



City of Edmonton

# COMMUNITY SERVICES ADVISORY BOARD

2015 Annual Report

**Edmonton**





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## MESSAGE FROM THE CHAIR

*"You make a living by what you get, but you make a life by what you give."*  
— Author unknown

This quote reflects the passion and purpose of the members of the Community Services Advisory Board (CSAB). Each year, we are appointed by City Council to contribute to quality of life in Edmonton by providing a citizen perspective on initiatives and programs within Community Services. And at the end of each year, we look back and ask ourselves "Did we make a difference?" In 2015, our answer was again "yes!"

Over the course of the year, we heard presentations on many key Community Services initiatives. Our members asked questions to guide further exploration, offered alternative perspectives and options, and provided advice and recommendations. We provided formal endorsement on key items going forward to Council, including the End Poverty Edmonton recommendations and the Community Services budget submission for 2016-18.

In addition to consultations occurring at regular CSAB meetings, in 2015, we broadened the opportunities for CSAB input into Community Services initiatives. Members participated in public consultations such as the Active Sport and Recreation consultation. CSAB also appointed a representative to the Joint Advisory Committee and Working Group that is developing the Social Development Framework. These types of opportunities strengthen CSAB's role in supporting Community Services and its work to build safe, healthy, vibrant communities.

Reviewing and providing recommendations for grant funding has always been an important role for CSAB. Through our work to allocate Family and Community Support Services (FCSS) funding and Community Investment funding, we hear many heart-warming stories about how City-funded services support the people of Edmonton and change the lives of many vulnerable citizens. This is truly rewarding, and we are

fortunate to be part of making a difference for individuals and community service providers.

In 2015, we were delighted to hear that the Government of Alberta increased FCSS funding for the first time since 2009. CSAB strongly supports the need for these funds to increase the availability of preventive social services in Edmonton. Through our FCSS and Social Policy sub-committee, we worked closely with Community Services staff to determine how these new funds will be allocated to address priority community needs, and look forward to continuing that process in 2016.

There is no doubt that the effectiveness of the Community Services Advisory Board is aided by our strong collaborative relationship with Community Services leadership and staff. We have found City staff to be unfailingly appreciative of the input of CSAB members, and we in turn appreciate their openness to consider our perspectives. In 2015, we had the opportunity to meet with the entire senior leadership team of Community Services to build relationships, raise our awareness of the broader picture of Community Services operations, and identify opportunities and priorities for future CSAB engagement with department initiatives. It is anticipated that this valuable opportunity will become an annual event.

In closing, I will say on behalf of all members of the Community Services Advisory Board that we feel privileged to serve the City of Edmonton through our participation on this Board, and that we are proud to contribute to strengthening community supports and enhancing quality of life in the City of Edmonton. We look forward to the many opportunities that 2016 will bring!

Leanne Reeb  
CSAB Chair, 2015



# VISION, MISSION & MANDATE

## VISION

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

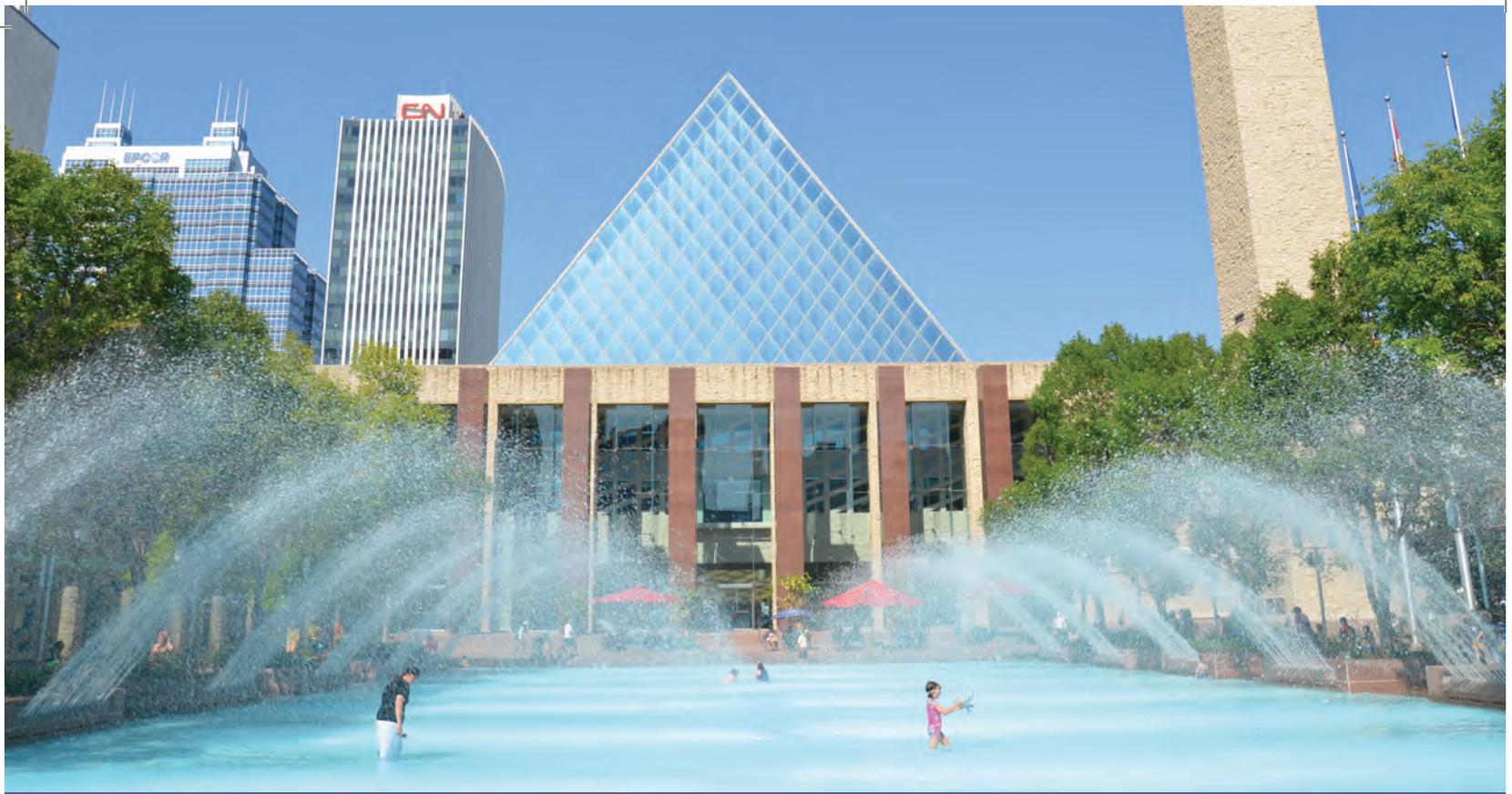
## MISSION

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

## MANDATE

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

- » Gathering information and sharing knowledge;
- » Raising issues and awareness;
- » Providing advice and recommending policy;
- » Making recommendations on funding; and
- » Offering alternative strategies.



## BOARD HISTORY

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

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

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

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

1. Provide advice to City Council and the Community Services Department about Community Services’ three-year business plan, its strategic plan, and its funding priorities;
2. Raise issues and offer advice related to the scope of the Department’s mandate (arts, cultural, multicultural, parks, recreation, sports and social policy);
3. Make recommendations to the General Manager of the Department about the allocation of funds as required under the Family and Community Support Services legislation;
4. Make recommendations to City Council for applicable Community Investment Grants and other awards as required;
5. Undertake activities and programs as mutually agreed to between the Board and City Council, or Board and the Department.

