



City of Edmonton

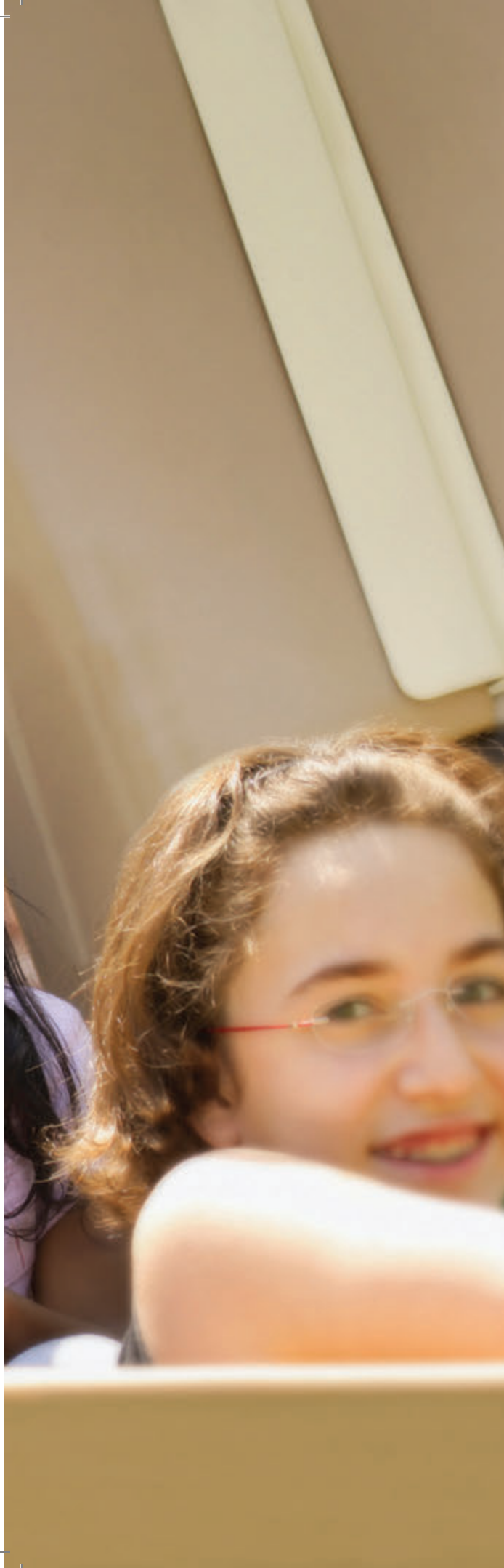
# COMMUNITY SERVICES ADVISORY BOARD

2012 Annual Report









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# VISION, MISSION AND 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. The 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On January 5, 1999, City Council approved Bylaw 11926 which repealed the previous advisory bodies and enacted the Community Services Advisory Board (CSAB).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 Council include:

1. provide advice to 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. make recommendations to Council for applicable Community Investment Grants and other awards as required;

5. undertake activities and programs as mutually agreed to between the Board and Council, or Board and the Department.

In 2012, the Community Services Advisory Board had 13 volunteer positions filled by citizens of Edmonton who possessed immense diversity of experiences in human services, community development and involvement in community life.

All members of the Community Services Advisory Board were appointed by City Council. The General Manager of the Community Services Department, or his or her designate, also sits on the board and possesses all the rights of the Board members, except the right to vote.







## BOARD MEMBERSHIPS 2012

### MEMBERS AT LARGE

Barry Cavanaugh (*Chair*)  
Blair Morling  
Catherine Workun  
Crystal Graham  
Dawn Brockington  
Eman Joumaa

Andi McDonald  
Vicki Van Vliet Vaitkunas (*Vice-Chair*)  
Leanne Reeb  
Linda Wood Edwards  
Phil O'Hara  
Sarah Leib

Sharon Yeo  
Logan Mardhani Bayne  
Kathy Barnhart - *City of Edmonton representative (non-voting member)*  
Judy Smith - *City of Edmonton liaison*

Thanks to Barry Cavanaugh, Blair Morling and Crystal Graham for their many years of service to the Board. The City of Edmonton appreciates all the time and effort they provided toward improving the lives of Edmontonians.

CSAB members participate on each committee. They are joined by other community volunteers. Those additional community members are identified with an \*.

