Edmonton.

The 2014, FCSS and Social Policy Committee consisted of:

[Leanne Reeb \(Chairperson\)](#)  
[Eman Joumaa \(Vice-Chairperson\)](#)  
[Sharon Yeo](#)  
[Catherine Workun](#)  
[Vicki Van Vliet Vaitkunas\\*](#)  
[Salvador Ibarra](#)  
[Jeff Bryson\\*](#)  
[Alex Draper\\*](#)  
[Margaret Day\\*](#)  
[Heather Kennedy-Plant\\*](#)

CSAB members are joined by other community volunteers. These additional community members are identified with an \*.

Vicki Van Vliet Vaitkunas was appointed to become a community member on May 1, 2014

#### STRATEGY IMPLEMENTATION COMMITTEE

The Strategy Implementation Committee serves as the strategy body that monitors the implementation of *The Way We Live: Edmonton's People Plan*. The committee is responsible for drafting CSAB's yearly priorities for board approval.

In 2014, the members of this committee consisted of:

[Alicia Hibbert \(Chairperson\)](#)  
[Linda Wood Edwards](#)  
[Stephanie Chai](#)

A review of the structural change will be implemented in 2015.





## BOARD ACTIVITIES 2014

In 2014, the CSAB and community members contributed more than 1,200 volunteer hours, which included ten regular board meetings and numerous Standing Committee meetings to fulfill the Board's mandate and goals.

### ***Some of the key areas of work for the CSAB included:***

#### ***Providing advice to City Council and the Community Services Department about Community Services three year business plan, its strategic plan and its funding priorities.***

Linda Wood Edwards, Chair, represented the Board at the Public Hearing for the proposed 2015 operating budget. She articulated the CSAB's support for a number of service packages, which included the following:

- » Homeless On Parkland
- » Urban Isolation/Mental Health
- » Child Friendly Edmonton
- » Indigenous Strategies
- » Public Safety
- » Community Facility Partner Capital Grant Program

#### ***Raising issues and offering advice related to the scope of the department's mandate (arts, cultural, multicultural, parks, recreation, sports and social policy).***

Throughout the year, the CSAB members met and connected with a range of City staff and community members to hear about a variety of initiatives. These opportunities invited dialogue and allowed the exploration of topics and discussion of various issues. CSAB members asked meaningful questions and provided advice and recommendations on numerous topics including the following:

- » Department and branch business plans
- » FCSS program review
- » Edmonton Active Recreation and Sport Policy
- » Elevate
- » Department performance measures
- » Urban Aboriginal Strategy



- » *Municipal Government Act*
- » Social Development Framework
- » EIRC Program Delivery Partnership Grant
- » 2015 Operating and Capital budgets
- » Family and Community Support Services (FCSS) funding allocations

The CSAB recognizes the need to gauge the pulse of the greater community and connect with Edmontonians about issues and opportunities within their communities. The Board will continue to support initiatives, partnerships, organizations and various funders working in multiple sectors throughout the community.

### ***Undertaking activities and programs as mutually agreed to between the Board and City Council, or the Board and the Department***

Board members continued to contribute throughout the year in many different ways beyond regular Board and Committee meetings. Some of the ways that the Board and community members supported the work of Council and the Community Services Department in 2014 included the following:

- » Actively discussing initiatives/projects/priorities with the Community Services Leadership Team
- » Conducting agency visits for comprehensive reviews of FCSS funded programs
- » Actively representing Edmonton FCSS on the Family and Community Support Services Association of Alberta (FCSSAA) Board. In this role our representative, Vicki Van Vliet Vaitkunas, attended regular board meetings, an annual retreat and the Edmonton Evergreen Regional Meetings.
- » Participating on the Social Development Framework Advisory Board (represented by Joan Welch and Nathan Ip).
- » Participating on the Edmonton Active Recreation and Sport Policy Committee (represented by Catherine Workun).

### ***Making recommendations to City Council for applicable Community Investment Grants and other awards as required***

#### COMMUNITY INVESTMENT GRANTS PROGRAM

##### **Community Investment Operating Grants**

The Community Investment Operating Grant (CIOG) is governed by Bylaw 14157 and Policy C211. In 2014, the funding available through this grant program was \$3,434,660. A total of 251 not-for-profit social service, multicultural and sport/recreation organizations applied for these dollars and 240 met the eligibility requirements and received funding.

Of these, 44 organizations were new applicants. The average allocation was \$14,311. Since 2010, this grant has seen a steady increase in the total funds available and in the number of grant recipients.

As per the Bylaw governing CIOG, the CSAB reviewed and made recommendations regarding the 2014-2016 Priorities and Guidelines. The recommendations were accepted in May 2013 by City Council. The 2014-2016 Priorities and Guidelines:

- » continued to build on CSAB's focus on increased accountability with respect to organization's financial and board governance; and

- » re-instated the cap on the size of organizations that are eligible to apply.

Those organizations with operating expenses in excess of \$2 million will no longer be eligible for funding. This guideline will take effect for the 2015 grant cycle and will help to ensure that more funding is available for small and medium sized organizations.

## HOSTING & TRAVEL GRANTS

### Community Investment Hosting Grant

Community Investment Grant Bylaw 14157 delegates to CSAB the authority to review applications from applicants hosting recreation/amateur sport and multicultural events. Policy C211G provides the CSAB the basis to review the applications, set budget amounts and form grant award recommendations to City Council.

- » In 2014, 26 Hosting Grant applications were received; 23 organizations received funding totaling \$67,930.
- » This funding assisted organizations in hosting nine Provincial, three Western Canadian, eight National and three International events.
- » Examples of groups that hosted events in 2014 include:
  - *The Alberta Rhythmic Sportive Gymnastics Foundation which hosted a national event;*
  - *The Olympian Swim Club which hosted a Western Canadian event; and*
  - *The Alberta Basketball Association which hosted a provincial event.*

These events all contributed to increasing Edmonton's profile and visibility.

### Community Investment Travel Grants

Travel Grants are provided to individuals and teams who have won at a Provincial level, to assist with the cost of travelling to Western Canadian, National or International amateur sport. Recreation and multicultural travel grants assist Edmontonians with the cost of travel to an invitational, national or international recreational or multicultural event.

Representation of Edmonton athletes and competitors in the various levels of competition across the country and around the world helps to raise Edmonton's profile as a great place to live.

- » In 2014, 63 travel grant applications were processed; 45 individuals and teams received funding totaling \$48,045.
- » Examples of travel grants awarded included:
  - *Verkhovyna Song and Dance;*
  - *Ensemble of the Ukrainian Youth Association; and*
  - *Edmonton Victoria Soccer Club.*

Citizens achieving excellence in arts, recreation, multicultural or sport activity contribute to the quality of life in Edmonton and bring recognition to the City.

