



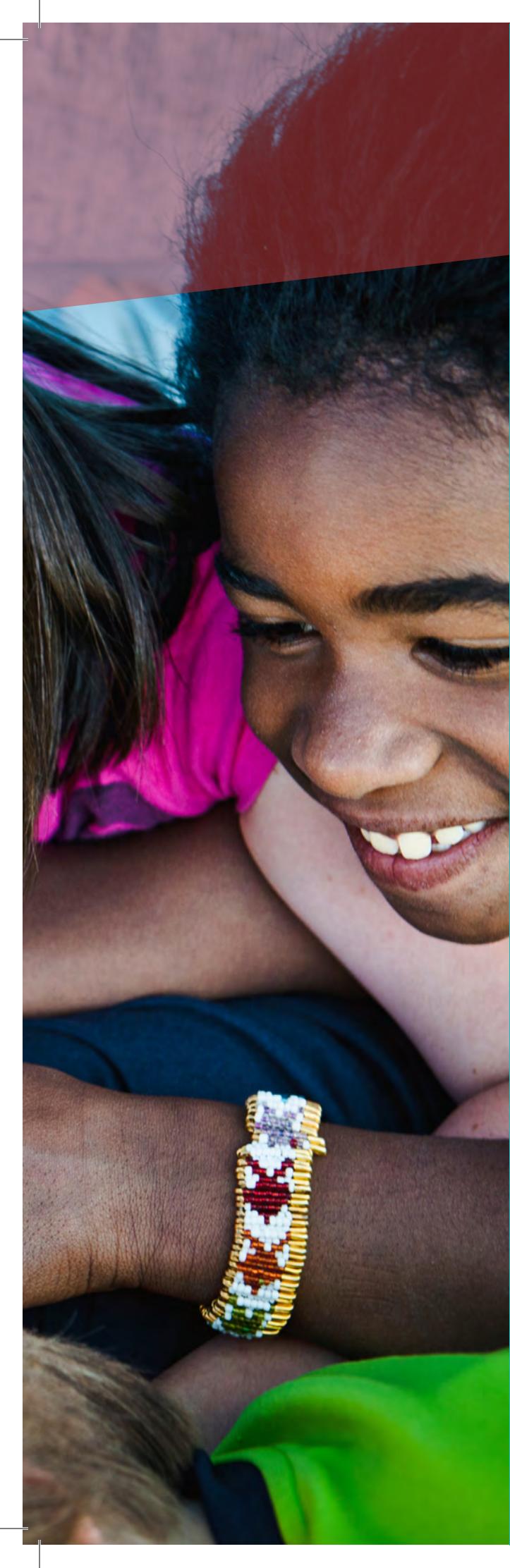
City of Edmonton

COMMUNITY SERVICES ADVISORY BOARD

2013 Annual Report

Edmonton
THE CITY OF





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MESSAGE FROM THE CHAIR

The Community Services Advisory Board (CSAB) is comprised of a dozen engaged citizens who are as diverse as Edmonton itself. As such, we are in a unique position to provide a broad perspective on the initiatives of the Community Services Committee, of City Council, and of the Community Services Department.

This past year, CSAB explored ways that we could do this even more effectively. We participated in a series of facilitated discussions on how to better engage at different points in the planning and decision making process. For 2014, we are restructuring and establishing three committees to help us fulfill what we see as our obligations to the City.

Of course, while we were doing all this work to look towards the future, CSAB continued to fulfill its important role of allocating FCSS and Community Investment funding to not for profit organizations in our community. The success stories we've heard as a result of these funds have been a truly rewarding aspect of serving on this Board.

Back in 2012, CSAB identified a dozen initiatives in "The Way We Live," committing to learn more about them and increasing engagement as the City carries out its plans. By 2013, we were able to participate in reviewing the

first year of implementation on those initiatives and are pleased with, and excited by, the progress to date. CSAB also participated in the release of the "Elevate Report", the overall review of the City's boards and the review of the FCSS program. Furthermore, CSAB's appointee to the FCSS Association of Alberta was very active and effective.

I speak for all members of the Community Services Advisory Board when I express what a pleasure it is to work with the staff of the Community Services Department. No matter our request, they have accommodated us with all the information necessary to make informed decisions on behalf of our community. We value this partnership immensely. I can further speak for the Board by expressing our gratitude for allowing us the privilege of serving our great city in this way. We are proud to be part of Edmonton and "The Way Ahead."

Linda Wood Edwards



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. The advisory groups were known, respectively, as the “Parks, Recreation and Cultural Advisory Board” (PRCAB) and the “Community and Family Services Advisory Committee” (CAFSAC).