### FAMILY AND COMMUNITY SUPPORT SERVICES (FCSS) COMMITTEE

Catherine Workun (*Chair*)  
Alex Draper\*  
Areni Kelleppan\*  
Joy Anderson\*

Heather Kennedy-Plant\*  
Jeff Bryson\*  
Leanne Reeb  
Margaret Day\*

Vicki Van Vliet Vaitkunas  
Sharon Yeo

### COMMUNITY INVESTMENT OPERATING GRANT (CIOG) COMMITTEE

Phil O'Hara  
Carmen Boyko\*  
Jordan Reiniger\*  
Karen Gibson\*  
Patti McKim\*  
Abdul Alami\*

Sarah Leib  
Luke Ross\*  
Mandi Abrams\*  
Michaela Roman\*  
Anne Marie Kallal\*  
Andi McDonald

Logan Mardhani-Bayne  
Chokri Dridi\*  
Helen Rusich\*  
Keith Andony\*  
Brandon Panaccia\*

### DIVERSITY AND INCLUSION (D & I) COMMITTEE

Sharon Yeo (*Chair*)  
Blair Morling (*Chair-Review Committee*)  
Anne Marie Kallal\*

Ashima Sumaru-Jurf\*  
Dereje Berenda\*  
Jany Yach\*

Raiha Idrees\*  
Rawle Ashford Teekah\*

### THE WAY WE LIVE (TWL) COMMITTEE

Linda Wood Edwards

Vicki Van Vliet Vaikunas

Crystal Graham



## STANDING COMMITTEES

### THE COMMUNITY INVESTMENT OPERATING GRANT (CIOG) COMMITTEE

The Community Investment Operating Grant (CIOG) provides operating assistance to Edmonton's non-profit organizations whose activities benefit citizens of Edmonton in the areas of social services, multicultural, amateur sport and recreation.

The CIOG committee provides recommendations to the Board on the allocation of the Community Investment Operating Grant in accordance with City Policy C211F and City Bylaw 14157.

The CIOG Committee also provides recommendations to the Board on the administration of the program, including the three-year funding program priorities and guidelines.

### DIVERSITY AND INCLUSION (D&I) COMMITTEE

The D&I Committee provides input to CSAB on issues and initiatives related to diversity. The Committee assists in the review of grant applications submitted to the (EIRC) Emerging Immigrant and Refugee Community Grant program. They provide advice on the administration and evolution of the grant program.

### FAMILY AND COMMUNITY SUPPORT SERVICES (FCSS) COMMITTEE

The Family and Community Social Services (FCSS) Committee provides advice to the Community Services Advisory Board and the General Manager, or delegate of the Department about the allocation of funds as required by the Family and Community Support Services legislation, as well as identifying priorities and emerging needs.

### THE WAY WE LIVE (TWWL) COMMITTEE

The CSAB committed to Council to be part of the accountability process for the City's The Way We Live Plan (approved by City Council, July 2010). The committee reports directly to CSAB on the progress of The Way We Live Implementation Plan.





## BOARD ACTIVITIES 2012

**The Board held nine meetings in 2012. The Standing Committees of the Board met on a regular basis over the year to accomplish their specific goals. In 2012 CSAB and Community members spent over 2,460 volunteer hours fulfilling their mandate.**

**During the year, the Board advised the Administration and City Council on several issues. The following are selected examples of the work of the Community Services Advisory Board, as grouped under the five duties and responsibilities identified in the Board's Terms of Reference.**

### *Provide advice to Council and the Community Services Department about Community Services' three-year business plan, its strategic plan and its funding priorities*

The CSAB presented recommendations of recipients for the Community Investment Operating Grant (CIOG) and Hosting grants to the Community Services Committee. The recommendations were approved by City Council.

In November 2012 CSAB vice-chair, Vicki Van Vliet Vaitnkunas represented CSAB at the Council Public Hearing–Budget 2013. She conveyed CSAB's support of the following Community Services unfunded service packages:

- Increase to Seniors and CIOG grants  
Support and address the growth pressures on the Community Investment Operating Grant (CIOG) and provide an increase to the Seniors Centre Investment Program
- Needs of emerging "at risk" populations  
Allow for resources to address the identified needs of emerging at risk populations, and support the implementation of The Immigration and Settlement Strategy – helping to promote economic integration, equitable access to services and meaningful engagement in municipal life
- Vision for an Age Friendly Edmonton Work Plan Implementation  
Support projects outlined in the 2013 Vision for an Age-Friendly Edmonton Work Plan
- Winter City Strategy  
Offer new opportunities economically, socially and culturally by supporting the Winter-City Strategy, Edmonton's livability and capacity to grow and advance the local economy



The Board's 2011 Annual Report was presented to the Community Services Committee. Some of the highlights of the Board's work in 2011 include:

- contributing to the development of The Way We Live Implementation Plan
- allocation of \$11,979,294 in Family and Community Support Services funding to 72 agencies with 98 programs
- recommending Community Investment Operating Grant funding of \$2,492,332 to 184 not-for-profit organizations
- partnering with others in support of various Aboriginal, Multicultural, Community Safety and Children/Youth Initiatives

The Community Services Advisory Board brought forward its 2013 work plan to Community Services Committee. Items to be completed within the work plan include strategic planning, involvement in the recommendations from the Elevate Report on Community Sustainability and moving forward with the recommendations that are identified in the FCSS Review.

