

Community Services Advisory Board

Annual Report 2017



Contents

Message from the chair	3
The Community Services Advisory Board (CSAB)	4
Grants Allocated	11
Edmonton Family & Community Support Services (FCSS) Program	24
2017 FCSS Funding Allocation	26
FCSS Outcomes and Impact	28
City Delivered Program: Individual and Family Well-Being	33
Capacity Building	45
Looking Ahead	50



Message from the Chair

As I reflect on 2017 and the role of the Community Services Advisory Board (CSAB) in supporting the work of the City of Edmonton's Citizen Services branch, I am grateful for the opportunity for our Board to support quality programs and services, and for our continued strong partnership with Citizen Services' staff.

CSAB members believe that Citizen Services funds and delivers a range of outstanding services and innovative programs that contribute to a high quality of life in the City of Edmonton. We are privileged to hear presentations about current programs and proposed initiatives and to contribute to their planning, ongoing delivery and continuous improvement by offering a citizen perspective, asking questions, suggesting alternatives and providing advice.

We also value our role in reviewing applications and providing recommendations for funding under grant programs such as Community Investment Grants, the Emerging Immigrant and Refugee Community Grant and the Family and Community Support

Services Program. In 2017, CSAB funding recommendations under these programs totalled over \$22,748,508, a significant contribution to funding community support programs in Edmonton. Further details about these grant programs are provided throughout this annual report, along with stories of programs and services that make a real difference for vulnerable citizens.

CSAB continues to have a strong, collaborative partnership with Citizen Services' leadership and staff. On behalf of all members of the Community Services Advisory Board, I would like to thank these City leaders and staff for their willingness to bring challenging issues to CSAB for input and to listen to our questions, ideas and recommendations. We feel proud to contribute to Citizen Services and the City of Edmonton and look forward to continued partnership and new opportunities in 2018.

Leanne Reeb
CSAB Chair, 2017

The Community Services Advisory Board (CSAB)

Board Membership 2017

Leanne Reeb (Chair), Joan Welch (Vice-Chair), Leanne Brownoff, Stephanie Chai, Bonnie Chan, Bette Gray (term began May 2017), Samuel Jenkins, Eman Joumaa (leave of absence), Priti Laderoute, Kanwal Lali (term began May 2017), Christine Mummery (term ended May 2017), Colin Saby, Victoria Smith, Nancy Zuck. The CSAB was supported by Lyall Brenneis, Branch Manager, Community Inclusion and Investment;

Rob Smyth, Deputy City Manager, Citizen Services; Judy Smith, Director, Community Resources; and Brent Jans, Administrative Support, Community Resources. Councillor Jon Dziadyk has been assigned by City Council as the advisor for the board.

Missing from photo: Kanwal Lali, Christine Mummery, Colin Saby, Lyall Brenneis, Brent Jans.

Leanne Brownoff

Councillor Jon Dziadyk

Leanne Reeb (Chair)

Eman Joumaa

Bonnie Chan

Stephanie Chai

Joan Welch

Bette Gray

Samuel Jenkins

Victoria Smith

Nancy Zuck

Judy Smith

Priti Laderoute

Rob Smyth

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 who provide a community perspective on people, parks and places to City Council and the Citizen 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
- offering alternative strategies

All members of the Community Services Advisory Board are appointed by City Council. In 2017, the Board had 13 members who brought their skills and experiences to the Citizen Services department. The Deputy City Manager of the Citizen Services department, or his/her designate, sits on the Board as a non-voting member.

Committees

Family and Community Support Services Committee

The Family and Community Support Services (FCSS) Committee serves to ensure that preventive social services and programs are available for the citizens of Edmonton. The committee, which includes CSAB representatives and community members, shares its knowledge of social trends and issues in Edmonton and provides advice to CSAB regarding the allocation of funds as required under FCSS legislation.

Throughout 2017, committee members learned about the funded preventive programs and services through agency visits, presentations, grant applications and information from FCSS liaisons.

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

FCSS Committee members: Joan Welch (Chair), Heather Kennedy-Plant (Vice-Chair), Leanne Brownoff, Shannon Butler, Bette Gray, Nathan Ip, Eman Joumaa, Kanwal Lali, Joseph Luri, Christine Mummery, Chris Roberts, and Vicki Van Vliet Vaitkunas.

Community Investment Operating Grant (CIOG) Review Committee

The purpose of this committee is to assist the Community Resources team in the review of applications for Community Investment Operating Grants.

Committee members: Leanne Brownoff, Priti Laderoute, Sarah Leib

Community Investment Operating Grant (CIOG) Appeals Committee

This committee meets to discuss the appeals that are received and to determine the recommendations to the Community Services Advisory Board. Organizations may be denied funding for a variety of reasons including incomplete or inaccurate financial statements, incomplete applications, and not meeting eligibility criteria.

Committee members: Samuel Jenkins, Sarah Leib, Nancy Zuck

Board Representation

Members of the Community Services Advisory Board also participate in the following boards and committees:

Family and Community Support Services Association of Alberta (FCSSAA) Board

City of Edmonton representative, Vicki Van Vliet Vaitkunas. Vicki was also the Vice-President of the FCSSAA Board in 2017.