In 2015, the Board had 13 members with a variety of skills and experiences that demonstrated an understanding of the purpose and structure of the Community Services Department. All members of the Community Services Advisory Board are appointed by City Council. The General Manager of the Community Services Department, or his/her designate, sits on the Board as a non-voting member.



*Front Row (L>R) Stephanie Chai, Joan Welch, Sarah Leib, Eman Joumaa Middle Row (L>R) Leanne Reeb, Priti Laderoute, Nancy Zuck, Judy Smith, Nathan Ip Back Row (L>R) Lyall Brenneis, Victoria Smith, Christine Mummery Absent from the photo: Salvador Ibarra, Karim Khamisa, Peter Gachira*

## BOARD MEMBERSHIP 2015

Stephanie Chai  
 Peter Gachira\*  
 Salvador Ibarra  
 Nathan Ip  
 Eman Joumaa  
 Karim Khamisa\*  
 Priti Laderoute\*  
 Sarah Leib  
 Christine Mummery  
 Leanne Reeb (Chair)  
 Victoria Smith\*  
 Joan Welch (Vice-Chair)  
 Linda Wood Edwards\*\*  
 Catherine Workun\*\*  
 Sharon Yeo\*\*  
 Nancy Zuck\*

The CSAB is supported by Judy Smith Director, Community Resources and Brent Jans, Community Resources Clerk.

\*New appointee May 1, 2015 \*\*Term ended in April 2015



## STANDING COMMITTEES

***In 2015, after piloting a new subcommittee structure, CSAB voted in March to return to their original structure.***

Members felt that they were all interested in the topics addressed within the new subcommittees, and that those presentations and discussions should happen at the full board table.

**The FCSS & Social Policy Committee** has remained in place.

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

The FCSS & Social Policy Committee is comprised of CSAB representatives and community members. Throughout 2015, committee members learned about the funded preventive programs and services being offered through agency visits, presentations, program applications, and information from FCSS Liaisons.

This committee was responsible for discussing and suggesting to CSAB how to allocate the additional program funding that was announced by the Province of Alberta in 2015.

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

The 2015 FCSS & Social Policy Committee consisted of:

Eman Joumma (Chair)  
Jeff Bryson (Vice-Chair)  
Leanne Reeb  
Sharon Yeo  
Joseph Luri  
Vicki Van Vliet Vaitkunas  
Salvador Ibarra  
Alex Draper  
Nathan Ip  
Stephanie Chai





# BOARD ACTIVITIES 2015

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

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

Leanne Reeb, CSAB Chair, represented the Board at the Public Hearing for the proposed 2016-2018 operating budget. She brought forth two themes for consideration by Council during budget deliberations.

In light of the current economic constraints Ms. Reeb stated the Board's full support for service packages which are responsive to the needs and priorities of our community. The Board expressed the necessity to "keep the momentum going" and noted that many of the service packages presented in the 2016-2018 budget represented the next step to build on existing plans, investments and partnerships in recreation, community development, community safety, and social supports.

Ms. Reeb also expressed CSAB's interest in continued funding for priorities such as End Poverty Edmonton and the Aboriginal Partnership Initiative, stating "We believe that social investment is crucial for the continued growth and success of the city of Edmonton. It is important that our community maintains its investments in community supports for people living in poverty, Aboriginals, and newcomers. The investment in these services alleviates demand on more expensive intervention services and also increases the capacity of individuals and groups".

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

- » Multiculturalism Initiative
- » Social Development Framework
- » EndPovertyEdmonton
- » 2016-2018 Budget
- » Urban Isolation/Mental Health
- » Gender Based Violence
- » Common Outcomes Report
- » Recreation & Sport Strategy
- » Elevate Edmonton
- » Urban Aboriginal Strategy/Reconciliation
- » Family and Community Support Services (FCSS) funding allocations

***To fulfill the Board's mandate and goals, CSAB members and community members on the FCSS Social Policy Committee contributed more than 3,072 volunteer hours, which included ten regular board meetings and numerous committee meetings, agency visits and a funding retreat.***



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

***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. Some of the ways that the Board and community members supported the work of Council and the Community Services Department in 2015 included the following:

- » Actively discussing initiatives/projects/priorities with the Community Services Leadership Team
- » Conducting agency visits for comprehensive reviews of FCSS funded programs
- » Actively representing Edmonton FCSS on the Family and Community Support Services Association of Alberta (FCSSAA) Board. In this role our representative, Vicki Van Vliet Vaitkunas, attended regular board meetings, an annual retreat and the Edmonton Evergreen Regional Meetings.
- » Participating on the Active Sport & Recreation Consultation Committee – Represented by Nancy Zuck, Joan Welch and Victoria Smith.
- » Participating in the Edmonton Local Immigration & Partnership Launch Event – Represented by Salvador Ibarra & Karim Khamisa.
- » Participating on the Social Development Framework Joint Advisory Committee Work Group – Represented by Joan Welch and Nathan Ip.

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

The Community Investment Operating Grant (CIOG) is governed by Bylaw 14157 and Policy C211. In 2015, the funding available through this grant program was \$3,486,160. A total of 268 not-for-profit social service, multicultural, and sport/recreation organizations applied for these dollars and 251 met the eligibility requirements and received funding.

Of these, 67 organizations were new applicants. The average allocation was \$13,945 and 166 organizations received the maximum award amount of \$17,000. Since 2010, this grant has seen a steady increase in the number of grant recipients.

As per Bylaw 14157 governing CIOG, CSAB reviewed and made recommendations regarding the 2014-2016 Priorities and Guidelines. The recommendations were accepted in May 2013 by City Council. The 2014-2016 Priorities and Guidelines:

- » Continued to build on CSAB’s focus on increased accountability with respect to organization’s financial and board governance; and
- » Reinstated the cap on the size of organizations that are eligible to apply.

Those organizations with operating expenses in excess of \$2 million were no longer eligible for funding in 2015. This helped to ensure that more funding was available for small and medium sized organizations.



## HOSTING & TRAVEL GRANTS

### Community Investment Hosting Grant

This grant assists not-for-profit amateur sport, recreation or multicultural organizations to host a Provincial, Western Canadian, National or International event.

- » 29 Hosting Grant applications were received; 25 organizations received funding totaling \$72,902.
- » This funding assisted organizations in hosting nine Provincial, nine Western Canadian, four National and three International events.
- » Examples of groups that hosted events in 2015 include:
  - The Northern Alberta Irish Dance & Arts Association hosted a national event;
  - Swim Alberta hosted the Can Am Para International Swimming Championship;
  - The Edmonton Hunter Jumper Association hosted Edmonton Classic a Western Canadian event; and
  - The Edmonton Girls Hockey Association hosted Midget A Female Hockey provincial Championships.

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

*We had strong representation from all levels of sports bodies for Judo and were strongly endorsed by Judo Canada who had their executive and management team onsite for the full event. As you are aware the growth and development of this resulted in our City's selection for the Pan American Judo Championships this spring as well, and we hope our local community of Judo enthusiasts can continue to generate future international level events in our city."*

President, Edmonton Yudanshakai Judo Society  
Hosting and Travel Grant Recipient



## COMMUNITY INVESTMENT TRAVEL GRANTS

This grant assists teams or individuals with travel costs to participate in a Western Canadian, National or International amateur sport, recreation or multicultural event.

- » 42 travel grant applications were processed and received funding totaling \$52,516
- » Examples of travel grants awarded include:
  - Avriana H. competed in the World Cycling Championship in Zolder, Belgium in July 2015.
  - Edmonton Dragon Boat Racing Club competed in the Club Crew World Championship in Ravenna, Italy in September 2015.
  - Edmonton Edge Synchronized Skating Club competed in the 2015 Skate Canada Synchronized Skating Championship in Quebec City in March 2015.