### Raise issues and offer advice related to the scope of the Department's mandate (arts, cultural, multicultural, parks, recreation, sports and social policy)

On November 14, 2011, Community Services Committee passed a motion requesting Community Services Department Administration work with the CSAB to provide a report outlining information about programs/organizations for new immigrant communities and to give an analysis of what could be required to build capacity within those organizations.

The CSAB provided input into the report that was presented to Community Services Committee on February 21, 2012. The report, "Building Capacity for New Immigrant Communities", noted current services and supports that build capacity with newcomers, identified gaps in services and developed a summary of next steps.

The CSAB members had the opportunity to discuss, ask questions and provide input into plans, initiatives and to learn about programs happening in Edmonton at their meetings. Presentations in 2012 included:

- Updates on Department organizational changes, programs and processes
- The ELEVATE Report
- The Civic Precinct Master Plan for Churchill Square
- The Winter City Strategy
- ELEVATE Implementation Plan
- Edmonton Chamber of Voluntary Organizations
- The Nina Haggerty Centre
- Community Services Budget 2013

The CSAB continues to be a supporter of partnering with

other organizations/funders in support of various Aboriginal, Multicultural, Community Safety and Children/Youth Initiatives.

The Board will continue to look strategically at its role and how to best provide advice and support to the Community Services Department.

### Make recommendations to Council for applicable Community Investment Grants, and other awards as required

#### Community Investment Operating Grants

The Community Investment Operating Grant (CIOG) is a program which supports not-for-profit organizations in the social services, multicultural and sport/recreation sectors. In 2012 the budget for this program was \$2,582,088. A record setting 236 applications were received and reviewed and 230 grants were awarded, the highest number to date.

The demand on the program in 2012 decreased the maximum amount a group could receive. The Community Services Committee and the CSAB recognized that there was a need for more funding to meet this growing demand. An unfunded service package was prepared and Council approved an additional \$500,000 be added to this grant budget for 2013.

#### Travel and Hosting Grants

In 2012, 68 applications for Travel Grants were received and 58 individuals and teams received grant awards. Travel Grants assist individuals and teams who have won at a Provincial level, with the cost of travel to Western Canadian, National or International amateur sport, recreational, or multicultural events.

Community Investment Hosting Grants assist organizations to host Provincial, National or International events in Edmonton of a recreational, amateur sport or multicultural nature. A total of 28 applications were received and 26 Hosting Grants were approved for \$76,462.74 by City Council.



### **Emerging Immigrant and Refugee Community Grant Program**

Immigrant and refugee community organizations and groups are increasingly engaged in civic activities, community projects and events that strengthen their communities and foster inclusion. The Cultural Heritage Grant was implemented for the first time in 2012 and seven groups received funding. The majority of these projects were for Heritage Language classes for children and youth.

2012 saw an increase in interest from community organizations within emerging communities and well established agencies/service providers to partner and collaborate with the goal of mutual learning and stronger outcomes for the community.

The Emerging Immigrant and Refugee Community Grant program includes a Program Delivery Partnership Grant that encourages emerging groups to work with established service providers to promote mutual learning and address program and service gaps for these communities.

For a second year the Out of School Time Summer Collaborative built on its learning from the 2011 pilot year. The number of emerging community organizations in the collaborative and the number of children participating in programs across the city was increased.

The Ethno-Cultural Organizational Capacity Building Support Project also received a second year of funding to build on the approach of collaborative partnerships between not-for-profit organizations in newer immigrant and refugee communities and established service providers. These partnerships explored new and innovative ways to work together to more fully meet community needs.

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

The CSAB members contribute to the Board in many different ways, beyond the monthly meetings.

In 2012, The Way We Live (TWWL) Committee reviewed a new draft of the City's TWWL Implementation Plan. The committee generated a list of presentations that would align with the CSAB's priorities and mandates for future use.

The (Diversity and Inclusion D&I) Committee discussed its relevance in respect to the Services for Persons with Disabilities Advisory Board and the Aboriginal Relations Office. A decision to continue to provide CSAB with input into diversity and

inclusion work at this time was made. A CSAB representative would assist with a new partnership grant begun in 2012.

Changes to the process of reviewing applications made to the Emerging Immigrant and Refugee Community Grant Program resulted in initial exploratory discussions regarding the role and purpose of the Diversity and Inclusion Committee.

On February 7, 2012, the three levels of government (City of Edmonton, Government of Alberta and the Government of Canada) hosted the Edmonton Aboriginal Gathering and Dialogue. Vicki Van Vliet Vaitkunas represented the CSAB at the event. This dialogue brought together a community of organizations, both Aboriginal and non-Aboriginal, to renew efforts to improve the quality of life for Aboriginal people in Edmonton and offered the opportunity for organizations to deepen relationships and partnerships.

The Board members continue to bring their commitment and dedication to the work they do on behalf of the citizens of Edmonton.

The CSAB will be planning a retreat in 2013 to look strategically at the work they do and how they can better support the Department and Council.

