

## **2015 Common Outcomes Report Summary**

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## INTRODUCTION

Edmonton Region Child & Family Services (CFS), Edmonton Family and Community Support Services (FCSS), United Way of the Alberta Capital Region (UWay) and numerous funded community agencies work together to provide a continuum of programs and services to meet the needs of all community members. In order to provide a summary of some of the social impacts and outcomes the social services sector is achieving, funders and funded agencies continue to work together to implement a common outcomes reporting form aimed at simplifying data collection and highlighting the positive difference programs are making in the community.

It is important to recognize that this report is not exhaustive of the work the social services sector is accomplishing as it only includes data from those programs that utilize the Common Outcomes Report (COR).

Below are a few things to note about the contents of this report and the use of the information submitted:

- Funders and funded agencies continue to work together to revise and refine the data collection tools and methods.
- The funders do not have expectations about the percentage of positive change programs are reporting with their common outcomes. Funders and funded agencies engage in dialogue and are beginning to evaluate the data.
- While funded agencies are asked to report the number of unique participants in each program, it is important to recognize that for some programs this is challenging, as well there is no system in place to track unique participants across a wide spectrum of services.
- It is of value to gather data and report on the number of Aboriginal and Immigrant & Refugee clients the funded agencies support. Funded agencies confirm that this number is under-reported due to privacy guidelines.
- The stories and themes included in this report are taken directly from 2015 Common Outcomes Reports submitted by funded agencies. The stories have not been altered except that, where required, participant and staff names have been changed in order to maintain confidentiality. Participants and agency staff have given permission to share

these stories, and each story is linked to a particular Program Area and outcomes within that Program Area. We sincerely thank participants and agencies for sharing their stories.

- **NEW THIS YEAR** - funded programs are asked to describe what positive change looks like for their program participants, and to identify what trends they are seeing. A summary of those answers by Program Area is included.

The outcome reporting structure used includes:

**Program area** – Each program fits within 1 of 18 program areas;

**Outcome** – Each program must report on at least 1 of up to 4 outcomes associated with it;

**Indicator** – Each program must report on at least 1 of up to 4 indicators associated with each outcome.

Funders and funded agencies continue to improve their work on data collection and evaluation in an effort to improve services to participants. Some challenges identified last year include:

- Collecting demographic data (age, ethnicity, etc.)
- Defining “positive change” consistently
- Collecting data at drop-in programs
- Collecting data in large groups (particularly for the Public Education programs)
- Collecting data from those with low literacy or for whom English is a second language.

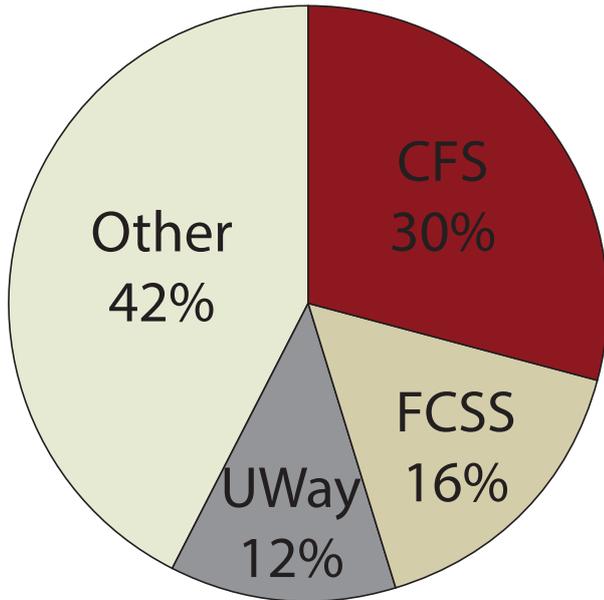
Common Outcomes have been a part of our community for over 10 years! Over time, program areas, outcomes and indicators were developed in collaboration with funders, funded agencies, and consultants.

## FUNDING OVERVIEW

**\$ Total funding reported in 2015 was \$82,320,952**

Agencies report the total amount of program funding from each funding source (CFS and/or FCSS and/or UWay) for the program.

In “Other Funding” agencies report all other sources (fundraising; grants; other funders) of program funding.



## REPORTING OVERVIEW

The majority of programs that receive funding from at least one of the funders submit data on the Common Outcomes report.

**2011** 249 Programs reported on COR

**2012** 218 Programs reported on COR

**2013** 226 Programs reported on COR

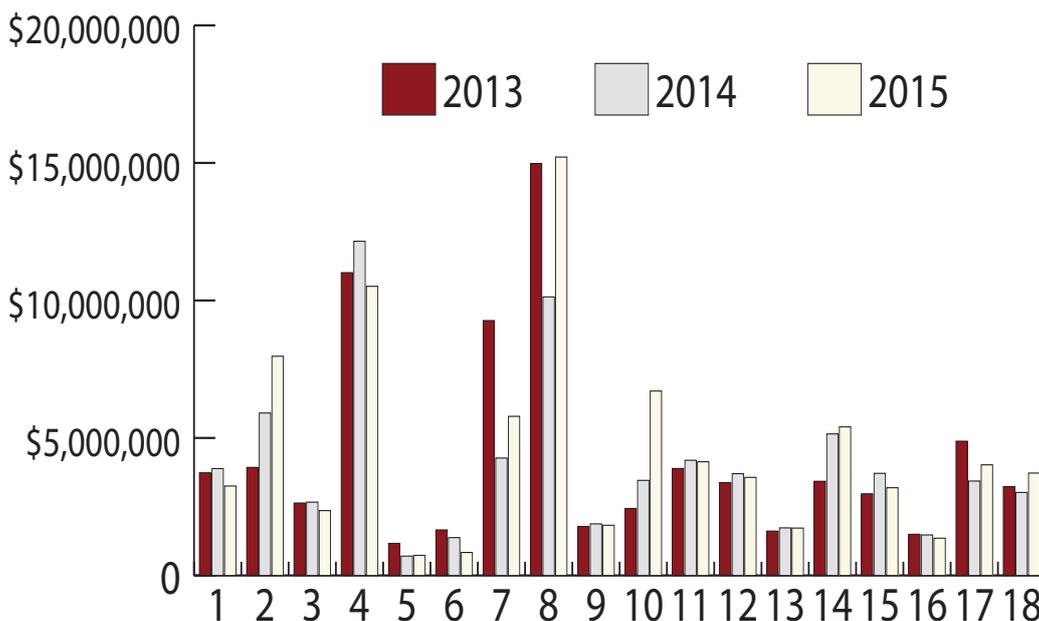
**2014** 236 Programs reported on COR

**2015** 224 Programs reported on COR

From 2011-2014, the fluctuations in the number of programs reporting is largely attributed to funding changes, reporting process changes and increased accuracy in reporting. In 2015, UWay went through an application process where funded partners received the same amount of funding but self-selected fewer programs to receive that funding.

In 2015, 104 funded agencies provided reporting on 224 programs in our community.

## Annual Funding by Program Area - 2013, 2014 & 2015



1. Adult Support
2. At Risk Youth
3. Basic Needs
4. Children & Youth
5. Community Development
6. Disability Support
7. Early Childhood
8. Family Support
9. FAS
10. Head Start
11. Home Visitation
12. Information & Referral
13. Parent Education
14. Parent Link Centres
15. Prevention of Family Violence
16. Public Education
17. Seniors
18. Volunteer Support

## PROGRAM PARTICIPANTS

A Unique Participant is a participant in a program who receives direct services.

Programs aim to count each participant only once during the time period covered regardless of the number of program related services that participant receives. Some programs are unable to track the number of unique participants consistently, so this number is not exhaustive of the work in our community and does not take into consideration participants that access similar services in different programs. It also includes Information & Referral calls.

Participants may access more than one program across multiple service areas and there are additional challenges to collecting the number of unique participants. However, this number does represent the significant volume of work occurring in the social services sector.

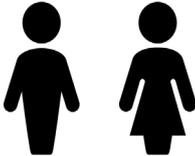


**343,499**  
Unique Participants were supported by programming in 2015.

Many agencies choose not to ask participants to identify their cultural background and, as a result, our numbers are low when compared with population-level data. Agencies and funders have identified this area as an opportunity for improvement and growth on future data collection and reporting.

Aboriginal populations include those who self identify as: First Nations, Métis or Inuit.

An immigrant or refugee is someone who is dealing with the challenges of living in Canada regardless of how many years they have lived in Canada.

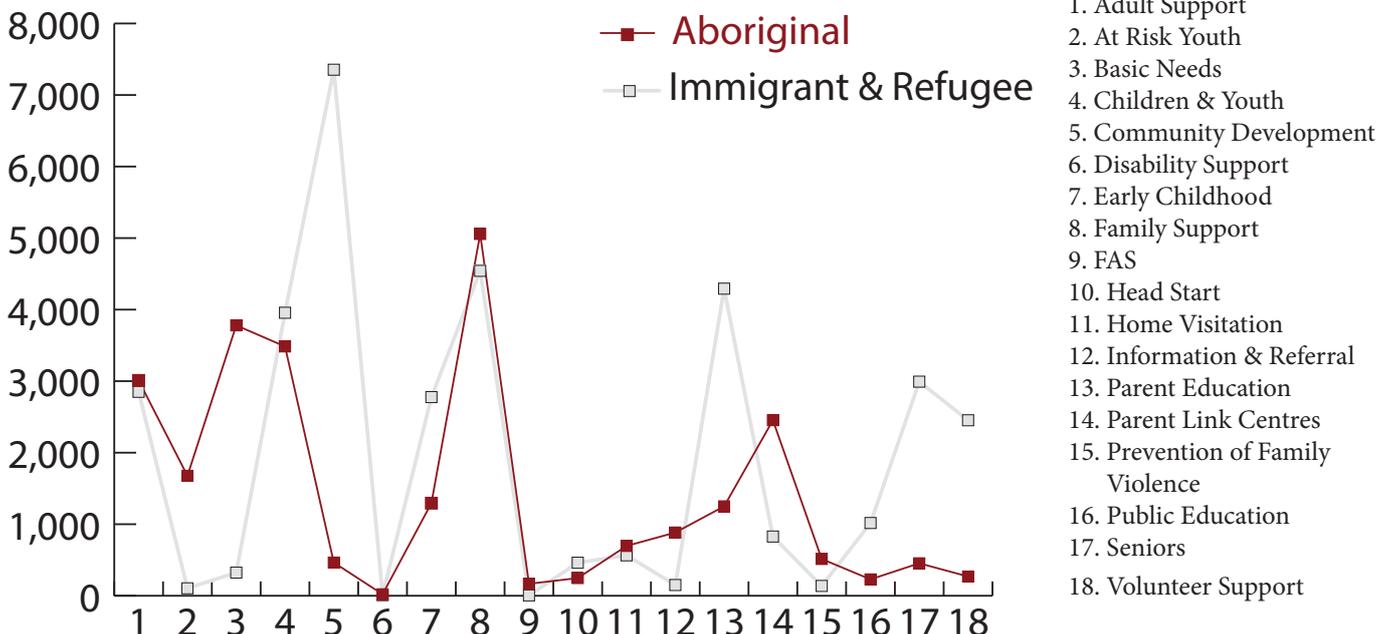


**25,952**  
Aboriginal Participants were supported by programming in 2015.



**34,820**  
Immigrant & Refugee Participants were supported by programming in 2015.

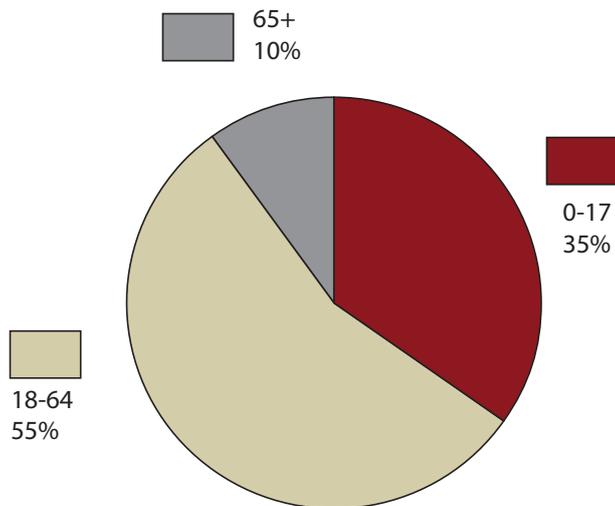
### Aboriginal, Immigrant & Refugee Participants by Program Area - 2015



## PROGRAM PARTICIPANTS CONTINUED

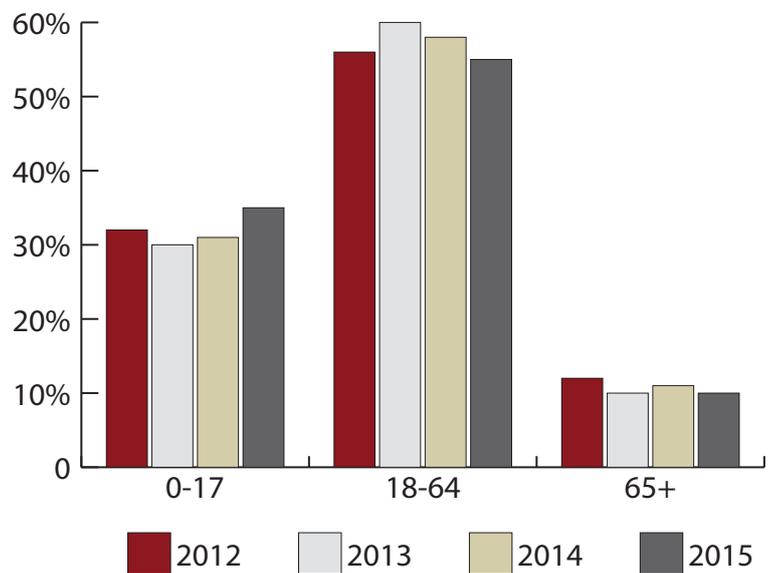
Programs record the numbers and ages of participants. The age ranges are 0-17, 18-64 & 65+

### Total Participants by Age - 2015



It is interesting to note that according to the census 19% of the reported population is aged 0-19, yet 35% of all participants served in our sector are aged 0-17.

### Age over Time



Proportionally, the breakdown of participants by age has remained consistent from 2012-2015. The 18-64 age category is the largest and as a result has the largest number of participants served. Based on the 2014 census data, the unique participants by age is proportionate to the communities' reported age composition such that participants aged 18-64 make up the majority, followed by participants aged 0-17 and then participants aged 65+.

## PROGRAM VOLUNTEERS

Program volunteers are the number of unique volunteers who have offered their time at no cost to the program. This does not include individuals who are work experience students or those completing community service hours.

- 2015  
Top 5 Program Areas with the most volunteers.
1. Basic Needs
  2. Volunteer Support
  3. Children & Youth
  4. Seniors
  5. Family Support



**746,465**

Reported Volunteer Hours



**\$7,613,943 - \$12,958,632<sup>1</sup>**

Volunteer contribution to the Social Service Sector.

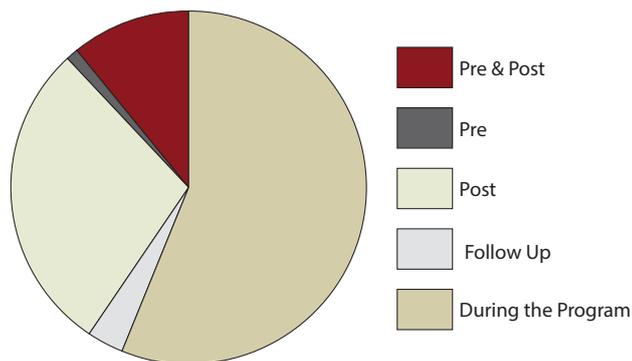
<sup>1</sup> Alberta's minimum wage (\$10.20) and Edmonton's living wage (\$17.36), as calculated by Edmonton Social Planning Council were used for this number.

## DATA COLLECTION

Programs may collect data more than once with each participant. In total, data collection was attempted 520,721 times. There was an 84% response rate, which meets and exceeds standard data collection completion rates.

Programs are asked to report when outcome data was collected in relation to program delivery.

### When Program Data Was Collected - 2015



## OVERALL THEMES AND FINDINGS

It is clear across all of the program areas that the **complexity of need** of participants has increased over the years. Many of the funded agencies report that program participants present with multiple needs beyond the services they provide. Some examples of the presenting needs and barriers include:

- Social isolation & loneliness
- Mental health
- Low literacy levels
- Addictions
- Language barriers
- Stereotypes, discrimination & racism
- Geographic isolation in rural/remote areas
- Stress & lack of coping skills
- Low self-esteem/self advocacy
- Transportation barriers
- Unhealthy relationships
- Lack of basic needs
- Trauma, grief, loss
- Neglect
- Isolation in Urban Areas
- Anxiety
- Low income/living in poverty

In terms of programming challenges, the funded agencies reported two key areas that they are continually struggling to combat:

1. The increased number of participants that come to their program but cannot begin program until their basic needs are met (e.g. a child comes to a program, but has not eaten. A family who are homeless and hungry show up to a program). The funded agencies report that those immediate basic needs become priority. However, in most cases, funded agencies are not given resources to support those basic needs.
2. Many of the funded agencies reported an increase in the number of participants or demand for service, once again, without any increase in resources to match this demand. This causes some strain on programs to meet the needs of the population they are serving. In an effort to solve this challenge, many of the agencies report engaging in new and highly effective partnerships with new organizations, to help bridge this widening gap.

In order to supplement the data with some context, we invited the funded agencies to respond to the following questions:

- What is considered success for your program?
- What is positive change for a participant in your program?
- Are there any trends in particular you have noticed?
- What key themes have you seen through participants own words, actions, or changes in their lives that further explain the numbers you have just reported?

Under each program area, there is a summary of the data. Across all program areas, success is described as:

- Participants return to the program (or stop attending program because they no longer need that support); this includes returning in the capacity of volunteer or just to visit.
- Participants are aware of and accessing resources provided to them. Across all programs, 93% of participants surveyed indicate that they are connected to community resources (82% in 2014).
- Participants feel comfortable and safe attending the program and feel supported by the staff. Across all programs, 90% of participants surveyed indicate that they felt supported and 89% indicate that they access support to meet their needs (91% and 87% respectively in 2014).

We recognize that positive change can be continuous and characterized by incremental growth consisting of both “ah-ha” moments and gradual learnings.