Social Development Framework Working Group

Joan Welch

MacEwan West Tenancy Selection Committee

Sarah Leib



Board Activities

CSAB members and community members on the FCSS Committee contributed more than 1,495 volunteer hours, which included 10 regular board meetings and numerous committee meetings, agency visits and a funding retreat. CSAB members met regularly with City staff and provided advice on numerous topics including:

- * Projects and priorities with the Citizen Services Leadership Team
- * Sliding Scale Fee for Low Income Edmontonians
- * Gender-Based Violence and Sexual Assault Prevention Initiative
- * Community Recreation Coordinator Role Review
- * Recreation Facility Master Plan
- * Anti-Racism Initiative
- * Edmonton Local Immigration Partnership
- * Age Friendly Edmonton/Seniors Centre Strategy
- * Child Friendly Edmonton
- * MacEwan West / The Orange Hub
- * Out of School Time (OST) Collaborative
- * Social Development Framework



Grants Allocated

Community Investment Grants (CIG)

Community Investment Operating Grant

The Community Investment Operating Grant (CIOG) provides operating assistance to not-for-profit organizations to help them provide programs, services or activities that benefit the citizens of Edmonton.

The grant is for organizations whose primary mandate includes social services, multicultural activities or recreation/ amateur sports.

Total amount awarded:

\$3,546,490

Number of organizations awarded grants:

265

Number of organizations awarded maximum amount (\$17,000):

157

Community Investment Hosting Grant

The Community Investment Hosting Grant assists organizations to host a provincial, western Canadian, national or international event.

Total amount awarded:

\$32,500

Number of events funded:

13

This funding helped nine organizations host nine provincial, two western Canadian and two national events—all contributing to increasing Edmonton's profile and visibility.

Examples of hosted events:

- Northern Alberta Irish Dance and Arts Association hosted the Brady Academy Spring Feis (a Western Canadian championship)
- Alberta Climbing Association hosted the Open Bouldering National Championships
- Edmonton Racewalk Club hosted the Provincial Racewalk Championships
- Edmonton Hunter Jumper Association hosted the Edmonton Classic Horse Show (a Western Canadian event)

Community Investment Travel Grant

The Community Investment Travel Grant assists teams or individuals with travel costs to participate in a Western Canadian, national or international amateur sport, recreation or multicultural event.

Total amount awarded:

\$46,652

Number of individuals or groups funded:

62

Examples of travel grants awarded:

- North Stratton Pipe Band competed at the World Pipe Band Championships in Glasgow, Scotland
- Connie Cline competed on Rugby Canada's Team in the 2017 Can Am Cup
- Michael Ostrzygalo competed at the U18 Indoor Tennis Junior Nationals in Toronto

Emerging Immigrant & Refugee Community (EIRC) Grant

Introduced in 2007, the Emerging Immigrant & Refugee Community (EIRC) Grant supports the settlement and inclusion of emerging refugee and immigrant communities in Edmonton, helping them to become part of the cultural mosaic and promoting Edmonton as a welcoming city for immigrants and refugees.

The EIRC grant program is currently comprised of five 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.

Total amount awarded:

\$29,800

Number of organizations awarded grants:

7

"The Arabic School was established to meet the needs of the Moroccan community in Edmonton. We believe that learning the Arabic language is a key component to creating a balanced and distinct cultural identity that is both proud of its heritage and capable of sharing its values with the larger Canadian society in positive constructive methods."

Moroccan Society in Alberta

"Our project taught children African drumming, singing and dancing. The children performed in various community events including Black History Month, Canada 150, Edmonton Heritage Festival and community events. The project created a space for the children to learn and showcase their African cultural heritage."

Sinkunia Community Development Organization

“This cultural music and dance program made participants feel connected to their community, that they contribute to the community and that they are a valuable part of the community. Participants appreciated the opportunity to be involved in Azerbaijan cultural practices. The participants had a chance to involve their friends and family members and also had a chance to perform in various events. Some of the participants expressed that their understanding and view of Azerbaijani culture had quite improved since joining classes.”

Azerbaijan Cultural Society of Edmonton



“Somali-Canadian Education and Rural Development Organization uses this space to deliver such programs as general settlement support for newcomers, Youth Employment Empowerment & Work Experience Program, Somali Seniors Program and Immigrant Youth Sports Recreation Program. The space also acts as a hub and gathering place for newcomers and a place where they receive assistance to integrate into Canadian society.”

Somali-Canadian Education and Rural Development Organization (SCERDO)

“We used the rented space for office work, meetings, homework club, women’s and men’s activities, cultural coaching sessions, driving coaching sessions and family seminars.”

Canadian Hearts Across Borders

Space Rental Subsidy Grant

This grant assists emerging immigrant and refugee organizations with the cost of renting space for their community programs.

Total amount awarded:

\$141,981

Number of organizations awarded grants:

29



Edmonton Heritage Festival Grant

The Edmonton Heritage Festival is considered the ultimate city event for sharing a community’s cultural pride, but many smaller communities have not been able to participate.

2017 was the second year of a two-year pilot project approved by CSAB to support small ethno-cultural community organizations that want to participate in the Heritage Festival but do not have the financial and/or volunteer base to support the registration and setup involved. In 2017, the City of Edmonton provided a seed grant of up to \$750 to organizations to cover registration fees for participation in the festival. In October, CSAB passed a motion to continue the Edmonton Heritage Festival grant as an ongoing grant within the EIRC grant program.