## EMERGING IMMIGRANT & REFUGEE COMMUNITY GRANT PROGRAM (EIRC)

In 2014, more than 100 Emerging Immigrant and Refugee Community Grant Applications were processed.

The Emerging Immigrant and Refugee Community Grant provides support towards a common outcome of integration and inclusion for immigrants and refugees choosing Edmonton as their home. This grant program is comprised of four sub-grants.

### Cultural Heritage Grant

This grant provides up to \$5,000 to support emerging immigrant and refugee communities for projects that promote and strengthen their cultural identity and pride including: cultural dance, music, art, theatre and heritage language.

- » Seventeen applications were received; nine organizations received grants totaling \$19,316.
- » Examples of cultural heritage grants awarded:
  - *Azerbaijani dance, music and languages classes;*
  - *Arabic Language learning classes for youth;*
  - *Nepalese language and cultural dance;*
  - *Tajikistan women learning traditional embroidery, folklore, language; and cultural storytelling from Tajikistan.*

### Client Testimonial

*24 yr old female*

*Compass Centre For Sexual Wellness*

*"You have no idea how nervous I was when I started coming to see you. My religious background had prevented me from ever talking about or thinking about my sexual health. After these few months of seeing you I can now say words that I've never said and feel like I can talk to people in my life about important topics that were never discussed before. Thank you so much for giving me that gift. I know that when I have children I will be able to talk to them about all aspects of health and not continue passing shame forward."*



### **Space Rental Subsidy Grant**

The Space Rental Subsidy Grant assists emerging immigrant and refugee communities with a portion of the cost of renting space for their community organizations and their related programs. In an effort to encourage the use of not-for-profit space and increase the opportunities for access to space, an additional subsidy is awarded for organizations renting non-commercial space.

» Forty-three applications were received; 34 organizations received grants totaling \$154,192.

### **Community Events Grant**

The gathering of community members to celebrate and mark significant cultural occasions is very important in the settlement and integration processes within immigrant and refugee communities. The Community Events Grant provides assistance to these community organizations to hold events that strengthen their connections, and foster cultural pride and sharing.

» Fifty-two applications were received, 41 grants were awarded to 35 organizations totaling \$78,633.

» Examples of events grants awarded include:

- *Sinkunia Independence Day Celebration;*
- *Zimbabwe Family Day and Soccer Tournament; and*
- *Eid Celebration*

### **Program Delivery Partnership Grant**

This grant supports partnerships between immigrant and refugee community organizations and established services providers to address barriers to existing community services and programs often experienced by immigrant and refugee communities. Partners work together in new and innovative ways to inform and learn from each other, increasing capacity to more fully understand and address gaps and barriers and to build bridges that will strengthen collective and effective actions.

» These grants were awarded totaling \$165,202.

These are two examples that have been funded through this program:

### **Engaging Immigrant Women & Girls in Healthy Choices & Leadership**

#### ***A Partnership Between Castle Downs Family YMCA and the Canadian Helping Hands for Mothers and Youth Society***

This partnership was formed to help address the barriers many Somali women face in accessing fitness and healthy lifestyle programs. Numerous fitness classes such as women's only tae kwon do and swimming lessons were offered. A women's only conversation group and an Eid celebration were also implemented to connect the women to others and to allow for social connections with peers. The program was funded until June 30, 2014, and the following are excerpts from the Final Report:



*Manager*  
*Castle Downs Family YMCA*

*“Overall, the process was a learning opportunity—organizationally, individually and collaboratively. First, learnings about efficient and effective collaboration and program monitoring emerged throughout the program. The process was developmental as the group adapted to fill the needs of the participants and the community. The program benefited from ongoing feedback and monitoring and a mid-year evaluation. The program succeeded; women consistently attended, enjoyed the program, and referred others. The program grew to offer more fitness classes and was adapted to the women’s needs by hosting community gatherings and parties throughout the year to continue to facilitate an active and successful environment. Overall, learnings were positive and were used throughout the year to ensure the program adapted to and met the needs of the women. A key indicator of the pilot program’s success, was that the Castle Downs Family YMCA management decided to offer this program as a core program going forward.”*

*“Canadian Helping Hands for Mothers and Youth Society was amazed by the number of community programs the YMCA offers and were able to refer to and utilize these programs for many of their clients. The gratitude of the community was the biggest revelation for the YMCA of Northern Alberta and the Castle Downs Family YMCA branch. Often those who work in the organization take for granted that opportunities are open and available to all. After CBC radio did a news piece on the program, the Castle Downs Family YMCA received multiple phone calls and emails expressing appreciation for the program. These expressions of appreciation continued throughout the year.”*

**Edmonton: Home for the World - Initiative for African Seniors**

***A Partnership between the Africa Centre and the Westend Seniors Activity Centre***

This partnership received funding in 2014 and will be submitting a Final Report in the Fall of 2015. The joint project incorporates the strengths of the Westend Seniors Activity Centre and the Africa Centre together to find new ways to respond to the needs of African immigrant and refugee seniors in Edmonton. The significance of this partnership is reflected in both organizations’ visions to provide quality programs and services to African seniors—one of the fastest growing visible minority groups with the highest numbers of refugee class immigrants. By introducing the concept of resource and facility sharing, this partnership will address both the challenges and opportunities both organizations are facing.

Prior to this partnership, the Africa Centre programs have focused on youth and families. Seeing the growing numbers of African seniors, the Centre wanted to increase its experience and knowledge in providing programs and services for older adults with the mentorship of the Westend Seniors Activity Centre. At the Westend Seniors Activity Centre, a new focus for its programming was around the inclusion of African seniors in the Centre. With the guidance of the Africa Centre, the Westend Seniors Activity Centre is hoping to increase its knowledge in African cultures to strengthen its ability to attract and respond to the needs of African Seniors in West Edmonton.

This partnership project aims to identify the program/ service needs of African Seniors through facilitated focus groups at the Africa Centre; establish a sustainable recreation program for African Seniors at the Africa Centre; and expand the multicultural programming for African Seniors at the Westend Seniors Activity Centre.

The City of Edmonton Emerging Immigrant and Refugee Community Grant enhances the efforts of the emerging immigrant and refugee communities in becoming part of the multicultural mosaic in Edmonton; and encourages emerging immigrant and refugee communities to promote and choose Edmonton as a place to live.



## LOOKING AHEAD

**In 2015, the CSAB will be working on the following priorities:**

- » Providing advice and support to the Community Services Department by having a focus on learning, and bringing a citizen perspective to Department priority projects and initiatives. (Examples of these initiatives include End Poverty Edmonton, Active Recreation and Sport Strategy, and Social Development Framework).
- » Evaluate the new CSAB operational structure.
- » Provide input and support in the implementation of the FCSS Review recommendations to strengthen the program.