The CSAB members represent and celebrate the work that is done by the Community Services Department during their interactions in the community, and are proud to share the success stories and projects they learn about at their meetings.

Vicki Van Vliet Vaitkunas is the CSAB representative at the Family Community Support Services Association of Alberta (FCSSAA)

FCSSAA is comprised of representatives from FCSS regions throughout Alberta. The Association represents and advocates for its members to the provincial government regarding the FCSS program. The City of Edmonton FCSS is part of the Edmonton/Evergreen region and appoints one CSAB member to attend as the Edmonton FCSSAA representative.

Ms. Van Vliet Vaitkunas is the liaison between the City of Edmonton FCSS program and the Provincial Association, and reports regularly to the CSAB Board regarding the provincial activities.





City of Edmonton

# FAMILY & COMMUNITY SUPPORT SERVICES (FCSS) PROGRAM

2012 Annual Report







*The FCSS agency core funding budget in 2012 was \$12,177,999, which supported 93 programs provided by 67 agencies in Edmonton.*





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

**The Community Services Advisory Board, 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 funds 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% while the City contributes a minimum of 20% 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 from the Province remained the same for 2012; no new applications for core funding were accepted. A modest increase of 3% was provided to agencies by re-allocating funds from within the program.

During the 2012 budget meetings, City Council approved an increase to the Community Services budget of \$1 million in one-time emergency funding to support currently funded FCSS agencies facing unanticipated financial challenges. An application process was developed and the Community Services Department and CSAB provided emergency funding to 32 social service agencies.

The FCSS Committee is comprised of CSAB members and community members. Throughout the year this committee worked hard to familiarize itself with the funded programs through agency presentations, visits and information requested from the FCSS Liaisons. This due diligence helped the committee prepare for its funding retreat in November, at which time funding recommendations were made for 2013.

For more information on the FCSS program and funding, please visit [www.edmonton.ca/fcssgrant](http://www.edmonton.ca/fcssgrant).



# CITY OF EDMONTON FCSS CONTRIBUTION

**The City of Edmonton's contribution to the Edmonton FCSS Program includes resourcing, in whole or part, to programs and services that align with the FCSS Regulation. Here are some examples:**

## COMMUNITY BUILDING SOCIAL WORKERS

Registered Social Workers work in geographic communities to enhance quality of life. They work with formal and informal groups such as schools, not-for-profit agencies, faith groups, businesses and residents to create stronger communities. Together they engage and empower citizens to strengthen and support neighbourhoods, identify assets and challenges, and help find solutions.

## ASSESSMENT AND SHORT-TERM COUNSELLING (ASTC)

Registered Social Workers provide citizens with assessments and /or referrals by telephone. Individual short term counseling and group sessions are offered at strategic locations throughout the city for easier access by citizens. Services are available to all citizens but target those who are not able to access services provided by other agencies.

## NEIGHBOURHOOD EMPOWERMENT TEAMS (NET)

The Neighbourhood Empowerment Team (NET) is a partnership between the City of Edmonton, Edmonton Police Service (EPS), The Family Centre and the United Way of the Alberta Capital Region. NET takes a multidisciplinary approach to crime reduction and prevention, offering a diverse mix of social programs, policing and youth services in

higher crime Edmonton neighbourhoods.

FCSS funding supports the City of Edmonton Community Capacity Builders that focus on identifying social needs, working with communities to develop solutions, building on community strengths/assets, public education, community spirit and building relationships with citizens, businesses and community organizations.

## SOCIAL DEVELOPMENT RAPID RESPONSE TEAM (SDRRT)

The team was established to respond to immediate social development needs of vulnerable populations. It works directly with vulnerable members of communities including newcomers, the elderly, youth-at-risk, multicultural and Aboriginal communities, as well as with internal and external partners to ensure programs and services are accessible.

## FCSS PROGRAM PLANNING AND ADMINISTRATION

City staff provide leadership, administration, work with agencies/partners and provide research/data as part of the Edmonton FCSS Program. Committees and Advisory Boards support work in preventive social services in our community, and their work is supported through FCSS.





## 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.

### SENIORS OUTREACH

A community member called us to see if we could do anything for a senior who she knew was severely depressed, had no one to talk to and had no access to transportation.

She was brought to the centre where staff arranged for her to receive information sessions on health and exercise on a regular basis.

After some time, it was revealed that her home life was causing her emotional distress and that her emotional and mental well-being was not a priority for her family.

She had not seen a doctor in over two years, so we made an appointment and took her to a physician for treatment.

Since she had been denied many essentials including a coat, gloves, hand cream – even a hot water bottle to ease her joint pain, volunteers were able to rally the community to donate these items to her.

Now this senior continues to visit the Centre four times a week. We have found out that she knits beautifully, so she is now in charge of the knitting project. We discovered she is a talented storyteller and remembers many folk tales which she writes for the agency's book project.

She is delighted that she contributes to her community and is admired and appreciated for the value she brings. She is happier now that she is active.