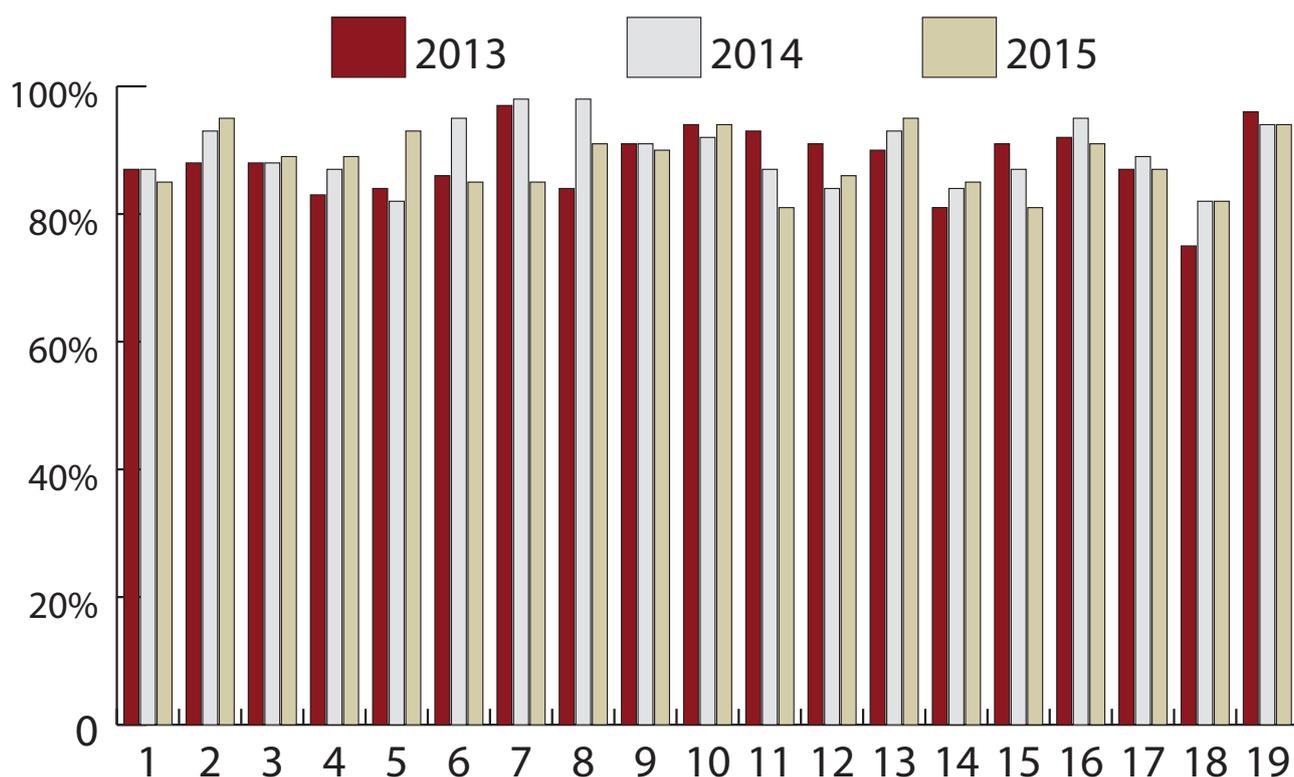
**Positive Change:**

- Participant can identify one or more new connections in their network of social support. Across all programs, 87% of participants surveyed indicate that they increased their network of social support (89% in 2014).
- Participant has learned or strengthened one or more skills. Across all programs, 81% of participants surveyed indicate that they have the skills needed to address identified issues (87% in 2014).
- Participant is able to set and reach one or more of their personal goals (small & large goals).

**General Trends:**

- Increased need for programming for the multiple barriers participants face.
- Increased immigrant population accessing services (especially as a family unit).
- Increased need for programs for school-aged kids and teenage youth.
- Increased feelings of stress, being overwhelmed and desperation due to economic changes.
- Increased need for more than one job and the balance is challenging.
- Lack of adequate (inexpensive, available, local) mental health supports.
- Increased need for programs for the entire family.
- Seniors who are outliving their resources due to the increased cost of living, and thus struggling with basic needs and the impact of not meeting those needs (particularly increased stress and isolation).

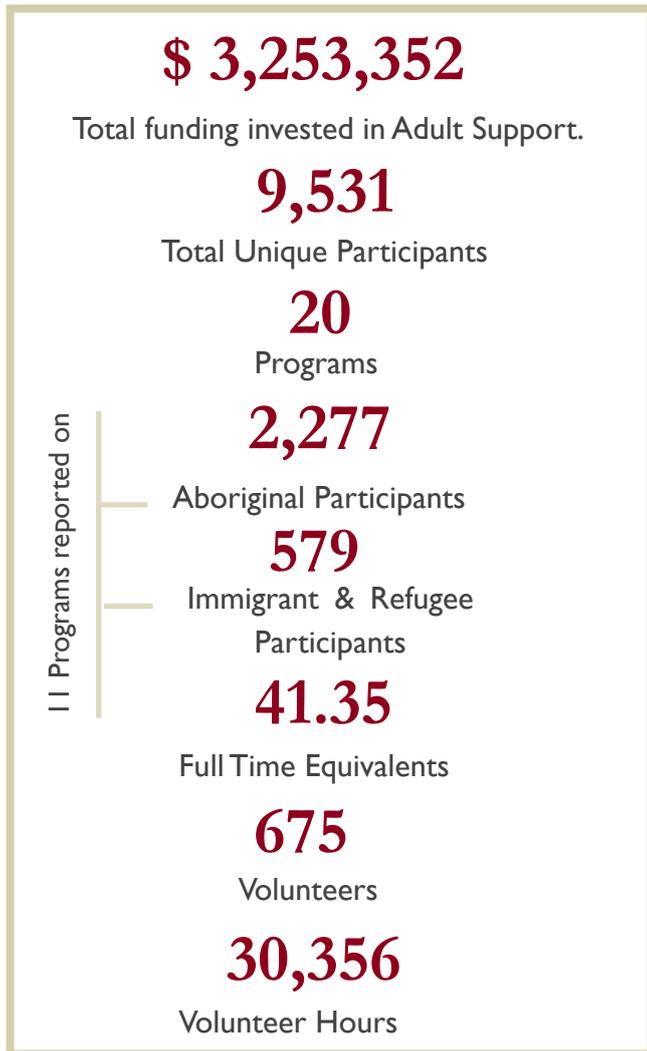
**Positive Change by Common Outcome - 2013, 2014 & 2015**



- |  |  |   |
|--|--|---|
| 1. Children have developmentally appropriate skills  | 9. Participants feel supported   | 17. Participants increased their network of social support  |
| 2. Parents develop the a) knowledge b) skills need to provide a nurturing environment for their kids | 10. Participants feel they contribute to positive change in the community (or agency) through volunteer activities | 18. Participants make informed choices about their living situation   |
| 3. Parents have positive parenting skills  | 11. Participants have healthy relationships  | 19. Participating communities strengthen their capacity to address issues or create opportunities for engagement. |
| 4. Participants access support to meet their needs   | 12. Participants have improved family functioning  |   |
| 5. Participants are connected to community resources   | 13. Participants have knowledge of child development   |   |
| 6. Participants are educated about social issues in the community                                    | 14. Participants have knowledge of community resources   |   |
| 7. Participants are involved positively in the community   | 15. Participants have the skills needed to address identified issues   |   |
| 8. Participants are supported in meeting their basic needs   | 16. Participants increase their a) knowledge and b) skills through their volunteer involvement                     |   |

## ADULT SUPPORT

Adult support programs focus on providing individual support for personal issues that will improve the quality of life of adults.



### Program Area Cost Per Participant



**\$341.34**

This number is based on the total unique participants reported and the total funding reported for the program area.

### Program Area Data Collection

The top 2 data collection methods in this program area were:

1. Surveys/questionnaires
2. Direct Observation

Data was most commonly collected during the program (60%) and post-program (22%).

### Program Area Themes

Basic needs support and essential skills learning are indicated as a high priority in this program area. The need for navigation supports was critical. There was also awareness that small changes can make a big impact.

The funded agencies under Adult Support report that the biggest challenges participants face are the stigma of mental health and having to send participants to programming outside of their organization because of presenting issues their organization did not deal with. In many cases, agencies report going beyond their scope of work because participants presented with multiple needs.

### Positive Change in this Program Area

- Replacing negative behaviours with positive behaviors.
- Establishing new healthy relationships & healthy boundaries.
- Improvement in self-esteem, confidence, self-advocacy & decision making.
- Able to comfortably seek support & ask for help.
- Developing healthy coping skills.
- Building healthy listening & communication skills.

### Outcomes<sup>1</sup>

Participants have the skills needed to address identified issues.

93% of participants demonstrated skills in one or more area

86% of participants report an increased capacity to solve day-to-day programs and challenges

95% of participants report being able to cope with day-to-day stress

69% of participants report having personal characteristics that are likely to help them address their identified issues

Participants have healthy relationships.

97% of participants report positive interactions with important others

93% of participants report that they feel supported/cared for by important others

<sup>1</sup> Green % indicates an increase from 2014 data; red represents a decrease; 1 black indicates no change.

86% of participants report that they feel comfortable communicating concerns to important others

Participants increase their network of social support.

96% of participants report making new friends or maintaining friendships

100% of participants report making new social connections

94% of participants report that they have one or more new people that they can turn to for help

## Program Area Narrative

Agency: Candora Society

Program: Community Economic Development

Client Story #1 - I was burnt out and barely functioning after working at a school board. I had been hiding my anxiety disorder and single parenting my adult son with special needs. After six months off work I realized that I could not go back but I had no idea what I could do let alone have the confidence to try something new. I was referred to Candora. I didn't think it would be a good fit but in the end the programs at Candora helped me get back on track. The safe learning environment was the key. I was able to not only attend but also get involved in other programs. I was able to start looking towards the future. One year later, I am now a volunteer facilitator for a weekly art club and working part time in childcare. I now have ambition and initiative again and am working towards using my BA degree and my passion for art to become an art therapist.

Client Story #2 - I arrived in Canada from Mexico this summer. In my home country I worked as an accountant for a large corporation in Mexico City. I was referred to Candora as an English student. I am now attending three programs at Candora, two to help me learn English and one to help me get work. I am 52 years old and I really need to work to help my son go to university. The Caring for Children program has been a very good experience. I was able to share my experiences raising my own children and felt that my contribution was welcome. I am interested in working in the field of childcare. I have started volunteering with children and I am able to use the information I

have learned in this program. I am learning new things about caring for children in Canada and I am hoping to work in this field in order to help provide for myself and my son. I really appreciate my teacher helping me and helping me to tell my story.

Client Story #3 - Brenda attended our Mastering Your Money program. After completing the program we continue to support our participants in a variety of different capacities. On one of our frequent follow-up meetings, Brenda shared a moment she is celebrating. Brenda and her partner at the time were at the till of a local retail store. The retail store was offering a current credit promotion. Brenda was offered the promotion and was feeling pressured by her partner to apply for a joint credit card. Brenda was aware of the current state of her partner's undesirable credit and employment situation. Brenda stated that it was at this moment that she remembered back to the program and the advice that was given. Brenda declined the credit card knowing now that she would be responsible for any debt incurred and the effect it would have on her credit score that she was diligently working towards recovering. This is when Brenda informed staff that the week following the incident her partner at the time severed their relationship. Brenda was proud of herself for having the courage to stand up for herself as well as the new found knowledge and support to be able to continue on with a long term goal that she had never dreamed would be an option.

## Program Area Quote

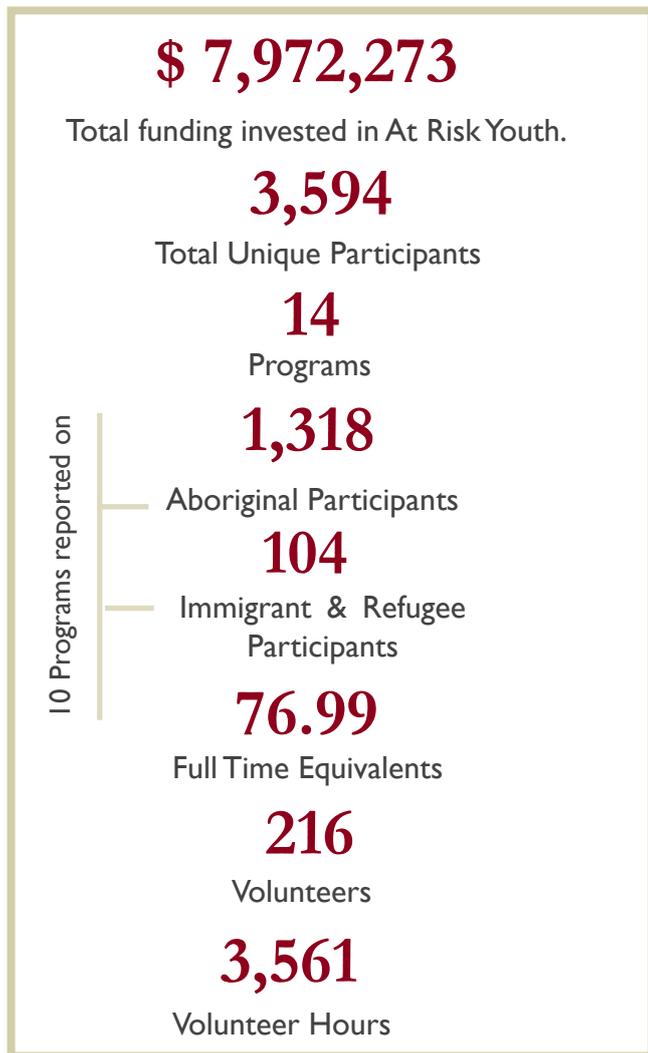


“My counseling has helped me a lot and given me a lot of solutions to help me cope better.” – Participant of an Adult Support Program

“(I learned) how to cope with anger in positive and healthy ways and to be more productive in active listening” - Participant of an Adult Support Program.

## AT RISK YOUTH

At Risk Youth programs work with youth who are in environments in which they may engage in high risk behaviours.



### Program Area Cost Per Participant



**\$2,218.22**

This number is based on the total unique participants reported and the total funding reported for the program area.

### Program Area Data Collection

The top 2 data collection methods in this program area were:

1. Direct Observation
2. Surveys/questionnaires

Data was most commonly collected during the program (86%) and pre & post-program (10%).

### Program Area Themes

The funded agencies that are reporting under At Risk Youth noted that many of the youth they serve come to programs with addictions, unhealthy relationships, experiences of prostitution, gang involvement and lacking basic needs. They consider helping the youth meet their basic needs, getting the youth involved in healthy social and cultural activities, and keeping the youth connected to the staff or other positive supports as successes.

For many of these youth, life is about survival; they need support to access basic needs. They face multiple barriers. The program area reported that youth experience discrimination based on stereotypes, street violence, disconnection from their cultures, issues pertaining specifically to young women, and access to health resources (including STI & pregnancy testing). There is indication that youth-led facilitation of programming has been highly effective and that small changes with youth can cause major impact in their overall well-being.

### Positive Change in this Program Area

- Participants are connected to one or more resources.
- Participants have at least one healthy relationship & are able to set healthy boundaries.
- Participants have increased self-esteem, independence, accountability and responsibility.
- Participants report an existing skill or learning a new one (e.g.: parenting skills or social skills).
- Participants set or reach their personal goals in school, work, or finding housing.
- Participants are comfortable and feel safe to continue returning to programs and opening up about the past.
- Participants demonstrate positive decision making, recognizing positive versus negative choices and their consequences.

### Outcomes<sup>1</sup>

#### Participants feel supported

77% of participants feel heard/understood, and that their needs were met

83% of participants report having sources of community and/or professional support

<sup>1</sup> Green % indicates an increase from 2014 data; red represents a decrease; black indicates no change.

Participants have the skills needed to address identified issues

57% of participants demonstrated skills in one or more area

76% of participants report an increased capacity to solve day-to-day programs and challenges

63% of participants report being able to cope with day-to-day stress

100% of participants report having personal characteristics that are likely to help them address their identified issues

Participants have healthy relationships

61% of participants report positive interactions with important others

86% of participants report that they are satisfied with their relationships with important others

59% of participants report that they feel comfortable communicating concerns to important others

## Program Area Narrative

Agency: YMCA

Program: Youth Transitions Program

When Desiree was in grade ten she faced some challenges and turned to the YMCA seeking guidance and support. Due to the issues Desiree was facing, she was referred to the Youth Transitions Program (YTP). During her time in YTP, Desiree had the opportunity to connect with other youth, something she admittedly struggled with. Over the years Desiree grew very close to the Youth Advisors as they encouraged and supported her to reach her goals which were, at the time, improving upon her social skills, making new friends and graduating from high school.

In the spring of 2014, Desiree achieved her goal and graduated from high school, but she was facing a new dilemma that each of us has faced at one time or another, “what happens now? “. Desiree was about to turn 18 and would no longer be able to stay with her foster parents. She needed a job and a plan. Desiree turned to the Youth Advisors for guidance. The first step was to create some new goals. Desiree was interested in a career in the culinary field, but wasn't sure how to get started. One of the Youth Advisors accompanied her to an information

session about the Culinary Arts program at NAIT to learn more about entry requirements and the application process. Desiree discovered she would need to do some upgrading to increase her chances of admittance. The Youth Advisor and Desiree then headed to Centre High to explore more options. Desiree would also need a job in order to support herself financially. She was determined to find her first job on her own and with some basic job search advice and information about resumes and cover letters, Desiree began her search.

Today Desiree is upgrading her education at Centre High and working part-time. She also still makes time for YTP, by attending recreation nights and being an active participant on the Leadership Committee. Through the Leadership Committee, Desiree has had the opportunity to influence YTP activities and participate in various community service activities, including spending time at a seniors home and handing out pizza to hungry individuals in the downtown core. Desiree will also be going on the leadership retreat to YoWoChas Outdoor Education Centre where she will have the opportunity to strengthen and build new leadership skills.

When I asked Desiree what she liked most about YTP she said:

“YTP is a good program, you can make new friends and bond with other people and you can always talk to the Youth Advisors about your problems.”