For more information on the Community Services Advisory Board, please visit [www.edmonton.ca/csadvisoryboard](http://www.edmonton.ca/csadvisoryboard) or if you are interested in learning more about our grants, please visit [www.edmonton.ca/grants](http://www.edmonton.ca/grants).



City of Edmonton

# FAMILY & COMMUNITY SUPPORT SERVICES (FCSS) PROGRAM

2014 Annual Report

Edmonton



*The FCSS agency core funding budget in 2014 supported 89 programs from 65 agencies in Edmonton.*





## EDMONTON FAMILY & COMMUNITY SUPPORT SERVICES (FCSS) PROGRAM

The CSAB, through Bylaw 11926 and City Policy C417A Family and Community Support Services Program, has the authority to make recommendations to the General Manager regarding the allocation of FCSS funding to not-for-profit agencies in Edmonton offering preventive social services.

FCSS is a partnership between the Province of Alberta and the City of Edmonton that develops locally driven, preventive social initiatives to enhance the well-being of individuals, families and communities. The Province provides 80% (\$16,334,926) while the City contributes a minimum of 20% (\$4,083,732) of the total program cost. The City of Edmonton has been involved in this partnership since the inception of the Act in 1966.

FCSS funding is allocated to three important program/service areas:

- » City of Edmonton services
- » Delivery of Core Services and Programs
- » Partnership and Collaboration

The FCSS and Social Policy Committee is comprised of CSAB representatives and community members. Throughout 2014, committee members learned about the funded preventive programs and services being offered through agency visits, presentations, program applications, and information from FCSS Liaisons. A thorough review of the programs resulted in recommendations being made during the November 2014 Funding Retreat. Specifically, the FCSS and Social Policy Committee evaluated each organization's governance and financial stability, program effectiveness, outcome measures, ability to work in partnership with others, and use of volunteers.

The FCSS Committee also supports FCSS funding of projects and initiatives that are innovative and that promote collaboration and partnership. For more information on the FCSS program and funding please visit [www.edmonton.ca/fcssgrant](http://www.edmonton.ca/fcssgrant).



## THE POWER OF PREVENTION

There are many stories that demonstrate the excellent preventive programs and services offered in the community by our core funded agencies. Here are a few to highlight the importance of FCSS funding to support the citizens in our community.

### NORWOOD SUCCESS

#### HEALTHY FAMILIES: A SINGLE MOTHER'S PARTICIPATION IN THE HEALTHY FAMILIES PROGRAM.

This is the mother's success story in her own words.

*"I joined Healthy Families program when my son was 3 months old. I stayed at home and had too much stress about learning English language, finding job and other things. My Family Support Worker assured me and suggested to take things slowly. When my son turned one year, I started English as a Second Language school at level 3. Every test I passed, my home visitor was very happy for me. My Family Support Worker kept encouraging me: 'See, you will do it – one step at a time!'*

*I wanted to take Health Care Aid course, so my Family Support Worker encouraged me to go to the Norquest College to prepare for it. I studied at the Norquest College.*

*My second Family Support Worker helped me too. I was so stressed only going to the English classes and not moving closer towards Health Care Aid course. My Family Support Worker called Catholic Social Services and helped me to take Canadian Benchmark Test in July 2013. As a result I was able to start Health Care Aid course sooner and to finish it in December 2013. Now I found my first job and started working."*

During home visits the mother shared with a Family Support Worker that her son did not talk as well as the other children at his daycare. The Family Support Worker suggested the ABC Head Start program, and the boy started in September 2013. *"My son started speaking and telling Family Support Worker about his favorite toy – Thomas the Train."*

The mother showed her Family Support Worker pages on the kitchen table, where she encouraged her son to draw/write and repeat various patterns – like children do at school.

*"When my son was born, I had a dream: when my son starts going to school I want to be working and be able to provide for my family. Today I registered him to the Kindergarten. And I am working. I feel so happy!*

*I want my first Family Support Worker to know, that I achieved my goal."*



## NORTH WEST EDMONTON SENIORS SOCIETY: VOLUNTEERING SUCCESS

In 1999, Bob and Mary moved to the Calder area. They were new to the neighbourhood and after a year of trying to find a place where they could both socialize and enjoy recreational activities, they were still unsuccessful in making this connection. Feeling increasingly lonely and isolated, they decided to try attending North West Edmonton Seniors Centre (formerly Calder Seniors).

Bob, who just turned 95, and Mary, who is 91, reflected on how their lives might have turned out if they had not found the Centre. Immediately upon entering the Centre they felt welcomed, and soon strong social bonds were formed. The Centre had many activities to offer that they both enjoyed. In 2000, a group of 18 musicians came together to “jam” on Wednesdays in the Centre’s lounge. With their love of music and dancing, Bob and Mary alone danced among the tables. Soon the lounge could not accommodate the large audience of spectators. The jam session moved down to the hall area. Bob reports that at first he and Mary danced solo while the audience looked on. Through encouragement and asking others to dance with them, the dance floor was soon full. Word spread quickly throughout the City that North West Seniors had the best Jam Session and dance every Wednesday afternoon. At this time, Bob and Mary were asked to volunteer as host and hostess of the Jam Session. They welcomed guests and they even served coffee and refreshments at intermission.

During the last 15 years, Bob and Mary have only missed about four days of volunteering. They are of great value to our Centre as volunteers who greet guests and ensure that they take part and feel welcome. They also mentor others of the benefits and happiness that volunteering brings. Bob reports that some of the dancers come from as far away as St. Paul and Vegreville. Every week they drive their friend Martha who is 103 to and from the Centre to dance.

When asked how the Centre has impacted their lives, Bob and Mary stated that it has kept them young. As well as coordinating the Wednesday Jam Session, that has grown to often accommodate up to 110 dancers and 20 musicians, they also attend three to four other programs during the week. Bob says that North West meets their needs. When he had an unexplainable rash for over a year Bob worked with

the outreach worker. Together, by thinking outside the box, they found a cure for what doctors could not. When Mary became ill, Bob came to the Centre for comfort and support. The staff came together to offer their assistance and support in any way they could. The outreach worker even took a ride with Bob to see Mary when she was unsure if she should call an ambulance when she was ill.

