

EDMONTON FCSS

2017

OUTCOMES SUMMARY REPORT
FOR CORE FUNDING

Edmonton

OVERVIEW

The annual common outcomes reporting completed by the FCSS funded programs is only a snap shot of the work accomplished each year. The outcomes reported are also from a sample of program participants and gathered by agency staff, aggregated and reported to Edmonton FCSS.

Most organizations and programs are measuring outcomes beyond what is reported here. However, this reporting was designed to capture and coordinate outcome measurement across the sector to fulfill mandatory requirements from FCSS funded programs and the Provincial government.

This document represents a summary of the outputs, outcomes and qualitative data specifically provided by the Edmonton FCSS funded programs.

An additional and more detailed report, the Common Outcomes Report Summary, which incorporates data from Edmonton FCSS as well as two other funders, will be available on the Edmonton FCSS website.

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2017 AT A GLANCE

Family and Community Support Services (FCSS), a joint municipal/provincial partnership, works with not-for-profit organizations in Edmonton that deliver preventive social service programs to Edmontonians. The programs build on the strengths and capacities of individuals, families and communities, and are volunteer supported. This report showcases the outcomes achieved by the Edmonton FCSS core funded programs. There is additional funding provided to partnership tables and innovative projects that are not summarized in this report.



72

AGENCIES



\$16.58

**MILLION in
CORE FUNDING**



106

PROGRAMS



VOLUNTEERS

13,570

Volunteer Hours

540,295



STUDENTS

548

Student Hours

84,958

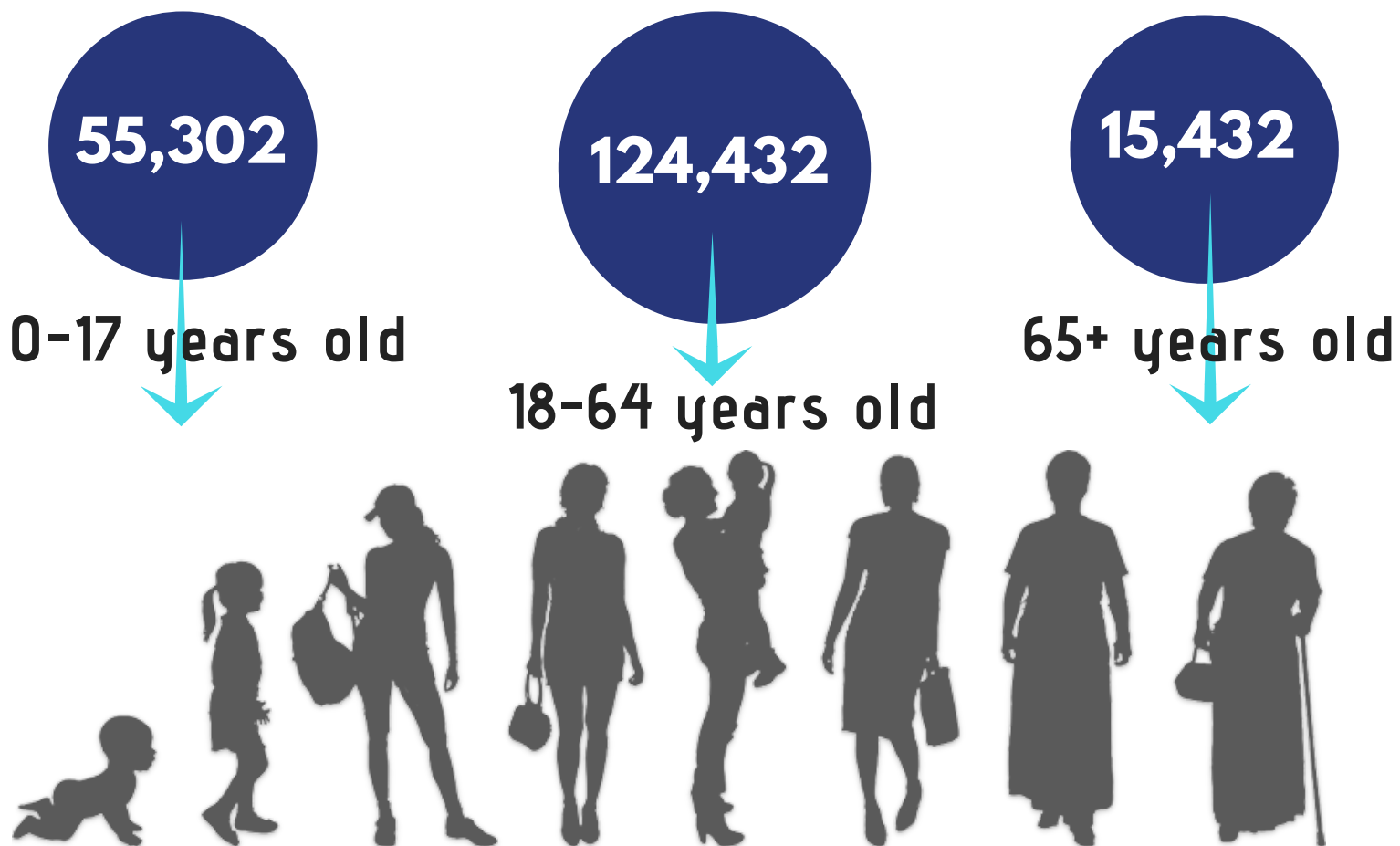


**FULL-TIME
EQUIVALENTS**

656.36

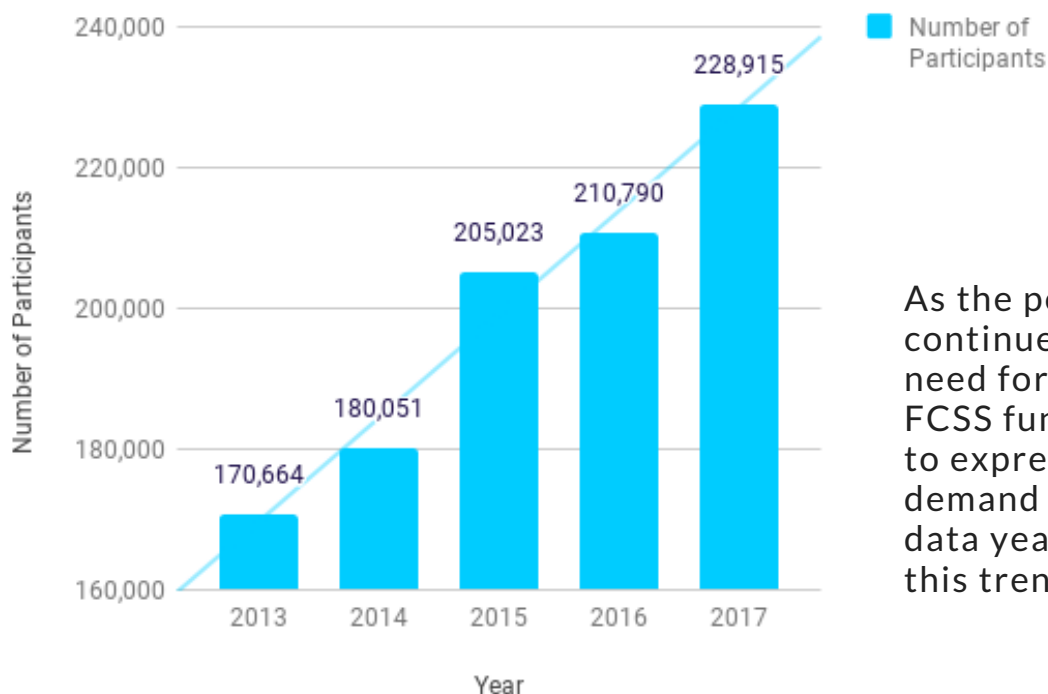
EDMONTON FCSS FUNDED PROGRAM PARTICIPANTS

In 2017, Edmonton FCSS funded programs supported 228,915 participants.



There were also 33,945 program participants reported where their age was unknown.

Participants 2013 - 2017



As the population in Edmonton continues to grow, so does the need for services. Edmonton FCSS funded programs continue to express the increased demand for services and the data year-over-year reflects this trend.

ENGAGING IN PARTNERSHIPS

Edmonton FCSS funded programs are asked how many partnerships they are involved in and what community initiatives the partnerships are working towards. Partnerships were defined as "Number of projects/services in which you invested resources in partnership with other agencies/groups (e.g. funding, space, staff time, in-kind services) to achieve a common goal/outcome."