## Program Area Quote



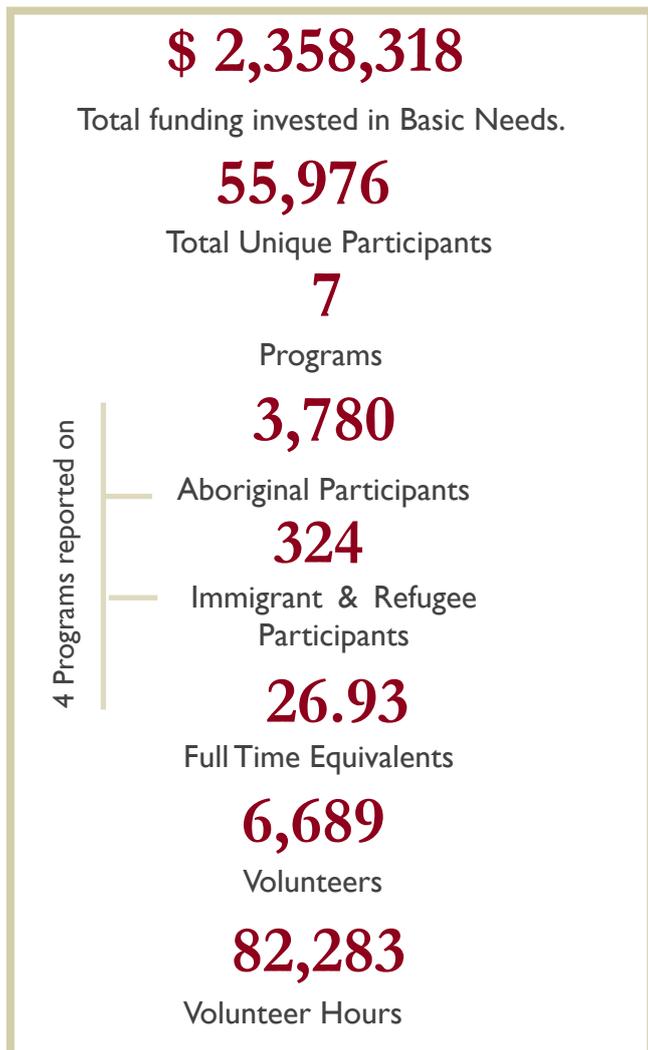
“(I learned...) about being a leader and making a difference in my community. I never really thought I could be a leader, but I can” – Participants of an At Risk Youth Program

“I feel included/wanted” - Participant of an At Risk Youth Program

“It makes me more self aware of my actions and to think twice.” - Participant of an At Risk Youth Program

## BASIC NEEDS

Basic Needs programs focus on providing the necessities of life (e.g. food, clothing, shelter) to members of the community who are unable to access these needs themselves.



### Program Area Cost Per Participant



**\$42.13**

This number is based on the total unique participants reported and the total funding reported for the program area.

### Program Area Data Collection

The top 2 data collection methods in this program area were:

1. Surveys/questionnaires
2. Interviews

Due to the nature of the programs data was collected during the program (100%).

## Program Area Themes

The funded agencies under this program area note that it is important to meet the participants where they are at when they enter the program. Their goal is to ensure that participants feel that the program they are accessing is a safe place and that they can be vulnerable there. The programs define success as meeting the participant's immediate basic needs and building connections with the individual. Establishing partnerships has helped to ensure participants are referred efficiently and that more people are served.

Many of the funded agencies report that participants accessing their programming are impacted in multiple ways because of the basic needs they are unable to attain. Similar to the other program areas, the clients they serve experience multiple barriers, and many of them do not trust any of the formal systems. As the economy shifts, the need is increasing and there is a higher demand for service.

### Positive Change in this Program Area

- Participant has a new relationship.
- Participant is aware of and is accessing resources/referrals.
- Participant experiences relief because immediate needs are met.
- Participant increases feelings of self-worth.

### Outcomes<sup>1</sup>

Participants are supported in meeting their basic needs

52% of participants report they are able to access clothing for themselves or their children

95% of participants report they have access to nutritious food for themselves or their children

92% of participants report that they are able to access resources that address financial issues

100% of participants report that they are able to access resources that address safety

93% of participants report that they are able to access resources that address social isolation

<sup>1</sup> Green % indicates an increase from 2014 data; red represents a decrease; black indicates no change.

Participants access support to meet their needs  
100% of participants report they are able to seek out relevant resources  
99% of participants report that they access services that meet their needs

Participants feel supported  
64% of participants report that they feel heard/ understood, and that their needs are met

## Program Area Narrative

Agency: Leduc & District Food Bank  
Program: Food Hamper Program

A client was referred to us by several agencies. A domestic abuse situation where several agencies were involved over several months. Client was able to access our services for food. Over the months it was noticed that the client's income was extremely low and not able to access Child Tax Benefits. After some discussion with the client and other agencies the food bank was able to connect the client with an accounting firm who at no charge was able work through the paperwork for the client to access the CTB income with back pay and allowed the client to become much more self reliant. A vehicle was purchased that allowed the client to attend many counseling appointments for both her and the children. She was no longer dependent on agencies to be able to get her to appointments freeing up their time also.

Agency: Edmonton Epilepsy Association  
Program: Employment Supports

A 27-year old woman with epilepsy who had on-again, off-again seizure activity that consigned her to a series of low-paying menial jobs came to us for assistance in hopefully finding a "real" job that could perhaps turn into a career. We worked with her and her neurologist to address medication issues, took her into counselling, trained her in our office to improve her computer, administrative and public communication skills, brought her into our Employ-abilities program and helped her get a part-time customer service position. That position has now led to full-time work at a good pay scale. Her employer is happy with her and her with them. She is now a positive and self-confident individual looking forward to further advancement in her field. She has publicly thanked us for "giving her

back her life".

Agency: Boyle Street Community Services  
Program: Inner City Outreach and Liaison (Drop-in)

Grant was homeless and accessing our services, as well as the overnight shelters and detox facilities, for several years. About five years ago, I needed help with setting up an art activity table in the Drop-In and asked him to assist me in bringing out the supplies and coming up with a creative topic to use for a group' collage. At first he was a bit hesitant, but agreed to help me out and then made himself available for the actual activity. He shared some of his personal history and present circumstances with me, from childhood trauma and struggling with FASD to surviving the streets and day to day violence he would witness. I found ways to relate and reflect back to him my willingness to listen and showed him the compassion and respect he deserved.

Grant began to step up and offer his help on his own from there on out, when I was setting up activities for our community members. He began to recruit other people to participate and became one of our most dedicated volunteers. Eventually, we led him to a Mental Health worker, who helped him get on to financial assistance. he remained on the streets for about a year after that kicked in, before developing a strong friendship with another member and approaching our Housing department with the help of the Drop-In staff. The two community members have been successfully housed for over six months now, and even have a kitten to care for!

Grant still comes by the centre, periodically, to check in with his workers, visit with the Drop-In staff and donate some of his time to volunteering for our community.

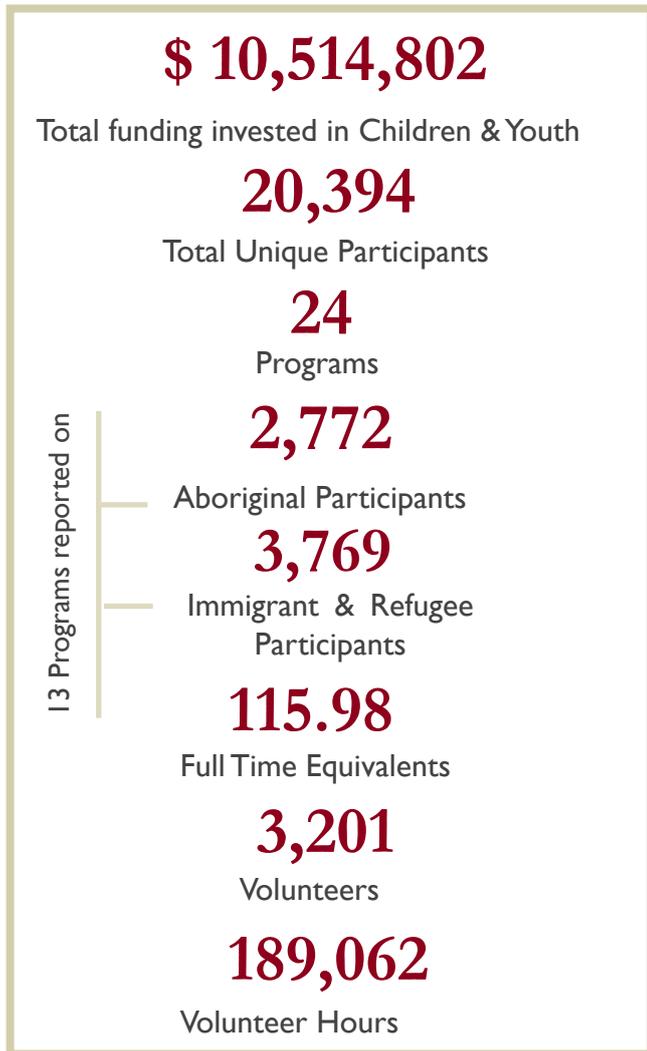
## Program Area Quote



"The knowledge at all available support services (in one location) has made my transition to a new start a streamlined process" – Participant of a Basic Needs Program

## CHILDREN & YOUTH

Children and Youth programs seek to improve the lives of children and youth by meeting their developmental, social and basic needs.



### Program Area Cost Per Participant



**\$515.58**

This number is based on the total unique participants reported and the total funding reported for the program area.

### Program Area Data Collection

The top 2 data collection methods in this program area were:

1. Surveys/questionnaires
2. Direct Observation

Data was most commonly collected post program (49%) and during the program (32%).

### Program Area Themes

In this program area success is defined as being able to support the whole family; participants enjoying coming & feeling included; participants embracing diversity; and bridging a social connection between the child/youth and other children/youth or the staff at the program. Since this program area is working with the children and youth group, they report taking every opportunity to capitalize on using creativity to build the necessary skills.

The funded agencies that work with children and youth reported that there are many children and youth attending program who face multiple barriers (including requiring basic needs support) and that there is an increased need for youth support in particular. Some more specific examples of the range of challenges faced in this program area include: the increase in violent play and dependence on video games/media and the challenges that LGBTQ youth are facing.

### Positive Change in this Program Area

- Participant is able to name positive attributes about themselves including a positive identity (increased confidence).
- Participant is able to set and achieve personal goals
- Participant learns one or more new skills (communication, problem solving, decision making skills, developmental skills, coping skills, life skills, social skills).
- Participant is able to set boundaries (saying no, managing peer pressure).
- Participant is attending and/or participating in school.

### Outcomes<sup>1</sup>

Children have developmentally appropriate skills

81% of participants demonstrate age/developmentally appropriate skills

87% of participants report behaviours or feelings that are consistent with the developmental assets

54% of school-aged participants demonstrate school readiness skills

<sup>1</sup> Green % indicates an increase from 2014 data; red represents a decrease; black indicates no change.

Participants increase their network of social support  
86% of participants report making new friends or maintaining friendships  
100% of participants report making new social connections  
81% of participants report that they have one or more new people that they can turn to for help

## Program Area Narrative

Agency: Gay, Lesbian, Bisexual Transgendered Pride Centre of Edmonton  
Program: Youth Transitions

Story #1 - This young transgender woman's story needs little stage setting. Now 23, she tells her own story of her experience at the Pride Centre of Edmonton.

"I had been struggling with gender identity and sexuality, as well as poverty and substance abuse issues. Knowing that something needed to change in my life, I began looking for a safe place to try and make a new plan from. Having heard that the Pride Centre was downtown now, I ended up meekly walking in unsure of how welcome I was. A volunteer warmly greeted me, encouraged me to sit somewhere, browse the library and safety literature, and generally made me feel like it was okay to be there.

Over the next few weeks, I spent nearly every weekday there - reaching out to potential jobs, researching doctors who might help with my health conditions, and finding a supportive sense of safety. The calm compassion of the staff and volunteers was a healing balm, and let me unclench enough to start healing. I met some great friends, read some incredible books from the library, and eventually found a job I never thought I was qualified for. The Pride Centre gave me the confidence and safety to reach out of my comfort zone, and my life became better for it.

Even today when I feel those storm tossed seas calling, I head there for some time away from the busyness and stress. I have been proud to donate books to the library, take part in generously hosted social programs, and help others discover their sanctuary too. What a wonderful place. It saved my life."

Story # 2- This storyteller also fills in the blanks pretty well. Their story starts when they were 16 and they are now 19.

I moved to Edmonton in July of 2012 and my depression was getting worse because I had no friends and I had no one to go and do things with and nowhere to go hang out. My mom finally decided to help me go out and make friends in the LGBTQ community. By a smack in the face by luck we found the Pride Centre and went just in time to sign up for Camp for that August. I was absolutely terrified to go, but when it came time to go to camp I made some really good friends and people I lay a lot of trust in. We may not talk all the time, but I made memories and learned about myself by going to camp and meeting them. My two closest friends I met at camp. They're absolutely lovely and I would have never met them if it wasn't for the Pride Centre and how loving the people there are. I still drop into the Centre and I always feel safe and accepted when I go there. Camp with the Pride Centre is definitely a memory I will NEVER forget. Here we are two and a half years later and I still run into people from camp and we still talk like we never stopped talking. The happy notes I received while at camp will always be some of the best things to cheer me up when I'm sad. I'm extremely thankful for the Pride Centre and all of the people who help out there."

## Program Area Quote



"This program has helped me to completely change my outlook on myself and my place in the world ... it provided me with a space to develop the tools to cope when things get dark"  
- Participant of a Children & Youth

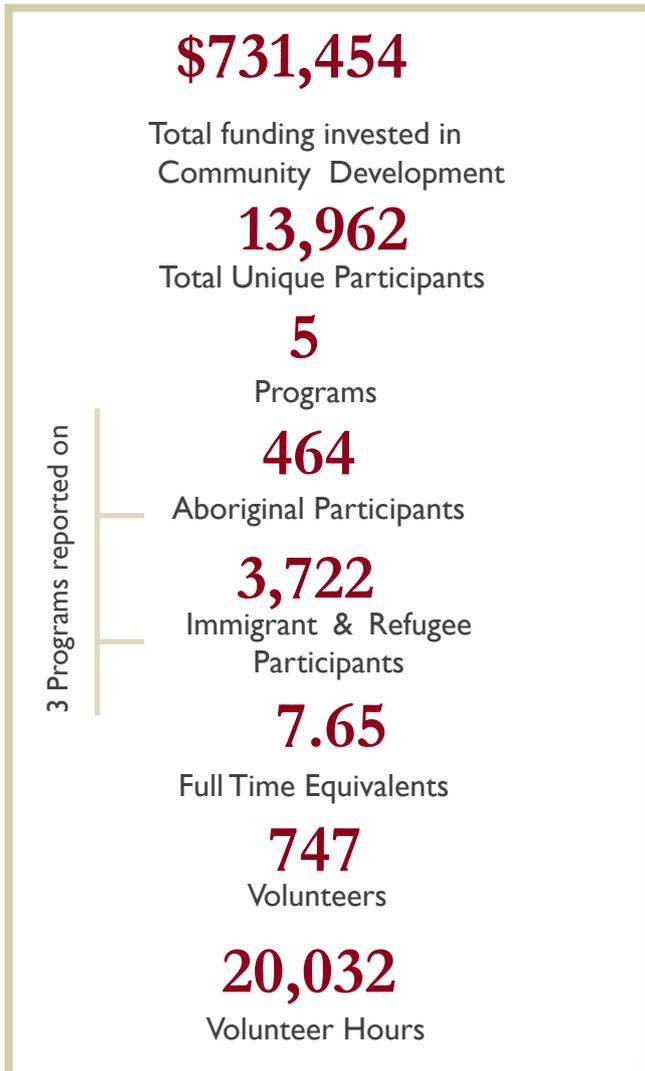
Program

"I don't get flustered. I used to never speak up in a group. I was really quiet. I realize that my voice holds weight like everyone else. I have a voice now. I'm not afraid to share my opinion." - Participant of a Children & Youth Program.

"The (staff) are wonderful & make every effort to make my son feel comfortable, appreciated and part of the group." - Parent of a child in a Children & Youth Program.

## COMMUNITY DEVELOPMENT

Community Development programs are unique in that they engage members of the community to become involved and participate in community improvement and capacity building.



### Program Area Cost Per Participant



**\$52.39**

This number is based on the total unique participants reported and the total funding reported for the program area.

### Program Area Data Collection

The top 2 data collection methods in this program area were:

1. Surveys/questionnaires
2. Group Discussions

Data was most commonly collected during the program (50%) and post-program (44%).

## Program Area Themes

For the Community Development programs, success is defined as: diverse projects & participants; more opportunities available to gain knowledge or skills; hosting engaging events; training trainers (continuous capacity building); and providing support to navigate systems.

Similar to many of the other program areas, agencies that provide Community Development programs note an increase in complex participants accessing their services. They also report that the economy is beginning to have some impact on the level of poverty many are experiencing. Despite reports that there are not enough resources for the influx of needs and that there are many individuals and families who are isolated from services due to living in rural or remote communities or lacking transportation, there are still many signs of success in the community development programs.

### Positive Change in this Program Area

- Participants increase their leadership skills.
- Participants build new social networks and experience of sense of belonging.
- Participants experience a decrease in isolation.
- Participants experience trying something new and out of their comfort zone.
- Participants gain knowledge of systems (social & political).
- Participants feel empowered to affect change.
- Participants gain awareness about a particular social issue.

### Outcomes<sup>1</sup>

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 domains of community capacity (participation, leadership, etc.)

**100%** of participants' communities create opportunities for people to get involved in issues/opportunities of interest to them

<sup>1</sup> Green % indicates an increase from 2014 data; red represents a decrease; black indicates no change.

Participants have the skills needed to address identified issues

93% of participants report an increased capacity to solve day-to-day programs and challenges  
100 % of participants report being able to cope with day-to-day stress

Participants are involved positively in the community

92% of participants report or demonstrate becoming more integrated into community activities or groups  
93% of participants that they feel a sense of belonging/citizenship in their community

## Program Area Narrative

Agency: Edmonton Mennonite Centre for Newcomers  
Program: Putting Down Roots

Success story from Iraqi community.

Working as a community leader with the support of EMCN has made a big impact on the Iraqi community. The Iraqi community is stronger because of the collaboration opportunities facilitated by EMCN. The collective kitchen project with EMCN and Somali community has taught us a lot on how to work together. I am satisfied that during my period as the community leader. I was able to connect many Iraqi community members and other Arabic speaking communities to EMCN settlement, employment, therapist and social work team. The Iraqi community benefited from the collaboration, we were able to take the Iraqi women for canoe trips and swimming lessons and we started Arabic language classes for the youth. We appreciate the support and mentorship we received from EMCN. Thank you for giving us the opportunity to engage with other communities and collaborate on projects.

Agency : Edmonton Chamber of Voluntary Organizations  
Program: Volunteer Edmonton

At the Edmonton Volunteer Fair, a senior approached our Executive Director and began to talk him about what the fair meant to her. She said that she was so glad that we were doing this fair because she wanted to find something meaningful to do in her life. She ended the conversation with “I am sure I’ll find it here today!” Volunteering can have an

incredible impact on the well-being and lives of individuals and the promotion of its value and the opportunities available is vital work that we hope to continue to do in Edmonton.

Testimonials:

“Thank you so very much for such a great workshop! I learned a lot and appreciated all the information. I enjoyed listening to the presenters experiences since I could identify with a lot of the things said. Thank you so much for a wealth of information. I also appreciate the resources for mental health sheet.”

“I just wanted to thank you again for the presentation this morning, a lot of the students found it very helpful and I appreciate you coming by to do that for the school!

“Thank you again for participating in our Career Networking/Smart Connections event yesterday, *ERIEC* highly appreciates your commitment and valuable support. Your presentation was a real inspiration and a life changer to fellow immigrants! Thank you!”