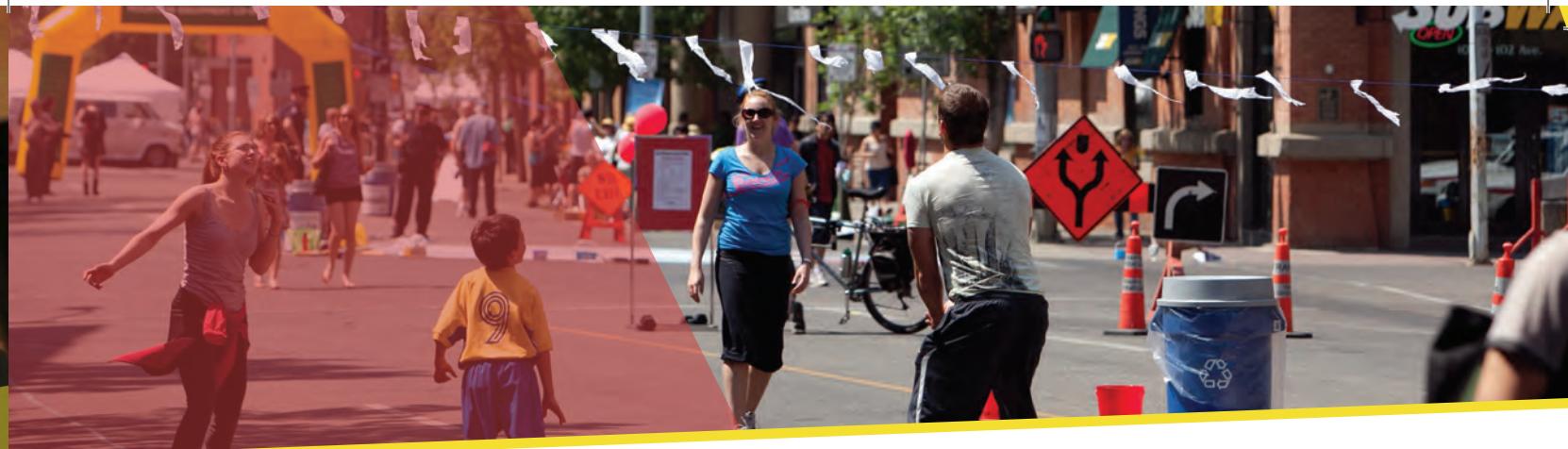
On January 5, 1999, City Council approved Bylaw 11926 which repealed the previous advisory bodies and enacted the Community Services Advisory Board (CSAB).

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 2013, the Community Services Advisory Board had 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 MEMBERSHIP 2013

MEMBERS AT LARGE

Linda Wood Edwards (*Chair*)
Phil O'Hara
Sarah Leib (*Vice Chair*)
Eman Joumaa
Catherine Workun

Leanne Reeb
Vicki Van Vliet Vaitkunas
Stephanie Chai
Dawn Brockington
Alicia Hibbert

Sharon Yeo
Joan Welch
Nathan Ip
Lyall Brenneis (*City of Edmonton*)

The CSAB is supported by Judy Smith, Director, Community Investment and Sarah Chen, Community Investment Clerk. CSAB members participate on the standing committees and are joined by other community volunteers. These additional community members are identified with an *.

COMMUNITY INVESTMENT OPERATING GRANT (CIOG) COMMITTEE

Phil O'Hara (*Chair*)
Sarah Leib

Stephanie Chai
Joan Welch

FAMILY AND COMMUNITY SUPPORT SERVICES (FCSS) COMMITTEE

Catherine Workun (*Chair*)
Jeff Bryson *
Vicki Van Vliet Vaitkunas

Margaret Day*
Sharon Yeo
Heather Kennedy-Plant *

Leanne Reeb (*Vice Chair*)
Alex Draper*
Areni Kelleppan*

THE WAY WE LIVE COMMITTEE

Linda Wood Edwards

Vicki Van Vliet Vaitkunas

FCSSAA REPRESENTATIVE

Vicki Van Vliet Vaitkunas

EMERGING IMMIGRANT & REFUGEE COMMUNITY (EIRC) PROGRAM DELIVERY PARTNERSHIP GRANT REVIEW REPRESENTATIVE

Sharon Yeo



STANDING COMMITTEES

THE COMMUNITY INVESTMENT OPERATING GRANT (CIOG) COMMITTEE

The Community Investment Operating Grant (CIOG) provides operating assistance to Edmonton non-profit organizations whose activities benefit residents in the areas of social services, multicultural, amateur sport and recreation. The CIOG committee provides recommendations to the Board on the allocation of Community Investment Operating Grant money 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.

FAMILY AND COMMUNITY SUPPORT SERVICES (FCSS) COMMITTEE

The Family and Community Support 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 provide advice and knowledge of the social environment in Edmonton.

THE WAY WE LIVE (TWWL) COMMITTEE

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





BOARD ACTIVITIES 2013

The Board held nine regular meetings in 2013. The Standing Committees of the Board met on a regular basis to accomplish their mandate and goals. In 2013 the CSAB and community members spent over 1400 volunteer hours fulfilling their mandate.

During the year, the Board advised the Administration and City Council on numerous issues. The following are samples of their work grouped under the five duties and responsibilities identified in the Board's Terms of Reference.

Provide Advice to City Council and the Community Services Department about Community Services' Three Year Business Plan, its Strategic Plan and its Funding Priorities.

The Community Investment Grant Bylaw 14157 requires that the CSAB review the Priorities & Guidelines for this grant every three years and make recommendations for changes/updates for the next three year cycle. A review was completed and the 2014 - 2016 Priorities & Guidelines continue to build on the CSAB's focus of increased accountability with respect to an organization's financial and board governance. A recommendation was made to re-instate the cap on the size of the organizations that are eligible to apply; meaning organizations with eligible operating expenses over two million dollars will no longer be eligible for funding. This guideline will take effect in 2015 and will help to ensure that more funding is available for smaller and medium sized organizations.

In May, City Council approved the 2014 - 2016 CIOG Priorities & Guidelines as recommended by the CSAB.