Bob and Mary say that North West is their family. They feel supported and loved by both the members and the staff. Now Lifetime members Bob and Mary are very enthusiastic in their belief that North West Seniors is the friendliest seniors centre in the city. When asked the secret to staying young Bob replied: *“volunteering and staying active, remain positive - love and enjoy life!”*

## BOYLE STREET COMMUNITY SERVICES: INNER CITY OUTREACH & LIAISON PROGRAM SUCCESS

Brian was a 62-year-old man who had been homeless for six years when he began using services at Boyle Street Community Services. He showed up one winter in his wheelchair and immediately stole the hearts of staff and community. He would come to Boyle Street every morning and as his wheelchair made it hard for him to go up to the drop in, he would sit at the front doorway. Staff used to call him our door greeter because he always greeted everyone with a smiling face.

In August 2014, staff began to notice Brian’s mood changing, and his health slowly deteriorating. Brian was less happy, and staff noticed he was drinking more heavily. At one point, Brian told several workers that he did not think he would survive another winter if he was homeless.

The staff at Boyle Street began to take action after it was realized that he did not have an assigned worker. The Intake and Referral Coordinator began doing some work with Brian to help him obtain identification, which he stated he had not had for years. She then referred Brian to Amanda, an Adult Resources Coordinator, who immediately sprang into action to find Brian a suitable housing situation. Leveraging her connections within Boyle Street and the inner city, Amanda was able to get Brian on to a waiting list for McCauley Lodge through Operation Friendship Senior Society. Brian was put into a home right before the first snowfall (much to his relief).



The day he was handed the keys to his new home, Amanda noticed that Brian's smile, the one that all the Boyle Street staff and community came to recognize and love, had returned. Amanda will work with Brian until he is adjusted to his new setting and comfortable with the social workers on hand at his living facility. Brian is quickly getting used to his new home, socializing with the other tenants, and no longer drinking heavily. Amanda notices a huge decrease in Brian's level of stress and anxiety.

## WOMEN BUILDING FUTURES: CAREER DECISION MAKING WORKSHOPS HELPS SINGLE MOM TURN LIFE AROUND

In 2014, almost 2,300 women attended information sessions and more than 1,000 participated in Career Decision Making Workshops at Women Building Futures. In these free sessions, partially funded by FCSS, women become aware of the excellent career opportunities in construction related trades. By fully understanding the workplace environment, expectations and their transferrable skills, women can make informed career decisions that have shown to have a huge impact on helping them move out of poverty. Given the right training and support, women have shown to be exceptionally valuable and reliable employees.

Jenna is a 27-year-old single mom who attended one of the free sessions. Her story tells of how she decided to take control of her life and completely turn it around.

*"After high school, I had a series of pretty much dead-end jobs, but then, while I was working for \$15 an hour in a real hard landscaping job, I heard a radio commercial for a program called Women Building Futures (WBF)," she says. That commercial started her on a pathway that is opening her eyes to a wide variety of trades that she could pursue to better her life. That pathway also led to a work experience assignment on the shop floor at the City of Edmonton's Fleet Services' Westwood Fabrication Technologies Operation.*

*"The City is a big believer in apprenticeship training, and it's participating in the WBF pre-apprenticeship training program for the first time," says Don Fitzgerald, Fleet Services' director of municipal fleet maintenance. "Fleet Services regularly trains*

*students under the Registered Apprenticeship Program. We have a responsibility to give back to the community. When we help young people along on their career paths, we're also helping to supply the Alberta economy with more highly skilled workers... so we're giving back in two ways," he explains.*

The WBF program delivers an intensive 17-week program that gives students just enough workplace exposure and hands-on training to enable them to decide what trade to pursue with a formal apprenticeship.

They begin with two weeks of certification training in everything from fall protection and H2S Alive training to First Aid/CPR and Confined space training.

Then, it is two months of hands-on skill training in basic tools, carpentry, electrical, plumbing, pipefitting, welding, sheet metal, blueprint reading and basic rigging.

That is followed by two weeks of workplace cultural awareness training, an intensive catch-up course in trades math and science – there's way more math and science in the trades than most people realize, says Jenna – then two weeks of work experience. Jenna's work experience included time at Fleet Services' fabrication shop working alongside journeyman welders.

Unlike apprentices, participants in the Career Decision Making Workshops are not paid, but Jenna was able to claim EI to keep feeding her family.

*"My time with Fleet is the first time I've been in a shop, and so far it's an excellent experience. Everyone's been really nice and very helpful...I've learned a lot."*

She's a big fan of the program, since it is her direct route to a job that will not only pay her far more than she earned before, but will also give her a strong sense of personal satisfaction.

*"The money will give me a lot more options in the future as my son grows, but I also really enjoy working with my hands to create things," says Jenna. "These days I get out of bed and I say 'Yea! I get to build something new today!'"*



## PARTNERSHIPS & COLLABORATION

The Community Services Advisory Board supports the use of FCSS funding for initiatives and projects that incorporate ideas of innovation, collaboration and partnerships. The following are excellent examples to highlight that work:

### BRANDER GARDENS ROCKS (BG ROCKS)

BG ROCKS is a growing collaboration of kids and families, neighbours, community organizations and institutional partners committed to building on community capacities, and resilience to create a neighbourhood where diversity is celebrated, neighbours know one another, and all kids and families flourish.

Brander Gardens ROCKS (Reaches Out to Community Kids), was born out of conversations around a kitchen table that began in 2009. The first participants at that table were a group of neighbours, a social worker from the City of Edmonton, the Community Librarian from the Riverbend Branch of Edmonton Public Library, and the coordinator of the Riverbend Community League. All had a vision of being able to work collectively to provide opportunities that would enrich the lives of children living in the Capital Region Housing Complex in Riverbend.

Their first fledgling step was a reading program under an umbrella in a little space in the complex, followed by a Family Fun Day in May 2010 that the kids helped organize, and where they asked families to identify their priorities from a wish list of potential supports. Based on their input and the passion, commitment and determination of a growing number of people around the table, the group was able to run a Green Shack Program within the complex in the summer of 2010 and begin a one day/week after school program in Riverbend Junior High in January 2011.

By 2012, the collaborative had grown to include individuals from the Terwillegar Riverbend Advisory Council, the Riverbend United Church, the City of Edmonton and the United Way of the Alberta Capital Region. The opportunities to build a relationship amongst one another and provide supports for children and families had grown exponentially.



In 2014, BG ROCKS offered many programs/activities including an after school program, academic tutoring, reading support, gym nights, summer programs, a parents and tots playgroup, women's art therapy and youth leadership.

The success and growth of these programs and activities can be attributed to the willingness of all who have come to the BG ROCKS collaborative table to leverage their relationships and networks in ways that enable them to collectively respond to the desires and realities of the most vulnerable in their community. The group believes that together they can build on individual and collective gifts and assets to create a neighbourhood where diversity is celebrated, neighbours know one another, and all kids and families flourish.