## Program Area Quote

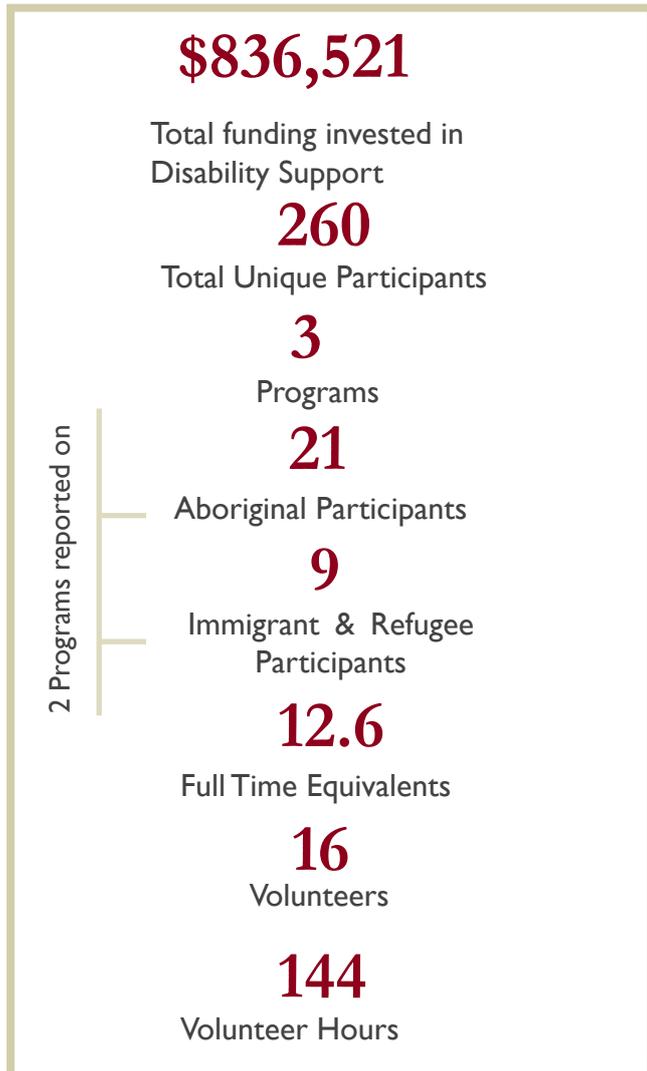


“[Organization] does an excellent job of empowering small community groups and equipping them with the skills and resources necessary to create change in their own communities”- Participant of a Community Development Program

“I have never had someone discuss these issues before or even bring them up. I truly benefited & appreciated how the workshop was facilitated.” - Participant of a Community Development Program.

## DISABILITY SUPPORT

Disability Support programs focus on supporting individuals with disabilities to overcome barriers.



### Program Area Cost Per Participant



**\$3,217.39**

This number is based on the total unique participants reported and the total funding reported for the program area.

### Program Area Data Collection

The top 2 data collection methods in this program area were:

1. Direct Observations
2. Interviews

Majority of data was collected during the program (78%).

## Program Area Themes

The Disability Support program area reports their program is successful when they are able to develop good working relationships with their participants; when their participants feel valued, happy and excited to attend programs; when participants are engaged in the program; and when participants find supports in their peers.

One of the biggest challenges the participants of disability support programs face is the stigma surrounding disabilities as well as the lack of appropriate housing, finances and caregivers. The programs in this area work towards supporting appropriate employment, mental health supports, and aiding participants in finding support for their basic needs.

### Positive Change in this Program Area

- Participants find suitable employment that suit them & that they enjoy.
- Participants learn one or more new skills (work place skills, social skills, coping skills, decision making, problem solving).
- Participants feel a sense of belonging & experience an increase in confidence.
- Participants set & reach personal goals.
- Participants have improvement in various aspects of their mental health (e.g. decrease in experiences of depression)

### Outcomes<sup>1</sup>

Participants have the skills needed to address identified issues

- 32% of participants demonstrate skills in one or more areas
- 80% of participants report an increased capacity to solve day-to-day programs and challenges
- 70% of participants report being able to cope with day-to-day stress

Participants increase their network of social support

- 40% of participants report making new social connections
- 100% of participants report that they have one or more new people that they can turn to for help

<sup>1</sup> Green % indicates an increase from 2014 data; red represents a decrease; black indicates no change.

Participants are involved positively in the community  
100% of participants report or demonstrate becoming more integrated into community activities or groups  
90% of participants that they feel a sense of belonging/citizenship in their community

## Program Area Narrative

Agency: Gateway

Program: Employment Initiative

Josh came to Gateway in the summer of 2015 after he had unsuccessfully tried to get employment on his own. He encountered a few road blocks while looking for employment such as dealing with the online application process and not getting responses from business where he had dropped off resumes. This made him feel really deflated and brought down his self-confidence. One of Josh's biggest worries is that people will not understand him or will be judgmental towards him since he has experienced a lot of that in his lifetime. He was employed at a restaurant where he was bussing tables and doing other cleaning duties, unfortunately he was only there a week before he was laid off. Josh felt that the management team was not very supportive and had a hard time going to them if there was an issue to address.

Through the discovery process I came to see that Josh really wanted to work with either animals or children and needed to work with a manager that is very open and approachable. While looking for businesses that are hiring or who would be open to the possibility I came across PetSmart, they were looking for a part time employee in their pet care department. After an initial meeting with the general manager Josh and I filled out the online application together and proceeded onto the interview process. With the support of one of Gateways employment specialists, PetSmart came to better understand Josh's disability and the accommodations needed, but moreover what he could bring to their business. Gateway specialist assisted in the orientation at PetSmart when Josh was brought on at the beginning of November to help customers, clean cages, and take care of the small animals. Since he began Josh has done really well assisting customers in a very professional manner, and is always willing to help out. He even regularly goes into the parking lot and gather the shopping carts when the

cashiers are too busy to get them done.

The staff at PetSmart learned a lot about inclusive hiring and the many attributes someone who lives with autism can bring to a business. Once Josh came into his position, he felt very accepted by his colleagues and managers; they treated him like any other employee. The managers have given him lots of positive feedback which has made him exceptionally happy to know that they are invested in making him a part of the team and appreciate the work he is doing. Josh is very appreciative of this opportunity and has shown a strong commitment to being at work and doing the best job that he can. This has allowed him to develop better interpersonal skills and is learning many first time job skills such as accountability and work ethic. Josh is always so happy to go into work and was very proud that he could buy Christmas presents on his own this year. His mom was so moved by how PetSmart's management has been committed to ensuring he is treated like other employee, she wrote the general manager thanking her. Josh has found a place where he fits in and can be himself, he has been able to learn new skills while also saving up for his ultimate goal of a first car.

## Program Area Quote

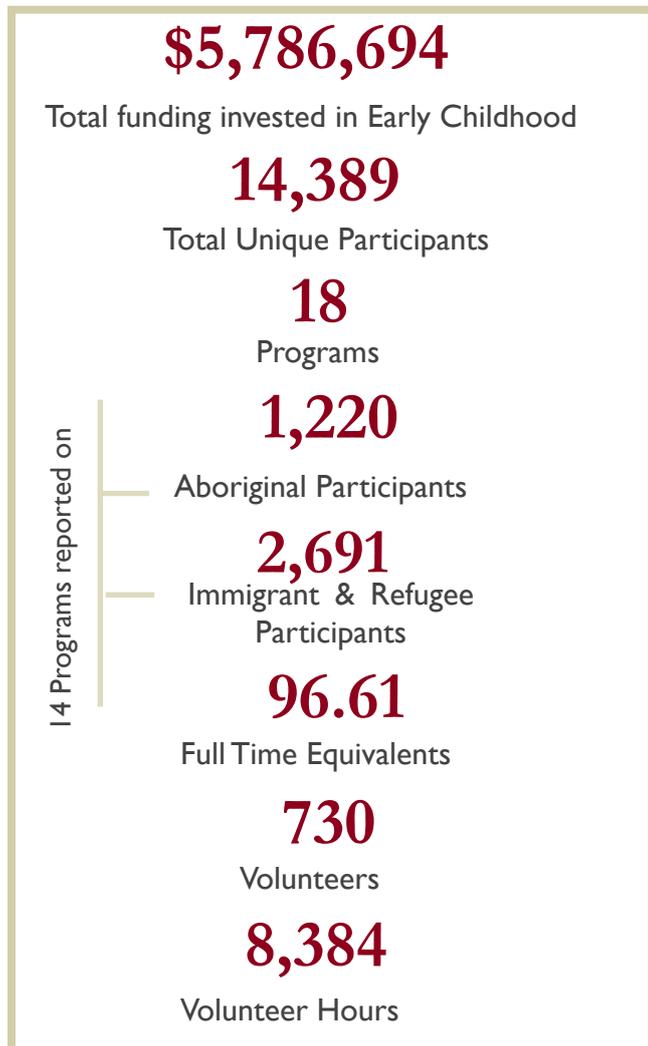


"I actually got a job! It was an amazing feat! It was hard at first, it was not easy but I stuck with it. I got a lot of help from my co-workers.

They were amazing to help me out and I just kept on going. I felt a lot of acceptance here from the people around me. The atmosphere here is great. I just love it!" - Disability Support Program Participant

## EARLY CHILDHOOD

Early Childhood programs focus on supporting young children in our community and enhancing early childhood development.



### Program Area Cost Per Participant



**\$402.18**

This number is based on the total unique participants reported and the total funding reported for the program area.

### Program Area Data Collection

The top 2 data collection methods in this program area were:

1. Surveys/questionnaires
2. Direct Observation

Data was most commonly collected during the program (48%) and post-program (43%).

### Program Area Themes

In this program area, success is defined as children and families attending programming; parental involvement and engagement with the program; increased readiness for school for the children; families connecting with each other; culturally responsive programming; and outreach efforts being rewarded by the children and families accessing regular programming.

Despite the focus of programs being on the young children, many program staff report that they are serving the family as a whole. Often the families of the young children come to programming experiencing transportation issues, parents losing jobs, lack of basic needs, and a struggle to find high quality, ongoing, and reduced fee/free childcare, thus all of those issues also become priorities for the funded agencies. Under that premise, many reports mentioned an increased need for combined as well as separate parent/child programming and for that programming to be flexible (i.e. include more evening and weekend support).

### Positive Change in this Program Area

- Child creates a new friend or finds a new connection within the program.
- Child develops one or more skills (social skills, developmental skills, communication skills).
- Child expresses or displays an increased confidence level.
- There is a strengthened bond between the child & parents during interactions.
- Child displays age appropriate skills.
- Child engages in activities with their peers.
- Parent learns new parent skills (understanding behaviours, respect & listening, conflict resolution).

### Outcomes<sup>1</sup>

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

88% of parents identify aspects of a nurturing environment for their child(ren) at home

93% of parents can identify healthy attachment behaviours

100% of parents identify strategies they can apply

<sup>1</sup> Green % indicates an increase from 2014 data; red represents a decrease; black indicates no change.

at home, to provide a nurturing environment for their child(ren)

100% of parents report enhanced family interactions

Children have developmentally appropriate skills

88% of participants demonstrate

age/developmentally appropriate skills

85% of participants report behaviours or feelings that are consistent with some of the eight development assets

92% of school-aged participants demonstrate school readiness skills

Participants access support to meet their needs

93% of participants report referrals provided were relevant to meet their needs

84% of participants report seeking out relevant resources

87% of participants report they accessed services that meet their needs

## Program Area Narrative

Agency: E4C

Program: Early Head Start

One father in our program disclosed how Early Head Start changed his child and family forever. He along with his wife was looking into preschool programs for their son, late in 2014. When they entered other preschools they became very worried when they saw how the children were playing together, listening to stories and doing activities. Their son was almost 3 years old and they recognized he did not speak well; his behavior at home was loud and aggressive, and they were quite concerned. The parents also had limited English and they left preschools feeling very overwhelmed. After receiving a speech assessment, their son was found to have a speech delay. The family was referred to Early Head Start and registered into our program. Their son attended Early Education classes and the parents were able to attend the parent groups. Within time and treatment with our Speech Language Pathologist, their child began to speak and

the parents' English greatly improved. Mom commented on his behavior at home as well, disclosing that he "no longer hits his baby sister and me because he can tell us his feelings." Both parents commented that their son enjoys looking at books and they are overjoyed! Mom can even read some books to him! Their son is entering a different program next year but the parents have no concerns and feels he will fit in with all the children. The father and mother expressed how happy they were, that their family had participated in Early Head Start, and wished to continue attending program in the upcoming year with their daughter.

## Program Area Quote

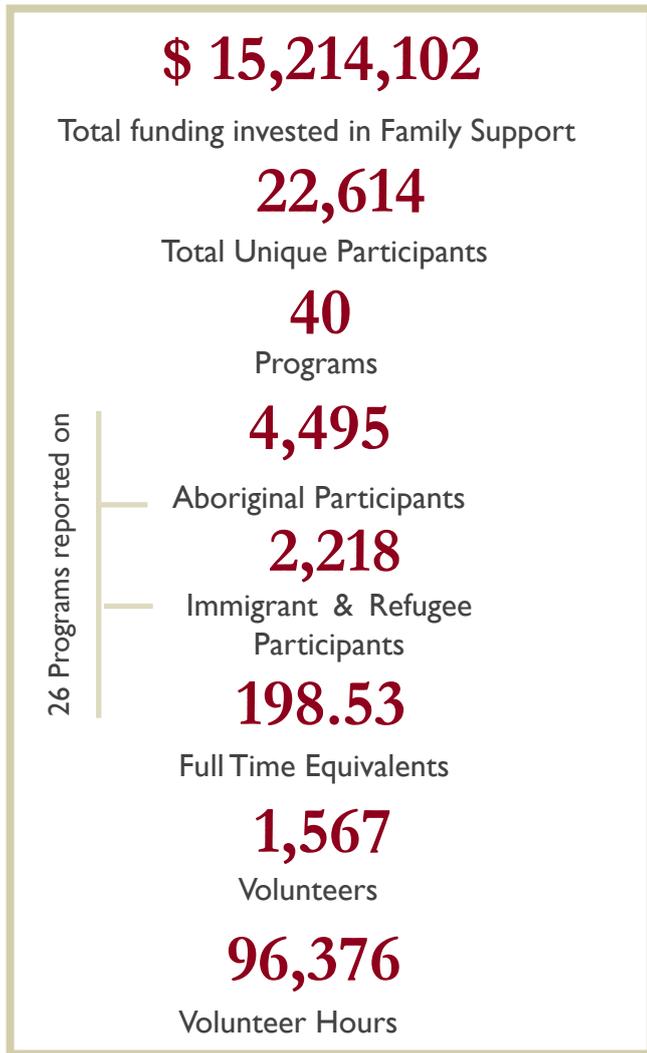


"The program has given the children the opportunity to develop their social competence by relating with other children. As a family, it gave us the chance to build relationship and network." – A parent of a child attending an Early Childhood Program

"I found that this program was perfectly appropriate for my daughter. The program is very balanced allotting a certain amount of time for reading, for song and movement activities, with free play and snack time. It allowed for my daughter to see what other children were doing and behaving, and improved some of her behaviours." - A parent of a child attending an Early Childhood Program

## FAMILY SUPPORT

Family Support programs focus on caregivers and/or families with the intention of improving well-being.



### Program Area Cost Per Participant



**\$672.77**

This number is based on the total unique participants reported and the total funding reported for the program area.

### Program Area Data Collection

The top 2 data collection methods in this program area were:

1. Surveys/questionnaires
2. Review of Charts or other observations

Data was most commonly collected during the program (56%) and post-program (28%).

### Program Area Themes

The biggest success reported by the funded agencies in this program area is that families attend the program and report that they have learned something new, enjoyed the program, have referred the program to others and return back to the program. Other successes include: empowering self-advocacy; when participants feel comfortable to share their learnings and experiences; families relating to and relying on one another; and families gain the ability to address barriers using the resources available.

The Family Support program area identified access to basic needs, particularly for women, as a huge challenge their participants face. The program staff also share that experiences of racism have a huge impact on participant's motivation to follow through with referrals and to feel comfortable using services and systems. Many participants are experiencing the effects of intergenerational trauma and thus attending programs to gain awareness and support around these impacts. When the families can recognize the impact of their environment (medical, mental, financial, structural systems) on the family, it creates awareness and helps to develop coping skills.

### Positive Change in this Program Area

- Families establish healthy connections with each other or other families.
- Families learn new skills (problem solving, setting boundaries, increased trust, parenting strategies, socialization, coping skills, confidence).
- Families spend more time together; adopt healthy lifestyles.
- Families implement and maintain structure or routine.
- Relationships within the family improve (reduce conflict, increase stability, parent-child relationships, sibling relationships, relationships with extended family members).
- Families have increased independence and confidence to access resources.

### Outcomes<sup>1</sup>

Participants have improved family functioning

**86%** of participants report a positive change in their family's routine

**83%** of participants report doing more activities

<sup>1</sup> Green % indicates an increase from 2014 data; red represents a decrease; black indicates no change.

together as a family

84% of participants report increased positive interactions among family

Participants feel supported

87% of participants reported that they feel heard/understood, and that their needs were met

34% of participants report having close friends and/or relatives with whom they can confide/ receive advice.

97% of participants report having sources of community or professional support

Participants increase their network of social support

83% of participants report making new friends or maintaining friendships

81% of participants report making new social connections

90% of participants report that they have one or more new people that they can turn to for help

### Program Area Narrative

Agency: The Family Centre

Program: Roots and Wings

Roots and Wings received a referral to work with a mother and her child who were staying in a women's shelter due to being physically abused by her ex-partner. Basic needs and connection to the community were the first goals that the mother (for this story her name will be Mary) and the Roots and Wings Worker needed to achieve. The Roots and Wings Worker assisted Mary with connecting with Alberta Works and receiving income support. They then connected with a low income housing program, and with some advocacy by the Roots and Wings Worker, Mary was able to obtain an apartment for her and her child almost immediately. The next step was to ensure the family had food, so a connection was made to the food bank. Once the immediate needs were addressed, Mary expressed her concern that she did not have the skills needed to get a job, and she worried about how she was going to support her child on an ongoing basis. The Roots and Wings Worker helped Mary explore educational options and she was empowered to register at Norquest College and is now enrolled in an Administration Assistant Program and

receiving student funding. Throughout the involvement with Mary and her child, the Roots and Wings Worker addressed parenting strategies and child development when needed. However, now that Mary has a safe home for her family and the potential for achieving success in the future, she has stated that she feels more confident in her ability to parent effectively and meet her child's needs.