TOTAL REPORTED PARTNERSHIPS

1382

Average # of Partners

6

FUNDED PROGRAMS partner to support these COMMUNITY INITIATIVES

7

Anti-Bullying

23

Early Childhood Development

18

Safe Communities

26

Community Mental Health

17

Homelessness

45

Social Inclusion

29

Common Service Access

47

Inclusion and/or Diversity

22

Senior Wellness

44

Community Capacity Building

21

Neighbourhood Building

4

Substance Abuse

16

Family Violence Prevention

25

Poverty Reduction

19

Youth Engagement

Partnerships reported could have been reported more than once (i.e. by each partner), and fit under more than one community initiative.

COMMUNITY TRENDS

Edmonton FCSS funded programs report on outputs, outcomes and provide extensive qualitative data on their evaluation learnings from the year, trends and issues they have noticed in the community and long term impact on participants. These are the top reported trends of 2017. A more detailed account of the trends in the sector is available in the full Common Outcomes Report Summary.



Transportation

The City of Edmonton implemented new transportation supports in the past year and it will be interesting to capture a shift in data as those programs continue to expand into the community. Edmonton FCSS program staff still note one of the largest barriers to attending programs and thus to achieving more positive outcomes is access to, understanding of, and affordability of transportation. With new programs in place, like the Low Income Transit Pass, there may be a decrease in this trend in the coming years.

Basic Needs



Year-over-year, Edmonton FCSS funded programs report an increased demand for access to basic needs supports such as food security, adequate and affordable housing, clothing, and access to income supports. Although this particular area is not funded by Edmonton FCSS, it is noted as a relatively consistent barrier to program services. Many programs continue to support participants with basic needs prior to supporting them through the Edmonton FCSS funded program.



Mental Health

Edmonton FCSS programs continue to report an increase in participants accessing programs who have complex mental health concerns, including anxiety, stress and depression. There is a reported increase in individuals who are disclosing acts of family violence or sexual assault as well as program participants reaching out for support with complex (and often intergenerational) trauma. Program staff report participants increasingly turning to substance use as a means to cope with the impacts of their mental health.

Relationships



It remains consistent year-over-year that relationships are key indicators of well-being in participants of Edmonton FCSS programs. Whether the programs are working on relationships between parents and children, relationships between partners, relationships between family members, or broader connections to community - it's well reported that the programs and Edmontonians value relationships. Healthy and strong relationships can often be a barrier to improving individual outcomes and thus are a focus for many of the programs funded by Edmonton FCSS.

SUPPORTING INDIVIDUALS

There is over \$8.69 million dollars of funding that is provided to partner agencies to support children, youth, adults and seniors with direct services in Edmonton. With prevention being the focus of Edmonton FCSS, it is expected that these programs provide services that will strengthen the resiliency and social connectedness of all community members, at all ages and stages of life.

EARLY YEARS

7 AGENCIES,
8 PROGRAMS

Participants Supported **7,414**

- **98.7%** of participants demonstrate age/developmentally appropriate skills in the following areas: personal/social skills, communication skills, gross motor skills, fine motor skills, appropriate problem solving skills, coping skills.
- **98.2%** of participants report behaviours or feelings that are consistent with some of following of the eight developmental assets: support, empowerment, boundaries & expectations, constructive use of time, commitment to learning, positive values, social competencies, positive identity.
- **87.9%** of participants report they have made new social connections in the program or in the broader community

“I get down to their (children) level when explaining important issues. Being more patient and setting up "centers" (activities) at home.”

- Norwood Child & Family Resource Centre's program participant on the new parenting skills they have learned.


VOLUNTEERS
496
11,264 hours


FTEs
142


STUDENTS
49
4,114 hours

CHILDREN & YOUTH

18 AGENCIES,
22 PROGRAMS

Participants Supported **28,137**

- **80.1%** of participants report (1) making new friends, or (2) maintaining friendships, through their involvement in the program.
- **79.0%** of participants demonstrate age/developmentally appropriate skills in the following areas: personal/social skills, communication skills, gross motor skills, fine motor skills, appropriate problem solving skills, coping skills.
- **85.71%** of participants report that they have one or more new people that turn to for help.
- **78.4%** of participants report they have made new social connections in the program or in the broader community

“The most surprising insight we gained through this process was the ability of our youth to engage in real, honest, self-reflection... Our youth easily spoke of their weaknesses, their strengths, their hopes for the future and their core values. The data revealed that our youth are willing to speak their truth and find their courage, even when it's hard.”