### COMMUNITY-UNIVERSITY PARTNERSHIP FOR THE STUDY OF CHILDREN, YOUTH, AND FAMILIES (CUP)

The Community-University Partnership for the Study of Children, Youth, and Families (CUP) is an organization that facilitates collaborations between the University of Alberta and CUP's broader communities. CUP is unique to Alberta because it serves as a leader and facilitator of collaborative research and evaluation projects designed to advance knowledge, policies and practices in support of the well-being of children, youth, and families.

A broad spectrum of community and university members from diverse sectors and disciplines are engaged in CUP. They include policy makers, public and private sector citizens, health practitioners, educational institutions, low-income families, Aboriginal communities, multicultural organizations, marginalized youth, and academic researchers.

These multiple partners participate in dialogue on how to build collective capacity to enhance the well-being of children, youth, and families. Through their connections to CUP, partners benefit by:

- » gaining new knowledge, skills, and experience;
- » connecting with others in their field;
- » discovering new ways of collaborating and working together; and
- » sharing research, practice, and policy information that can be used to inform decision making.

The voices of CUP's partners and contributors provide deeper insights into the role that it plays in shaping the lives of the children, youth, and families in our communities.

CUP worked directly with more than 100 community partners during the last year from organizations such as: Boyle Street Community Services, Bent Arrow Traditional Healing Society and the Multicultural Health Brokers Co-operative. Here is how Yvonne Chiu, Executive Director of the Multicultural Health Brokers Co-operative, perceives the benefits of working on the "Fulfilling Alberta's Commitment to Children and Families (FACT)" project:

*"FACT helped us bring legitimacy to our efforts to make the issue of poverty visible within immigrant and refugee populations in Edmonton. We learned about who these families are and what factors are affecting them economically and socially. As a result, we are now able to confidently speak up at tables addressing poverty elimination."*

## COORDINATED SERVICES TO SUPPORT CHILDREN, YOUTH AND FAMILIES.

In 2014, FCSS provided financial support to three programs that coordinate services for vulnerable children and youth: Partners for Kids (PFK), Out of School Time (OST) and Schools as Community Hubs (SACH). Each program was focused on a coordinated approach and partnerships to prevent vulnerable children, youth and families from engaging in at-risk behaviour by providing safe and structured school based social supports and out of school time programs.

### PARTNERS FOR KIDS

Partners for Kids is a collaborative effort of diverse partners, which include human service leaders, government, school boards, funders and community leaders, to create long-term success for children, youth and families. Using an innovative, strength-based approach, the partners are supporting children, youth, and families in addressing increasingly complex issues based in 14 schools across Edmonton.

### OUT OF SCHOOL TIME (OST)

The OST Collaborative includes mainstream service providers and small community organizations working together towards a common goal of quality summer programming for children and youth. The main objective is to improve and support quality summer programming especially for new immigrant and refugee children and youth. Partners take time to listen to one another's program descriptions and challenges and collaborate to leverage limited resources. Training opportunities are offered throughout the year and an OST Conference is organized prior to the start of summer programs to increase volunteers and staff knowledge of tools for quality programming, share program ideas and network. Mainstream organizations learn more about addressing barriers and emerging community organizations build capacity by furthering their knowledge, improving their reporting and learning about financial accountability.

### SCHOOLS AS COMMUNITY HUBS (SACH)

REACH is a community-based organization that works with organizations, agencies, and community groups to find innovative solutions to prevention and community safety.

REACH is working with Edmonton Public Schools and Edmonton Catholic Schools, as well as with multiple community partners, to provide Schools as Community Hubs (SACH) in six schools.

Families who struggle with poverty, addiction and mental health issues, or the challenge of being new to Canada, can find it difficult to know where to go for help. Schools are often the only connection they have with "the system" that can offer the help they need. Promoting schools as community hubs supports these families to access the services they need.

Each hub responds to the needs of its specific community (primarily Aboriginal, refugee and immigrant families) with wrap-around services for children and their families — providing practical support and promoting community connections. The hubs are focused on reducing isolation and the vulnerability of immigrant and aboriginal families within the community.





## IMPROVED COORDINATION WITH THE DEVELOPMENT OF "ALL IN FOR YOUTH"

Formed out of a desire to create a fully integrated collaboration of the United Way of the Alberta Capital Region; the Family Centre; Edmonton Public Schools; Edmonton Catholic Schools; Boys & Girls Clubs Big Brothers Big Sisters of Edmonton & Area; the Edmonton Community Foundation; the City of Edmonton; the Province of Alberta; and REACH Edmonton, *All In For Youth* intends to offer a range of programming to provide services and support to children, youth and families.

Schools are natural places to support community development and tackle community concerns. Using schools as community hubs, the initiative brings together three programs that have had success in Edmonton to date: Schools as Community Hubs, Partners for Kids and Out of School Time. These highly credible programs have each developed their own funding streams, governance structures and reporting mechanisms. In the spirit of integration, elimination of duplication and streamlining of services, *All In For Youth* will be a consolidated initiative managed with the support of the United Way and REACH. *All In For Youth* will be led by a Steering Committee, Leadership Team and feature Working Groups to tackle specific pieces of service integration.

The connection between high school completion and greater success in life is well understood, and so the ultimate goal of the initiative is to ensure school completion. The markers that will be used measure a child's success on their education journey will be: the early childhood teacher assessment (EYE-TA), grade 3 reading level, successful transition to junior high, and high school registration. While these will be the key evaluation touchpoints, the initiative recognizes that there will be other markers of evaluation and measurement used to determine a child's success along the way and to make adjustments to individual programming to ensure success against the high school completion goal.

While *All In For Youth* is school-based the program acknowledges that children, youth and families require a range of services that may not all be delivered in a school setting. Although schools are a natural delivery centre for services the program is not school - centric.





# CITY OF EDMONTON FCSS CONTRIBUTION

As part of the City's required contribution to FCSS, the City of Edmonton employs a number of staff to provide community development and/or preventive social services. Here are some of the programs and services that are part of the City of Edmonton's contribution to FCSS.

## **City of Edmonton Social Workers - 'Making a Difference, Everyday'**

### COMMUNITY BUILDING SOCIAL WORK

Community building social workers work with communities to enhance quality of life. The main areas of focus are poverty reduction, inclusion and community safety.

Community building social workers engage citizens and community groups to strengthen and support neighbourhoods, identify assets and potential challenges, and help find solutions. Examples of social work activities include:

- » Community building social workers worked with an extensive network of community partners in Southeast and Northwest Edmonton to organize monthly Aboriginal family nights to build the opportunity for Aboriginal families to connect to others in their neighbourhoods, connect to resources, experience Aboriginal cultural teachings and activities, and foster leadership. More than 100 families participated in each of these monthly events.
- » Starting from a community engagement and asset-based community development approach, community-building social workers organized and supported the development of a vibrant community centre in Ormsby. The Centre is an inclusive gathering space that is accessible to all and encourages the interests, skills and talents of local residents to emerge, bringing residents together to reach community goals and improve quality of life. Eighty-seven people participated in the community survey. More than 100 houses were visited door-to-door, and volunteers contributed more than 100 hours to community activities and events.