Total amount awarded:

\$5,250

Number of organizations awarded grants:

7

“Community members felt a sense of pride that we were able to have a successful heritage event. The youth who volunteered said they were so happy to be in charge of the different tasks and felt a sense of belonging. They want to make next year’s event even better with more youth-oriented entertainment.

We will continue to participate in the Heritage Festival because it is one of those unique events in Edmonton which we can’t afford to miss. It is the only major event where we get to showcase Uganda’s cultural heritage and diversity as well as get to see what other countries have to offer.”

Uganda Cultural Association of Alberta

“The Syrian community members felt proud to be represented in the festival among 100 other countries. They participated in all activities, including cultural dance, traditional food, historical posts and entertainment. They visited several pavilions wearing the traditional dress to expose our Syrian culture to others. A total of 118 community members volunteered at our pavilion, which was many more than we expected, and 38 of these volunteers worked all three days from morning to night!”

Syrian Canadian Friendship Club

Community Event Grant

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

Total amount awarded:

\$69,352

Number of organizations awarded grants:

56

“This cultural jamboree enabled our organization and members to keep our culture active. This is extremely important for our children because most of them were born in Canada, so have not really experienced the rich culture firsthand. If we do not continue to promote Bafut Manjong’s culture here in Canada, it will eventually be forgotten and we will be a community without any cultural identity.”

Bafut Development Manjong Association Edmonton

“Christmas and New Year’s celebration is one of the biggest events for the Kyrgyz community members, their families and friends. It is an opportunity to socialize, find new friends and establish connections and to play national games such as arkan tartmai, racing, and jumping over the rope. Our guests enjoyed the magic of cooking popular Kyrgyz dishes such as plov and dymdama, prepared on an open fire to give a special delicious taste to the food. For our friends and guests we prepared the special information stand and booklets illustrating the main facts about Kyrgyzstan, its beautiful landscapes and traditions.”

Kyrgyz Association in Alberta

Program Delivery Partnership Grant

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

Total amount awarded:

\$340,025

Number of partnerships awarded grants:

3

The three Program Delivery Partnerships funded in 2017:

John Humphrey Centre for Peace and Human Rights and the Alberta Somali Community Centre partnered to deliver a project titled "Stride: Self-Advocacy."

Amount of funding: \$100,000

This project will deliver 12 training events for 20 volunteers and 200 families in topics relevant to developing self-advocacy knowledge, skills and confidence. The project began in the Fall of 2017 and will end in October 2018.

Action for Healthy Communities and the Somali Canadian Women and Children Organization partnered to deliver a program titled "Entrepreneurial Training for Immigrant Women."

Amount of funding: \$89,500

This training will provide 60 immigrant and refugee women with the basic knowledge and skills to start or further develop a small business. This training will be delivered twice in 2018.

Out of School Time (OST) Collaborative

The OST Collaborative was formed in 2007 to meet the need for out-of-school activities for immigrant and refugee children and youth during the summer months. The City of Edmonton, REACH Edmonton, Butler Family Foundation and the United Way of the Alberta Capital Region provide funds and human resources to support community-based organizations to deliver summer programs. These four funders' collaborative approach to funding these community organizations reduces the amount of administrative work for the organizations and the funders, requiring only one application and report instead of one for each funder.

Recognizing the success of this initiative, CSAB passed a motion at their October meeting stating that the funding for OST would continue in 2018 and 2019 in the amount of \$100,000. This funding will support a part-time staff position to assist in providing capacity-building support for participating community organizations as well as increase summer program funds from \$50,000 to \$70,000.

Amount of funding:

\$50,000

Collaborating with Creating Hope Society for our second annual cultural exchange program allowed our youth to learn more about the cultural beliefs and values of the First Nations and their way of life. Both organizations take turns every year to exchange each other's cultural and traditional way of life. We brought food from our cultural background while they introduced to the youth in our program the importance of bread (bannock) in their culture. We exchanged words of wisdom from both cultures as well. Our community and the First Nation community have unique styles of traditional dancing and entertaining the audience. We're very grateful to have this opportunity for the immigrant and refugee children and youth to learn and appreciate the other cultures and the values of First Nations and their way of life.

Staff of the Horumar Summer Program - Somali Canadian Women & Children Association



“My understanding of the importance of cultural identity was greatly deepened this summer camp. As the camp grew, so did the diversity within the camp. As we celebrated cultural day, it became so clear to me how essential a person’s culture is to their individual identity...uniqueness did not drive people apart but really brought them together. As the children celebrated their cultures, I began to really celebrate mine and the beauty that was found in it!”