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

More than 90 Emerging Immigrant and Refugee Community Grant applications were processed.

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

### Cultural Heritage Grant

This grant funds projects that strengthen the cultural knowledge and pride of emerging immigrant and refugee communities. Projects could include dance, music, storytelling, the arts and heritage language.

- » Eleven applications were received; eleven organizations received grants totaling \$34,786.

*"The graduates from music and dance project successfully performed their learned skills in the 40th annual Edmonton Heritage Festival ... this is the first time in the 40 year history of Edmonton Heritage festival, Lakhey and Dhimay dances were performed. These Lakhey and Dhimay dance performances were well received by the people during the festival."*

*President, Newa Cultural Society of Alberta  
Cultural Heritage Grant Recipient*

- » Other examples of Cultural Heritage Grants awarded include:
  - Moroccan Society of Alberta;
  - Nepalese Canadian Society of Edmonton.





### Space Rental Subsidy Grant

This grant helps to assist emerging immigrant and refugee groups with the cost of renting space for their organizations and community programs.

- » Forty-four applications were received; 43 organizations received grants totaling \$163,297.

Other examples of Space Rental Subsidy grants awarded:

- » Haitian Organization of Edmonton;
- » Newa Cultural Society of Alberta.

### Community Events Grant

This grant assists emerging immigrant and refugee organizations in hosting community events that help to alleviate isolation and create connections among community members.

- » Thirty-nine applications were received, 33 grants were awarded totaling \$50,448.
- » Other examples of events grants awarded include:
  - Tajik Society of Alberta;
  - Azerbaijan Cultural Society of Edmonton.

*“The space subsidy did help our organization not only by providing us with a warm and safe place for our community activities, but also by bringing forth a much desired sense of belonging to all its members, this is after all a place where the community gathers and each member calls a common home and where the children of the community comes to learn about the culture of their parents. The space subsidy strengthens our community in keeping its members away from futile activities by spending their free time helping other members in the community space.”*

*President, Western Canadian Angolan Society  
Space Rental Subsidy Grant Recipient*

*“The space subsidy grant assisted us in being able to pay for our 2015 programs space. Among the programs that we were able to deliver are; Women and Men programs, Financial Management, youth programs, languages and Zimbabwe heritage programs, youth summer camps, afterschool programs plus more.”*

*Chairman, Zimbabwe Cultural Society of Alberta  
Space Rental Subsidy Grant Recipient*

*“Our international guest outnumbered people from Azerbaijanian origin which means that our community succeeded to reach out to people with different backgrounds and involved them and brought everyone together.”*

*General Director,  
Azerbaijan Cultural Society of Edmonton  
Community Events Grant Recipient*

*“Community members and families from various cultural groups were able to connect in a relaxed environment as they shared their cultural food. The event was done after the month of Ramadan therefore, the Muslim community members and leaders were able to celebrate the successful Ramadan. Dads and sons, moms and daughters had a great time together.”*

*President, Canadian Hearts Across Borders Association  
Community Events Grant Recipient*



#### **Program Delivery Partnership Grant**

This grant encourages immigrant and refugee community organizations to partner and collaborate with mainstream agencies to address gaps and barriers in existing programs and services and to explore innovative approaches to working together.

» Five partnership applications were received, four grants were awarded for a total of \$390,553.

Two examples that have been funded through this program are:

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

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

This partnership received funding in 2014 and submitted their Final Report in the fall of 2015. The partnership indicated significant outcomes in the community and numerous learning opportunities for the partnering organizations.

The joint project incorporated the strengths of the Westend Seniors Activity Centre and the Africa Centre together to find new ways to respond to the needs of African immigrant and refugee seniors in Edmonton.

The goals of this partnership were to establish a sustainable recreation program for African seniors. By identifying the programming and service needs of African seniors, both partners were able to address the challenges and expand on the opportunities for their respective programs.

*“Partnership in this project meant truly caring for each other’s success. One true example would be the hospitality that seniors from both centres extended to each other and enjoyed themselves regardless of language and cultural differences. The African seniors even made up a song during one of their trips to Westend Seniors to express their joy. The following is a loose translation of their song. “How lucky we are to come to Canada and see all things we never dreamt of before, who has got this chance except for us, the lucky ones”*

*Tesfaye A. Executive Director Council for Advancement of African Canadians in Alberta operating as Africa Centre*

## Supporting Sexually Healthy Families within the Multicultural Community

This project is a partnership between three community-based organizations: We and the World Centre (Nepalese Community organization), the Sinkunia Community Development Organization (African association) and Compass Centre for Sexual Wellness. The project seeks to develop a culturally appropriate program delivery model that will empower and increase the capacity of the ethno-cultural community to address sexual health issues in order to effectively promote positive healthy relationships within their respective communities.

Collectively the partners believe that there is a need for a seamless support network of practitioners and peer leaders who are comfortable talking about healthy relationships, consent and healthy sexuality. A primary goal for this project is to work together to determine the most effective method of engaging the communities to educate and support their own community members. The partners will explore different community engagement models that embrace cultural norms and values in order to enhance the communities' capacity to promote healthy relationships and reduce negative outcomes.

The partners will accomplish their goal through a variety of strategies, starting with the identification of a Community Animator from each of the two ethno-cultural communities. The primary role for the Community Animator will be to

serve as a liaison with the local community and serve as the "face of the project" within their respective communities. The Community Animators will work directly with the Project Coordinator (and other Compass Centre staff) to develop and implement the specific community strategies. Compass Centre staff will also work with peer leaders and community volunteers to ensure they will have the skills and knowledge required to provide ongoing educational sessions and support once the project has ended.

The anticipated outcomes of this project and the partnership are:

- » A community-based collaborative strategy that will support a collective response to the need for accurate and culturally appropriate sexual health and reproductive education, support and delivery.
- » Empowered community leaders who can support the work of front-line workers and members of the multicultural community.
- » Enhanced skills and knowledge of community leaders, educators, health professionals, community support workers and parents and caregivers within the multicultural community to provide support and education.

Reporting for this partnership will take place in 2017.





## CSAB LOOKING AHEAD TO 2016

### **In 2016, CSAB will be working on the following priorities:**

- » Meet with the Community Services Leadership Team to work together to identify projects and initiatives that need a citizen perspective that CSAB can provide.
- » Have CSAB representation on project teams for a citizen perspective, when interest and time allow, for example: Social Development Framework.
- » Provide input and support in implementing the new FCSS Funding Framework and in the allocation of additional FCSS funds provided by the province.

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

[www.edmonton.ca/grants](http://www.edmonton.ca/grants).



City of Edmonton

# FAMILY & COMMUNITY SUPPORT SERVICES (FCSS) PROGRAM

2015 Annual Report

**Edmonton**



*The FCSS agency core funding budget in 2015 supported 91 programs from 67 agencies in Edmonton.*



# EDMONTON FAMILY & COMMUNITY SUPPORT SERVICES (FCSS) PROGRAM

*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.*

Family & Community Support 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 City of Edmonton has been involved in this partnership since the inception of the Family and Community Support Services Act in 1966.

In 2015 the Province initially provided 80% (\$16,334,926) while the City was committed to its mandatory minimum contribution of 20% (\$4,083,732) of the total program cost.

With the election and a new government in place, the NDP commitment to FCSS was clear with an additional \$10 million in provincial FCSS funding for 2015 - increasing the Provincial contribution to Edmonton by \$1.6 million.