## NEIGHBOURHOOD EMPOWERMENT TEAMS (NET)

Five NET Teams have been established in the City of Edmonton. A typical Neighbourhood Empowerment Team is made up of a City of Edmonton Capacity Builder, an Edmonton Police Service Constable and a Youth Liaison from The Family Centre. Teams offer a diverse mix of social, policing and youth services to Edmonton neighbourhoods with a focus on increasing community safety. Examples of NET initiatives include:

- » NET identified three areas where violent crime had increased in one neighbourhood in 2014: a convenience store, an apartment building and a condominium complex.
  - *The Team invited the community to get involved in solution-building at these three sites – a process which included property renovations, art installations, and a community block party.*
  - *The Team worked with residents, educating them about their rights and responsibilities, empowering them to advocate for themselves and others.*
  - *At the end of the project, crime occurrences were reduced by 44% at the three locations and the convenience store committed to remaining active in advancing community safety.*
- » Research on "What's an effective approach to reducing vehicle related crime?" led NET to mirror the Safer Parking Initiative (SPI) - a partnership between the Vancouver

Police Department (VPD) and a coalition of business partners including parking lot owners, operators and community groups.

- *Partnering with Edmonton Police Service, Vancouver Police and Canadian Direct Insurance, NET mobilized parking facility managers and owners and brought SPI to Edmonton.*
- *The program gives facilities working to reduce vehicle crime a 'Safer Parking Award.'*
- *The award indicates that a parking facility is a safer place to park due to efforts to increase community safety.*
- *Seven police officers and six civilians in Edmonton are now qualified to assess and certify parking facilities and 12 parking facilities have since been awarded certification.*

## ASSESSMENT AND SHORT TERM COUNSELLING

Professional social workers in the Assessment and Short Term Counselling (ASTC) Unit work across the community to prevent family violence, urban isolation, and individual and family crisis through comprehensive system navigation, appropriate referrals, short-term counseling and group work. Staff members share their front-line expertise to build capacity for the City's quality of life initiatives in collaboration with partners across the municipality and community. The team works to raise public awareness of the challenges faced by vulnerable populations.

- » With more than 4,500 direct contacts with Edmontonians, the ASTC Unit provides direct services and works with other organizations to enhance service delivery.
- » In partnership with The Today Family Violence Centre, The Walk-in Counselling Service of Edmonton (WICSOE), The Family Centre, United Way of the Alberta Capital Region and more than 30 other organizations, ASTC promotes better skills and knowledge of healthy relationships and provides or arranges critical supports for individuals and families in times of need.

## DOMESTIC VIOLENCE INTERVENTION TEAM, SENIORS PROTECTION PARTNERSHIP AND COMMUNITY DEVELOPMENT FOR THE PREVENTION OF FAMILY VIOLENCE

The Domestic Violence Intervention Team (DVIT) delivers prevention and intervention services focused on domestic violence. DVIT is at the heart of preventive services providing support, information and connection to resources for victims of domestic violence.

At a community development level, this team works in partnership with other government and community

organizations to address individual, family and neighbourhood social and safety issues.

- » In 2014, more than 1,300 people participated in presentations, events and training on Elder Abuse and Family Violence Prevention in Edmonton.
- » DVIT worked with Alberta Council of Women's Shelters to develop and deliver "Domestic Violence and Your Workplace" training. More than 150 City of Edmonton Employees attended training and gained a greater understanding of family violence and where to refer those who experienced domestic violence.
- » City of Edmonton proclamation events engaged 300 participants to look at ways to be involved in ending family violence. Themes such as: "Families are the Fabric of Our Community - We all Deserve to be Safe" and "Financial Abuse of Seniors" were highlighted.
- » DVIT worked collaboratively with other FCSS partners in the region on aligning its efforts in family violence prevention with Family Violence Proclamation events, Domestic Violence and Your Workplace, and Engaging Men and Boys.
- » DVIT supported a national conference on Family Violence called "Diverse Voices" with more than 650 delegates and local, national and international presenters.

## FCSS PROGRAM PLANNING AND ADMINISTRATION

City staff provide leadership, administration, and support to agencies and partners as well as providing research and data as part of the Edmonton FCSS Program.

- » 65 agencies were supported in the delivery of 89 preventive social service programs on behalf of the City of Edmonton.
- » The FCSS and Social Policy Committee makes informed decisions and recommendations for funding based on data, research, trends and issues and analysis provided by the FCSS Liaisons.
- » Effective partnerships and collaborations with other funders and community partners were supported to address identified community needs in innovative and creative ways.
- » FCSS Liaisons, other City Staff, CSAB funded and non-funded agencies, partners and City Councillors informed the FCSS Review process through participation in the consultation process.



## OUTCOME MEASURES

Outcome reporting is mandatory for all FCSS programs in the province. The Edmonton FCSS Program has been working with agencies for several years to help them better understand outputs and outcomes, and how to collect this information from participants so it provides meaningful information for these organizations to assess and improve their programs as well as for FCSS to ensure that FCSS funding is delivering value to the community.

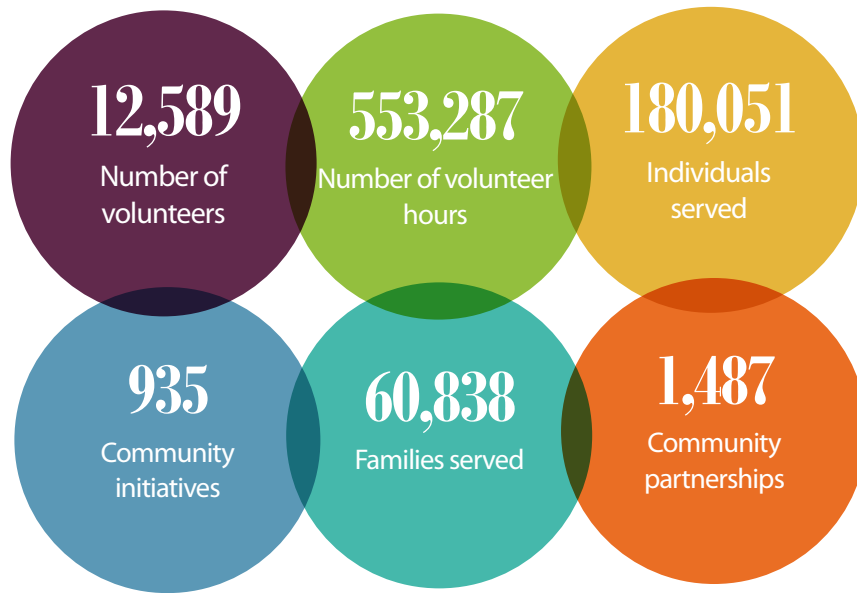
To support and build capacity in this area, a team of consultants led by WellQuest Consulting Ltd. was contracted to continue providing individual agency and group support to measure outcomes.