Staff of an OST Summer Camp

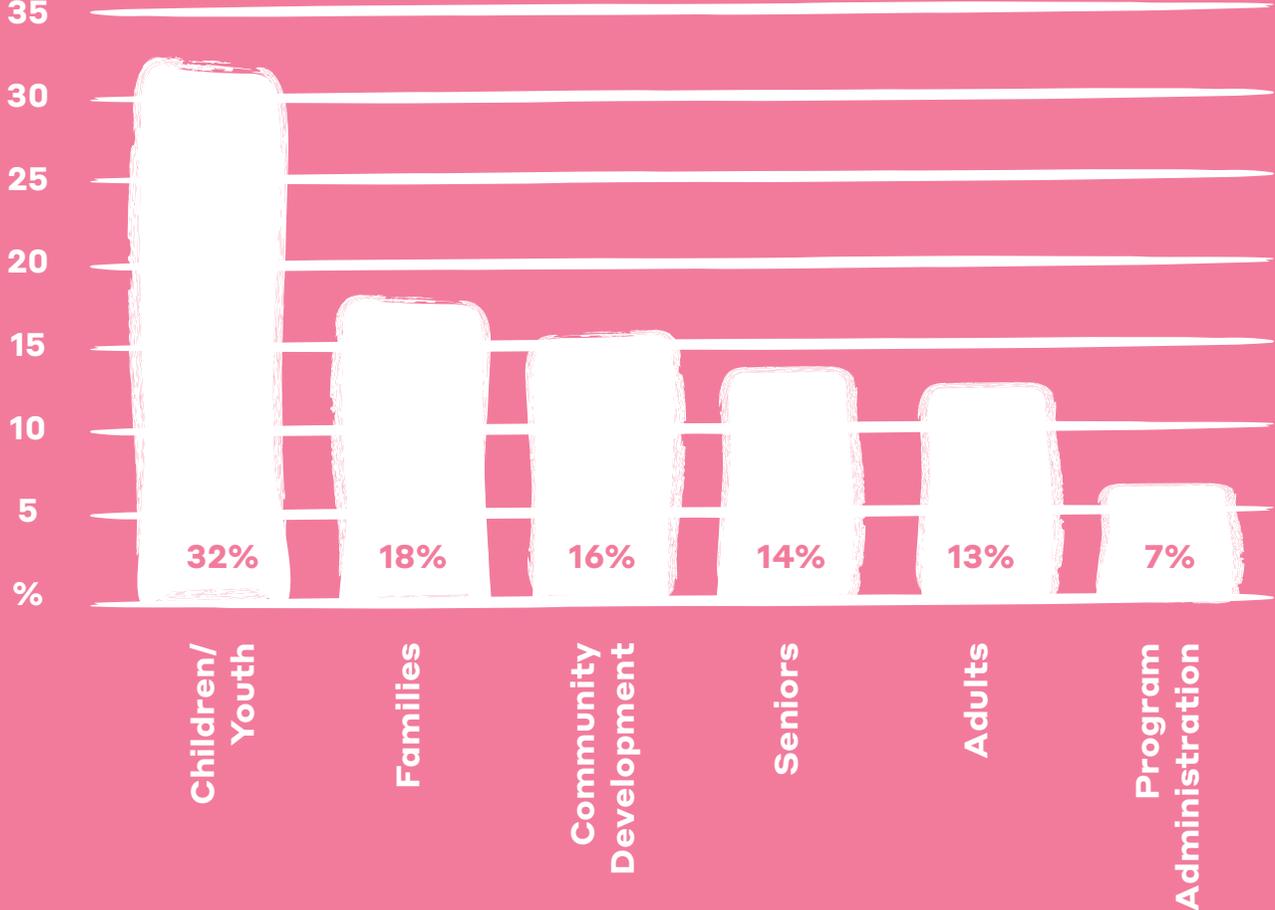
Edmonton Family & Community Support Services (FCSS) Program

Family & Community Support Services (FCSS) is a unique partnership between the Province of Alberta, municipalities and Métis settlements. It works to develop locally-driven preventive social service programs and initiatives. The government of Alberta provides 80% (22.3 million) of the funding with the City of Edmonton's required contribution being 20% (5.6 Million). The City's contribution is comprised of existing programs, projects and services that meet the FCSS requirements.

Together the City of Edmonton and not for profits funded to provide preventive social services are working towards enhancing the well-being, inclusion and resilience of individuals, families, and communities, thereby meeting both provincial and municipal mandates.



2017 FCSS Funding Allocation



72

Core Agencies Funded

106

Core Programs Funded

32

Partnership and Innovation, Capacity Building, and Special Projects funded

FCSS Outcomes and Impact

Family and Community Support Services (FCSS) serves to ensure that preventive social services and programs are available for the citizens of Edmonton.

Edmonton Family & Community Support Services:

- Supported FCSS-funded agencies to ensure that programs and services are responsive to changing community needs, are accessible, use research and evidence to inform decision-making and achieve positive outcomes for individuals, families and communities throughout Edmonton.

- Provided sustainable funding of core programs and services through one- or three-year agreements.
- Strengthened collaboration and partnerships with internal and external partners.
- Increased agencies' capacity to deliver programs through formal and informal training opportunities and financial support.
- Ensured the granting process was effective and efficient.

Examples of city-delivered services and supports and agency programs demonstrate how collectively we are working towards improved social well-being, inclusion and resilience of individuals, of families and of communities.

Improved Social Well-being, Inclusion and Resilience of Individuals

Edmonton FCSS core funded programs provide a wide range of services to Edmontonians of all ages and backgrounds with a focus on social inclusion. Research has shown that individuals with a strong sense of belonging, acceptance, and agency along with supportive social relationships are happier, healthier and more likely to positively contribute to community and be civically engaged.

In 2017, Edmonton FCSS Core Funded Agencies served **228,915** unique participants:

55,302
aged 0-17 years old

124,432
aged 18-64 years old

15,236
65+ years old

33,945
age unknown

Due to participation in an Edmonton FCSS funded program:

97.5%

(or 5,114) adults increased their skills to address identified issues

81.7%

(or 5,035) young children demonstrated developmentally appropriate skills

80.1%

(or 2549) children and youth are making new friends or maintaining friendships

85.3%

(or 11,140) FCSS program participants reported they were more connected with others in their neighbourhood or community

81.6%

(or 603) seniors reported one or more new people they can turn to for help



Volunteer engagement

Another indicator of community and civic engagement that is also a key element of the FCSS program is volunteerism.