The FCSS Committee looked at how best to allocate these additional funds and recommended to CSAB that the currently funded core programs and services receive an increase of 8%, and that these programs be encouraged to focus on livable incomes, providing benefits and incentives or to meet staffing demands. This encouragement to focus on staff aligns with one of the EndPovertyEdmonton's game changers - to advocate for livable incomes.

Before year end, with the tabling of their first budget the Government of Alberta continued to show their support and understanding of the importance of FCSS programs throughout the province by committing another \$15 million to the Provincial FCSS Program budget. This will provide Edmonton FCSS with an additional \$4.3 million in 2016. The FCSS Committee will work with Administration to identify priorities and gaps in service, and then most likely a call for proposals will occur.

The additional funding from the Government of Alberta supports work to align EndPovertyEdmonton and other City of Edmonton and community initiatives. With an increase in need and a growing population this additional funding will be well utilized to support the needs of our citizens.

## FAMILY & COMMUNITY SUPPORT SERVICES ASSOCIATION OF ALBERTA (FCSSAA)

Edmonton FCSS is a member of the FCSSAA. In 2015 CSAB appointed Vicki Van Vliet Vaitkunas as their representative; she is an active member of Edmonton's FCSS Committee. Reports are provided to Administration and CSAB on a regular basis.

FCSS is the leader in preventive social support programs in Alberta. The FCSSAA unites and strengthens the FCSS community by representation and advocacy on behalf of member boards.

The role of the 17 member Board of Directors is:

- » to listen to its members;
- » to identify common concerns and issues related to FCSS;
- » to communicate those issues to other members and to the provincial government, along with proposed solutions;
- » to support communities by developing tools which will meet local needs and mandates.

The FCSSAA has created a strong network of FCSS programs for sharing information, providing province-wide direction and problem solving, and ensuring that the value of FCSS resources, and the FCSS "way of working" is well understood by all levels of government.

Through province-wide promotion and education about FCSS, special projects, and acting in an advisory capacity to the Minister of Human Services, the FCSS Association plays an integral role in helping make all FCSS programs stronger.



## 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.*

### FIRST DAY ENDS ON A HIGH NOTE AT BOYS & GIRLS CLUBS BIG BROTHERS BIG SISTERS OF EDMONTON (BGCBIGS') MCCAULEY CLUB

\* All names have been changed to protect their privacy.

Mohamed's first day at BGCBig's McCauley Club ended on a high note – literally. Overlooking Giovanni Caboto Park, in a bucket truck with an EPCOR power lineman by his side, his infectious smile shone wide above a community that wants to lift him up. The evening was hosted by a crew of EPCOR employees. This was his fifth trip up in the bucket. At eight years old, a pair of strong hands was needed to help him in and out each time. Luckily, job requirements of a power lineman include being able to lift up to 50 pounds. Sometimes up to five times in a row. *"Mohamed is the kind of kid who wants to know how things work – he loves science and was completely in awe of everything,"* said the Club Coordinator, who runs afterschool programming and mealtime for the nearly 200 kids who come through the Club's doors over the course of each year. The staff met Mohamed in late August when his family registered him and his little brother for the Club. He says the family couldn't believe that, thanks to community support and donations from individuals and companies like EPCOR, the Club's services are able to be free – all for the kids. *"When Mohamed put on that lab coat, when the buckles clicked in that harness, he went to another world,"* said the Club staff of the local utility company's bucket truck rides, water experiments and workwear dress-up station that evening. *"He just wanted to keep going up in the bucket again and again. He wanted to soak*

*in everything."* That's why Club volunteers are so important; they bring with them a diverse bundle of dreams, interests and talents that reflect those of the kids.

For Mohamed, what he shared with the EPCOR employees was an amazement with figuring out what makes things tick. Since that day, he's become a devoted member of the afterschool science club.

*"That feeling of connecting with someone who mirrors your own passion is so powerful,"* said the Club Coordinator. *"And I think it works both ways. Every day I go home and tell my wife, I can't believe this is a job – that working with these great kids is something I get to do for a living."*

### A WOMAN'S JOURNEY - EDMONTON IMMIGRANT SERVICES ASSOCIATION (EISA)

Marga was referred to our agency by her friend, who had accessed various support service through the New Neighbors Program. The first day she came to EISA, she met with New Neighbours program staff because of her immigration status (Temporary Foreign Worker), who conducted a needs assessment. The following needs were identified: information on employment rights, healthcare related to her pregnancy, and immigration –how to apply for permanent residency for herself and her family. She said that she finds information from her friends confusing and found the Citizenship and Immigration Canada (CIC) website complicated to navigate. Marga's situation was compounded by the fact that her work permit was expiring almost at the same time she was due to deliver the baby. She was worried that she would run out of status before receiving a decision on her permanent residency application.

Based on the client's identified needs, Marga's priority was maintaining her immigration status and that was the focus of her support service provided by the staff. She was provided with general information on the various immigration streams or pathways to permanent residency. Then, staff assisted her to complete the online application under Express Entry. Then, she was registered to attend a group information session on employment law including employment standards, the common law of employment, human rights, health and safety. Marga was connected with the Temporary Foreign Worker Association where she attended monthly gatherings of Temporary Foreign Workers. She met new friends and increased her social networks. She was also referred to Multicultural Health Brokers' Health for Two Program.

Although she had support from her church community, co-workers and friends, Marga kept in touch with the staff to verify information shared, assurance and support by phone or email. She attended program group activities. As a result of the support she received from the program, Marga reported that she had gained the confidence to approach her manager to change her schedule to a shorter daytime shift. She was also able to give the manager a doctor's note that she had to take medical leave without worrying about losing the job and immigration status. At that point staff provided general information and assisted her in applying for Employment Insurance. Marga also reported that she was happy to have developed friendships and an increased support network as a result of attending group matches and participating in the Health for Two program.

In December, she happily shared having received approval of her and her family's permanent residency. She asked for information about important documents they needed to bring and information and resources on how to start their life as a family in Canada. On January 12, Marga was reunited with her husband and older son in Edmonton. And so, the journey continues supporting Marga and her family.

### YOU ARE NOT A BOTHER - BUT A TREASURE EDMONTON SENIORS CENTRE

Jane had moved to an apartment approximately a block from our Centre some 15 years ago upon the death of her husband. As she rarely got out when her son was unable to assist her, he brought her to the Edmonton Seniors Centre (ESC) out of concern for his mother living in isolation with little social, mental or physical stimulation while he was at work or out of town on business. Shy, at first, Jane has blossomed over the years and has become well known to the staff and the Centre's members and is a regular participant with us. Through the years Jane has remained active and a part of our 'ESC family' and although her health is beginning to deteriorate, as she is now 93, she still partakes in our weekly sing-a-longs, chair zumba classes (which we

encouraged her to take and she loves it), knitting club and our hot luncheon program. Recently the Centre has provided a four-wheeled walker for her as she has developed some stability problems. There is hardly a week that goes by where Jane doesn't tell us, "If it wasn't for the Centre I would be living a very lonely life or I may not even be alive today" and when she asks us (as she usually does), "Why is everyone so kind to me, I must be a bother," our response is always the same, "the reason everyone is so kind is because you're a joy and you are not a bother - but a treasure."

### MANY THANKS - CANDORA SUCCESS STORY

Kenneth is an individual living with addiction. He has been struggling with maintaining housing and currently has a home. He continues to have medical issues. These are the conditions that he lives with. Yet as staff, we have found that he continues to make stronger connections to the community in spite of his circumstances. He is a kind and gentle man who has found a community to belong to and has found ways to contribute.