Under the FCSS Regulation, outcomes must demonstrate that a funded program:

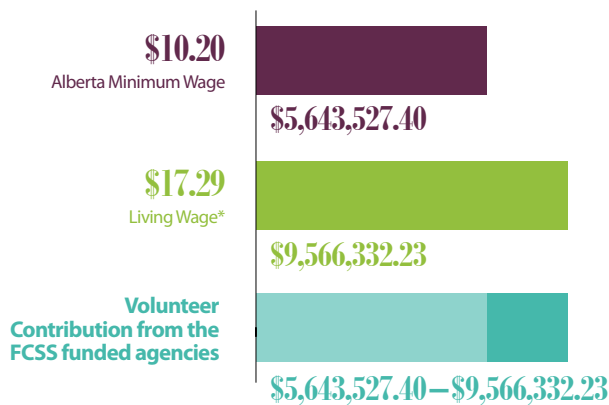
- a. is preventive, and enhances the social well-being of individuals and families through promotion or intervention strategies provided at the earliest opportunity, and
- b. does one or more of the following:
  - i. helps people develop independence, strengthen coping skills and become more resistant to crisis;
  - ii. helps people develop an awareness of social needs;
  - iii. helps people develop interpersonal and group skills which enhance constructive relationships among people;
  - iv. helps people and communities assume responsibility for decisions and actions which affect them;
  - v. provides supports that help sustain people as active participants in the community.

The CSAB supports the ongoing work to develop and implement a set of common outcomes with the United Way of Alberta Capital Region and Edmonton Region Child and Family Services, as part of the program evaluation by all FCSS funded programs. The Common Outcome Working Group continues to work to create a more effective and efficient system for agencies to report outcomes to all participating funders.

THE FOLLOWING OUTPUTS WERE REPORTED FROM FCSS FUNDED AGENCIES:



THE DOLLAR AMOUNT THAT VOLUNTEER HOURS CONTRIBUTE TO THE FCSS FUNDED AGENCIES:



This chart shows the dollar amount that volunteer hours contribute to the social services sector.

Multiple numbers were used for this calculation to represent variances in wage range across sectors.

\*Since we have not yet calculated a living wage for Edmonton, we used Vibrant Calgary (2014) Living Wage [www.livingwagecanada.ca/index.php/living-wage-communities/alberta/](http://www.livingwagecanada.ca/index.php/living-wage-communities/alberta/)

\*\*[www.huffingtonpost.ca/2013/02/22/average-wages-alberta\\_n\\_2744712.html](http://www.huffingtonpost.ca/2013/02/22/average-wages-alberta_n_2744712.html)

FCSS funded agencies are required to report the number of initiatives and partnerships they are involved with. While we recognize that this number will have some duplication, it is representative of the efforts of the community to engage in collaborative work.



In 2014, using the data reporting system, the outputs and outcomes of 89 programs were collected. From this data, the following outcomes have been identified for each program area:

### ADULT SUPPORT

Adult Support services are targeted to citizens that are over the age of 18 years. These programs work to enhance social well-being and inclusion.

#### OUTCOMES FOR ADULT SUPPORT

Number of Participants: 95,842

Participants increased their social support network.

- » 92% of participants reported an increase to their social support network

Participants developed relationships.

- » 84% of participants reported healthy relationships

Participants build skills needed to address identified issues.

- » 90% of participants reported an increased ability to cope with and solve day-to-day problems and challenges

### CHILDREN AND YOUTH

This sector supports programming for school age children (6 – 12 yrs.) and youth up to the age of 24 years.

The focus for school age children is on strengthening relationships, safety; self-confidence; peer acceptance and friendship; independence; and nutrition. Mentoring programs for school age children are offered in the community, in schools and in groups.

There is a particular emphasis on programming for marginalized or at-risk youth that are facing multiple barriers to moving forward in their development. Through these programs, youth build their self-esteem, confidence and the resiliency to move toward healthy autonomy in adulthood.

### OUTCOMES FOR CHILDREN AND YOUTH

Number of Participants: 20,215

Participants increase their network of social support.

- » 85% of participants made new friends through their development in the program

Participants have developmentally appropriate skills.

- » 78% of participants demonstrated age/developmentally appropriate skills in the following areas: personal/social skills, communication skills, gross motor skills, fine motor skills, appropriate problem solving skills, and coping skills

### COMMUNITY DEVELOPMENT

Community development is an integral component of FCSS. It is a process by which citizens are encouraged to participate in enhancing the quality of life of their community, and affect change in their own communities.

FCSS funds programs that use a number of different community development approaches, such as capacity building. Capacity building enables individuals, groups and organizations to identify important concerns/issues and plan and implement actions to address them effectively.



## OUTCOMES FOR COMMUNITY DEVELOPMENT

Number of Participants: 4,334

Participants are involved positively in the community.

- » 100% of participants reported or demonstrated becoming more integrated into community activities or groups

Participating communities strengthen their capacity to address issues or create opportunities for engagement.

- » 100% of participating communities created opportunities for people to get involved in issues and opportunities of interest to them, i.e. volunteering and leadership development

## EARLY YEARS & FAMILY SUPPORT

Early Years and Family Support programming primarily focuses on children 0–5 years of age and their families. In this sector, the Edmonton FCSS program supports one-on-one and group activities that strengthen families and early childhood development.

## OUTCOMES FOR EARLY YEARS & FAMILY SUPPORT

Number of Participants: 24,877

Children have developmentally appropriate skills.

- » 93% of children demonstrated age appropriate skills in the following areas: personal and social skills, communication skills, gross motor skills, fine motor skills, appropriate problem solving skills, coping skills

Parents develop the knowledge and skills needed to provide a nurturing environment for their children.

- » 93% of parents developed the (a) knowledge and (b) skills needed to provide a nurturing environment for their children. Parents identified aspects of a nurturing environment for their child(ren) at home, and reported they access services that met their needs

Participants are connected to community resources.