*"People are very friendly and very patient.  
I enjoy coming here and learning.*

*The location is very good for me because  
I live 5 minutes away and the cost is  
what I can afford because I am a senior.*

*It's very good for seniors who want to  
learn computers because everything is  
computerized now & you want to know  
what's going on."*





## YOUTH PROGRAM/FAMILY RESILIENCE PROJECT – ISMSS – INSTITUTE FOR SEXUAL MINORITY STUDIES AND SERVICES

Thirteen year-old Katie was referred to our program in May 2012. She was suffering from panic attacks, anxiety and depression and suicidal ideation as a result of “feeling different”. The feeling different reflected her struggle with sexual identity. Katie was so far from openly admitting her identity that she resorted to writing it out on paper for her mom, in order to avoid speaking the actual words.

Through short-term counseling, Katie slowly began to accept herself and her sexual identity, and was assisted to develop strategies to cope with her anxiety and negative societal views. Katie began to feel that identifying as a lesbian was not so bad after all.

Katie’s parents attended our Parents, Families and Friends of Lesbians and Gays (PFLAG) meetings, for parents & loved ones of sexual and gender minority (Lesbian, Gay, Bisexual, Transgender, Queer or LGBTQ) youth. This group allowed them to process, mourn, grieve and express the fears, emotions, and worries that naturally arise when parents find out that their child identifies as a sexual or gender minority. The group provided a supportive environment in which to share thoughts, feelings and strategies with other parents facing similar issues.

With the support provided by the Family Resilience Project, Katie was ready to attend Camp fyrefly this summer. At camp she participated fully and made many new friends. Katie was most happy about the fact that she openly identified as a lesbian while at camp and that she belonged and “fit in and didn’t feel alone”.

Katie’s anxiety and depression lifted. The effects of counseling and camp experiences were also clearly evident in her increased self-esteem and pro-social behavior. She had more friends and now spoke of her accomplishments with a sense of pride. She had the confidence to come out to some people she felt close to, including her family, friends, neighbours, and grandmother.

After camp, mom sent the following letter:

*“I just wanted to send a quick thank you for all of your support this weekend... for all your support in general. You have been such an amazing gift to Katie and us. I know you helped advocate for Katie to attend camp and I don’t think THANK YOU even begins to say how much we appreciate you doing that for her! Camp fyrefly has truly made a difference in not only Katie’s life but ours as well. Please say thank you to everyone who was part of making camp such an amazing event. Also a huge shout out to Bev for helping Katie remember that it’s okay to laugh. Since we saw you on Monday (after camp and still sad) she has been so incredibly happy and is celebrating who she is. She is not scared to be herself and is no longer mad at both of us for sending her to camp. I honestly didn’t believe that she would come back a different kid, but she most certainly has. She even told another friend of ours that she went to camp for sexual minorities and that she identifies as Lesbian. She even shared the story of how one of the guys is fab at walking in high heels. I loved seeing her speaking in such a “this is not a big deal way”... almost fell off my chair... but kept it together. She then said, “I found a place where I fit in... where I don’t feel different”. Anyways, I could keep going on and on, but I won’t. I am so happy for Katie and after coming from a place of wanting to end her life she now is celebrating who she is. We have our daughter back... and I am so thankful for that. I know things won’t be perfect, but I finally feel like all will be well.” – (VPM) Very Proud Mom!*







## E4C – YOUNG CHEF'S PROGRAM

E4C's Young Chefs program provides opportunities for children to develop skills and knowledge about nutrition, meal preparation, food safety, kitchen clean-up and team work. The children also enjoy eating the snacks and meals they have prepared. Two teachers, Wayne and Linda, from the grade 5 classroom at St. Francis of Assisi School, discuss the impact of the program.

"The Young Chefs program opens students' eyes to better choices," states Linda, educational assistant for the grade 5 class. Volunteer facilitators from the nutrition program at the University of Alberta work to set weekly outcomes for the students. Some of the outcomes include: following a recipe, using knives safely and using the stove top and oven. What the students learn goes home with them. The food is eaten on site, but recipes are shared at home, as well as new tips the students have learned on safety around the kitchen.

Learning the skill of cooking is a basic life skill. Linda explains, "Lots of the kids don't have snacks when they get home from school, nor dinner. So this is huge for them." Upon touring the kitchen at St. Francis of Assisi, Linda reflects, "Sometimes I think of this school as more of a school of life skills, rather than an elementary curriculum."

Cooking together reinforces habits of kindness and respect. During the sessions, the students are taught to rely on teamwork in the kitchen. They work together regardless of gender, culture or friendships outside the classroom. They rotate roles around the kitchen and quickly learn the pros of working as a team. They realize that if they share the responsibility, they are efficient and the dish is ready faster. "They learn about the role of sequence in cooking," states Wayne, the grade 5 teacher.

The Young Chefs program has structure and clear outcomes, but it is also fun. After each session, when the students share the meal they have prepared as a group, they critique the flavours, like a set of food critics. Reviews are passed through the halls, creating food culture around the school.