In his own words: "My name is Kenneth I would like to thank The Candora Society of Edmonton for the continued support that I have received over the past couple of years, I have been coming into the agency since 2013 and need many supports and services. The family resource workers have and still help me with the ongoing difficulties that I face. I have been in and out of the hospitals in Edmonton for a couple of years. The resource workers have helped me with, transportation issues, (bus tickets to get me to and from the doctors and specialists). I have also received emergency food and hygiene supplies when needed. I was referred to Candora through the Bissell Centre and am very grateful. I have since registered myself as a volunteer and help out when ever needed. I also attended with staff the End Poverty meeting at the Commonwealth Stadium. With help from staff I have also taken an upgraded class on my computer skills. Having been living on the streets and knowing what it's like to be down and out - I now have a better outlook for things to come. I refer others that I meet to seek help from Candora.

Again Many Thanks to Candora

Kenneth"





## PARTNERSHIPS & COLLABORATION

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

### MENTAL HEALTH CONTINUUM

A Stewardship Committee leads the Mental Health Continuum Initiative with representatives from the City of Edmonton, United Way of the Alberta Capital Region, Canadian Mental Health Association and many other community organizations. The role of the Committee is to provide oversight and to identify ways to address the recommendations from a report entitled, *Mental Health/Counselling Services in Edmonton: A Continuum of Support*. Three working groups have been established to focus on implementing strategies and activities from the prioritized recommendations. These working groups met throughout 2015 to plan and carry out identified actions. They will continue to work together through 2016.

Edmonton FCSS has contributed funding toward this initiative and City staff are actively involved by participating on the Stewardship Committee and two of the working groups. The working groups we are working on have accomplished the following:

### **Building Healthy and Resilient Communities Through Prevention**

This working group's accomplishments so far include: 1) A scan of what social-emotional development programs are being used by a variety of organizations. 2) Gathering of Mental Health First Aid trainers to provide input on how to expand training opportunities in Edmonton and Area. 3) Working to disseminate mental health information through current public education presentations in schools.

### **Foster development of healthy children, youth and families (includes seniors) with a full continuum of services**

Some of this group's accomplishments so far include: 1) Exploring the broadening of the Alberta Health Services five tier model to include the services of other organizations; and 2) Development of a "Person Centered Model", with the individual at the centre of the system being supported by concentric rings of support.

## EMPOWER U – BUILDING CONFIDENT FUTURES

Through the Alberta Asset Building Collaborative, the **Empower U - Building Confident Futures** initiative was launched in 2012 with seven non-profit organizations and five supporting organizations. In 2014, four new Empower U agencies joined the program. As the program expands so does the demand for financial literacy education - a total of 11 Empower U agencies are currently delivering financial literacy programs with matched savings opportunities for the Alberta Capital region.

**Empower U - Building Confident Futures** is a five-year initiative that plans to reach a target of 200 low-income women per year and 1,000 people over five years. Further, the initiative plans to reach out to women with diverse backgrounds such as single mothers, women dealing with domestic violence, aboriginal women, immigrant women, and women previously involved in high risk lifestyles. With the recent incorporation of four new agencies the target demographic has expanded to teen mothers and families including men and couples.

The objective is to combine financial literacy programs with a matched savings component to facilitate long-term financial skill development, assist in the acquiring and maintaining of 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 in the program to earn or save money. ATB Financial and EPCOR are the generous funders of the matched savings. ATB Financial is also the program's banker as well as contributes to ongoing events such as the Comedy Fest and an art project called "This is Me" for the Empower U participants.

### Empower U - Program Outputs

Year	2012	2013	2014	2015	TOTAL
Number of Groups	21	21	21	27	90
Number Enrolled	180	227	195	322	924
Number of Completions	141	156	136	216	649
Completion Rate	78%	68%	69%	63%	68%
Number of Cash Out	84	59	71	75	291





### M.A.P.S. (MAPPING AND PLANNING SUPPORT)

FCSS is one of the funders for M.A.P.S. (Mapping and Planning Support) M.A.P.S is a leader in community engagement and community development in the Alberta Capital Region. Their mandate is to support the human services sector in collaborative planning and evidenced based decision making. Key pieces of their work include social mapping, community based research expertise, and community facilitation.

The mapping process provides a strong foundation for collaborative efforts. M.A.P.S learns about the community and brings people together to research and identify strengths, gaps, and resources available. They facilitate conversations that deepen community awareness and connection. The maps developed are great conversation pieces and useful tools for community development and mobilization.

M.A.P.S hosts a popular online social atlas with visual sets of socioeconomic data, demographic data, and resource listings. This is a publicly available and a popular information source for community agencies. In late 2015, City staff were directly involved in nine of 12 M.A.P.S projects. The City relies on this partnership to provide critical information that informs decision making.

For example, journey mapping was used very successfully to tell the story of youth at risk. Journey mapping involves hearing and documenting experiences that visually depict lived experience. This method of putting the person first with the aid of infographics helps service providers and the City to better understand and respond to barriers. This particular project resulted in the 100 free transit passes going to youth at risk at Council direction.





## THE CITY OF EDMONTON FCSS CONTRIBUTION

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

### **'Making a Difference, Everyday'**

#### COMMUNITY BUILDING SOCIAL WORK

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

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

#### NEIGHBOURHOOD EMPOWERMENT TEAMS (NET)

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

Despite double digit crime increases city-wide, there was consistent community safety impact in all NET areas as evidenced both by a host of indicators and narratives captured within the Team's projects. Examples include the expansion of the Safer Parking Initiative, the revitalization of We Believe in 118, tenant organizing resulting in the sustained extermination of bed bugs, translating analytic theory into practice, the success of the Tembo initiative and the usage of Textizen - a cutting edge community engagement approach.

## TRAUMA INFORMED EDMONTON

Trauma Informed Edmonton is a committee with representation from a variety of stakeholders: the City of Edmonton, REACH Edmonton, Boyle McCauley Health Centre, Ambrose Place, Homeward Trust, E4C, and the Edmonton Mennonite Centre for Newcomers, with input from Edmonton Police Service and Alberta Health Services.

The Committee focuses on producing effective training and resources for frontline workers working with marginalized/vulnerable people, as well as facilitating access to trauma informed resources and professionals by:

- » Creating awareness of trauma as well as the historical and intergenerational trauma and the effects.
- » Engaging policy makers and other officials who are interested in creating promising practices in the human services field and beyond.

Website: [traumainformededmonton.ca](http://traumainformededmonton.ca)

## AMISKWACIY HISTORY SERIES COMMITTEE

The name Amiskwacy comes from Amiskwacy Wâskahikan or “Beaver Hills House”, a Cree term used to describe the area now known as Edmonton.

Developed with community members after the Truth and Reconciliation Event in March 2013, the Amiskwacy History Series is an Aboriginal led grassroots initiative that aims to provide opportunities for Aboriginal stories to be positively shared.

Working with a number of various acting partners including the City of Edmonton the committee currently consists of Elders, community advocates, social agency representatives, and artists from Indigenous backgrounds.

In 2015 the Amiskwacy History Series held free monthly educational sessions. The sessions provided accessible and culturally appropriate education to the public on Aboriginal history as lived and told by the people. The objectives of the series were to:

- » Empower and encourage Aboriginal People in the Edmonton Area to tell their history.
- » Promote an Aboriginal collective history, as well as, respect, cultural pride, and social inclusion.
- » Create sustainable community partnerships for ongoing education and awareness activities.

## GENDER BASED VIOLENCE AND SEXUAL ASSAULT PREVENTION

The City of Edmonton, along with its community partners, has a long history of being an integral part of family violence prevention. With this initiative the City of Edmonton will demonstrate leadership and stewardship by encouraging others to actively address and change the conversation on gender-based violence.