In 2017,

13,570

volunteers supported Edmonton FCSS funded programs

540,295

volunteer hours were contributed to Edmonton FCSS funded programs

80.9%

(or 627) volunteers in Edmonton FCSS funded programs report they have learned about their community and/or themselves through volunteering.



City Delivered Program: Individual and Family Well-Being

Core Services:

- Supporting individuals and families in need
- Helping to prevent family violence
- Connecting clients to the best supports
- Helping individuals access the right resources and supports
- Promoting healthy relationships
- Reducing urban isolation

Work:

- Helping individuals access the right resources and supports
- Short-term, in-person counselling
- Men's and women's support groups
- Public education and workshops

Impact:

We strive to provide preventive services and supports to citizens in need in various locations throughout the city. In 2017:

1,000

citizens attended eight safe and inclusive groups

3,500

citizens called phone lines for help with resources, support and stress management

25-30

individuals called professional social workers each day

850

citizens received in-person counselling support

5,500+

individuals connected at workshops, fairs and public engagement events

Bissell Centre: Outreach Housing Team

Through the work of the Outreach Housing Team (OHT), Bissell Centre is making housing services available to families and individuals in various locations. The team works with those experiencing homelessness to create a housing plan and then assists them to follow it through. Once housed, the person or family receives three months of follow-up to ensure they have the supports and resources they need to sustain their housing. Partnerships with Stanley Milner Library, Community Members Pharmacy and the Neighbour Centre have expanded the reach for the program.

“I have goosebumps on my goosebumps”

Darcy connected with the Outreach Housing team in March 2017. Darcy is a very gentle and kind-hearted man who was born and raised in Enoch but for the last number of years was living on the streets of Calgary. In 2016 he moved to Edmonton. When our Outreach Housing team met him, he needed to have surgery on both of his knees. However, his doctor wouldn't book the surgery until Darcy was in his own place. Darcy's only request for housing was to live as far west as possible as his family were still living in Enoch and he wanted his grandchildren to visit him on weekends. The first place we took Darcy to was a west-end apartment building and he loved it! Darcy moved in at the end of March. He was overwhelmed and said, “I have goosebumps on my goosebumps” and that he plans to spend the rest of his life there thanks to OHT and Bissell Centre. We recently connected with Darcy and he stated that there is not a much better feeling than having family visit him at his apartment!

Outreach Housing Team staff member

Improved Social Well-being, Inclusion and Resilience of Families

Edmonton FCSS funds programs that strengthen families. Through education, building skills and creating supportive networks, families will have greater well-being and resilience.

90.9%

(or 4,078) funded program participants reported increased positive interactions among family

100%

(or 288) funded program parents reported an increase in positive parenting skills

Family Violence Prevention Team

The Family Violence Prevention Team (FVPT) supports the prevention of family violence and helps those who are experiencing domestic violence or elder abuse. Through the team's public education activities, including engaging men and boys, more than 4,118 citizens (1,900 in 2016) increased their awareness of ways to prevent family violence.

In 2017, The Domestic Abuse High Risk Team (DAHRT) partnered with Edmonton Police Service (EPS) to support 1,295 (1,270 in 2016) high-risk domestic violence victims in ending the cycle of abuse by assessing for risk and safety planning and providing a wraparound service. Feedback from clients and partners proved the positive impact of DAHRT's work. A Crown Prosecutor said, “For us guys your work is gold. And certainly for the client too.” A DAHRT client commented, “Thank you. I feel super encouraged and grateful for strong healthy support systems in my life.” A representative from the Edmonton Police Service (EPS) stated, “I am sure that your work with a client helped her feel a sense of power and ‘ball back in her court’ kind of feeling, so thank you.”

In 2017 the Seniors Protection Partnership team supported 210 (125 in 2016) high-risk victims of elder abuse by providing a wraparound service with the partnership of EPS, Covenant Health, Sage Seniors Association, Catholic Social Services and the City of Edmonton.

Improved Social Well-being, Inclusion and Resilience of Community

Edmonton FCSS invests in community development programs or initiatives where the organization engages members of the community to participate in community improvement and capacity building by identifying local solutions and building on the assets found within a community.

95.1%

(or 368) participating communities strengthened their ability to create opportunities for citizen involvement in social issues

Community Development

Between 2009 and 2010, Action for Healthy Communities (AHC) provided four Community Initiatives Seed Grants to the Oromian community led by Oromian Community Association of Northern Alberta (OCANA) in Edmonton.

The community initiative projects helped the community members develop their capacities in leadership skills, parenting skills, citizenship and human rights education, financial literacy and child education. OCANA ran their monthly meetings, community events and cultural activities at AHC. With such support from AHC, the community is growing and providing good services to their communities. A key success is that OCANA has become one of the few refugee sponsorship agreement holders among emerging immigrant communities across Canada. It is currently sponsoring and resettling Oromo refugees from different refuge countries, which really helps the community tremendously. Because of its great contributions, OCANA earned the 2017 AHC Community Support Award.