### Program Area Quote



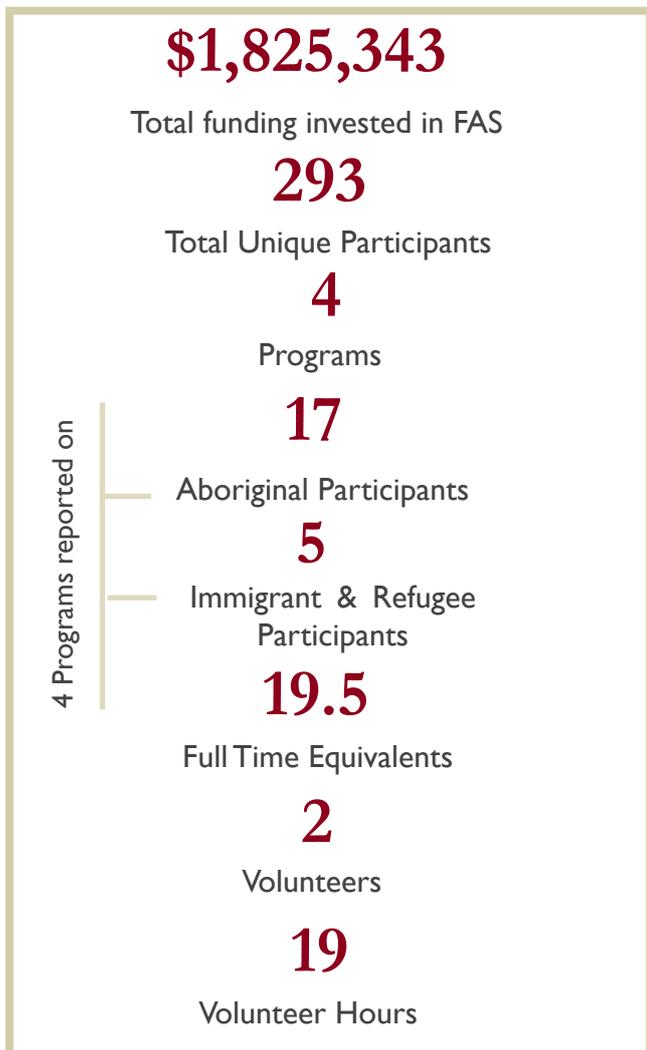
“[Program] brings families together & for parents to better understand their child through playing together.” – Parent attending a Family Support program

“I adore the staff! They made me feel valued and heard. Thank you for the childcare. This made things less stressful for me I feel great being there. I loved how they regularly let us talk about what we've been working on.” - Family Support Program Participant

“It's been great meeting with other parents and letting my kids make friends their own age!” - Family Support Program Participant

## FETAL ALCOHOL SPECTRUM (FAS)

FAS programs focus on prevention of FAS and/or provide support to families with parents or children affected by FAS.



### Program Area Cost Per Participant



**\$6,229.84**

This number is based on the total unique participants reported and the total funding reported for the program area.

### Program Area Data Collection

The top 2 data collection methods in this program area were:

1. Surveys/questionnaires
2. Interviews

Majority of data was collected during the program (92%).

### Program Area Themes

To the programs within this area, success is: participants feel connected to the community; participants feel they are able to confide in professionals; that participants have social supports outside of the program; and participants can access resources on a variety of day-to-day supports (health, housing, mental health, income support, finances, education).

The programs report that their participants face challenges of finding appropriate housing and mental health supports, and many of their participants face long wait lists. However, the biggest need identified by the funded agencies in the FAS program area was the need for more non-program supports for their participants within the community.

### Positive Change in this Program Area

- Participant is using community resources.
- Participant has a non-professional person to confide in.
- Participant feels an increased connection to the community.
- Participant is maintaining stability.
- Participant builds one or more new relationships.

### Outcomes<sup>1</sup>

Participants increase their network of social support  
97% of participants report making new friends or maintaining friendships  
15% of participants report making new social connections  
86% of participants report that they have one or more new people that they can turn to for help

Participants feel supported  
100% of participants report that they felt heard/understood and that their needs were met  
87% of participants report having close friends and/or relatives with whom they can confide/receive advice

Participants are connected to community resources  
95% of participants report that they have contacted one or more community resources that

<sup>1</sup> Green % indicates an increase from 2014 data; red represents a decrease; black indicates no change.

address their information or service needs  
90% of participants report that they have used the resources/services of one or more community resources that address their information or service needs

## Program Area Narrative

Agency: Bissell Centre

Program: Fetal Alcohol Spectrum Services

MH was referred to the FASS program by another support worker who was working with him in regards to addiction issues. He came to us with a plethora of heart wrenching stories to do with his background and upbringing. There was always something missing he couldn't confirm but attributed his lack of success in life to. He had suspected he had FASD but due to his hard to trace family history and what came across as general lack of belief in himself, based on a lifetime of hardship, he always seemed to fall through the cracks. Seeing a man who's been in and out of jail his whole life, who's learned to live life from within a hardened shell for the sake of survival, who's been written off and misunderstood since he could recall- seeing his eyes well up with tears because finally he found a program that could provide the missing pieces and make sense of what he hasn't been able to, THAT is a success. MH was connected to an advocate through the FASS program and has recently completed his FASD assessment with the Glenrose FASD Assessment Clinic. What he does with the information he has been given now is up to him, but he is now armed with the support of a program who understands him and his behaviours and who will help him to make the next steps without a missing piece to his puzzle.

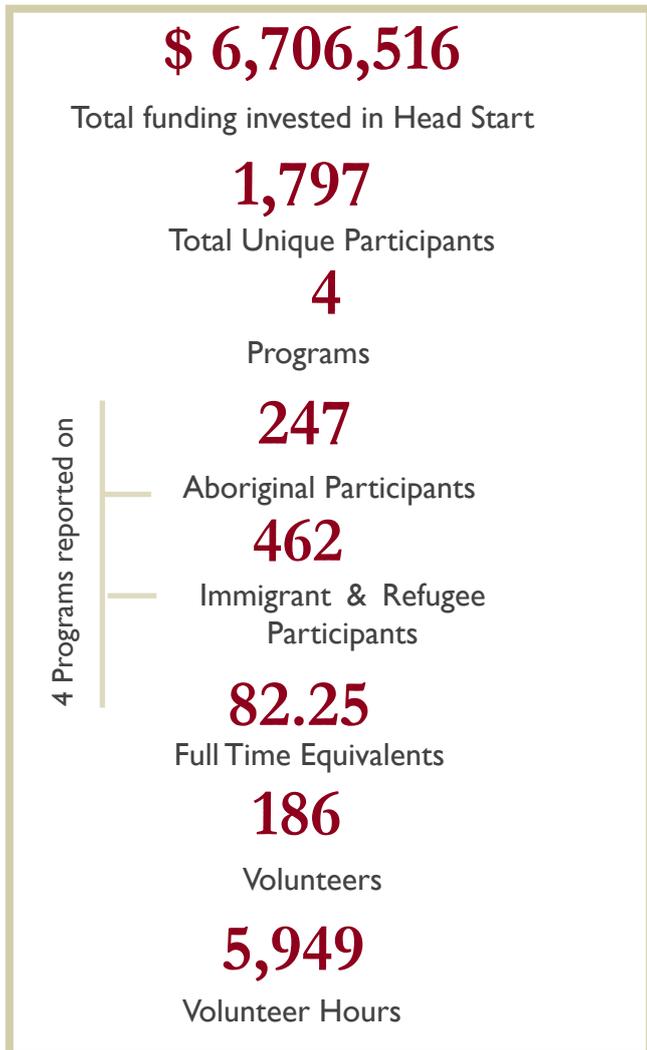
## Program Area Quote



“The listening & compassion, not being judged and feeling greatly supported by my mentor.” – Participant of a FAS program

## HEAD START

Head Start programs promote school readiness by enhancing child development and engaging parents in their child's learning.



### Program Area Cost Per Participant



**\$3,732.06**

This number is based on the total unique participants reported and the total funding reported for the program area.

### Program Area Data Collection

The top 2 data collection methods in this program area were:

1. Surveys/questionnaires
2. Review Charts or other documentation

Data was most commonly collected post program (50%) and during the program (29%).

### Program Area Themes

The program staff report success as: families communicating better; new relationships between families formed; families are able to recognize and cope with challenges; families are able to independently provide their own basic needs; families feel safe attending program; and that families and children respect, accept and appreciate the diversity of our community.

The funded agencies in the Head Start program area report that the needs and families attending programs are very diverse. There are many families in extremely vulnerable situations such as being at risk of losing their housing, experiencing mental and physical illness, dealing with unique family dynamics, and experiencing domestic violence.

### Positive Change in this Program Area

- Parents learn something new about parenting (ex: positive discipline)
- Parents and children develop new connections and relationships
- Parents and children develop new skills (verbal and non-verbal)
- Families establish new routines and maintain them
- Interactions and relationship strengthened between parent and child

### Outcomes<sup>1</sup>

Children have developmentally appropriate skills

96% of participants demonstrate age/developmentally appropriate skills

90% of school-aged participants demonstrate school readiness skills

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

95% of parents identify aspects of a nurturing environment for their child(ren) at home

95% of parents identify strategies they can apply at home, to provide a nurturing environment for their child(ren)

97% of parents report enhanced family interactions

<sup>1</sup> Green % indicates an increase from 2014 data; red represents a decrease; black indicates no change.

Participants access support to meet their needs  
88% of participants report referrals are relevant to meet their needs  
90% of participants report they access services that meet their needs

## Program Area Narrative

Agency: Norwood Child & Family Resource Centre  
Program: Head Start

One child, who previously attended our Early Start Program, transitioned into the Head Start Program once he was 3.5 years old. This little boy was struggling immensely with routine, consistency, making eye contact, speech and language, and regulating his behaviors and emotions. He and his sister were cared for by their ill aunt, who had a young child of her own she was raising, as well as her elderly father and adult brother she cared for. The family dynamics were unique. This little boy had seizures, needed medication daily, and had a language and motor skill delay - he seemed to understand questions and usually responded with one word (e.g. duck), but overall it was hard to understand his speech. He used two hands to hold scissors, was only able to snip the edge of paper, used a fist grasp, and scribbled when using a marker.

With the support of an external agency specializing in inclusive programming, goals were established with the family for this child. The team worked in tandem with the child in program and with the family at home, focusing on self regulation, appropriate social introduction, fine motor development, and language development, while recognizing and celebrating his strengths, such as, his self help skills and empathy for others - taking clothes and shoes on and off, washing and drying hands, setting the table for snack, recognizing when others were sad/upset/happy.

The growth that this little boy exuded was evidently due to the consistency and commitment of the staff involved, as well as the family. The outlook was always that he could do everything anyone else could, it just might have been at a different time or in a different way. We observed things such as, little to no eye contact and minimal language, to looking you in the eyes for extended periods of time while using 3-5

word sentences; recognizing boundaries, expressing himself, remaining seated while on the bus, and following routines and age appropriate expectations.

The successful transition out of Head Start and onto the family's next adventure was bittersweet.

## Program Area Quote

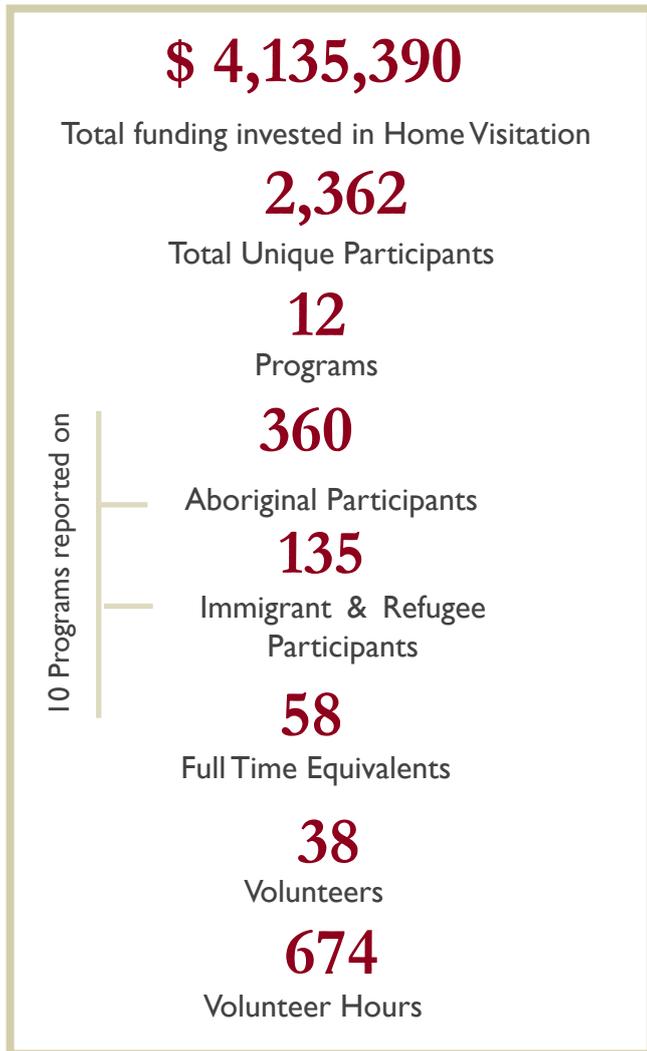


“It was a great experience to attend this program. It played a very important role to help my child develop and learn. My child became social and he learned to express his feelings, he learned to work within a routine and developed a love for reading. My son also learned to follow rules and direction.” – A parent whose child attended a Head Start program

“Thank you for the support that you have to our son. He is better at speaking and expressing himself. We feel he is more confident and ready to start kindergarten in the coming year.” - A parent whose child attended a Head Start program

## HOME VISITATION

Home Visitation programs are services that promote healthy parent-child relationships and the best possible outcomes for vulnerable families.



### Program Area Cost Per Participant



**\$1,750.80**

This number is based on the total unique participants reported and the total funding reported for the program area.

### Program Area Data Collection

The top 2 data collection methods in this program area were:

1. Surveys/questionnaires
2. Direct Observation

Data was most commonly collected during the program (95%).

## Program Area Themes

The Home Visitation programs report success as: getting families to utilize resources (health, basic needs, education, employment, other social service organizations); building rapport with workers; families learning to address barriers; parents and families attending program on a regular basis; and families celebrating who they are and where they are at.

The programs that report under Home Visitation note that participants they serve are isolated because of their complex needs and lack of access to transportation. Many of the families experience high levels of stress and need support with finances, housing, food and mental health. There has been an increase in referrals to basic needs and due to an increase in parents with immature social-emotional skills. There is a great need for programming for both parents and families as whole.

### Positive Change in this Program Area

- Families aware of and accessing resources.
- Families feeling supported, empowered, confident, independent, & self-sufficient.
- Parents having increased knowledge of child development.
- Parents and children develop new skills.
- Families learn coping skills/techniques to help reduce stress (particularly when it comes to discipline and for first time parents).
- Families increase their social network and social supports; gain natural supports.
- Families practice the tools and new behaviours that they learn.
- Families engage in a healthier lifestyle.

### Outcomes<sup>1</sup>

Participants have knowledge of child development

100% of parents identify the development stages that can be expected of their child

87% of parents/caregivers identify activities that are appropriate for their child(ren)'s development

96% of parents/caregivers identify ways they can interact with their child(ren) in a way that matches his/her level of development

<sup>1</sup> Green % indicates an increase from 2014 data; red represents a decrease; black indicates no change.

Participants increase their network of social support

91% of participants report making new social connections

92% of participants report that they have one or more new people that they can turn to for help

Parents have positive parenting skills

92% of parents identify strategies to apply in one or more area

88% of parents model positive parenting strategies learned during the program

Participants have the skills needed to address identified issues

88% of participants report an increased capacity to solve day-to-day problems & challenges

85% of participants report being able to cope with day-to-day stress

## Program Area Narrative

Agency: Multi-cultural Health Brokers Co-op

Program: Culturally Responsive Home Visitation

Maria and Charles had just arrived in Canada with their two young children and Maria was pregnant with their third child. For the past 8 years they lived in a refugee camp in Africa. In the camp they were part of a large community of friends and family all working together to raise their children and provide for their families. Throughout the day the adults went about their business cleaning, cooking and looking for day jobs to help make some money. The children meanwhile were running around playing with each other and helping care for one another.

Upon arriving in Canada Maria was supported by settlement workers to get prenatal care from a doctor. The doctor, seeing that Maria had limited English and few social connections, referred the family the Multicultural Health Broker Coop prenatal program to receive support for the birth of her child. After the child was born the broker realized that Maria and her husband were experiencing many challenges settling into life in Canada and transferred them to the Home Visitation program. The family was struggling to meet their basic needs, they were experience stress due to the government refugee transportation loan

repayment, they were isolated - particularly when compared to the communal living they were used to in Africa and they were suddenly raising their children alone. Maria began to suffer from depression and her husband was struggling with his lack of work experience and difficulty in finding a job.

Through the involvement of the broker from MCHB, Maria and her husband got connected to a number of resources including the foodbank, housing subsidy, and basically babies. The broker was also able to get the mother involved with a group of parents that spoke her same language. Through the one-on-one home visits and the participation in the group the broker helped Maria recognize the positive parenting practices that she had used in the refugee camp including singing to her children, telling them stories and letting them be close to her while she worked. The broker was also able to teach Maria about some of the parenting practices in Canada including different ways to discipline children, low cost food options, and singing english songs.

Maria continues to be a client in the home visitation program, however now she is also happy to share her story with other newcomers to give them hope and to help create the sense of community that so many of them lost when they moved to Edmonton.

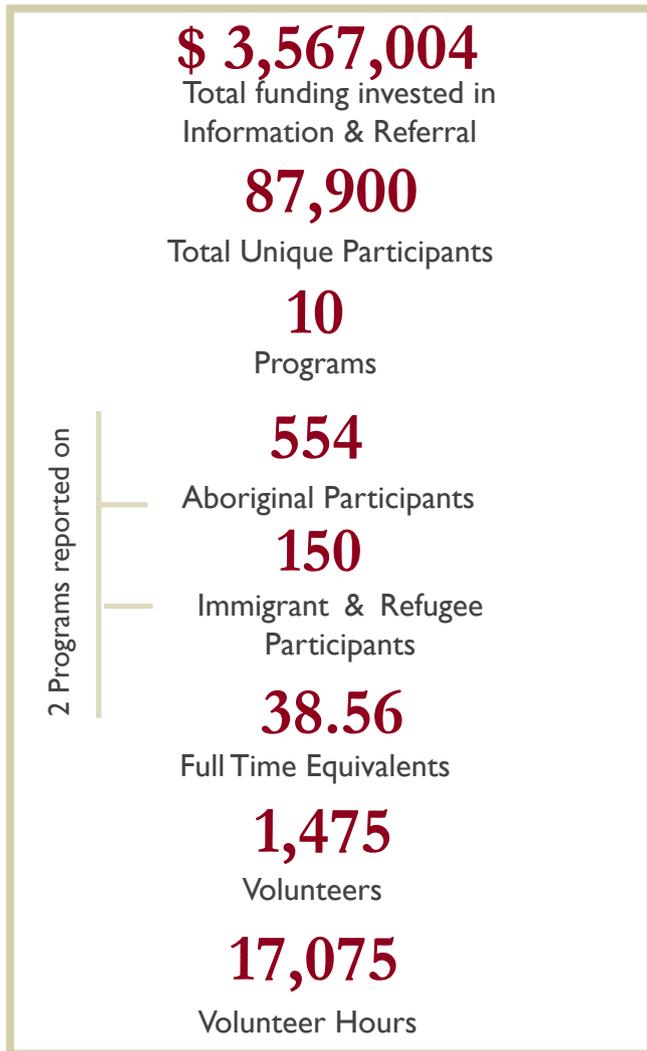
## Program Area Quote



“My home visitor has a vast and beneficial reservoir of information that has been invaluable to me as a parent and she has been able to support me though difficult family situations in a way that lets me function at an effective level, not possible without her help”- Participant of a Home Visitation program

## INFORMATION & REFERRAL

Information and Referral programs identify needs and refer individuals to various community resources.