Learning these skills in elementary school resonates with the kids throughout their lifetime. Wayne explains, "Some

students wouldn't get this exposure until Home Economics classes in high school, if they choose to take it. Young Chefs start in grade 4 and continue until grade 6. These three years of learning will resonate. They'll think about their experience when they're getting their first apartment or buying groceries with their first pay cheque."

*\*Adapted from E4C Annual Report*







## A NEIGHBOURHOOD STORY

During 2012, a long-time social services provider closed its doors in the Kilkenny community. Recognizing this was a high needs area, FCSS funds were identified by CSAB to remain in place to support creative ways to meet the needs of this community.

FCSS, in collaboration with other Community Services staff, worked with Kilkenny community organizations and residents to identify currently existing services and gaps, as well as future aspirations, and to prioritize identified needs.

A Community Advisory Committee was established to work with Community Services staff and FCSS on how the expressed needs of the community could be addressed.

Based on the needs and activities identified and prioritized by the community, a Request for Proposals was prepared and funded agencies were invited to apply. The Community Advisory Committee rated the applications according to the priority needs identified for the community.

The two agencies that were identified as best meeting the community's needs were Dickensfield Amity House and Edmonton Multicultural Coalition Association. These two agencies had never worked together before so FCSS brokered a relationship between the two agencies and the development of a Memorandum of Understanding to work together to meet the programming priorities identified by the community.

FCSS continues to work with the agencies to support their partnership, to assist them in brokering new relationships with the community and its resources (schools, community league, etc.)

New programming is now being offered to the community by qualified staff. This new partnership is working well and will continue to work towards achieving the goals of the community.





## PARTNERSHIPS AND COLLABORATION

The CSAB supports the use of FCSS funds for innovation, partnerships and collaboration that align with the goals and objectives of FCSS.

Here are some examples of that work:

### EDMONTON'S HUMAN SERVICES SECTOR – 2012 CONVERSATIONS

In 2012 the Mayor brought together representatives from the Human Services Sector and City staff to form an organizing committee to lead a process to look at how we could work differently as a community. Innovation and creativity would be used to improve efficiency and effectiveness of not-for-profit organizations and the sector, given the changing fiscal climate.

The first session was held on June 28, 2012 and was attended by 25 senior managers across Edmonton's Human Services Sector. This group framed initial themes and priorities for action for enhanced sector effectiveness.

On November 19th, a second session was held which deepened the discussion within the context of the changing fiscal climate and citizen expectations of the sector. More than 300 people, representing Boards and leadership teams from Edmonton's Human Services Sector, engaged in table discussion to identify a range of possible actions at the organizational and sector levels.

From these two discussions, Edmonton leaders wished to take action on the following priority areas: Networks; Board Leadership; Executive Director Support; Staff Training and Development; Shared Building-Processes and Services; and Client Centered Models.

The event highlighted the importance of communication and collaboration in addressing the common issues facing non-profits. It was a successful and rewarding evening for all attendees, providing an excellent opportunity to engage with colleagues, meet new people and start the conversation about how we can move forward together, working differently.

This initiative will continue in 2013 and will bring the sector together to create community based actions.

The organizing committee included:

- Martin Garber Conrad, Edmonton Community Foundation
- Russ Dahmes, Edmonton Chamber of Voluntary Organizations
- Allan Undheim, United Way
- Korch Chan, E4C
- Liz O'Neill, Boys & Girls Clubs Big Brothers Big Sisters of Edmonton & Area
- Erick Ambtman, Edmonton Mennonite Centre
- Judy Walz, Mayor's Office
- Judy Smith, Community Services

The CSAB supports this initiative as it provides opportunities for not-for-profit organizations and agencies to look at how to work differently and more effectively together, and feels that this approach better serves the citizens of Edmonton.



## THE AFRICA CENTRE

The story of the Africa Centre is one of resilience and determination. As an emerging partnership model, it is unique in Canada. It showcases a collaborative new approach to working with diverse citizens to build a more livable city.

Since it opened in 2007, the Africa Centre has become a meeting place for a growing non-geographic community, a support system and a resource portal for African Canadians in Edmonton. It reaches out to an array of citizens who come from a continent of over 55 countries with more than 2,000 languages and 3,000 distinct ethnic groups.

The Africa Centre provides an evolving array of culturally-appropriate programs to meet the specific needs of people in the community. It also celebrates the richness of African cultures and traditions and shares them with other Edmontonians.

During 2012, the Centre managed a facility with two gymnasiums, a kitchen, a child-minding room and multiple classrooms with three staff (executive director, support staff and custodial). Community Services continued to provide the support of one full-time staff liaison.