Community Connectedness

Edmonton FCSS provides funding to public education programs and services. This funding helps individuals, families and communities to remain knowledgeable of community social issues and connect to various community resources.

79.2%

(or 68,577) funded program participants have knowledge of community resources that address their information or service needs

87.4%

(or 2,762) funded program participants that are connected to community resources

89.2%

(or 16,335) funded program participants are educated about social issues in their community





Dickinsfield Amity House: Outreach & Supported Referrals

Jennifer walked in to our Londonderry site one day, having been referred by a friend for our free bread. Our Outreach worker (O.W.) introduced herself and invited her to sit for coffee. Our outreach worker explained our services and soon learned that Jennifer was four months pregnant with her third child. Our O.W. signed her up for Health for Two. She also learned that Jennifer had two boys at home with diagnosed developmental disabilities. Jennifer was raising these boys with minimal support as her husband was working two jobs (day and evening) to make ends meet.

Our O.W. applied to Family Support for Children with Disabilities for support for the boys, giving Jennifer respite support and a community aide to help her. Jennifer became connected to other services at Londonderry and began attending cooking club and drop-in and volunteer with community lunches, building relationships with other participants and staff. When she told the O.W. about her apartment having bed bugs, our O.W. assisted her with supported referrals to AHS and other housing options.

Jennifer went into labour with her daughter six weeks early and her daughter needed to spend two weeks in hospital. When the baby was discharged from the hospital, our O.W. referred Jennifer and the baby for extra support from Health for Two nurse and support worker. Jennifer's new friends at Londonderry created a gift basket for her and for the new baby. Her husband was able to secure a new job, making more money than the two previous jobs, meaning he is home more and able to help. The family was also able to find another place to live.

Jennifer and her family are doing well, connected to the supports they need, and Jennifer continues to visit her new friends at Londonderry and participate in programs.

“Jennifer and her family are doing well, connected to the supports they need...”

City of Edmonton Community Development Social Work

Community Development Social Workers (CDSWs) improve the quality of life for many Edmontonians. In 2017 CDSWs were involved in a number of successful projects including:

CDSWs helped launch the You Can Benefit, an online benefit navigation tool. This app, the result of a partnership with the City, e4c and volunteers from BetaCityYeg, allows Edmontonians to find appropriate benefit and subsidy programs from a range of local, municipal, provincial and federal benefits.

CDSWs have been involved in The Amiskwaciy History Series, which started in 2014 and provides history and understanding of Indigenous people. Hundreds of Edmontonians have learned about the history of the land and original people in the area known as Amiskwaciy Waskahikan or Beaver Hill House (commonly known as Edmonton). Local Indigenous people within Treaty 6 territory are honoured to come and share their lived historical experiences.

Urban Isolation & Mental Health Initiative

To increase awareness and understanding about mental health and isolation, the City launched the Initiative on Urban Isolation & Mental Health. The Buddy Bench program was one interesting project that came out of this initiative in 2017. The Buddy Bench program was the idea of a child worried that his grandma was lonely. The bench helps people make connections and promote a healthier Edmonton--all through the simple act of sitting on a bright and visible bench and talking to others.

The City is also exploring a new partnership with the Policy, Location and Access in Community Environments (PLACE) Lab to better understand the relationship between urban design and mental health. Work is also underway to advance the Community Mental Health Action Plan and the Edmonton Suicide Prevention Strategy. This strategy and the accompanying implementation plan represent a collaborative effort to develop a community-based plan to prevent suicide in Edmonton.

Strengthening Outcomes of Complex Social Issues through Partnership and Collaboration

Edmonton FCSS invests in community development programs or initiatives where the organization engages members of the community to participate in community improvement and capacity building by identifying local solutions and building on the assets found within a community. FCSS contributes staff time and funding to innovative partnerships. In 2017, FCSS provided \$3.3 million to support community initiatives and hundreds of hours of staff time. Examples of some of the partnerships include:

- * Action Alliance for Youth Inclusion (AAI)
- * Bissell Centre: Outreach Housing Team
- * Common Outcomes Initiative
- * Community University Partnership (CUP)
- * Donate a Ride
- * Engaging Dads/Fathers Projects
- * Enhancing Intercultural Understanding

- * Esquao Youth Leadership
- * Financial Empowerment Initiatives
- * Frontier College Indigenous Summer Program
- * M.A.P.S Alberta
- * Newcomer Mapping Committee
- * Rainbow Alliance for Youth of Edmonton (RAYE)
- * Safe Families: Engaging Newcomer Men & Boys in Violence Prevention

Overall, 92% of surveyed partners reported they were satisfied with the support provided by the Branch (support can be in the form of facilitation or subject matter expertise)

93% of surveyed partners reported they or their organization is better able to serve the people in my community due to their partnerships with the branch.

80% of surveyed partners feel more connected to the community as a result of participating in one of our partnerships or committees



EndPovertyEdmonton

In 2017, EndPovertyEdmonton was firmly established as a community collective. Co-Chaired by Bishop Jane Alexander and Dr. Jeff Bisanz, this new collective stewards the implementation of the five-year Road Map to end poverty in a generation.

FCSS funds support a number of key Road Map Actions, including All in For Youth, Communities United, Community Mental Health Action Plan, Early Learning and Care Steering Committee and the initial operating year of EndPovertyEdmonton.