- Abbotsfield Youth Project (AYP) Society on doing in-depth interviews with program youth


VOLUNTEERS
3,303
221,742 hours


FTEs
153


STUDENTS
84
12,829 hours

SUPPORTING INDIVIDUALS

6,471 Participants Supported

**9 AGENCIES,
10 PROGRAMS**

ADULTS

- 96.5% of participants demonstrate new skills they have developed (money management/financial; self-care; community involvement; socialization; self-advocacy; interpersonal/relationships; parenting; literacy; refusal skills).
- 98.1% of participants report an increased capacity to solve day-to-day challenges.
- 72.2% of participants report being able to cope with day-to-day stress.
- 100% of participants report having personal characteristics to that are likely to help them address their identified issues.
- 74.3% of participants report they have made new social connections in the program or in the broader community

VOLUNTEERS
261
9,001 hours

FTEs
30

“I still have doubts, uncertainty, fear, and moments of despair about my life, and my future, letting go of my past, and moving forward completely to a new life. I am able to resolve many of these challenges on my own, through journalling and meditation, I am getting stronger and more confident, but I still regress periodically. It is good to come for counselling, it restores my faith in my tomorrows.” - Participant at Jewish Family Services

STUDENTS
50
9,233 hours

13,304 Participants Supported

**16 AGENCIES,
19 PROGRAMS**

SENIORS

- 77.7% of participants report (1) making new friends, or (2) maintaining friendships, through their involvement in the program.
- 81.6% of participants report that they have one or more new people that turn to for help.
- 84.1% of participants report that they have contacted one or more community resources that address their information or service needs (e.g., could be for parenting, relationships, mental health, basic needs, abuse, community connections, or other issues).
- 77.0% of participants report that they have used the resources/services of one or more community resources that address their information or service needs.
- 83.6% of participants report they have made new social connections in the program or in the broader community.

VOLUNTEERS
1,795
124,606 hours

FTEs
58

STUDENTS
180
33,223 hours

“We recognize the importance of education and due to various barriers, our clients often have difficulty accessing information especially with technology being the overwhelming use of communication by government and private organizations. We break down those barriers so that seniors can easily access the information they need to make the decisions that are important to them. Our clients are being educated and empowered to be in control of their lives thus improving their quality of life.”

- North Edmonton Seniors Association on the power of being connected.

SUPPORTING FAMILIES

While many agencies are supporting individuals within families, there are many agencies focused primarily on serving the family unit as a whole and strengthening the families resiliency and their social connectedness to resources and other families in the community. There is \$4.72 million dollars in funding provided to these agencies to support families in Edmonton.

FAMILY SUPPORT 22 AGENCIES,
26 PROGRAMS

Participants Supported **29,591**

- 90.7% of participants report increased positive interactions among family.
- 88.4% of participants report doing more activities together as a family.
- 71.5% of participants report a positive change in their family's routine (more structure & stability, less chaos).
- 95.6% of parents identify strategies they can apply at home, to providing a nurturing environment for their child(ren).
- 80.2% of participants report they have made new social connections in the program or in the broader community.


VOLUNTEERS
972
22,000 hours


FTEs
190

“It encourages parents to be present and work with their child/ren. The workshops are structured but in a way that also allows for freedom of play.”
- Participant feedback about a Centre for Family Literacy program


STUDENTS
130
17,328 hours

Success Story

“We had a family that had significant involvement with Child and Family Services for a few years and they were referred to us by this agency. When both the Family Support workers met with her for the first home visit, the mother seemed a bit uncomfortable with the new worker. Nevertheless, as time has progressed, the mother has opened up to the new Family Support Worker and often contacts her for support or even just to chat. Over the year, the Family Support Worker has capitalized on this relationship to helping the mother set practical but simple family goals and building a social network that would facilitate her meeting these goals. She became an active participant in program activities and rapidly built friendships with other program participants. The transformation of this participant and her family has been very sensational and exciting. The mother has continuously expressed her gratitude towards our staff for the tremendous support she has received, her biggest achievements being that with support of the Family Support Worker her Child and Family Services file has been closed, and that she has finally received full custody of her other two boys.