The CSAB Vice-Chair Sarah Leib represented the Board at the public hearing for the proposed 2014 operating budget. She articulated the CSAB's support for the following unfunded Service Packages:

- » Poverty Elimination Initiative
Ensure programs and services are available for low income and vulnerable citizens in our communities.
- » Green Shack Programs
An opportunity to change the funding model and provide sustainability for the program, allowing a focus on the communities that need it the most.
- » McCauley School Multicultural Centre
An innovative approach to bringing organizations together to create a community hub of services to better serve the citizens of Edmonton.

- 
- » [Community Facility Partner Capital Grant Funding Program](#)
Contributes to neighbourhood development and enhances quality of life through supporting partner capital grant projects for community facilities.
 - » [Winter City Strategy](#)
Continues to build on the foundation that has been started and to ensure Edmonton has programs, activities and events that help Edmontonians to live, work and play throughout winter.

Raise issues and offer 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 various 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. Meaningful questions were asked and advice and recommendations were provided on numerous topics including:

- » Community Services Department Re-Structuring
- » Community Strategies and Development Branch structure and lines of business
- » Community and Recreation Facilities Branch overview
- » 10-Year Gymnasium Strategy, 2012-2022
- » Neighbourhoods, Parks, and Community Recreation Branch overview and business plan
- » 2013 FCSS/REACH Edmonton-Collaborative Funding for Community Safety
- » Universiade '83 Grant Program
- » Civic Precinct Master Plan
- » The Elevate Report
- » FCSS Review

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.

Make 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 and supports not-for-profit organizations in the social services, multicultural, and sport and recreation sectors. The CSAB is responsible for the oversight of the grant program and making allocation recommendations to City Council. In 2012 The CSAB and City Council recognized there was a need for additional funding to meet the increased demand for the program, and the budget for CIOG was increased by \$700,000 bringing the total budget for 2013 to \$3,346,976. The following table provides information on the funding for 2013 and provides a comparison to previous years.

Community Investment Operating Grant Comparative Summary

Year of Funding	2011	2012	2013
Number of Applicants	214	236	243
Grant Recipients	185	230	234
Denied or Ineligible	29	6	9
New Applicants	41	46	23
Grant Funding Available	\$2,492,332	\$2,582,088	\$3,346,976
Maximum Grant Amount	\$15,000	\$16,500	\$17,500

Community Investment Hosting Grant

The Community Investment Hosting Grant provides funding for not-for-profit organizations that are hosting recreation/amateur sport or multicultural events at a Provincial, Western Canadian, National or International level. The CSAB oversees the administration of the program and makes recommendations for grant awards to City Council.

- » 25 applications were received with 21 organizations receiving funding totalling \$52,336.
- » This funding assisted organizations in hosting 12 Provincial, three Western Canadian, five National and one International event.

Community Investment Travel Grants

Travel Grants assist individuals and teams who have won at a Provincial level, with the cost of travelling to Western Canadian, National or International amateur sport, recreational, or multicultural events. Representation of Edmonton athletes and competitors in the various levels of competition across the country and around the world help to raise Edmonton's profile as a great place to live.

- » 79 applications were received for Travel Grants with 70 individuals and teams receiving funding totalling \$71,425.

EMERGING IMMIGRANT & REFUGEE COMMUNITY GRANT PROGRAM (EIRC)

The EIRC Grant Program provides capacity building opportunities for new immigrant and refugee communities, and aligns with the City of Edmonton's strategic plans to improve liveability, and build communities that are inclusive, caring, and affordable. There are four grant categories:

- » Space Rental Subsidy Grant
- » Cultural Heritage Project Grant
- » Community Event Grant
- » Program Delivery Partnership Grant

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. Cultural Heritage Grants increased from seven in 2012 to thirteen in 2013.

- » 13 grants awarded to nine organizations totalling \$44,263

Space Rental Subsidy Grant

The Space Rental Subsidy assists emerging immigrant and refugee communities with a portion of the cost of renting space for their community organization and its 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. In 2012, four organizations received this higher subsidy and in 2013 the number doubled to eight.

- » 33 grants awarded to 33 organizations totalling \$122,136

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 Event Grant provides assistance to these community organizations to hold events that strengthen their connections and foster cultural pride and sharing.

- » 52 grants awarded to 33 organizations totalling \$69,152

"The Board wants to continue ensuring a citizen perspective in Community Services policies and programs. In this way, we are agents of good, democratic process as it relates to the development, implementation and monitoring of policies and programs."

CSAB Member



Program Delivery Partnership Grant

Newer immigrant and refugee communities have expressed that they want easier access to existing services and programs for their children, youth, and families. At the same time, many established organizations also expressed that members of newer ethno-cultural communities are often not accessing some of their programs and services.

In response, the City of Edmonton has created the Program Delivery Partnership Grant under the Emerging Immigrant and Refugee Community (EIRC) Grant Program.

This grant provides a one-time funding opportunity and encourages and supports partnerships between established service providers and community organizations from within emerging immigrant or refugee communities. The following two stories illustrate that by working together, program delivery partnerships can increase a sense of inclusion for members of immigrant and refugee communities in Edmonton. The collaboration also provides opportunities for all partners to learn from one another.

- » Seven grants were awarded totalling \$393,212

Multicultural Family Law Facilitators Project

In 2013, The Family Law Office, United Cultures of Canada, and ASSIST Community Centre came together to explore how they might collaborate to address the need for language specific court interpreters, particularly those needed in the family law court.

This collaboration of three partners applied for and received a grant through the Program Delivery Partnership Grant.