The City of Edmonton has concurrently established a cross-corporation Poverty Elimination Steering Committee to oversee coordination of the 18 of 35 Road Map actions 2017-2021 that are City led. In addition, in December 2017 the renewal of the EndPovertyEdmonton Council Initiative was confirmed.



Safe Families: Engaging Newcomer Men & Boys in Violence Prevention

Families coming to Canada as immigrants and refugees face multiple settlement factors that change their family dynamic and relationships. When families struggle to make adjustments to their new environment, they are vulnerable to dysfunction, frustration, anger and sometimes violence. The goals of this partnership are to bring awareness about domestic violence prevention and to develop attitudes, knowledge and skills within newcomer communities, particularly men and boys, to prevent and stop domestic violence.



Community-University Partnership for the Study of Children, Youth, and Families

Community-University Partnership (CUP) was pleased to be part of the Successful Families (SF) Project, a partnership that began in 2015 between the Terra Centre and Brentwood Community Development Group to provide support for teen families along with safe, secure, and affordable housing. The project has supported approximately 50 families, including 64 children.

A team from CUP (Rebecca Gokiert, Bethan Kingsley and Melissa Tremblay) brought evaluation processes to the program. The CUP team collaborated with SF staff, executive directors and managers from Terra and Brentwood in all stages of the project, from shaping the focus to sharing emerging findings. The team co-delivered four conference presentations with SF staff. CUP also helped increase Terra's funding capacity by securing two Homeward Trust grants, a federal grant through Employment and Social Development Canada, as well as PhD student and postdoctoral fellow funding through Mitacs-Accelerate (Industry Canada).

CUP also conducted a six-month photovoice project, which encouraged 12 teen parents to share their experiences through group discussions and photographs. The photos provided a glimpse into the young parents'

lives and were used to create a photobook and an exhibit displayed at Edmonton City Hall in August 2017. The PhD student whose thesis focused on the photovoice project was recently awarded a prestigious doctoral award from PolicyWise for Children & Families.

Developing an evidence-informed understanding of effective supportive housing approaches for teen families is important for promoting their chances of success. Such research has the potential to inform policy and increase capacity to address housing insecurity among teen families. Ultimately, this model has the potential to prevent homelessness and provide the best circumstances for teen families to thrive.

“The project has supported approximately 50 families, including 64 children.”

Gender-Based Violence and Sexual Assault Prevention

The City's work toward ending family violence continues through the City Council Initiative on Gender-Based Violence and Sexual Assault Prevention. The initiative's work is well underway:

- Ambassadors have been engaged in the Commitment to Action Partnership.
- The City and the Alberta Status of Women have completed the research component of their work for the UN Safe Cities and Safe Public Spaces partnership and are working on initiating the Collaboration Committee as the next phase of the Edmonton: Safe City project.

- The initiative completed baseline research on Edmontonians' perceptions of gender-based violence, developed a toolkit offering practical information, launched an event-based learning series, and a new website will also be launched soon.

- Edmonton will be hosting the 2018 United Nations Women's Safe Cities Global Forum

Partnership is key to advancing the work of this initiative. Media, businesses and organizations have joined the City of Edmonton to achieve the goal of ending family violence.

“Media, businesses and organizations have joined the City of Edmonton to achieve the goal of ending family violence.”

Capacity Building

In 2017, Edmonton FCSS continued to support and coordinate opportunities for programs to increase their knowledge in the areas of diversity and inclusion, program evaluation, mental health first aid, and financial governance.

Diversity and Inclusion Training

Phase One of the Diversity and Inclusion training saw 98 participants from 53 Edmonton FCSS funded agencies complete the Intercultural Development Inventory (IDI).

Phase Two is being led by the Centre for Race and Culture (CFRAC) in partnership with the Multicultural Health Brokers Cooperative and the Creating Hope Society. To help inform the focus of workshops, training and action projects during Phase Two, CFRAC and its partners surveyed the FCSS-funded agencies in fall 2017 on their training needs and priorities.

The following topic areas were the highest ranked choices of the survey respondents and are the workshops that are being offered in 2018. Of note, “unconscious bias” was also ranked high in the survey and will be

incorporated into the core content across the workshops below:

- Program planning through an inclusion lens
- Intercultural communication
- Policy making through an inclusion lens
- Reconciliation
- Conflict resolution
- Recruitment and retention of diverse staff and board.

Evaluation Support

Throughout 2017, the Edmonton FCSS team and Common Outcomes Initiative partners continued to support locally funded programs with program evaluation through various activities including the Prevention & Early Intervention Sector meetings, training on common outcomes, one-on-one support and, for those in search of a new challenge, Project Impact.

Celebrating Project Impact

Measuring the effects of the work done by social service agencies can be complicated. That's why Edmonton Family & Community Support Services (FCSS) worked with two local funding partners (Children's Services and the United Way of the Alberta Capital Region) to improve coordination of reporting for more than 100 local organizations. This partnership, coined The Common Outcomes Initiative, or COI for short, also worked alongside Dr. Steve Patty and Jessamyn Luiz from Dialogues in Action to bring Project Impact to Edmonton.

Through Project Impact, the Edmonton Public Library (EPL) and 17 other funded organizations discovered the impact of the work each organization does. Over 10 months, they explored forming impact statements, identifying indicators of impact, creating quantitative and qualitative tools, deploying the tools, analyzing and theming the findings, preparing various communication tools and creating a template for repeating this style of evaluation in the future.