We look forward to continuing to support this family in the next year, continue to encourage them set more family goals, encourage even more interaction in the family, and to continue building stronger social relationships with not only her boys but also with her mother and her community.”

- Edmonton City Centre Church Corporation (e4c) sharing a program success story.

SUPPORTING COMMUNITY

Edmonton FCSS funded programs are provided over \$3 million in funding for programming that supports the community as a whole. Examples of support to community include: connecting resources, community/civic/volunteer engagement, building capacity of other agencies, or educating on social issues affecting Edmontonians - each of these programs contribute to enhancing social inclusion for all.

INFORMATION & REFERRAL 7 AGENCIES, 9 PROGRAMS

Participants Supported **95,447**

- 93.5% of participants identify one or more specific community resources that address their information or service needs.
- 77.1% of participants ask for information about or referral to one or more community resources that address their information or service needs.
- 86.15% of participants report that they have contacted one or more community resources that address their information or service needs.
- 82.1% of participants report they have made new social connections in the program or in the broader community.

“The participants establish more confidence within themselves navigating systems within the city. Confidence is built as then they now know how to get to places they need to get to and how to speak for themselves and advocate on their own behalf.”

- Bent Arrow Traditional Healing Society on participant impact.


VOLUNTEERS
2,982
14,644 hours


FTEs
42


STUDENTS
15
3,686 hours

COMMUNITY DEVELOPMENT 7 AGENCIES, 7 PROGRAMS

Participants Supported **11,377**

- 92.9% of participants report they have created opportunities for people to get involved in issues/opportunities of interest to them.
- 88.6% of participants report they have made new social connections in the program or in the broader community

“Ethno cultural communities are able to make meaningful strides in achieving their goals. They feel encouraged and the narrative of operating from a defect/inadequacy is shifted. When a community leader is empowered, they are able to empower others and this trickles down into the community yielding more positive/successful integration of their community members.”

- Edmonton Mennonite Centre for Newcomers on how participants are being changed.


VOLUNTEERS
617
11,851 hours


FTEs
12


STUDENTS
20
1,922 hours

SUPPORTING COMMUNITY

PUBLIC EDUCATION 3 AGENCIES, 3 PROGRAMS

Participants Supported **17,987**

- 88.7% of participants identify one or more factors that contribute to a particular social issue that impacts personal and/or community quality of life in their neighborhood/geographic area.
- 81.1% of participants identify ways they could get involved in addressing one or more of the above issues, if interested.
- 92.9% of participants report they have made new social connections in the program or in the broader community

“He has mentioned that it is important to understand cultural perspective of your community and plan the activities accordingly. “Finding the right words” is important and animators must consider the language barriers while translating information.”

- Learnings from a Community Animator at Compass Centre for Sexual Wellness on delivering public education services to diverse populations.

VOLUNTEERS
31
437 hours

FTEs
8

STUDENTS
0
0 hours

VOLUNTEER SUPPORT 6 AGENCIES, 6 PROGRAMS

Participants Supported **19,187**

- 80.9% of participants identify what they have learned about their community and/or themselves through volunteering.
- 79.5% of participants report they have made new social connections in the program or in the broader community

“A volunteer driver on long term disability would always come back to Meals on Wheels after his deliveries, grab his lunch and leave. One day I asked him to join me instead of rushing out. His response: I just can't my client is waiting for me to come back and join her for lunch. I go and eat with her because she has no one. **For the few hours I give each week I gain a lifetime.** My clients show me every day the gratitude they have for me, my time and cheerfulness. **From each of my visits I gain much more than I give.**”

- Story from a Volunteer at Edmonton Meals on Wheels

VOLUNTEERS
3,089
125,020 hours

FTEs
21

STUDENTS
20
2,623 hours

REFLECTING FORWARD

Edmonton FCSS funded programs are being faced with complex challenges and individuals accessing their program with multiple needs. The environment and politics are ever changing and the community is ever growing. Programs that are funded by Edmonton FCSS are actively working to adapt with the city as it changes.