The grant provided one-time funding to develop training material and train a team of multicultural legal interpreters/information specialists. These "Multicultural Family Law Facilitators" accompany immigrants and refugees through the family court process providing relevant information about systems and procedures to their clients in 13 of the most often requested languages. The facilitators also provided reliable cultural information to service providers.

On a provincial level, Judge Brown from Calgary has formed a committee to look into the overarching problem of language and cultural barriers in Alberta Courts. The material developed through this project is being incorporated into applications for long-term sustainable funding which would allow this type of service to be made available province-wide.

This partnership is an excellent example of how gaps and barriers to accessing services can be addressed through collaboration and learning from one another.

Engaging Immigrant Women & Girls in Healthy Choices & Leadership Development

A partnership between Castledowns YMCA and Canadian Helping Hands for Mothers and Youth Society was formed to help address the barriers many Somali women face in accessing fitness and healthy lifestyle programs.

While the YMCA offers a large number of fitness programs for women, it was recognized that the barriers experienced by Somali women could be better addressed through a partnership with a Somali Women's community organization. A member of the Canadian Helping Hands for Mothers and Youth Society was hired as a community liaison worker to assist the YMCA in



adapting their programming to accommodate the cultural requirements for a women's only fitness program. As well, the liaison's role was to promote awareness of the program and act as a bridge between women in the Somali Community and the YMCA.

The four outcomes identified by the partnership were:

1. Women build healthy lifestyle knowledge awareness
2. Women increase activity and incorporate healthy lifestyle learning
3. Women increase community connections
4. Women build social connections with peers

Mid-term reporting has indicated that the number of participants was triple what was initially expected. A survey of participants showed 45% of participants heard about the fitness program through the community liaison; 94% were more aware of health and fitness; 78% were more active; 80% felt more connected to their community; and 76% had participated in their community outside of the fitness class.

This partnership is funded until June 30, 2014 when a final report will be submitted.

Undertake 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.

- » Alicia Hibbert was the CSAB representative on the 2013 FCSS/REACH Edmonton Collaborative Funding for the Community Safety Review Committee.
- » Vicki Van Vliet Vaitkunas was the Edmonton FCSS representative for Family and Community Support Services Association of Alberta (FCSSAA). In this role she attended regular meetings, the annual retreat and Edmonton Evergreen Regional Meetings.
- » The FCSS Committee members visited 20 agencies providing 27 FCSS funded programs.
- » In May 2013, the CSAB agreed to actively participate in

a provincial sustainability initiative. This would see the Board advocating for additional FCSS dollars as well as taking part in an awareness campaign for FCSS.

In 2013 the Board undertook a review of how best to provide support and advice to the Community Services Department and City Council, to make a positive impact on our community. With the support of a consultant, strategic discussions were held that looked at the mission and mandate, the current environment, vision for the future, strategic priorities and strategies to move forward as the CSAB.

Here are highlights of what was developed and what the CSAB is using to move forward in 2014.

The CSAB Board

We exist to help create strong communities; communities that create pride among Edmontonians.





The Board's Role

(This refers to the role the Board plays in creating strong communities)

- » Ensuring a citizen perspective in Community Services policies and programs. (We are agents of good, democratic process as it relates to the development, implementation and monitoring of policies and programs).
- » Advise or recommend what services may be needed to enhance a given community.
- » Be a sounding board to test the ideas of City Council and Administration.
- » Function as a mechanism to gauge the pulse of the community and to connect with Edmontonians about issues and opportunities in their communities.
- » Be ambassadors of the City and its policies/strategic direction.

The Board's Values

Our values are applied to our approach to work, our decisions, and our professional relationships.

- » We value transparency – we operate in an open manner.
- » We value engagement and consultation – we believe that the "citizen voice" is critical input to policy.
- » We value fairness – we believe that legitimacy of process is critical to performing our role and ensuring accountability for our decisions.
- » We value effectiveness – we leverage our time and effort to achieve the greatest possible outcome.

The Board's Vision for the Future

We envision a Board in the future which makes meaningful contributions to the City's policy process and supports the Community Services Department to make a positive impact in Edmonton's communities.

We envision a CSAB which is a critical and relevant aspect of the policy and strategy process.

Through this review process, strategic goals and objectives have been developed and are being incorporated into the Board's work plan as they move forward. A new structure will be implemented in which the key principle is the delineation of the Board, operating as a whole, and from the work of Committees which are designed to assist and enhance the Board's ability to carry out its responsibilities.





City of Edmonton

FAMILY & COMMUNITY SUPPORT SERVICES (FCSS) PROGRAM

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The FCSS agency core funding budget in 2013 was \$12,274,000, which supported 93 programs provided by 68 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% while the City is required to contribute 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.

The majority of the funding received from the Province is provided through grants to local agencies providing preventive social service programs.

The FCSS Committee is comprised of CSAB members and community members. Throughout the year this committee worked particularly hard to familiarize itself with the funded programs through agency presentations,

visits and information requested from the FCSS Liaisons. This thoroughness helped the committee prepare for its funding retreat in November at which time funding recommendations were made for 2014.

The FCSS Committee also supports FCSS funding for projects and initiatives that promote collaboration and partnerships as well as ideas of innovation that will create healthy, safe and vibrant communities.

For more information on the FCSS program and funding please visit www.edmonton.ca/fcssgrant.