To date City staff and administration have:

- » Conducted research on gender-based violence and sexual assault through literature reviews and interviews with key stakeholders, academics and service providers.
- » Conducted a broad stakeholder consultation with over 100 services providers, academics and those with lived experiences providing input.
- » Updated training manuals and brochures.
- » Developed and initiated social media strategies and public awareness campaigns.

The City believes that by raising the level of awareness and highlighting these issues we will contribute to creating vibrant communities where women, children, and men will feel safe in their homes, their workplaces, on their streets and in their neighbourhoods.





## THE URBAN ISOLATION/MENTAL HEALTH INITIATIVE

Research shows that there is a strong link between social connectedness and wellbeing. When people feel connected to a supportive community, when they know their neighbours and when their neighbours know them, people are less likely to experience stress, depression, loneliness and isolation.

A steering committee was established to address the issues of those in need based on the observation that for a significant portion of our population, daily contact with others in our urban setting fails to achieve the level of human connection and sense of belonging that establishes social connectedness.

The goals of this initiative include:

- » Creating awareness of, and increase understanding about urban isolation.
- » Accelerating innovative ideas to address urban isolation.
- » Increasing connectedness among citizens.
- » Building a more connected and engaged community.

To date City staff have:

- » Provided approximately 1,000 City of Edmonton employees with Mental Health First Aid training; trainees include staff from Fire, Transit, Community Facilities and Neighbourhoods Branches.
- » Created a suicide prevention advisory committee, this multi-sectoral group will work on developing a suicide prevention framework for 2016.
- » Initiated a Youth Transit pilot working group within the Mental Health Continuum Working Group.

## INDIVIDUAL & FAMILY WELL-BEING

In 2015 Assessment and Short-Term Counselling (ASTC) changed its name to Individual & Family Well-being (I&FW). This unit is staffed by 11 professional social workers skilled in discussing private issues. With sound knowledge of community assets, system process and municipal resources, I&FW staff assist residents of the municipality to access needed supports. These efforts contribute to Edmonton being experienced as a caring, inclusive municipality, extending and making available supports to all residents, particularly vulnerable populations.

I&FW staff can help residents with such concerns as:

- » Daily life stresses, issues with dating, marital or partner relationships, problems with family, parenting challenges, and abuse or violence in the family.

Short-term counsellors are also equipped to make referrals helping their clients with:

- » Financial resources, housing options, community resources, neighbourhood social and recreation opportunities.

The top six service requests continue to be family violence, personal development, advocacy, relationship issues, housing and mental health.

- » I&FW receives approximately 6,000 calls annually and 169 walk-in clients.
- » More than 4,300 individuals have benefited directly from I&FW support by having their needs and situation assessed through community events and information and health fairs.
- » Residents are provided with the best fitting and most feasible referrals, short-term counselling or access to one of the five weekly drop-in groups or seven structured programs offered by I&FW staff.
- » In 2015 2,902 files became active while the remaining contacts were quickly and effectively redirected.

Staff efforts enrich the lives of families and individuals, enhance personal and community safety and provide or assists to engage critical support in times of need.



## FAMILY VIOLENCE PREVENTION TEAM

The Family Violence Prevention Team consists of ten social workers along the prevention to intervention continuum addressing domestic violence and elder abuse in the City of Edmonton. This includes the Domestic Violence Intervention Team (DVIT); Seniors Protection Partnership; and Family Violence Prevention including Engaging Men and Boys.

The Domestic Violence Intervention Team (DVIT) social workers deliver prevention and intervention services to victims of domestic violence. DVIT is at the heart of preventive services (working in partnership with Edmonton Police Service) in providing, support, information and connection to resources for over 1,300 victims of domestic violence.

The Seniors Protection Partnership is a collaborative effort that includes four partners: the City of Edmonton, Edmonton Police Service, Catholic Social Services, and Covenant Health. The Seniors Protection Partnership addresses high risk cases of elder abuse through prevention, response and collaboration. The City of Edmonton social worker has a lead role on the team and uses a community development strategy to focus on preventing elder abuse by providing education, leadership and support to local and national stakeholders.

At a community development level Family Violence Prevention social workers work in partnership with other government and community organizations to address community members in becoming more aware of Family Violence, and taking preventative action.

- » More than 2,900 people participated in presentations, events and training on elder abuse and family violence prevention in Edmonton.

- » Over 300 citizens were made aware of the effects of domestic violence and elder abuse through two proclamation events:

- *Neighbours, Friends, and Family Can Make a Difference, and;*
- *Supporting the Supporters - How Friends and Families Can Prevent Family Violence.*

- » Family Violence Prevention social workers worked collaboratively with other FCSS partners in the region through the Evergreen FCSS Family Violence Prevention Working Group on aligning its efforts in family violence prevention with Engaging Men and Boys - Alberta Men's Survey participation and Men as Allies Dialogues.

- » Family Violence Prevention supported a national conference on family violence prevention called "Diverse Voices" that was sold out in 2015 with over 650 participants.

Community Initiatives Against Family Violence (CIAFV) Project Team published and launched a book titled "Moving Forward - Journeys of Strength and Hope". This is a partnership between the City of Edmonton, University of Alberta and CIAFV. Copies can be accessed through CIAFV [www.ciafv.com](http://www.ciafv.com)

- » The community development social worker on the Seniors Protection Partnership offered province wide training for service providers on Neighbours Friends and Families "It's Not Right" program. This program teaches seniors how to help other seniors who are experiencing elder abuse.
- » The community development social worker secured funding on engaging immigrant seniors for a project on enhancing the Seniors Protection Partnership.



## FCSS PROGRAM PLANNING AND ADMINISTRATION

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

67 agencies were supported in the delivery of 91 preventive social service programs on behalf of the City of Edmonton.

The long term goal of Edmonton FCSS is social inclusion: this means that FCSS will work to increase preventive programs and services in the community that enable all citizens to fully participate in, contribute to, and benefit from all aspects of life in Edmonton.

Edmonton FCSS works with the Community Services Advisory Board (CSAB) to provide funding to community organizations for preventive social services programming. FCSS Liaisons provide advice and support to agencies.

Some examples of the work done by the FCSS team include:

### » Identify FCSS preventive social services funding principles and priorities.

- The FCSS team uses research, data, trends and analysis along with best, emerging and innovative practice within Edmonton.

### » Provide capacity building support to FCSS funded programs.

- Mental Health First Aid Training opportunities were offered four times in 2015. A total of 69 people participated in the courses. Participants reported that the course taught them what signs and symptoms to pay attention to and learned how to support someone with mental health problems.
- Evaluation support was provided to program staff in groups and individually to help them critically evaluate and analyze program delivery to ensure effective and responsive programs and services.
- FCSS Liaisons provide support to individual organizations in areas including: *program delivery, board governance, fiscal responsibility and staff development.*

### » Participation in partnerships and projects.

- **Donate a Ride:** Provides administrative support and community connections for this councillor led program. This program is designed to provide Edmonton Transit tickets to Edmonton citizens who are in most need of transportation assistance. Tickets are distributed through not-for-profit human service organizations in Edmonton. In 2015 a record number of donations resulted in 73 agencies receiving tickets valued at \$242,685.
- **Common Outcomes:** Provides leadership and analytic support in this partnership between Edmonton FCSS, Child and Family Services, United Way of the Alberta Capital Region, and 236 preventive and early intervention funded program partners, to share the impact of the funding dollars on our communities and illustrate the story of our agencies and the work they are doing.
- **All in for Youth:** Active participant on steering committee and working groups of this partnership between the City of Edmonton, United Way of the Alberta Capital Region, the Family Centre, Boys & Girls Clubs Big Brothers Big Sisters of Edmonton & Area, REACH Edmonton, Edmonton Public School Board, Edmonton Catholic School Board, Edmonton Community Foundation, and the Province of Alberta to offer a continuum of services which include: family supports, in school supports, critical hours programming, teaching excellence and systems change in a number of schools in Edmonton.
- **Building a Better Life Research Project:** Provide advice, feedback and support for this project which is a study on the impact of marginalization and exclusion on Indigenous and newcomer communities. This collaborative project led by NorQuest College and the Edmonton Public Library is funded through a grant from the Social Sciences and Humanities Research Council (SSHRC).
- **Inner City Recreation & Wellness Program:** Steering committee member of a partnership program between the City of Edmonton, Bissell Centre and Boyle Street Community Services. This program is focused on addressing social determinants of health and offers participants an opportunity to develop skills, increase their confidence, express themselves and share their interests and talents.