### Program Area Cost Per Participant



**\$40.58**

This number is based on the total unique participants reported and the total funding reported for the program area.

### Program Area Data Collection

The top 2 data collection methods in this program area were:

1. Surveys/questionnaires
2. Administrative Statistics

Data was most commonly collected during the program or service (47%).

### Program Area Themes

For the Information and Referral programs, success is described as: participants access the information they are looking for; participants reach out again or refer others; participants receive support navigating systems; participants receive information over and above what they ask for, participants have a new found learning, respect or comfort around difficult topics; and individuals are helped regardless of a language barrier (e.g. using a translator service).

Agencies funded to provide Information and Referral supports report that some of the most accessed resources include: affordable housing, shelters, subsidized counselling, transportation needs, and response to participants who are in a basic needs crisis. Financial barriers, particularly for women, are highlighted in these themes. There is also the challenge of delay caused by other formal systems and their structures and processes.

### Positive Change in this Program Area

- Participant has their problem or request addressed.
- Participant is connected to a new resource.
- Participant learns of natural support networks to receive further support.
- Participant is able to manage their immediate crisis.
- Participant learns something new.
- Participant is empowered to seek more resources or opportunities to get involved .

### Outcomes<sup>1</sup>

Participants feel supported

96% of participants report that they feel heard/ understood and that their needs are met

29% of participants report having close friends and/or relatives with whom they can confide/ receive advice

Participants access support to meet their needs

91% of participants report referrals provided are relevant to meet their needs

97% of participants report seeking out relevant resources

93% of participants report they access services that meet their needs

<sup>1</sup> Green % indicates an increase from 2014 data; red represents a decrease; black indicates no change.

Participants have knowledge of community resources  
77% of participants ask for information about or referral to one or more community resources that address their information or service needs  
90% of participants identify at least one or more specific community resources that address their information or service needs

## Program Area Narrative

Agency: Town of Gibbons

Program: Sunflower Community Resource Program

Sunflower Community Resource Program provides information and referral to Sturgeon residents for everything from recreational programs to family violence to basic needs. We have lots of people who have touched our hearts but there are some that stand out. It was about a month away from Christmas and we had been experiencing higher than normal volume from people needing help. Stan (not his real name) came in to look at what we had in our free clothing closet. He had just been at the local food bank and they had pointed him in our direction to see about clothes. He told us that he was self employed in a trade and that work had been scarce. His wife was a stay at home mom who home schooled their five children. He was hoping to find some clothing for the kids as they were growing quickly.

In the course of the conversation he revealed that Christmas was not happening as they just didn't have the money and he was trying to find some financial help. We were able to get him information on applying to Alberta Works and Careers Under Construction. He had already connected with the food bank. We gathered more information on his family and asked him if he would be ok with us looking into some possible Christmas assistance to which he gratefully agreed.

We had had several groups and individuals contact us about sponsoring families for Christmas (we were able to match 11 families before Christmas) but at that time all our sponsors had been matched. Undeterred, we contacted a local large company that had already agreed to sponsor two families. Hearing about this family's plight they agreed to add Stan's family to their

list. When the company brought in their donations there were boxes and boxes for Stan's family, including a brand new carseat for the youngest family member. Stan was visibly moved when he arrived to pick up the donations. Shortly after Christmas we received emails with pictures of the family opening their presents Christmas morning. Included was the following message:

"Thank you very very much. We spoke to our children regarding our situation and how God is blessing us through others this Christmas. We are very grateful and blessed!

With deep heart felt gratitude"

This family touched our hearts deeply as we got to know them and the struggles they were facing. The relationships we were able to build and the supports we were able to provide has helped this family feel connected and valued. Stan has made contact with Alberta Works and at last contact work had been picking up.

## Program Area Quote

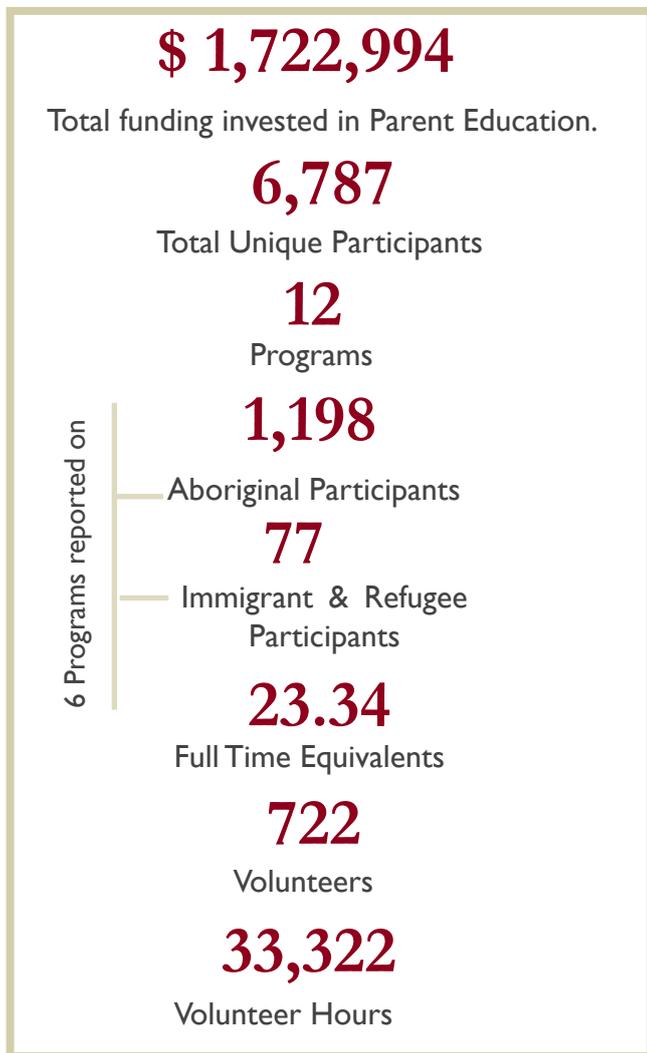


"(Interpreter's name) assisted me by interpreting for some medical meetings. These medical meetings were complex and very stressful for the clients. The interpreter was professional and caring. As you can imagine, even at the best of times, parents who have a child that is in intensive care experience high stress levels. When parents face unanticipated events - and English is a second language - it can be overwhelming. The interpreter made my job easier and I, along with the family, appreciated her assistance and could not have done it without" – Participant of an Information & Referral service

"I never realized these opportunities were available to me. I wish I knew this information back in high school." - Participant of an Information & Referral service

## PARENT EDUCATION

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



### Program Area Cost Per Participant

**\$253.87**



This number is based on the total unique participants reported and the total funding reported for the program area.

### Program Area Data Collection

The top 2 data collection methods in this program area were:

1. Surveys/questionnaires
2. Administrative Statistics

Data was most commonly collected during the program or service (69%).

## Program Area Themes

Success is defined by program staff as: parents understand their role; improved family functioning and harmony; successful referrals to other supports (basic needs, education, financial); culturally inclusive programming; participants make connections to others in the community; parents are more comfortable in Edmonton and learn some Canadian parenting strategies.

Agencies that are funded under the Parent Education program area note that there is a lack of system knowledge from participants and there is need for early childhood development and parenting knowledge. This is particularly challenging when families are at different levels (language, literacy, social support needs) and also have various cultural values, skills and knowledge. The Parent Education programs report that by empowering parents to take responsibility for their own learning there is an increased likelihood that they will set and meet their goals.

### Positive Change in this Program Area

- Parents learn new parenting approaches.
- Parents experience increased positive interactions with their kids.
- Parents learn new skills in problem solving and communication.
- Parents gain understanding around child development and creating a nurturing environment for their child(ren).
- Parents learn how to cope in crisis or stressful situations.
- Parents access and utilize supports.
- Parents create a system of support through connections with staff or other parents, thus feel less socially isolated.

### Outcomes<sup>1</sup>

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

- 100% of parents identify aspects of a nurturing environment for their child(ren) at home
- 90% of parents identify strategies they can apply at home to provide a nurturing environment for

<sup>1</sup> Green % indicates an increase from 2014 data; red represents a decrease; black indicates no change.

their child(ren)  
100% of parents report enhanced family interactions

Participants access support to meet their needs

86% of participants report referrals provided are relevant to meet their needs

82% of participants report they access services that meet their needs

Participants increase their network of social support

89% of participants report making new friends or maintaining friendships

69% of participants report that they have one or more new people that they can turn to for help

## Program Area Narrative

Agency: Assist Society

Program: Nobody's Perfect

Our first contact with Grandma Ping and her grandson was at our Centre's family literacy program held at Michener Park. Upon completion of the said program, she signed up for our Nobody's Perfect (NP) which was delivered at Lansdowne Chinese Baptist Church, our off-site venue close to Michener Park.

Grandma Ping lives by herself; she travels to her daughter's home daily in the morning by bus to look after her grandson while the parents are at work; her daughter then rides her home after supper. Her grandson is an offspring of an interracial marriage. The parents communicate with the child in English since birth. Even though grandma immigrated to Canada for over 10+ years, her spoken English is limited; to her, it's challenging to communicate with her grandson in English. Through her verbal expressions and displays of body language, we felt that she does not enjoy her grandson; she considers babysitting him is a chore that is not her choice.

Grandma tugged along the toddler in a stroller to attend our program by buses. On the first day of program, she dropped off her grandson immediately at the child-minding room upon arrival without taking into consideration that the toddler needed time to get use to the new environment, the staff and be

separated from grandma. The boy cried aloud until he was returned to grandma in the parent group. Grandma was displeased and reinforced herself that her grandson is troublesome.

Since grandma and the toddler traveled by bus to our program, they usually arrived early, that allowed time for them to stay together in child-minding room, letting the toddler to get to know the childcare workers within short time. After 2 to 3 meetings, the child was able to stay in childcare by himself. Seeing the child's progress, grandma was happy and felt a bit relieved.

When NP program ended, grandma continued on to attend Moms' Chatroom (MC), a program intended to provide longer support to NP graduates. Throughout MC meetings, we witnessed grandma was becoming relaxed, more willing to take part in group discussion and sharing. During craft time, whatever craft was taught in class, she would make it as a gift for her grandson. Moreover, taken the advice of the NP facilitator, grandma started to communicate with her toddler grandson in her first language. Towards the end of the program, we saw changes in the pair:

- 1) the toddler has learned to say the name of few fruits and vegetables in Mandarin when being asked;
- 2) Grandma's attitude towards the child is more attentive and caring;
- 3) Grandma was motivated to borrow some of our Chinese children's story books home to read to her grandson.

## Program Area Quote



"I got all the information that I was worried about asking other people. My worker was there for support and she helped me see that I wasn't alone"  
– Participant in a Parent Education program

## PARENT LINK CENTRES

Parent Link Centres are a network of resource centres serving parents, caregivers and children.

**\$ 5,402,754**

Total funding invested in Parent Link Centres.

**17,183**

Total Unique Participants

**12**

Programs

**1,625**

Aboriginal Participants

**828**

Immigrant & Refugee Participants

**68.28**

Full Time Equivalents

**325**

Volunteers

**6,263**

Volunteer Hours

II Programs reported on

## Program Area Cost Per Participant



**\$314.42**

This number is based on the total unique participants reported and the total funding reported for the program area.

## Program Area Data Collection

The top 2 data collection methods in this program area were:

1. Surveys/questionnaires
2. Interviews

Data was most commonly collected during the program or services (59%).

## Program Area Themes

For the Parent Link Centres, success includes: parents are more aware of and accessing support and resources; parents and families return to the centre or refer the centre to others; parents feel comfortable at the centre; families immediate needs are taken care of; parents learn positive parenting strategies; and there is intergenerational learning/sharing.

The Parent Link Centre program area reports that families are facing challenges regarding: an increased amount of stress because of the economic changes; lack of transportation; mental health concerns; family violence; and, similar to other program areas, basic needs are going unmet. The program's focus is to make the families feel comfortable and accepted so they will continue to reach out for support.

## Positive Change in this Program Area

- Participants open up to staff and to others within the program.
- Parent and child have increased positive interactions.
- Families spend more quality time together.
- Families have healthy relationships with themselves and others.
- Families create a network of social support
- Parents and children participate in new activities.
- Parents learn new skills around boundaries, discipline and play/learning.
- Parents learn something new about their child's development and behaviour.
- Parents report that they have an increased confidence around parenting.

## Outcomes<sup>1</sup>

Participants feel supported

94% of participants report that they feel heard/understood and that their needs are met

Participants have knowledge of child development

99% of parents identify the development stages that can be expected of their child

100% of parents/caregivers identify activities that are appropriate for their child(ren)'s development

<sup>1</sup> Green % indicates an increase from 2014 data; red represents a decrease; black indicates no change.

95% of parents/caregivers identify ways they can interact with their child(ren) in a way that matches his/her level of development

Parents have positive parenting skills

83% of parents identify strategies to apply in one or more area

88% of parents model positive parenting strategies learned during the program

Participants have knowledge of community resources

94% of participants ask for information about or referral to one or more community resources that address their information or service needs

95% of participants identify at least one or more specific community resources that address their information or service needs

### Program Area Narrative

Agency: Jasper Place Child & Family Resource Centre  
Program: West End Parent Link

Two stories about positive family changes as a result of learning new/different parenting strategies from a Triple P group:

One family struggled with bedtime routines, saying their existing routine is exhausting taking more than 2 hours every night, and mom finally caves and goes to bed with the 2.5 year old to keep him in bed. Several strategies were discussed and talked about what a good plan may be for their family and how to achieve success. Also, the amount of work involved and that things would get worse before better was discussed. By the following session, the parents shared how they had implemented their plan and were excited to share with the group that they had 3 successful nights of half hour bedtime routines. They were much more confident in their ability to follow through with the strategies they were using. The parents shared about how much the parenting group helped them build their confidence and ability to set their child up for success.

One family struggled with feeling like their child needed their constant attention from the time they woke up to the time they went to bed and worried that he was unable to play on his own without adult interaction. Strategies were shared about helping him

in small increments to play on his own and give him positive praise for doing well when he did play on his own. As well, the family worried about making time for 'relationship care' that it would give the impression to others that they weren't 'good parents'. By the following session, the parents had started practicing the strategies discussed: they were actively playing with their 2 year old and then preparing the child to play on his own while mommy/daddy went to do something (for a short while) and came back to praise him for doing so well. They were so happy when by the end of the week, when the child played positively for up to an hour on his own. As well, mom & dad planned for 2 date nights, and were very excited to spend time alone together to work on their relationship.

### Program Area Quote

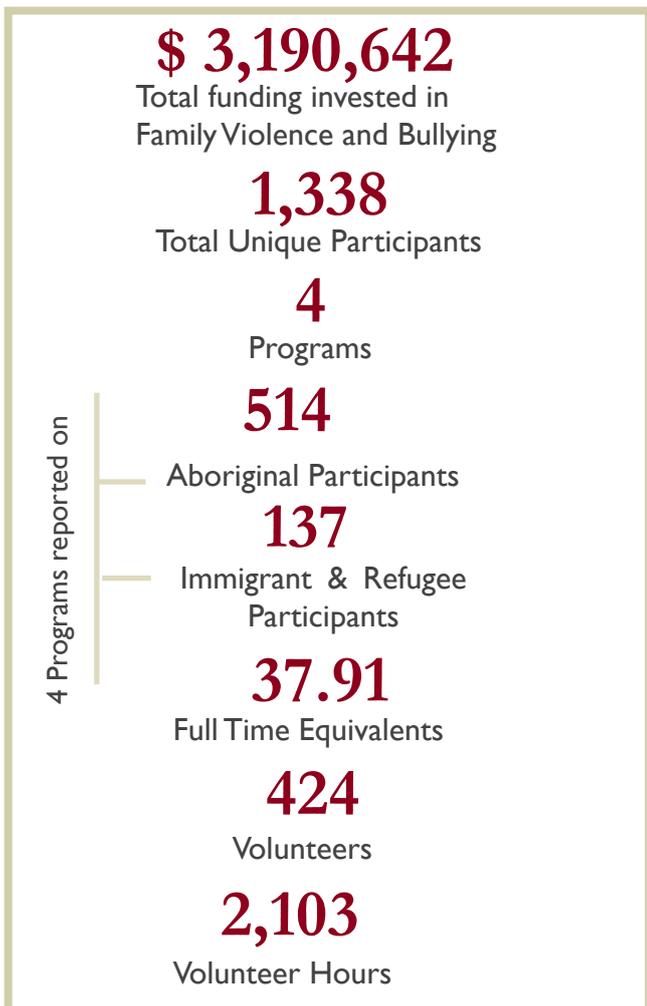


"You have helped open my eyes, ears, and all those emotions...thank you. I've found that even though it's only been 4 classes and 4 weeks, I've absolutely been way more conscious

of my actions and words and way more perceptive to what my kids are trying to tell me - even if there's no words being used (e.g. body language). The listening skills I have also applied to clients, staff, friends and the general public - so thank you!" – Participant of a Parent Link Centre

## PREVENTION OF FAMILY VIOLENCE AND BULLYING

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



### Program Area Cost Per Participant



**\$2,384.63**

This number is based on the total unique participants reported and the total funding reported for the program area.

### Program Area Data Collection

The top 2 data collection methods in this program area were:

1. Surveys/questionnaires
2. Direct Observation

Data was most commonly collected post-program (43%).

### Program Area Themes

The funded agencies doing this work identify success as: participants have access to important one-on-one supports; participants connect with others and support/encourage each other; participants learn about and understand their cultural identity; and most importantly, the participant's families feeling safe and supported.

Prevention of Family Violence & Bullying programs report that it is primarily women who are accessing their services, and that these women are often at risk of being harmed or physically abused. The goal is to support all their participants (and their children in some cases) in finding appropriate housing and getting their basic needs met. There is a lack of resources, particularly around outreach services and court support for those trying to leave a violent home. They have noted an increase in the difficulty of an individual to leave their family because of their fear of being able to provide basic needs, particularly in the situations where their are children involved. It is the goal of these programs to not only provide immediate relief and support to participants, but to empower them be able to independently support themselves.