CITY OF EDMONTON FCSS CONTRIBUTION

The City of Edmonton's contribution to the FCSS Program is aimed at enhancing the social well-being of Edmontonians through support, development and delivery of preventive social services. It is aligned with advancing the goals in *The Way We Live: Edmonton's People Plan* and the FCSS Regulation.

The City of Edmonton's required contribution to the Edmonton FCSS Program includes resourcing, in whole or in part, to programs and services currently offered by the City. Here are some examples:

NEIGHBOURHOOD EMPOWERMENT TEAMS (NET)

Multidisciplinary Neighbourhood Empowerment Teams (NET) enhance personal safety in neighbourhoods.

RESULTS:

Working alongside community, 118 Avenue NET co-created an action plan to address community safety concerns at an identified 'hot spot' location. At the completion of their year-long participatory action approach, the site experienced a 59% reduction in overall reported assaults. Resident survey results also demonstrated 67% of tenants indicated they felt safe in their building; an increase from 21% indicated 11 months prior.

NET addressed community safety concerns at a local high-rise; the site of the first homicide of 2013. Following a community engagement process involving tenants at the site and implementation of a number of actions, 85% of residents reported feeling safer in the building. Results were published and presented to the Edmonton Police Commission and the project was subsequently awarded 2013's Problem Solver of the Year.

COMMUNITY BUILDING SOCIAL WORK

Community Building Social Workers (CBSW) work with the community members within neighbourhoods to enhance quality of life. The main areas of focus are poverty reduction, inclusion and community safety.

RESULTS

- » Worked with an extensive network of community partners and residents in Mill Woods to organize Aboriginal Family Nights (AFN), and provide the opportunity for aboriginal families to build relationships with others in the community, connect to resources, experience aboriginal cultural teachings, activities and programs and foster leadership. Over 100 people participated at each of seven Aboriginal family nights in Mill Woods in 2013. The group also established a new Regalia Program at J Percy Page school.
- » Worked in partnership to build community capacity and reduce poverty through financial literacy and asset building.
 - » *65 facilitators from community agencies gained knowledge, skills and resources on financial literacy and ways to build assets at a two-day training session*
 - » *50 facilitators gained knowledge on credit repair and worked with multicultural issues at two workshops held in the community*

- » Worked with Aboriginal community partner organization to host a Financial Information Fair with over 20 agencies present and approximately 50 attendees
- » Hosted first RESP and Canada Learning Bond sign-up event in Edmonton with four financial institutions
- » Worked with seven community agencies, five partner organizations and 227 participants in Empower U financial literacy program to improve economic well-being. Participants saved \$37,749 on courses to further employment, pay tuition fees, build RESPs for children, acquire business licenses, etc.

ASSESSMENT & SHORT TERM COUNSELLING

Assessment & Short-Term Counselling (ASTC) helps establish Edmonton as a caring and inclusive municipality by extending and making available support to all residents, particularly vulnerable populations. ASTC arranges referrals and helps citizens advocate, increases general awareness/knowledge about programs and services and supports capacity building and resource development.

RESULTS

- » With over 4500 direct contacts with Edmontonians the ASTC Unit provides direct services and works in partnership with organizations like WINGS, Today Family Violence Centre, WIN House, Walk-in Counselling Service of Edmonton (WICSOE) and others to promote better skills and knowledge of healthy relationships, provide or arrange critical supports in times of need and to expand the availability of supports to residents.
- » More than 85% of participants receiving services indicate significantly enhanced understanding and knowledge as a result of ASTC involvement.

DOMESTIC VIOLENCE INTERVENTION TEAM, ELDER ABUSE INTERVENTION TEAM & FAMILY VIOLENCE COMMUNITY DEVELOPMENT

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.

At a community development level, Family Violence and Elder Abuse work in partnerships and collaboration with other government and community organizations to address individual, family and neighbourhood social and safety issues.

RESULTS

- » Over 1,000 people participated in presentations and training on Elder Abuse and Family Violence Prevention.
- » Worked with Alberta Council of Women's Shelters to develop and deliver "Domestic Violence and your Workplace: An Innovative Approach to Family Violence Prevention." Eighty City of Edmonton employees had a greater understanding of family violence and understood where to refer those who experienced domestic violence.
- » Worked collaboratively with other FCSS partners in the region on a Regional Response to Family Violence Prevention: Engaging Men and Boys. Fifty participants took their professional hats off to identify what they could do personally to engage men and boys in family violence prevention.
- » City of Edmonton proclamation event engaged 300 participants who pledged to become personally involved in ending family violence.

FCSS PROGRAM PLANNING & ADMINISTRATION

City staff provided leadership, administration, and support to agencies and partners as well as providing research and data.

RESULTS

- » 67 agencies were supported in the delivery of 90 preventive social service programs on behalf of the City of Edmonton.
- » The FCSS Committee made informed decisions and recommendations for funding based on data, research, trends and issues and analysis provided by the FCSS Liaisons to support decision-making.
- » Effective partnerships and collaborations with other funders and community partners were supported to address identified community needs in innovative and creative ways.
- » FCSS Liaisons, City staff, CSAB funded and non-funded agencies, partners and City Councillors informed the FCSS Review through participation in the consultation process.



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.

NORTH WEST EDMONTON SENIORS SOCIETY OUTREACH (FORMERLY CALDER)

At 62 years of age, Dot found herself unable to work due to her diagnosis of a terminal kidney disease. Not long after her diagnosis she began to experience financial difficulties. When she eventually exhausted her savings she had no choice but to borrow money from her friends and family in order to meet her basic needs and to pay for her medication.