» **Support and encourage partnerships, collaborations and the coordination of programs and services.**

- **Kilkenny Community Centre partnership:** Dickinsfield Amity House and the Edmonton Multicultural Coalition have come together to provide intercultural, youth and drop in programming to north Edmonton communities where there is a clear and demonstrated need.
- **Aboriginal & Newcomer Serving Agency Gatherings:** These gatherings were coordinated by the FCSS Liaison quarterly throughout 2015. The agencies have identified potential opportunities to work together to address common issues, like racism, that impact these communities.
- **Family Support Centres in Southeast Edmonton:** These organizations are pooling resources and offering a year-long series of workshops together. These workshops are offered to support the development of participants' social supports while learning about relevant and meaningful topics such as tax tips, financial literacy, and parent education.

» **Collaborate with internal partners to ensure work in the social services sector is strategically aligned.**

- Hosted a meeting with funded programs to hear about the EndPovertyEdmonton initiative and strategy.
- Shared mapping, research, information and resources between work units.
- Shared information about projects and initiatives.

» **Provide information and support to the Community Services Advisory Board through the FCSS Committee.**

- Provided mapping data and sector specific research on trends and issues within the city of Edmonton.
- Arranged agency visits with FCSS Committee members.
- Supported FCSS Committee members in the review of FCSS Program Applications and Interim Reports.
- Provided actions to support fulfilling the FCSS Review Recommendations.

## DISCONNECT TO CONNECT FAMILY DAY UNPLUGGED EDMONTON FCSS SUPPORTED INITIATIVE

Family Day Unplugged is an annual social change campaign that encourages people of all ages to take a break from their electronic games, emails and social media accounts and instead, enjoy quality time with friends and family by playing board games at home, spending time outside enjoying winter or participating in planned Family Day activities around their community. The program was started in 2011 by a small group of Edmonton Evergreen FCSS programs.

Since its inception many communities within Edmonton Evergreen FCSS region continue to take part in this yearly campaign by organizing their own activities including friendly school competitions and events to see who can get the most "unplugged" hours on Family Day.

Research shows that:

- » Fifty-eight percent of two to five year olds can play a computer game, while only 43 percent can ride a bike. ([www.avg.com](http://www.avg.com))
- » By graduation, the average teen will have spent more time watching screens than being in the classroom, playing sports and talking to their parents combined. ([www.screensmart.ca](http://www.screensmart.ca))
- » Researchers project that trends in physical activity levels will decrease and sedentary time will increase by 2020 and 2030. (Journal Sentinel)

Individuals and families within the Edmonton region were encouraged to play at home or take in one of the many activities happening throughout Edmonton for Family Day.

Stacey and Ian both City of Edmonton workers have long understood that too much technology can have negative impacts on family and both are adamant that no electronic devices are allowed at the dinner table. "I work in front of a computer all day so I choose not to look at tech when I get home," says Ian, who is a Strategic Planner. "I encourage my family to try to find creative ways to spend their time other than always defaulting to a screen. We don't have to be bombarded with technology all the time. We can challenge it." Stacey, a Records Administrator, agrees. "It's about being in the moment and experiencing something as it's happening. If you record everything just to put it up on YouTube or Facebook or whatever, then you miss the true emotion as it's actually happening, the excitement and passion gets a little lost." According to a survey on the Family Day Unplugged website, at least 227 people unplugged and went wireless for the day.





## OUTCOME MEASURES

*Outcome reporting is mandatory for all FCSS programs in the province.*

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

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

### WHAT DID WE DO IN 2015?

- » **Evaluation Clinics:** WellQuest Consulting hosted three half day sessions where FCSS funded agencies were invited to book one hour individualized evaluation support sessions with one of the three consultants. There were 24 funded agencies that participated in these sessions. The feedback we received was that these evaluation clinics were beneficial and the consultants recognized an improvement in the skills and practices of the funded agencies.
- » **Capacity Building of the FCSS Liaisons (Four half day sessions):** WellQuest Consulting Ltd. provided the liaison team with training, tools and resources on evaluative thinking, data collection and analysis, and ethics in evaluation.
- » **Evaluation Meetings:** Every FCSS liaison scheduled a dedicated agency visit specifically to review and discuss evaluation within the program. These meetings consisted of meeting the agency where they are at with evaluation. Activities included support on policy and procedures, consent, logic model development and refinement of evaluation tools.
- » **CSAB Operating Requirements:** In an effort to establish consistency in reporting, all agencies received a mandatory common outcome for each program area in their 2015 CSAB operating recommendations.
- » **Reconvened the Common Outcomes Advisory Group (COAG):** a group of agencies representatives that advise the Common Outcomes Working Group on next steps.
- » **Communities of Practice:** 117 representatives from funded agencies were gathered by program area to discuss the 2014 Common Outcomes Data over 16 meetings.



## WHAT DID WE LEARN IN 2015?

### COMPLEXITY OF NEEDS

The Community of Practice meetings provided insight into the experiences of frontline staff with regards to the participants they are serving. The most common theme that emerged across all program areas was the increasing complexity of issues that participants are facing when they come to the programs.



WHAT IS SUCCESS?

Understanding the challenges facing participants we wanted to better understand what positive change means and looks like within our FCSS funded programs. One finding was that success looks very different for each individual or family. It's important to note that just because they have achieved positive change in an indicator; it does not mean they are no longer accessing services.

**We asked: What is success in your program?** And here are some of the themes from the Community of Practice meetings and the Common Outcomes Report.

SUCCESS FOR THE INDIVIDUAL PARTICIPANT

- A new positive relationship or connection
- Ability to access services when needed
- Feeling understood
- Feeling safe
- Feeling empowered to participate
- Engaging in positive behaviours
- Personal goals are achieved
- Success stories around positive impact
- Improved relationships
- Skills development

SUCCESS FOR THE PROGRAM





## FCSS PROGRAM OUTPUTS

### Unique Participants\* 2013, 2014, 2015

<b>2013</b>	Total Unique Participants	170,664
<b>2014</b>	Total Unique Participants	180,051
<b>2015</b>	Total Unique Participants	205,023

\*Definition of Unique Participants: Each agency reports the participants in their program who receive direct services. Each participant is to be counted only once during the time period covered regardless of the number of program related services they receive.