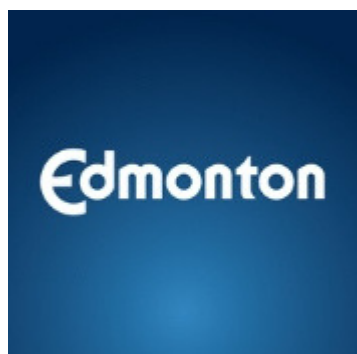
With the opportunity to participate in Project Impact throughout 2017, some Edmonton FCSS programs dived deeper into exploring and understanding the impact on program participants and at a community level. It was, and remains to be, exciting to watch these programs transform as they learn more about their program, the programs intended impacts and the unintended outcomes. We anticipate these learnings will continue over the following year as program staff implement new strategies and program plans as well as re-evaluate them.

Edmonton FCSS will continue to work with and support all of the funded programs in building evaluation capacity and the ability to measure and share their impact through one-on-one supports, communities of practice and sector meetings.

In 2018, Edmonton FCSS will continue to work with programs and/or initiatives funded through partnership and innovative project funding to develop and coordinate ways to measure and showcase the outcomes that are occurring at these tables. There is great opportunity to learn and grow together as we continue to develop the tools and processes that will allow us to tell the complete story of Edmonton FCSS.

As Edmonton FCSS works in partnerships with United Way of the Alberta Capital Region and Children Services (Government of Alberta) to collect annual outcomes, an additional and more detailed report of all programs funded by all three funders, will be available on the Edmonton FCSS website.

Thank you to our funded programs for their hard work and dedication to this work over the years. We look forward to reflecting forward, together.



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Edmonton FCSS

EDMONTON FCSS FUNDED AGENCIES

Edmonton FCSS funded agencies that reported in 2017 are:

Abbottsfeld Youth Project (AYP) Society	iHuman Youth Society
ABC Head Start Society	Inner City Youth Development Association
Aboriginal Counseling Services Association of Alberta	Institute for Sexual Minority Studies and Services (iSMSS)
Action for Healthy Communities	Islamic Family & Social Services Association (IFSSA)
Alberta Caregivers Association O/A Caregivers Alberta	Jasper Place Child and Family Resource Society
ASSIST Community Services Centre	Jasper Place Wellness Centre
Association For Evergreen Youth, The	Jewish Family Services
Ben Calf Robe Society	KARA Family Resource Centre
Bent Arrow Traditional Healing Society	Lansdowne Child Care & Family Centre Society
Beverly Day Care Society & Family Resource Centre	Métis Child and Family Services Society
Bissell Centre	Mill Woods Seniors Association
Boyle Street Community Services	Momentum Walk-In Counselling Society
Boys & Girls Clubs Big Brothers Big Sisters of Edmonton & Area	Multicultural Family Resource Society
Canadian Arab Friendship Association	Multicultural Women and Seniors Services Association
Canadian Mental Health Association - Edmonton Region	North Edmonton Seniors Association
Canadian Red Cross Society	North West Edmonton Seniors Society
Candora Society of Edmonton, The	Norwood Child and Family Resource Centre
Catholic Social Services	Old Strathcona Youth Society
Centre for Family Literacy	Oliver Centre Early Learning Programs for Children & Families Society
City West Childcare and Community Support Society	Operation Friendship Seniors Society
Community Options - A Society for Children and Families	Pride Centre of Edmonton, The
Compass Centre for Sexual Wellness	Primrose Place Family Resource Centre
Council for the Advancement of African Canadians operating as Africa Centre	Sage Seniors Association
Dickinsfield Amity House	Senior Citizens Opportunity Neighbourhood Association
Edmonton Chamber of Voluntary Organizations	Sexual Assault Centre of Edmonton
Edmonton City Centre Church Corporation (e4c)	Society of Seniors Caring About Seniors
Edmonton Immigrant Services Association	South East Edmonton Seniors Association
Edmonton Meals on Wheels	Strathcona Place Society
Edmonton Mennonite Centre for Newcomers	Terra Centre for Teen Parents
Edmonton Multicultural Coalition Association	Terwillegar Riverbend Advisory Council
Edmonton Seniors Centre	The Governing Council of the Salvation Army
ElderCare Edmonton Society for Adult Day Programs	Westend Seniors Activity Centre
Elizabeth Fry Society of Edmonton	Women Building Futures
Family Centre of Northern Alberta, The	Youth Empowerment and Support Services
Family Futures Resource Network Society	YWCA Edmonton
Fulton Child Care Association	