Today, the Africa Centre is “bursting at the seams,” with increasing demands for programs and activities. Preventive and culturally appropriate programs and activities have shown great success and include the following:

- Early childhood learning and family support program
- After school programs
- Spring and summer childrens camps
- African Community Capacity Building community gatherings
- Black History Month
- Mother’s Day event
- Africa Day
- African Soccer Tournament/African Sport Festival

FCSS continues to provide support to this innovative approach in serving numerous African citizens in Edmonton. The funding supports preventive social service programming for children, youth and families.

In 2012, the Africa Centre collaborative of partners released its document, “Africa Centre – A Case Study.” The study highlighted the challenges, assets, program results, learning and the next steps of the partners: Big Brothers Big Sisters Boys & Girls of Edmonton & Area; Rotary Club of Edmonton; City of Edmonton; and the founders of the Council for the Advancement of African Canadians in Alberta.



## PARTNERS FOR KIDS (PFK)

PFK is both a team approach and a set of collaborative, flexible services to support the long-term success of children and families with complex needs utilizing the school environment as a key point of contact. Not counting educators, PFK mobilizes more than 50 personnel on the ground. This is an evolving collaboration of funders, human service organizations, and educational institutions. PFK is an intentional, sustained movement to create long term success for high-needs children, youth and families. This is done by integrating the work of multiple service providers within a resiliency framework toward outcomes for children and youth, schools, parents and communities. The focus of PFK is on serving vulnerable populations who are most in need of community supports and services.

- 3,037 children were impacted by PFK programming in 14 schools
- 600 hours were spent on the entire PFK school population to provide Universal Programming
- By providing a well-balanced lunch to 2,200 children, E4C's School Lunch Program is helping children to concentrate on their schoolwork and not on their hunger
- Parents report that 87% feel more supported, 72% feel less isolated and 79% have increased parenting skills

- 100% of principals from PFK schools report that parents/caregivers are more involved in their child's learning
- Children and youth attending the Boys & Girls Clubs (three Club sites - Rundle, McCauley and Kinsmen) report that 78% have more friends, 83% have learned about more things to do in their community and 77% say that the adults at the Club make them feel good about themselves

*\*Adapted from Partners for Kids, Program Results & Community Impact Report 2011-2012 School Year*

Edmonton FCSS is a key partner of PFK along with:

- Edmonton Public School Board
- The Family Centre
- Boys & Girls Clubs Big Brothers Big Sisters of Edmonton & Area
- E4C Lunch Program
- Edmonton Community Foundation
- Region 6 Edmonton and Area Child and Family Services
- Centre for Family Literacy
- United Way of the Alberta Capital Region.



*"I don't know where my family would be if it weren't for the caring staff that have helped us through our family struggles. Help came from the staff who have taught me ways to communicate with, and options I can implement in my home to help with the frustrations of raising a challenging child. The staff care. When I walk into the school, I feel welcome, recognized, and connected."*





## OUTCOME MEASURES

Outcome reporting is now mandatory for all FCSS programs in the province. The Edmonton FCSS Program has been working with agencies for several years helping them understand outputs and outcomes, and how to collect this information from participants so it provides meaningful information for the organization as well as FCSS. To support and build capacity in this area, a team of consultants led by WellQuest Consulting Ltd. was contracted in 2012 to continue providing individual agency and group support to measure outcomes.

Under FCSS regulation, outcomes must demonstrate that a funded program has been:

- a. of a preventive nature that enhances the social well-being of individuals and families and through promotion or interventions strategies provided at the earliest opportunity, and
- b. does one or more of the following:
  - i. helps people to develop independence, strengthen coping skills and become more resistant to crisis;

- ii. helps people to 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 to assume responsibility for decisions and actions which affect them;
- v. provides supports that help sustain people as active participants in the community.

*\*FCSS Regulation (Alberta Regulation 218/94) Section 2.1 (1)*

The CSAB supports the ongoing work to develop and implement a set of common outcome measurements with other funders, the United Way of Alberta Capital Region and Region 6 CFSA, as part of the program evaluation by all FCSS funded programs. The (COG) Common Outcome Working Group continues to work to create a more effective and efficient system for agencies to report to all participating funders.

**The following outputs are reported from FCSS funded agencies:**





In 2012, using the data reporting system, the “Outputs and Outcomes” of 93 programs were collected. From this data, the following outcomes have been identified in the following sectors of FCSS agencies:

## 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 of these adults. These programs offer services that help people to develop independence, strengthen coping skills; develop interpersonal and group skills; and provide support that help sustain people as active members of their community.

### OUTCOMES FOR ADULT SUPPORT

Participants increase their network of social support

- 84% made new social connections with peers in the program or in the broader community through the program

Participants develop relationships

- 83% reported positive interactions with important others

Participants build skills needed to address identified issues

- 74% reported an increased capacity to 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 healthy nutrition. Mentoring programs for school age children are offered in the community, in schools and in groups. Through education and recreation based activities, school age children and their families are encouraged to overcome the challenges, explore interests, and discover their personal strength to pursue their dreams.