Dot was eventually referred to an Outreach Worker at North West Edmonton Seniors who advocated for her by way of making phone calls, writing letters, and referring her to agencies and services in her community. As a result, Dot is now receiving benefits, and has the skills to approach service providers and to advocate on her own behalf. She is even working with her MLA and MP to sort out her government funding issues which she attributes to the assistance of Calder Outreach. Her financial situation and quality of life have greatly improved and her doctor is amazed with how well she is now coping and managing her illness.

CITY WEST & JASPER PLACE CHILD CARE TRIPLE P PARENTING

The Triple P Parenting workshops are jointly hosted by City West Child Care and Jasper Place Child and Family Resource Centre. These workshops cover topics such as "Raising Resilient Children," "Managing Fighting and Aggression" and other topics which support families raising young children.

This partnership began in 2012 and unites two strong organizations to create better family support outcomes.

City West provides space, healthy homemade food and child care, while Jasper Place Child and Family Resource Centre provides accredited practitioners who facilitate the presentations. At one session there were close to 40 parents in attendance, many of them couples and reflected the diversity of our community.

Participants share with each other before the sessions start and parents discuss the previous sessions, what they learned and their successes using the strategies with their children. Sentiments such as the following are often echoed throughout the room:

"Just to let you know, I've been using the shopping strategies from the workshop last week and they are great! I have made up three shopping rules, I praise the boys throughout the trip, we debrief when we get home and set expectations for the next trip. Fantastic! Thanks so much for providing these workshops. They are a huge help."



The success of this partnership is due to excellent staff who are passionate about supporting families; the organizations' recognizing each other's mandate, mission and values and building upon the strengths that each contributes; and a collective effort towards reaching common outcomes.

The complementary nature of these two programs also results in feedback like the following:

"After each workshop, I feel encouraged to keep on going strong for the babies, and it helps so much to learn how to understand their behaviour and support them accordingly so we can all be happy."

EMPOWERED YOUTH

Empowered Youth is one of the active community initiatives provided by Action for Healthy Communities. The mission of the group is to inspire, educate, empower and support all youths, in particular youths from the African community, to gain confidence and live a happy, healthy life. The project offers six week workshops to help increase confidence and success in life. Along with a host of others skills these workshops include:

- » self-esteem strategies
- » presentation skills
- » goal setting
- » communication skills
- » money management skills
- » bullying prevention strategies
- » overcoming personal obstacles
- » health and wellness
- » time management skills

Participants have benefited tremendously through the program. For example, one 16 year-old girl was self-harming at least three times a week before she took part in the program. Her mother was very worried about her, and even though she had been seeing a school counsellor for over a year, her sessions were not as effective as everyone hoped. We are happy to report that the girl has not displayed any self harming behaviour since being enrolled in the Empowered Youth program. Both the girl's mother and the school have seen a drastic change in her, with the girl's mother stating "This was a milestone change in her life."





CATHOLIC SOCIAL SERVICES SHORT TERM COUNSELLING

Jenn came to counselling because she was being bullied at school. She had developed low self-esteem, a poor self-concept and had lost all interest in attending school. This new transition of not being at school was proving difficult for Jenn and she soon became anxious about her grades and about not being able to complete her school work because of not being able to attend school.

After attending our Saturday and evening counselling program, Jenn was slowly able to start working towards gaining a more positive self-concept and improving her self-esteem. She was able to identify personal strengths such as being a person with empathy and good values. Her mother also helped by identifying her daughter as being a great helper at home and an excellent and caring daughter.

With some additional support, Jenn learned how to assert herself and communicate better at school. She has also gained more confidence and is better equipped to deal with conflicts at school when they arise. From there, Jenn quickly gained motivation to return to school and rejoined her old soccer team, where she received significant support from her coach and team mates. Jenn's mother was very grateful for the counselling services provided and acknowledged all the work her daughter had put into the process. Jenn's mother stated to the counsellor "you have changed my daughter's life; and she now wants to be a counsellor like you... to help and empower others".





PARTNERSHIPS & COLLABORATION

The Community Services Advisory Board encourages the use of FCSS funding for initiatives and projects that incorporate ideas of innovation, collaboration and partnerships. The following instances highlight some of that work:

EMPOWER U – BUILDING CONFIDENT FUTURES

Empower U: Building Confident Futures is an initiative that is supported by a collaboration of non-profit, business and government representatives committed to the development on Financial Literacy and Asset Development in Alberta.

The objective is to combine Financial Literacy Programs with a matched savings component to facilitate long-term financial skill development, assist in acquiring and maintaining assets which will lead to the financial stability and independence of its participants.

Empower U features a 2:1 matched savings program which means that for every dollar a participant is able to save, it is matched with two dollars. The savings achieved through the program may then be applied towards the purchase of an asset that financially empowers participants to earn or save money.

In 2013 the number of participants enrolled was 227, participating in 21 Financial Literacy Groups. These women came from diverse backgrounds including: single mothers,

"I have learned from this course, the importance of debt and budgeting. I have also learned I can achieve my goals and that you can accomplish what you want at any age."

Participant

women dealing with domestic violence, aboriginal women, and women previously involved in high risk lifestyles.