- » 85% of participants access support to meet their needs

## Client Testimonial E4C - Clareview HeadStart

*“I was able to meet other parents, and take part in valuable workshops. I had such a great time and gained lots of experience being at the program. Clareview Head Start provided numerous and beneficial workshops for parents such as stress management, boundaries, preparing healthy snacks and so on. From time to time the parents were given the opportunity to have multicultural pot luck days where we displayed our traditional foods and clothing. We shared recipes and learned from each other. We had lots of fun! I am glad my family had the opportunity to be part of the Clareview Head Start program. I am also very grateful that I had the chance to have met other wonderful parents whom I am friends with to this day.”*



## INFORMATION AND REFERRAL

Information and Referral services are designed to pass on information about the availability of community resources and how to access them.

### OUTCOMES FOR INFORMATION AND REFERRAL

Number of Participants: 68,622

Participants have knowledge of community resources.

- » 95% of participants identified one or more specific community resources that address their information or service needs

Participants access supports to meet their needs.

- » 94% of participants feel supported

## SENIORS

The main focus of this sector is to provide services for individuals 55 and over. The programs provide outreach services and support to seniors who might be “at risk” due to isolation and /or have other barriers that can lead to decreased independence and quality of life. The programs provide information and referral, socializing opportunities, continuing education, self-improvement, and leisure activities for seniors in Edmonton.

### OUTCOMES FOR SENIORS

Number of Participants: 30,347

Participants increased their network of social support.

- » 91% of participants made new social connections with peers in the program or in the broader community (through the program)

Participants are connected to community resources.

- » 84% of participants have contacted one or more community resources that address their information or service needs
- » 79% of participants make informed choices about their living situation

## VOLUNTEER SUPPORT

Volunteer programs are grounded in the belief that people should have an opportunity to be of service to their community. Volunteerism is an integral component of the City of Edmonton FCSS Program. The volunteer programs facilitate and support opportunities for citizens to become actively involved with their community.

### OUTCOMES FOR VOLUNTEER SUPPORT

Number of Participants: 4,436

Participants feel they contribute to positive changes in the community (or agency) through volunteer activities.

- » 91% reported at least one way in which their volunteering has made a positive difference in the community

Participants increased their knowledge and skills through their volunteer involvement.

- » 93% demonstrated skills that contribute to accomplishing the changes they wish to see as volunteers

The FCSS funded programs complete a Common Outcomes Report form each year based on data collection from their program participants. Edmonton FCSS is seeing an increased capacity and interest for outcome data collection and analysis and the ability of the funded agencies to use the data to improve their programs. The agencies are learning more efficient ways to collect more reliable and accurate data. As outcomes data collection is an ongoing process, FCSS and the funded agencies continue to work together in collaboration with other funding partners to revise and refine the data collection tools and methods. The overall goal is to best illustrate the story of our agencies and the impact of the funding dollars on our communities.



# FCSS REVIEW

The purpose of the Family and Community Support Services (FCSS) Program Review was to identify program strengths and opportunities and explore possible strategies and means of improving collaboration and efficiency between community partners and other funders.

The FCSS Program Review was completed in 2014 and has been vetted through the Community Services Department and the Community Services Advisory Board. Here are some of the highlights.

## WHAT WE LEARNED

- » FCSS is a crucial community program with strong partnerships.
- » Edmonton FCSS is highly valued by the community, and is seen as a positive and reliable partner by community organizations.
- » Individual efforts by FCSS Liaisons and other City staff make a difference in communities.
- » The FCSS program was praised for helping build community capacity and generating positive impacts for the social service agencies and residents they support.
- » FCSS supports quality programming which meets the needs of a diverse community and integrates best and emerging practice.

## FCSS IS A CRUCIAL COMMUNITY PROGRAM WITH STRONG PARTNERSHIPS

In an online survey, the impact of the FCSS funding and support activities on community organizations was noted as positive by the majority of respondents from funded organizations.





## FOLLOW-UP ACTIONS

As Edmonton's population grows and diversifies, an increased demand for preventive social services is to be expected. With the feedback, learnings and recommendations provided from the FCSS Review the following four areas have been identified for improvement:

### 1. Enhancing the FCSS Funding Framework

Building upon the current funding model, an enhanced funding framework with clear objectives, criteria, outcomes, corresponding funding allocations, eligibility, terms and renewals will be developed.

The following funding themes and objectives will be considered:

#### KEY PARTNERSHIPS AND COLLABORATIONS

- » to support long-term stability in the social services sector
- » to create conditions for collaborations, coordinated funding and long-term planning with funding partners and key stakeholders

#### CAPACITY BUILDING

- » to address service delivery gaps due to organization closures, exits or other changes
- » to smooth periods of major disruption or transition for organizations
- » to monitor and/or to improve agency performance

#### DELIVERY OF CORE SERVICES AND PROGRAMS

- » to achieve consistent, efficient delivery of core FCSS programs or services by individual organizations

#### RESPONSIVENESS AND INNOVATION

- » to address emerging needs
- » to support the pilot or trial of new approaches in the delivery of preventive social services

### 2. Develop a Primary Objective and Long-term Goals

Edmonton FCSS will consider improving social inclusion as the primary objective. This means that Edmonton FCSS will work to increase opportunities for all citizens to fully participate in, contribute to and benefit from all aspects of life in Edmonton.

Three long-term strategic goals are also proposed:

- » ensure preventive social service programming is available throughout the City and address geographic gaps in services;
- » develop capacity in using best and emerging practices for preventive social service delivery; and
- » improve access to outcomes research, mapping and data available through the City to enhance strategic planning

These strategic goals will improve the effective allocation of resources toward preventive social services.





### 3. Streamline FCSS Processes

Edmonton FCSS is committed to streamlining processes to minimize administrative burden. Several initiatives have been undertaken and/or are planned including:

- » In 2014, work to streamline and simplify application and reporting processes to support community agencies and the demands on their time was completed.
- » Edmonton FCSS will produce a comprehensive Requirements and Operating Procedures manual to ensure clarity and consistency of expectations.

By improving data gathering and socio-demographic (geographical) research, FCSS is better able to recognize emerging needs and provide support for needed change to address the issues.

### 4. Develop a Communications Plan

Edmonton FCSS will internally leverage a strategic communications plan to increase awareness about how FCSS programs empower residents and improve the quality of life in Edmonton, with a focus on the outcomes achieved.

#### *Client Testimonial* *Edmonton Meals on Wheels*

*“To me independence is asking for help for those things you need help with, and accepting help when it is offered. Receiving Edmonton Meals on Wheels does many things, but most important to me, is that it is keeping me in my home until I am ready to go. I enjoy seeing the volunteers who come with my meals. They are friendly and seem genuinely interested in what I have to say. In my next life I plan to give as much as they do.”*

The Edmonton FCSS Program is committed to continuing to work with social service agencies and community partners to ensure that high quality preventive social programs and services are available, and that they continue to improve the well-being of individuals, families and communities.



Edmonton