There is a particular emphasis on programing for those marginalized/at risk youth that are facing multiple barriers to moving forward in their development. These programs provide a range of services including information and referral, public education, advocacy, individual and group support, social, recreational and arts activities, homework help, life and leadership skills, mentoring, and volunteer opportunities. Through these programs youth build their self esteem, confidence and skills necessary for moving toward healthy autonomy in adulthood.

The goal of these programs is to build resiliency in our children and youth.

## OUTCOMES FOR CHILDREN AND YOUTH

Participants increase their network of social support

- 87% made new friends through their involvement in the program

Children have developmentally appropriate skills

- 84% demonstrated age/developmentally appropriate skills in the following areas: personal/social skills, communication skills, gross motor skills, fine motor skills, appropriate problem solving skill, 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. It enables individuals and groups to develop the skills they need to effect change in their own communities.

FCSS funds programs that use a number of different community development approaches such as capacity building or community economic development. The capacity building process involves supporting individuals, groups and organizations to identify their important concerns/issues and to plan and implement actions to address or resolve those concerns or issues.

### OUTCOMES FOR COMMUNITY DEVELOPMENT

Participants are involved positively in the community

- 98% reported or demonstrated becoming more integrated into community activities or groups

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

- 99% of participating communities created opportunities for people to get involved in issues/opportunities of interest to them, ie: volunteering, and leadership development



## EARLY CHILDHOOD & FAMILY SUPPORT

The 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 by increasing knowledge and skills about parenting, promote positive parenting, and increase the capacity to cope; offer information and referral; enhance life skills; and activities that nurture the bond between parents and their young children. FCSS also supports early childhood development through funding for early start/nursery school programs.

### OUTCOMES FOR EARLY CHILDHOOD & FAMILY SUPPORT

Children have developmentally appropriate skills

- 86% demonstrated age appropriate skills in the following areas: personal/social skills, communication skills, gross motor skills, fine motor skills, appropriate problem solving skill, coping skills

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

- 58% 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 accessed services that meet their needs.

## INFORMATION AND REFERRAL

Information and Referral services are designed to pass on information about the availability of community resources and how to access them. These programs help individuals, families and communities identify, understand and effectively use available community resources. Information and referral services direct and guide a service user to appropriate services provided by another organization and ensures:

### OUTCOMES FOR INFORMATION AND REFERRAL

Participants have knowledge of community resources

- 89% identified one or more specific community resources that address their information or service needs

They access support to meet their needs

- 64% accessed services that meet their needs.

## 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. The programs promote health and well-being and allow seniors to enjoy healthy, productive and independent lives and to successfully cope with life’s transitions, social change and community evolution.

### OUTCOMES FOR SENIORS

Participants increase their network of social support

- 83% made new social connections with peers in the program or in the broader community (through the program)

They are connected to community resources

- 96% have contacted one or more community resources that address their information or service needs

Participants feel supported

- 81% reported feeling heard, understood, and felt that their needs were met by program staff





## VOLUNTEER SUPPORT

Volunteer programs are grounded in the belief that people should have an opportunity to be of service to their community and to other human beings. 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, especially with people in need. Some of the program activities include: volunteer coordination, recruitment, appreciation events, orientation and training sessions and evaluation.

## OUTCOMES FOR VOLUNTEER SUPPORT

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

- 89% 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

- 80% demonstrated skills that contribute to accomplishing the changes they wish to see as volunteers







## FCSS REVIEW

In 2011 a commitment was made by the Community Services Department to review the FCSS Program. Andrea Mondor Management Consulting, an independent third party consultant was hired to perform the review.

The review was initiated to:

- build a strong foundation for funding recommendations for the FCSS Committee and the Community Services Advisory Board (CSAB)
- ensure funding is aligned with City strategic direction, priorities, plans and advances desired outcomes
- be in compliance with the FCSS Act and Regulation and City Policy C417A Family & Community Support Program
- balance the need for sustaining core funding in the social services sector with the opportunity to fund new programs that respond to emerging needs and priorities

The CSAB and the FCSS Committee were very supportive of this project and felt it was very timely. Both groups received a presentation by the consultants and participated in the consultation process by providing their thoughts and feedback on the program.

Information and feedback has been gathered from funded and nonfunded agencies, other municipal FCSS programs, City staff, other funders and City Councillors to help guide the recommendations.

The project will continue in 2013.





## COMMUNITY SERVICES ADVISORY BOARD LOOKING AHEAD

In 2013, the Board will be working on the following priorities:

- Ensuring continued support of the Community Services Department as they implement The Way We Live
- Further review of how best CSAB can provide support and advice to the Community Services Department and Council, to make a positive impact on our community. This will involve strategic discussions that will include looking at the functions, roles and responsibilities and standing committees of CSAB
- Consider the recommendations from the FCSS Review and provide advice to the Community Services Department on how best to move forward

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 other grants, please visit [www.edmonton.ca/grants](http://www.edmonton.ca/grants).