### Positive Change in this Program Area

- Participants can identify triggers.
- Participants develop one or more new coping skills.
- Participants learn one or more positive behaviours (cooperation, sharing, respect, listening).
- Participants are able to open up and share.
- Participants feel that they have gained more confidence and/or increased self-esteem.
- Participants learn to make more informed choices & feel more confident making decisions.
- Participants are able to identify abuse and/or dangerous situations.

### Outcomes<sup>1</sup>

Participants have the skills needed to address identified issues

- 78% of participants report an increased capacity to solve day-to-day programs and challenges
- 78% of participants report being able to cope with day-to-day stress

<sup>1</sup> Green % indicates an increase from 2014 data; red represents a decrease; black indicates no change.

Participants feel supported

99% of participants report that they feel heard/ understood and that their needs are met

Participants increase their network of social support

83% of participants report making new social connections

89% of participants report that they have one or more new people that they can turn to for help

Participants make informed choices about their living situation

72% of participants report they have information about the options and resources available to them

### Program Area Narrative

Agency: Edmonton John Howard Society

Program: Family Violence Prevention Centre - Community Outreach Program and New Home New Hope Program

Jessica came to the Family Violence Prevention Centre (FVPC) in the spring. She had been separated from her violent and controlling ex-husband Carl for over 6 years, but continued to see and be in contact with him regularly because they shared 50-50 custody of her 10 year-old daughter Emily. Although both Jessica and Carl had remarried and now had new families, Carl continued to create a lot of conflict in the relationship, insisting on seeing Jessica face-to-face regularly and intimidating her, as well as trying to make unilateral decisions about Emily. Jessica was very frustrated and tired of being bullied by Carl and came to the FVPC seeking help setting boundaries and to end the psychological abuse.

With the help of her community outreach worker, Jessica attempted mediation but soon found that it only provided Carl another way to abuse her. She decided that the court system would be the best way to set communication methods in place and make important decisions about Emily's schooling. Jessica was also referred to a domestic violence counselor who helped her see the impact of Carl's abuse on her self-esteem and confidence. Jessica could not afford a lawyer and decided to represent herself in court; she and her worker spent several months gradually assembling the evidence she would need for her case and filing all of the necessary documents with the court. When the court date came, Jessica was able to

represent herself with confidence and assertiveness, and get almost every item she requested from the judge, including some measures to improve boundaries between herself and Carl.

Although she will have to continue to deal with Carl until Emily is eighteen, Jessica is now able to live without the constant harassment she experienced. She stated that she felt validated and supported by her outreach worker and that she was able to represent Emily's best interests in the court system.

### Program Area Quote



"I now feel quite confident in creating a wonderful life for myself and my children. I feel more confident to deal with my situation. Now I can do it and feel more safe. I feel more

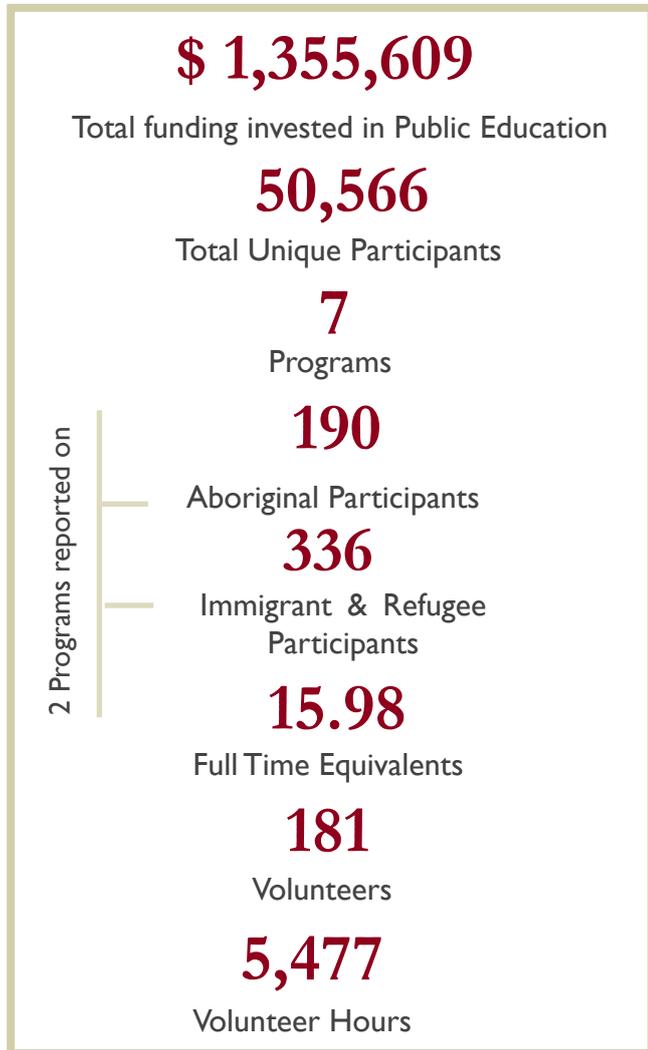
confident in decision-making, am aware of the red flags in abuse and am confident that I can choose the best path for me and my daughter whether returning to our home or moving on from the abuser." – Participant of a Prevention of Family Violence Program

"I fear if I had never gone through this program, I would have gone back at the time. I felt so useless/ worthless." - Participant of a Prevention of Family Violence Program

"We are thankful for all the help this program has provided and it has made us more aware of all the opportunities we have." - Participant of a Prevention of Family Violence Program

## PUBLIC EDUCATION

The programs funded under Public Education play a unique role of disseminating research regarding social issues that affect individuals, families and community.



### Program Area Cost Per Participant



**\$26.81**

This number is based on the total unique participants reported and the total funding reported for the program area.

### Program Area Data Collection

All of the data was collected by:

1. Surveys/questionnaires

Data was most commonly collected post-program (75%).

### Program Area Themes

The Public Education programs identify success as: participants utilizing multiple channels of expression (storytelling, songs, interactive activities); participants reporting they have new healthy relationships; participants feeling open and not judged with staff; and participants are directed to resources for more information.

These programs report that because of the changes in the economy, training and education are often the first items cut to save money, yet the programs report that they are still seeing an increase in the request for information.

### Positive Change in this Program Area

- Participants learn new places to go for information and are able to identify those resources.
- Participants know who to turn to for more information.
- Participants learn something new on a topic.
- Participants gain an understanding of healthy versus unhealthy behaviours.
- Participants learn new communication skills.
- Participants increase awareness around a topic or issue .

### Outcomes<sup>1</sup>

Participants are educated about social issues in the community

- 92% 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 neighbourhood/geographic area
- 83% of participants identify ways they could get involved in addressing issues, if interested

Participants have knowledge of community resources

- 10% of participants ask for information about or referral to one or more community resources that address their information or service needs
- 81% of participants identify at least one or more specific community resources that address their information or service needs

<sup>1</sup> Green % indicates an increase from 2014 data; red represents a decrease; black indicates no change.

Participants are connected to community resources  
92% of participants report that they have contacted one or more community resources that address their information or service needs  
85% of participants report that they have used the resources/services of one or more community resources that address their information or service needs

## Program Area Narrative

Agency: Canadian Mental Health Association  
Program: Mental Health & Well-being

Margaret is an elementary school teacher with the Edmonton Public School Board. Recognizing how stressful back to school season can be for her students, Margaret reached out to the Canadian Mental Health Association to see if we could send someone out to deliver a presentation on stress and stress management for her students. In September of this year we sent out a presenter who delivered a presentation called, Kids Have Stress Too! Margaret shared that the most impactful part of her learning that day as a teacher was the reminder that stress for children can be less visible than stress in youth and adults, especially as it relates to experiencing stress at home. Margaret noted especially how a failure to have their basic needs such as food, adequate clothing, and other life essentials met at home can impact their mental health, and therefore ultimately their performance in school. We are hopeful that Margaret will carry this conversation forward within her own school as it relates to school programming and how schools can support children to be holistically healthy in both body and mind.

Agency: The Arthritis Society, Alberta and North West Territories  
Program: Public Education

Jenell is a volunteer at The Arthritis Society in Edmonton, AB. She was diagnosed as an infant with Juvenile Rheumatoid Arthritis throughout her body, which has claimed her joints, her organs, as well as her eyes. “What I have isn’t just an illness, it’s an identity.”

This adversity has taught Jenell from a young age the importance of time management, with many of her days including Rheumatologist visits, physio

sessions, Xrays, and bed rest. This lifestyle paired with multiple medication setbacks throughout her years was quite overwhelming as a child. Jenell says, “I found the sooner I was able to accept my journey, the sooner I could find a way to live happier and healthier with my challenges instead of fighting against them. Over the years, I have discovered many useful adaptations to preserve energy and prevent pain in order to live with a quality of life.” In her free time, Jenell enjoys strolling through Edmonton’s River Valley and cooking. With a healthy diet and regular exercise, Jenell has gone from being bed ridden to running up to 15 KM on the elliptical with resistance. She has learned to manage her condition with a healthy lifestyle. Jenell says, “I cook everything from scratch. I limit red meat intake and avoid sugary, acidic, and deep fried foods.” Jenell also grows a small organic garden in her window; which includes ginger, garlic, dill, cilantro, butter lettuce, green onion, bell peppers, and her prized avocado tree.”

To accommodate the swelling that comes with Rheumatoid Arthritis, Jenell is always stocked with coban tape, compression gloves, and a bottle of Arthritis Tylenol in her purse at all times. Through her hard efforts, she is able to maintain an independent and thriving quality of life and after twenty eight years her disease has become mostly controlled. As a child, Jenell was asked “What do you want to be when you grow up?” She only had one simple dream; to one day be considered ‘healthy. She now tries to focus on where her career can take her, instead of letting her life be consumed by the flareups of her illness. Jenell chooses to be a health advocate and devotes her “spoons” to helping those in need. Jenell leaves you with her last few words of inspiration; “May you face the future with empowerment and take control over your illness.” Her name is Jenell Sale, she may have arthritis; but arthritis doesn’t have her.

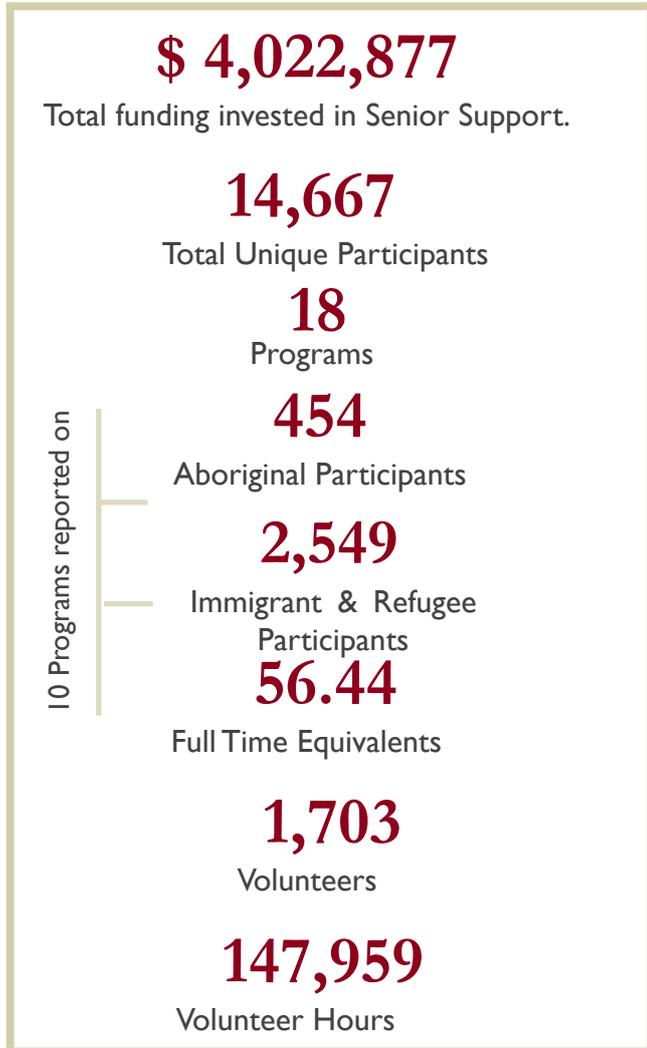
## Program Area Quote



“(I will) be more of a proactive childcare worker. I have a better understanding of what’s available and tools, there is a lot I am more knowledgeable about.” – Participant of a Public Education workshop

## SENIORS SUPPORT

With an aging population, the programs that are funded under the Seniors Support program area primarily focus on seniors care, support and outreach. Although the senior demographic is frequently shifting and changing, many programs in this area provide support to older adults as well as caregivers.



### Program Area Cost Per Participant



**\$274.28**

This number is based on the total unique participants reported and the total funding reported for the program area.

### Program Area Data Collection

Majority of data was collected by:

1. Surveys/questionnaires

Data was most commonly collected during the program (47%) and post-program (33%).

## Program Area Themes

Success is defined in many ways. Some indicators of success include: networks of participants sharing their stories; participants are safe; participants feel welcomed, accepted and that they belong; there is an increased interest and ability to self-advocate; participants have appropriate housing supports; and participants engage in culturally appropriate and meaningful programming.

Some of the challenges that seniors and their caregivers are trying to overcome include: stress, depression, and lack of family support; barriers to the healthcare system; lack of affordable and appropriate housing; and, a lack of financial resources and limited mobility or access to transportation. There are also a lot of concerns around the impacts for caregivers who are faced with grief, family dynamics and guilt, especially when they are caring for their parents and their own children (i.e. sandwiched in between caring for generations on either end).

### Positive Change in this Program Area

- Participants are aware of and using new resources and support (formal & informal).
- Participants connect with new people (decrease in social isolation).
- Participants learn new skills, developing current skills or sharing their talent/skills.
- Participants have all basic needs met (housing, food, transportation, health, wellness).
- Participants engage in mental stimulation, exercise and interaction.
- Participants learn one or more new coping skills.
- Participants are able to make informed decisions around life choices.

### Outcomes<sup>1</sup>

Participants increase their network of social support

- 91% of participants report making new friends or maintaining friendships
- 82% of participants report making new social connections
- 90% of participants report that they have one or more new people that they can turn to for help

<sup>1</sup> Green % indicates an increase from 2014 data; red represents a decrease; black indicates no change.

Participants are connected to community resources  
88% of participants report that they have contacted one or more community resources that address their information or service needs  
98% of participants report that they have used the resources/services of one or more community resources that address their information or service needs

Participants make informed choices about their living situation  
94% of participants access the options and resources available for them  
88% of participants report they have information about the options and resources available to them  
96% of participants report they have the capacity to decide amongst the options and resources available to them

## Program Area Narrative

Agency: Strathcona Place Society  
Program: Strathcona Place 55+ Activity Centre

A senior with chronic and debilitating disease called to say she was having some anxiety about going to see a doctor. Here's what she had to say, "This Seniors' Outreach Team is the real deal. They saved my life by getting me to a Doctor when I was too afraid to go on my own. I just needed someone with me, and an outreach worker came along to encourage and support me as I dealt with a health scare. Now, they call and check up on me, so that I don't end up with bigger problems that only expand when I wait too long to talk to someone about them. They have kept me involved in the community and made me feel like what I have to offer the world is worthwhile."

A hospitalized member of the centre said, "I am 94, landed on Juno Beach on D-Day and have no family left to speak of, but the Senior Centre did a very special thing for me when I couldn't get to the Remembrance Day Ceremony at the Centre. They got the doctors to allow me to be wheeled down into the hospital lobby where the Centre had three members of the Edmonton Opera waiting. They were in WWII uniforms. They sang songs from the War and I sang along with gusto. It was such a meaningful moment as I looked around and saw 50 or 60 people gathered around. There were other veterans who came from their rooms, and we got to talk afterward, but the

Opera told me that Strathcona Place Seniors Program had made all the arrangements after I was unable to attend the ceremony at the Centre and had done it for me because of what I did on D-Day. The Centre feels like family to me. I know I can trust them to help me when I need it. Just when I thought nobody cared about an old soldier, they proved me wrong. I am so grateful they did."

Staff identified a gap in our service -- we had no way of reaching out to homeless seniors or to seniors about to be homeless, unless they were referred by friends or family. Therefore, we decided to take our Multi-cultural Outreach Team, with its ten core languages, to a Homeless Connect Event, where we were the only senior centre. Even though at first the event coordinators were not sure we would encounter enough seniors to make a difference, they took a chance and let us have a table. By the end of the day, we had opened 12 new cases for homeless or soon to be homeless seniors. Of those 12 cases, all are in long term housing and all 12 were placed within the week. Because we know that homelessness is only a part of the issue for seniors, the team periodically checks in on them to ensure they have the services they need to remain in their new residence. Having a strong follow-up process allows the Centre to catch challenges in seniors' lives early and work from a preventative platform. We don't close cases; we simply have active and inactive cases, which allow us to remain in contact with seniors we've helped in the past to prevent isolation. The unique structure of our team enables us to reach more seniors more often. We now sit on the Board for Homeless Connect and are a voice and advocate for homeless seniors.

## Program Area Quote

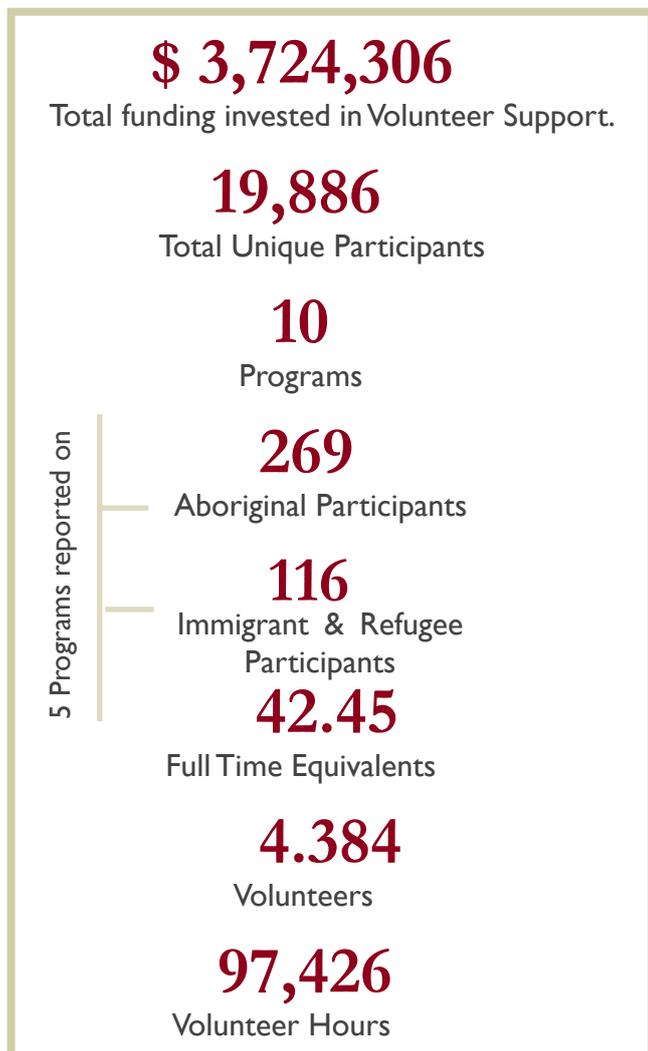


"I was able to think through a number of issues this course addressed. It feels so good to be able to talk with others who "get it" because they are familiar, or in a similar journey. I can give myself more grace and patience in this journey."  
– Participant in a Seniors Support program

"Thank you so much for getting my life back on track. I was ready to give up, but you saved me. I know it isn't enough, but it's all I have." - Participant in a Seniors Support program

## VOLUNTEER SUPPORT

Almost all of the funded agencies use volunteers in one way or another. The volunteer support programs in this area facilitate volunteer engagement through recruiting, training and utilizing volunteers in the community.