### Number of Volunteers & Volunteer Hours 2013, 2014, 2015

<b>2013</b>	# of Volunteers	13,436
<b>2014</b>	# of Volunteers	12,589
<b>2015</b>	# of Volunteers	13,623
<b>2013</b>	# of Volunteer Hours	545,288
<b>2014</b>	# of Volunteer Hours	553,288
<b>2015</b>	# of Volunteer Hours	551,300

### Dollar Amount Contributed by Volunteers

			<b>Minimum Wage (\$11.20)*</b>	<b>Living Wage (\$17.36)**</b>
<b>2015</b>	# of Volunteer Hours	551,300	\$6,174,560	\$9,570,568

Volunteer Contribution from the FCSS funded agencies

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

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

\* Alberta Minimum Wage: <https://work.alberta.ca/employment-standards/minimum-wage.html>

\*\* Edmonton Living Wage: <https://drive.google.com/a/edmonton.ca/file/d/0B6TKm6-cG78mS1EyQklITWdpMXM/view>

### Number of Partnerships\*

<b>2013</b>	# of Partnerships	1,280
<b>2014</b>	# of Partnerships	1,487
<b>2015</b>	# of Partnerships	1,187

\*Note: Each program is asked to report on the number of partnerships, in some instances the same partnership could be counted multiple times. Moving forward, we are looking at ways to increase the accuracy of this reporting.



## OUTCOMES

### ADULT SUPPORT

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

**Number of Unique Participants: 8,490**

**Number of programs reporting in this area: ten**

**Mandatory Outcome:** Participants have the skills needed to address identified issues

- » 91% of participants demonstrate improved skills in one or more areas (ex: community involvement/socialization, self-advocacy, relationships, leadership, etc.)
- » 78% of participants report an increased capacity to solve day-to-day problems and challenges
- » 69% of participants report having personal characteristics (resiliency, self-esteem) that are likely to help them address their identified issues

### CHILDREN & YOUTH

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

**Number of Unique Participants: 17,329**

**Number of programs reporting in this area: 14**

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

**Mandatory Outcome:** Participants increase their network for social support.

- » 85% of participants report (1) making new friends, or (2) maintaining friendships, through their involvement in the program (these could be friends within the program or friends they make in the broader community, with support from the program)
- » 91% of participants report making new social connections with peers in the program or in the broader community (through the program)
- » 86% of participants report that they have one or more new people to turn to for help (may include program staff, other program participants as well as others in the community)

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

**Number of Unique Participants: 480**

**Number of Programs Reporting in this Area: two**

**Mandatory Outcome:** Participants feel supported.

- » 78% of participants report feeling (1) heard/understood and (2) that their needs were met, by program staff, volunteers and/or other participants
- » 92% of participants report having sources of community (e.g. mentor, church leader, etc) or professional support (e.g. within agency or referral) in which they can confide/ receive advice (e.g. emotional, instrumental)

## COMMUNITY DEVELOPMENT

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

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

**Number of Unique Participants: 13,885**

**Number of Programs Reporting in this Area: four**

**Mandatory Outcome:** Participating communities strengthen their capacity to address issues or create opportunities for engagement.

- » 93% of participants identify how their communities (as a whole) are demonstrating progress in one or more of the following domains of community capacity: participation; leadership; community structures; external supports; asking why; obtaining resources; skills, knowledge, and learning; linking with others; sense of community
- » 92% of participants' communities create opportunities for people to get involved in issues/opportunities of interest to them

## EARLY CHILDHOOD & FAMILY SUPPORT

Early Years and Family Support programming primarily focuses on children 0–5 years of age and their families.

In this sector, the Edmonton FCSS program supports one-on-one and group activities that strengthen families and early childhood development.

**Number of Unique Participants: 6232**

**Number of Programs Reporting in this Area: eight**

**Mandatory Outcome:** Children have developmentally appropriate skills.

- » 94% 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
- » 92% of school-age participants demonstrate school readiness skills (e.g. age-appropriate literacy, numeracy)

**Number of Unique Participants: 18,826**

**Number of Programs Reporting in this Area: 23**

**Mandatory Outcome:** Participants have improved family functioning.

- » 81% of participants report a positive change in their family's routine (more structure and stability, less chaos)
- » 74% of participants report doing more activities together as a family
- » 78% of participants report increased positive interactions among family

**Secondary Outcome:** Parents have positive parenting skills.

- » 93% Parents identify strategies to apply in one or more of the listed areas: helping their children develop age-appropriate skills, providing positive feedback, addressing children's behavior challenges and setting boundaries





## SENIORS

The main focus of this sector is to provide services for individuals 55 and over. These 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. As well as provide information and referral, socializing opportunities, continuing education, self-improvement, and leisure activities for seniors in Edmonton.

**Number of Unique Participants: 14,070**

**Number of Programs Reporting in this Area: 16**

**Mandatory Outcome:** Participants increase their network of social support.

- » 91% of participants report (1) making new friends, or (2) maintaining friendships, through their involvement in the program (these could be friends within the program or friends they make in the broader community, with support from the program)
- » 82% of participants report making new social connections with peers in the program or in the broader community (through the program)
- » 91% of participants report that they have one or more new people to turn to for help (may include program staff, other program participants as well as others in the community)

*“I was able to think through a number of issues this course addressed. It feels so good to be able to talk with others who “get it” because they are familiar (or in) a similar journey. I can give myself more grace and patience in this journey.”*

*Participant of an FCSS Seniors Program*

## VOLUNTEER SUPPORT

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

**Number of Unique Participants: 18,469**

**Number of Programs Reporting in this Area: six**

**Mandatory Outcome:** Participants increase their (1) knowledge and (2) skill through their volunteer involvement.

- » 100% of participants demonstrate skills that could assist them to find employment or enhance their contribution to other paid or unpaid work
- » 95% of participants identify what they have learned about their community and/or themselves through volunteering

**Secondary Outcome:** Participants feel they contribute to positive change in the community (or agency) through volunteer activities.

- » 96% of participants report at least one way in which their volunteering has made a positive difference in the community
- » 85% of participants report that their involvement contributes to goals that their community members are working to accomplish

## EDUCATION

### PARENT EDUCATION

Parent Education programs focus on enhancing parent/ caregiver practices and behaviors and increase knowledge of age appropriate child and youth development.

**Number of Unique Participants: 3269**

**Number of Programs Reporting in this Area: three**

**Mandatory Outcome:** Parents develop the (a) knowledge and (b) skills needed to provide a nurturing environment for their children.

- » 85% of parents identify strategies they can apply at home, to providing a nurturing environment for their child(ren)

## PUBLIC EDUCATION

Public Education programs focus on dissemination of information regarding issues affecting individuals, families and communities.

**Number of Unique Participants: 20,805**  
**Number of Programs Reporting in this Area: three**

**Mandatory Outcome:** Participants are educated about social issues in the community.

- » 93% 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
- » 83% of participants identify ways they could get involved in addressing one or more of the above issues, if interested

## PREVENTION OF FAMILY VIOLENCE & BULLYING

The Prevention of Family Violence and Bullying programs focus on education, prevention and support to individuals and/or families in the area of abuse, domestic violence and/or bullying.

**Number of Unique Participants: 168**  
**Number of Programs Reporting in this Area: one**

**Mandatory Outcome:** Participants have the skills needed to address identified issues.

- » 78% of participants report an increased ability to cope with day-to-day stress

## INFORMATION & REFERRAL

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

**Number of Unique Participants: 83,000**  
**Number of Programs Reporting in this Area: five**

**Mandatory Outcome:** Participants have knowledge of community resources.

- » 66% of participants ask for information about or referral to one or more community resources that address their information or service needs
- » 86% of participants identify one or more specific community resources that address their information or service needs (e.g. could be for parenting, relationships, mental health, physical health, basic needs, abuse, community connections, or other issues)

### *Looking Ahead:*

The focus for the coming year will be supporting the FCSS funded agencies by:

- » Strengthening their capacity in data collection. The goal is that agencies are better able to evaluate their program and become more responsive to emerging need.
- » Building capacity in our agencies through intercultural training, to improve meeting the needs of our diverse community.
- » Allocating additional FCSS funding to address gaps in preventive programs and services.



Edmonton