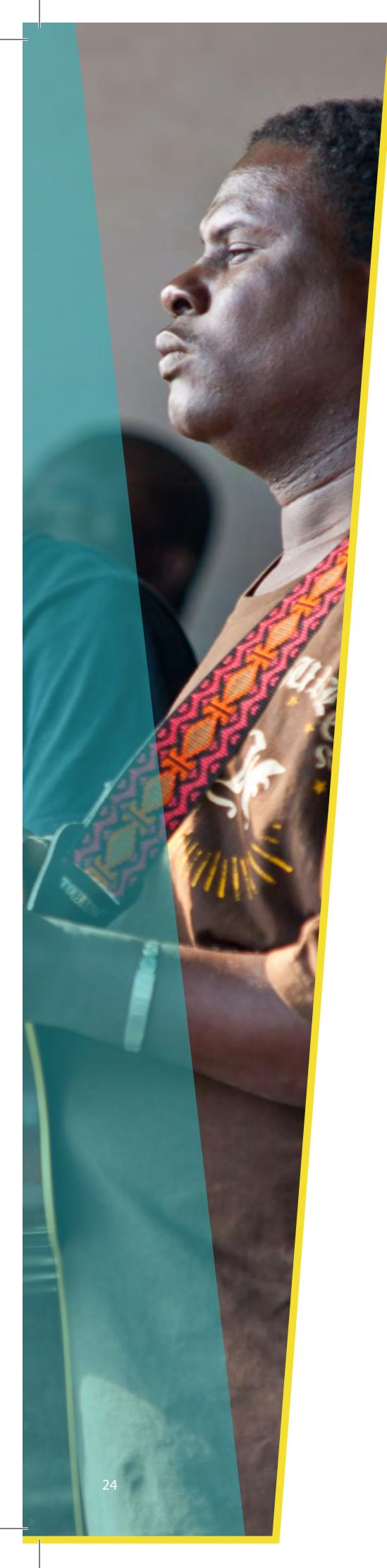
The benefits of financial literacy training are important and participants are changing their financial habits, but they are also learning about themselves.

Agencies providing financial literacy programming:

- » Candora Society of Edmonton
- » Wings of Providence and the City of Edmonton
- » Financial Management Services HUB – E4C
- » Elizabeth Fry Society of Edmonton
- » Institute for the Advancement of Aboriginal Women
- » CEASE: Centre to End all Sexual Exploitation
- » Distinctive Employment Counselling Services of Alberta

INNER CITY RECREATION PROGRAM

Through the direction of a steering committee the Inner City Recreation Program is supported by Boyle Street Community Services and the Bissell Centre. The program was designed to address social issues in Edmonton's inner city neighbourhoods by meeting the recreation needs of community members, most of whom experience significant barriers to recreation. The program uses a strength-based approach to introduce community members to activities or facilities, and then to build confidence and specific skills to continue the activities on their own.



From the inception of the program in March 2011, three main goals directed the future of the program:

- » To increase participation in self-directed and communal recreation activities by individuals and families,
- » To build a stronger sense of community and belonging among individuals and families,
- » To increase the capacity of inner city agencies in Edmonton to offer enhanced opportunities for individual and community recreation activities in the communities they serve.

Since the program began, 4485 individuals have participated in a variety of programs. Programs offered have included:

- » Making Strides: Equine Therapy
- » Lady Flower Garden – gardening program
- » Bowling
- » Field Trips – sporting events/museums
- » Camping
- » Snow Valley and Outdoor Activities
- » Slo-Pitch
- » Festivals
- » Hip-Hop Therapy
- » Collective Kitchen
- » Inner City Pet Food Bank
- » Education

The program could not operate without partnerships, so collaboration is key to the long-term benefits of this project. Current partnerships will continue to be cultivated and new partnerships developed.

There continues to be a focus on improving access to recreation opportunities, as well as increasing awareness of the barriers inner-city residents face in Edmonton. One of the areas recognized as another significant barrier last year was access to healthy food. As such, the project has significantly expanded programs related to food access and literacy. The positive outcomes from this have showcased the importance of increasing health equity in the inner city area.

Research continues to show the benefits of recreation, and the positive social outcomes drawn from people being able to do what they enjoy. This is especially important for vulnerable Edmontonians that face barriers to these opportunities each day.

MOVING TO ACTION – AN ACTION PLAN FOR EDMONTON’S HUMAN SERVICES SECTOR

Between June 2012 and March 2013 the City of Edmonton hosted a total of over 500 leaders from Edmonton’s Human Services Sector in a series of three conversations. The purpose of these discussions was to explore ideas and actions to enhance effectiveness and collaboration across Edmonton’s Human Services Sector.

Following these meetings, the Steering Committee proposed that the Edmonton Chamber of Voluntary Organizations (ECVO) be tasked with moving this agenda forward. Looking at the themes that the participants had identified as priority actions, four general areas were established with outcomes and priorities identified.



Foster Networking – at multiple levels

Outcome: Networks are developed and broadened fostering strategic leadership, improved efficiency and effectiveness leading to greater possibilities for strategic partnerships and alignment.

Priorities:

- » Intentional Networking Amongst Boards
- » A Focused Conversation to Identify Needs and Opportunities for "Shared" Collaborations or Alliances

Build Capacity for Engagement

Outcome: Improved capacity of Human Service organization staff to engage in and benefit from partnerships and an improved ability to achieve individual, organizational, and sector impacts.

Priorities:

- » Creating communities of practice
- » Innovative approaches to mentoring by peers and leaders in the sector; and establish networking opportunities together and separately for Executive Directors and Emerging Leaders
- » Establish networking opportunities for Executive Directors and Emerging Leaders for skill development and capacity building

Align Work Strategically

Outcome: Improved opportunities and supports that encourage organizations to strategically align efforts in addressing priority community needs.