"This was an incredibly useful and thought-provoking learning opportunity for the team from the Edmonton Public Library," said Soleil Surette, EPL's Manager of Planning, Assessment and Research. "We have so many ideas now on how to integrate all that

we learned throughout EPL, from creating better reports to understanding the impact of our early literacy programs. Thank you, Project Impact Edmonton, for this fabulous opportunity!"

At the end of the project, the organizations gathered at City Hall to celebrate and to present three- to five-minute presentations sharing their learnings from Project Impact.

Many of the organizations are looking forward to new ways of collecting and using data for program improvement and telling their story. Some participants deemed this opportunity as "transformational," and one participant reflected, "I'm inspired because it feels groundbreaking."

This initiative took dedication, enthusiasm and passion for strengthening the work in the social services in Edmonton and the Alberta Capital Region. "These organizations have put in a tremendous amount of work to deeply understand and improve their impact," said Steve Patty, "and we know the people and communities they serve will be better for it."

The findings from each of the participating organizations were published in a compendium called Project Impact: Edmonton Area (copies of this publication are available through Amazon.com).

Mental Health First Aid

Mental health first aid training was offered four times in 2017 (Basic training offered three times, Adults who Interact with Youth training offered once), and 98 people completed the training.

One of the participants said of the course, "Thank you for a wonderful presentation with some very thought-provoking questions and simulations that helped me to see what it could be like to be in the shoes of another person."

"...that helped me to see what it could be like to be in the shoes of another person."

Community Capacity Building with Norquest College

A partnership with Norquest College to develop and pilot an introductory course on financial management for non-profit organizations was completed in 2017. Nineteen community volunteers attended the pilot course. Their participation helped inform changes to the content, which made it more relevant and accessible to volunteers who are learning how to run an organization. This course will be offered by Norquest at least once a year and more often if the community is interested.

Feedback from participants in the pilot delivery of the financial management course included:

"This course teaches the importance of organizing the finances for a much better functioning organization."

"The course is really well made/developed. I enjoy coming to this class because the material is so helpful in what I want to do. Greta is a great instructor, she is professional and can answer questions thoroughly and confidently."

"That training is a must for non-profit organizations and should become yearly or twice-a-year training to help refresh the attendees' knowledge in regards to financial matters."

Sector Meetings and One-On-One Visits

Edmonton FCSS liaisons organized 11 small sector meetings, two large meetings across all sectors, and over 200 one-one-one visits with core funded agencies. Topics of these meetings included:

- Supporting EndPovertyEdmonton recommendations
- Evaluation and outcomes
- Updates on council initiatives
- Intergenerational program planning
- Mental health & wellness
- Program updates and support

An Outcome from Working Together: Enhancing Intercultural Understanding

In the last year, a group representing the FCSS-funded Indigenous and Newcomer serving agencies, McCauley Community League, Abundant Communities in McCauley, the John Humphrey Center for Peace and Human Rights, and the Edmonton Intercultural Centre collaborated in community activities to enhance intercultural understanding in the McCauley neighbourhood. The aim is to support EndPovertyEdmonton's priority of elimination of racism through activities that encourage community development, intentional relationship building and intercultural dialogues. The collaborative emerged not as a distinct project directed by agencies, but as a collaborative with the McCauley community leaders coming together to support and contribute to the existing work. Throughout the year the working group engaged in community activities to connect with residents of diverse backgrounds, to create a space for learning and relationship building and to confront the lack of understanding, the ignorance and the hate of the 'other' that gives power to racism.

The working group learned what places in McCauley brought people joy, discomfort and ideas for change. Through the "Our McCauley" photovoice activity and community showcase, the working group learned there is a need for community connection that celebrates the diversity of McCauley rather than meetings that tackle social issues in McCauley. Some community members expressed that they are "meeting-ed to death" around negative issues in the community. The working group learned there are amazing people doing great work individually to create a community, with such activities as the Viva Italia Association Outdoor Movie Night and neighbours hosting block events in the summer.

The working group plans to continue building on the community interest and momentum generated from the activities and execute some of the calls to action that emerged from McCauley residents. The working group acknowledges there are many voices that need to engage and would like to build on the momentum in the next year(s). What the working group heard from the community feedback was the need for more opportunities for residents to learn and celebrate the diversity of the community, the cultures, and the rich history.

The working group plans to:

- Bring the community together to draw out families to connect with each other
- Honour the teachings of the First Nations in Edmonton. Each of the gatherings will integrate Indigenous knowledge/activities and Elder protocol to welcome guests to the events
- Encourage sharing between cultures that predominate the McCauley neighbourhood (e.g., Vietnamese, Somali, Chinese, Ethiopian).

Looking Ahead

In 2018, Edmonton FCSS will continue to work to:

- streamline the granting processes
- support FCSS funded programs to create safe, welcoming and inclusive spaces
- encourage and promote opportunities to coordinate efforts and collaborate for better outcomes
- build capacity of funded agency staff in the areas of diversity and inclusion, mental health first aid, and evaluation
- create opportunities for agencies to come together to network, learn from each other and strategize around ongoing complex social issues to identify innovative, evidence informed preventive solutions.

You can learn more about Edmonton FCSS-funded programs and watch our video success stories by visiting our website: www.edmonton.ca/FamilyCommunitySupportServices