Priorities:

- » Sector champion(s) to lead an informed, strategic, and coordinated approach to "shared" collaborations within the sector
- » A demonstration project by a group of agencies with a common purpose, engaged in an action learning process
- » Develop a business case for the sector to support organizations in developing a strategic, collective vision for the sector

Connect the Dots

Outcome: The Human Services non-profit delivery system sees itself more strategically – staff and board members better understand the connections, linkages and relationships between organizations and their strategies. Collaborative initiatives/networks/coalitions/partnerships are more visible along with a shared understanding of respective contributions to addressing pressing needs and overarching outcomes.

Priorities:

- » Create a map of natural collaborators and partners
- » Coordinate efforts to enhance/develop a comprehensive directory of organizations

This action plan started in late 2013, and the work will continue and be evaluated in 2014.



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 to help 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 to continue providing individual agency and group support to measure outcomes.

Under the 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 intervention 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.

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 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 to all participating funders.

THE FOLLOWING OUTPUTS ARE REPORTED FROM FCSS FUNDED AGENCIES:



In 2013, using the data reporting system, the “Outputs and Outcomes” of 90 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 helps sustain people as active members of their community.

OUTCOMES FOR ADULT SUPPORT

Participants increased their network of social support

- » 94% of participants reported an increase to their social network

Participants developed relationships

- » 94% of participants reported healthy relationships

Participants built skills needed to address identified issues

- » 90% of participants reported an increase to their social support network

CHILDREN & 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 programming for those marginalized or 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 & YOUTH

Participants increase their network of social support

- » 93% made new friends through their development in the program

Participants have developmentally appropriate skills

- » 85% 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

Participants have improved family functioning

- » 90% reported increased positive interactions among family

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

- » 97% 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 and opportunities of interest to them, i.e. 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

- » 92% 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

- » 86% of parents developed the knowledge and 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 met their needs

Participants are connected to community resources

- » 68% of participants reported that they have contacted one or more community resources that address their information or service needs

Participants have improved family functioning

- » 86% of participants report a positive change in their family's routine (more structure & stability, less chaos)

INFORMATION & 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 & REFERRAL

Participants have knowledge of community resources

- » 88% identified one or more specific community resources that address their information or service needs

Participants access supports to meet their needs

- » 82% 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. The programs promote health and well-being, 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 increased their network of social support

- » 80% made new social connections with peers in the program or in the broader community (through the program)

Participants are connected to community resources

- » 94% have contacted one or more community resources that address their information or service needs



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 in their community, especially with people in need.

OUTCOMES FOR VOLUNTEER SUPPORT

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

- » 92% 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

- » 95% demonstrated skills that contribute to accomplishing the changes they wish to see as volunteers





FCSS REVIEW

The City of Edmonton FCSS contracted a management consultant to conduct a review to strengthen its program. This was to ensure the Edmonton FCSS program:

- » provides clear criteria and processes for funding for the FCSS Committee and the Community Services Advisory Board;
- » ensures there is a balance between funding core services and having the ability to be responsive to emerging needs and issues;
- » maintains a fair, equitable and transparent funding allocation model;
- » supports opportunities for collaboration with community partners and other funders; and
- » aligns with the City of Edmonton's Strategic Priorities and directions, specifically The Way We Live: Edmonton's People Plan

In 2013 the external consultant undertook an extensive review which included the following:

ENVIRONMENTAL SCAN & LITERATURE REVIEW

The program regularly commissions research and reviews, and collects third-party research and data to inform its program design, administration and funding allocation decision-making. An environmental scan and literature review of this research was performed to identify, where possible, best practices for funding preventive social services as well as relevant trends and emerging issues impacting the program and/or the delivery of preventive social services in the City of Edmonton.

FUNDING ANALYSIS

Individual program files and allocations were reviewed for the most recent available year (2011) to analyse funding patterns by organization and preventive social services focus, as well as the geographic distribution of funds across the municipality. In addition, program funding over the previous five-year period, as well as ten-year period (where available), was also reviewed.

STAKEHOLDER CONSULTATION

Interviews and focus groups were held with community agencies, funding partners, other FCSS programs, City Councillors, program management and staff, the FCSS Committee and Community Services Advisory Board (CSAB), as well as other city staff with experience relevant to the program.

COMMUNITY AGENCY ONLINE SURVEY

A total of 105 community organizations, funded or not currently funded by FCSS, were contacted to participate in an online survey. Seventy-four percent (74%) of organizations responded.

GAP ANALYSIS

The consultation findings were reviewed with program staff to identify areas of potential duplication, gaps and/or risk as well as assessment of a variety of options for program improvements.

Throughout the review process, regular project meetings and working sessions were held with the project team, steering committee and project sponsor to discuss findings and inform the development of recommendations.

These findings will be used to develop recommendations to strengthen the City of Edmonton FCSS Program.



LOOKING AHEAD

In 2014 The CSAB will be working on the following priorities:

- » Enhance support to the Community Services Department by learning more about each of the Branches and participating in opportunities to provide citizen perspective in regard to projects and initiatives.
- » Implementing a new operational structure.
- » Consider the recommendations of the FCSS and provide advice and support in strengthening the program.

For more information on the Community Services Advisory Board, please visit www.edmonton.ca/csadvisoryBoard or if you are interested in learning more about our grants, please visit www.edmonton.ca/grants.