### Program Area Cost Per Participant



**\$187.47**

This number is based on the total unique participants reported and the total funding reported for the program area.

### Program Area Data Collection

Majority of Data was collected by:

1. Surveys/questionnaires

Data was commonly collected during the program (57%).

## Program Area Themes

Success is defined in a variety of ways: volunteers helping other volunteers, volunteers being connected to resources and other social support networks', volunteers celebrating accomplishments, employment resulting from volunteer experience, and participants feeling like they are contributing to and, participating in community.

There has been a trend of new Canadians having an interest in volunteering as a means to learn more about the Canadian culture, as well as an increase in the younger generation wanting to get involved. One of the biggest challenges being experienced by these programs, and likely by any program that utilizes volunteers, is that organization have had to adapt to the availability and flexibility of the schedule of the younger generation.

### Positive Change in this Program Area

- Participants learn something new.
- Participants set and accomplish goals.
- Participants develop leadership skills and build confidence.
- Participants have healthy relationships and connect with others.
- Participants feel like they contribute to making a difference or feel that they made a difference with an individual they volunteered to support.
- Participants return to the volunteer position and commit for longer.
- Participants are involved with training that eventually become lifelong workplace skills.

### Outcomes<sup>1</sup>

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

- 95% of participants report at least one way in which their volunteering has made a positive difference in the community
- 90% of participants report that their involvement contributes to goals that their community members are working to accomplish

Participants increase their (a) knowledge and (b) skill through their volunteer involvement

<sup>1</sup> Green % indicates an increase from 2014 data; red represents a decrease; black indicates no change.

67% of participants demonstrate skills that could assist them to find employment or enhance their contribution to other paid or unpaid work

96% of participants identify what they have learned about their community and/or themselves through volunteering

94% of participants demonstrate skills that contribute to accomplishing the changes they wish to see as volunteers

Participants increase their network of social support

91% of participants report making new friends or maintaining friendships

82% of participants report making new social connections

## Program Area Narrative

Agency: St. Albert Community Information & Volunteer Centre

Program: Volunteer Centre Services

A volunteer came to us looking for a unique volunteer opportunity for herself and a group of her friends. They had decided that rather than exchange gifts at Christmas, they would commit to spending more time together and being more charitable with their time over the next year. Each person was assigned a month to organize something that would meet the group's goals. This volunteer's goal was to find a unique one time volunteer activity that the group could all participate in. Our Volunteer Centre referred the group to a local organization where they were matched with two families in need of some extra assistance. The group of ladies cooked and baked to stock the families deep freezes. The families were so grateful for the kind gesture and all the wonderful food and the ladies felt so fulfilled with the volunteer opportunity. The volunteer group's feedback "It turned out great and we had a great time doing it. It was fun and rewarding, all at the same time. Many thanks for your help in making this so successful.

Agency: Edmonton Meals on Wheels

Program: Edmonton Meals on Wheels

Client Story #1: A new volunteer driver was finished his first shift and leaving the last client's home. This client is house bound and suffering from early dementia. On looking back to the house and waving to the client the volunteer noticed in the heavy snowfall that the cap on a roof vent was not secured

in place. Without a vent cover, snow was entering into the furnace. To some people this may go unnoticed, but to this volunteer it meant potential trouble. Had the vent been left uncovered there was a potential for the moisture to extinguish the pilot light of the furnace and could result in carbon monoxide build up in the home. On reporting to staff the problem, family was contacted and the vent cover repaired. It is this caring and thoughtful attention to our client's well being that helps ensure they and their caregivers know that someone is looking out for the client's safety every day. Clients and their families rely on the kindness, generosity and daily checks to provide assurance that all is OK!

Client Story #2 - A new volunteer came to work in the kitchen. Her husband worked out of town and she wanted to put her time to good use. She was only here for a short while and then phoned to say she couldn't come in because she had to have emergency surgery. Her husband couldn't come home and she was on her own without family or help when she got home from the hospital. She then became a client and received our meals and was so grateful for them. She was so happy she had come to volunteer because she didn't know what a difference our service made to her recovery. "the food was lovely, it was healing food which is what I needed. I am so grateful. My husband was away and I couldn't take care of myself. That first day by myself when I was discharged I was very emotional and I am so grateful for the service."

## Program Area Quote



"I am doing something good; the community relies on me to help make it stronger. What would our community look like if no one volunteered?" - Participant of a

Volunteer Program

"Very interesting and intensive training." - Participant of a Volunteer Program

"This was an excellent training and taught me so many things. I appreciated how intelligently but simply concepts were explained." - Participant of a Volunteer Program

## COR SUMMARY & NEXT STEPS

Thanks in large part to the ongoing efforts of agencies to collect and report on the common outcomes, we continue each year to improve the accuracy and scope of data and information contained in this report. In 2015, we turned our attention to the challenges and realities agencies face when supporting participants and communities. We looked to go deeper than reporting only the number of participants who experienced positive change, but what positive change actually means to participants. In January 2015, the Common Outcomes Advisory Group (a group of funder representatives and 20+ agency representatives from the different program areas) came together in the first of three meetings to help direct and guide the work of the sector. The Advisory Group discussed the need to identify funder priorities and to develop impact statements that align with these priorities and the outcomes in our sector. The Advisory Group also determined a need to bring together communities of practice within each program area to explore the context behind the data.

In September and October 2015, agency representatives from over 80 programs and all 18 program areas came together to engage in community of practice conversations around the following questions: Who does your program serve? What issues do the participants of your program come to the program with? What gaps are you dealing with to get participants into your program? What activities does your program perform over and above your daily work? How do you know you have been successful? Despite the differences in program areas, there were many similarities in the themes across programs:

- Program staff stress that participants must feel safe and supported first – that it is key to meet people where they are at in order to build connection and trust

- Programs have had to go beyond the scope of their intended programming due to participants' complexity of need
- Programs are establishing more partnerships in order to support the needs of their programs and participants
- The demand on programs and services continues to rise, yet the funding to support them does not
- There is an increasing number of participants that seek agency support but cannot begin programs until their basic needs are met
- The weakening economy is having a direct impact on poverty level and financial barriers
- Across programs, there are more indicators of need for services for parents / caregivers and for the family as a whole

For 2016, we continue to try and deepen our awareness, understanding, and impact on the social issues our communities face. As we move forward and continue to learn from both our successes and our failures, how can we use this data and information to identify and then reduce gaps and challenges? What is the impact we desire – the change we need to make? What do we need to do to get us there? These are conversations we would like to continue to have with the funding partners and funded agencies as we move forward together.

## CONCLUSION

On behalf of the funders and the members of the Common Outcomes Advisory Group, we thank all of the funded agencies for continuing to collect and report upon the common outcomes. We are sincerely grateful to you for sharing your data and stories, and we value your contributions and ideas as we move forward with this work, together.



**United Way**  
**Alberta Capital Region**

*Alberta*  Government

## Thank you!

Thank you to the following community funded organizations for completing and submitting a common outcomes report.

Abbottsfeld Youth Project (AYP) Society  
ABC Head Start Society  
Aboriginal Counseling Services Association of Alberta  
Action for Healthy Communities Society of Edmonton  
Alberta Caregivers Association  
Alberta Parenting for the Future Association  
AltaCare Resources Inc.  
Arthritis Society - AB & NWT  
ASSIST Community Services Centre  
Ben Calf Robe Society  
Bent Arrow Traditional Healing Society  
Beverly Daycare Society & Family Resource Centre  
Bissell Centre  
Boyle Street Community Services  
Boys & Girls Club of Leduc  
Boys & Girls Clubs Big Brothers Big Sisters of Edmonton & Area  
Canadian Arab Friendship Association of Edmonton  
Canadian Mental Health Association  
Canadian National Institute for the Blind  
Catholic Social Services  
CEASE - Centre to End All Sexual Exploitation  
Centre for Family Literacy Society of Alberta  
City West Child Care & Community Support Society  
Community Options - A Society for Children & Families  
Compass Centre for Sexual Wellness  
Connect Society  
Dickinsfield Amity House  
Edmonton City Centre Church Corporation - E4C  
Edmonton Chamber of Voluntary Organizations  
Edmonton Epilepsy Association  
Edmonton Gleaners Association  
Edmonton Immigrant Services Association  
Edmonton John Howard Society  
Edmonton Meals on Wheels  
Edmonton Mennonite Centre for Newcomers  
Edmonton Multicultural Coalition Association  
Edmonton Seniors Centre  
Eldercare Edmonton Society for Adult Day Programs  
Elizabeth Fry Society of Edmonton  
Family Futures Resource Network  
Ft. Saskatchewan Boys & Girls Club  
Ft. Saskatchewan Families First Society  
Fulton Child Care Association  
Gateway Association for Community Living  
Goodwill Industries of Alberta  
Gordon Russell's Crystal Kids Youth Centre  
Governors of the University of Alberta - Institute for Sexual Minority Studies and Services (ISMSS)  
Healthy Families Healthy Futures Society  
Inner City Youth Development Association  
Institute Guy-Lacombe de la famille  
Islamic Family & Social Services Association  
Jasper Place Child & Family Resource Society  
Jewish Family Services  
KARA Family Resource Centre  
Kids Kottage Foundation  
Lansdowne Child Care & Family Centre  
Leduc & District Food Bank  
Leduc County FCSS  
Lobstick Successful Kids & Families' Society  
Mediation & Restorative Justice Centre  
Métis Child & Family Services Society  
Mill Woods Seniors Activity Centre  
Multicultural Family Resource Society  
Multicultural Health Brokers Co-operative  
Multicultural Women & Seniors Services Association  
Native Counselling Services of Alberta  
Northwest Edmonton Seniors Society  
Norwood Child & Family Resource Centre  
Old Strathcona Youth Society  
Oliver Centre-Early Learning Programs for Children & Families Society  
Operation Friendship Seniors Society  
Pride Centre of Edmonton  
Primrose Place Family Centre  
Project Adult Literacy Society - PALS  
Senior Citizens Opportunity Neighbourhood Association  
Seniors Association of Greater Edmonton (SAGE)  
Sexual Assault Centre of Edmonton  
Society of Seniors Caring About Seniors in S.E. Edmonton  
South East Edmonton Seniors Association  
Spinal Cord Injury Association of Alberta  
St. Albert Community Information and Volunteer Centre  
St. Albert Family Resource Centre  
St. Albert Food Bank  
St. Albert Stop Abuse in Families  
Strathcona County FCSS  
Strathcona Place Seniors Society  
Strathcona Shelter Society  
Sturgeon School Division  
Terra Centre for Teen Parents  
The Africa Centre  
The Association for Evergreen Youth  
The Canadian Red Cross Society  
The Candora Society of Edmonton  
The Family Centre of Northern Alberta Association  
The Red Road Healing Society  
The Salvation Army  
Today Family Violence Help Centre  
Town of Gibbons  
West End Seniors Activity Centre  
Women Building Futures Society  
Y.M.C.A. of Northern Alberta  
Y.W.C.A. of Edmonton  
Yellowhead County  
Youth Empowerment & Support Services - YESS

## Program listing by Program Area

The following list shows funded programs by program area as reported on the 2015 Common Outcomes Report.<sup>1</sup>

### Adult Support

Boyle Street Community Services  
Urban Counselling Network  
Boyle Street Community Services  
Adult Resource Coordinator  
Edmonton Safe ID Storage  
Canadian Mental Health Association - Edmonton Region  
Peer Connections  
Catholic Social Services  
Cross-Cultural Counselling and Outreach  
CEASE  
COARSE Creating Options Aimed at Reducing Sexual Exploitation  
E4C  
Crossroads Outreach  
Edmonton Immigrant Services Association  
New Neighbours Program  
Elizabeth Fry Society of Edmonton  
Aboriginal and Community Support  
Adult Court Program  
Jewish Family Services  
Edmonton Healing Centre for Grief and Loss  
Integrity Counselling  
Life Links Community Support  
Mediation and Restorative Justice Centre  
Community Conflict Resolution Services  
(Community Mediation)  
P.A.L.S. - Project Adult Literacy Society  
ESL  
Math Literacy  
The Candora Society of Edmonton  
Community Economic Development Initiatives  
(CEDI)  
The Family Centre of Northern Alberta (Association)  
Education Services  
YWCA Edmonton  
Counselling Services

### At Risk Youth

Boyle Street Community Services  
High Risk Youth Project  
High Risk Youth Unit  
Youth Unit  
E4C  
Kids in the Hall Bistro Program  
Edmonton John Howard Society  
REE\*START

Elizabeth Fry Society of Edmonton  
Girls Empowered and Strong  
Gordon Russell's Crystal Kids Youth Centre  
Crystal Kids Youth Centre (ministry funded portion)  
Inner City Youth Development Association  
Inner City Youth Support Program  
Native Counselling Services of Alberta  
Cunningham Place Support Worker  
Pohna/ Youth Navigators Program  
YMCA of Northern Alberta  
Youth Transitions Program  
Youth Empowerment & Support Services  
Armoury Resource Centre  
Nexus and Graham's Place  
Shanoa's Place

### Basic Needs

Boyle Street Community Services  
Inner City Outreach and Liaison (Drop-In)  
Canadian Red Cross Society  
Disaster Management  
Edmonton Epilepsy Association  
Employment Support  
Edmonton John Howard Society  
Adult Support Services  
Edmonton's Food Bank (Edmonton Gleaners Association)  
Warehouse Program  
Leduc & District Food Bank Association  
Food Hamper Program  
Operation Friendship Seniors Society  
Drop-In

### Children and Youth

Abbottsfeld Youth Project (AYP) Society  
Community Outreach and Living Skills  
ASSIST Community Services Centre  
Towards A New Generation (T.A.N.G.)  
Ben Calf Robe Society  
Awasis/Papoose & Parent/Family Resource Program  
Breakfast/Lunch  
Youth Intervention Program

<sup>1</sup> While some minor edits have been made, for the most part Agency & Program names are listed here as they were submitted on COR.

Boys & Girls Clubs Big Brothers Big Sisters of Edmonton & Area

Community Outreach Services  
Mentoring Programs  
Neighbourhood Clubs

Boys and Girls Club of Leduc

After School Drop-In Program

Canadian National Institute for the Blind (CNIB)

Child and Family Services

E4C

ArtStart

School Nutrition Program (Helping Kids Succeed in School)

Edmonton Mennonite Centre for Newcomers

Securing Hopeful Futures

Family Futures Resource Network

Child & Youth

Fort Saskatchewan Boys & Girls Club

Youth Development

Islamic Family and Social Services Association (IFSSA)

The Green Room

Metis Child and Family Services

Choices

Pride Centre of Edmonton

Youth Transitions

St. Albert Community Information & Volunteer Centre

Sidekicks Mentoring

Terra Centre for Teen Parents

Youth Leadership

The Association for Evergreen Youth

Drop In/Learning Resources Centre

The Family Centre of Northern Alberta (Association)

Action for Teens (Cultural Coaches)

The Institute for Sexual Minority Studies and Services

Family Resilience Project

YMCA of Northern Alberta

Alternative Suspension

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## Community Development

Action for Healthy Communities Society of Edmonton

Community Capacities

Edmonton Mennonite Centre for Newcomers

Putting Down Roots

Edmonton Multicultural Coalition Association

All Together Now

Leduc County - Family and Community Support Services

Family Connections Home Visitation Program

The Edmonton Chamber of Voluntary Organizations

Volunteer Edmonton

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## Disability Support

Gateway Association

Employment Initiatives

Goodwill Industries of Alberta

Commercial Services

Spinal Cord Injury Association Alberta

Rehabilitation Support & Service Coordination

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## Early Childhood

Alberta Parenting for the Future Association

Aboriginal Making Connections

Bissell Centre

Early Childhood Development Program

Centre for Family Literacy

Edmonton Literacy Classroom on Wheels

Multicultural Rhymes that Bind

Rhymes that Bind

Community Options: A Society for Children and Families

Edmonton Northwest Preschool

Connect Society

Building Bridges - Head Start

Council for the Advancement of African Canadians in Alberta

Rotary Early Learning and Family Program

E4C

Early Head Start

Edmonton Mennonite Centre for Newcomers

Preschool Learn to Swim and Skate

Family Futures Resource Network

Early Education Program

Fort Saskatchewan Families First Society

Early Childhood

Leduc County - Family and Community Support Services

Early Childhood Resource Program

Lobstick Successful Kids & Families Society

Parent's Time Out & ECD program

Norwood Child and Family Resource Centre

Early Start

St. Albert Family Resource Centre

Family Life Education

The Candora Society of Edmonton

Discovery Centre

Town of Gibbons

Early Childhood Development Initiative

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## Family Support

Aboriginal Counseling Services Association of Alberta

Creative Healing Family Program

Alta Care Resources

3 R's Resiliency Program

Bent Arrow Traditional Healing Society

New in Town Aboriginal Welcome Service

Beverly Day Care Society & Family Resource Center

Access Program

Bissell Centre

Family Support Program

Boyle Street Community Services  
Family Outreach

Canadian Arab Friendship Association  
Family & Early Childhood Development Program

Catholic Social Services  
Saturday and Evening Counselling

City West Childcare and Community Support Society  
Family Support

Connect Society  
Building Bridges - Family Support

Dickinsfield Amity House  
Kilkenny Community Centre  
Teaching Tots

E4C  
Clareview Head Start

Edmonton Epilepsy Association  
Counselling & Advocacy

Edmonton Mennonite Centre for Newcomers  
Towards Full Participation / Multicultural Family  
Connection

Family Futures Resource Network  
Family Support Program

Fulton Child Care Association  
Supports and Advantages for Children and  
Families Program

KARA Family Resource Centre  
Connecting Parents Program

Kids Kottage Foundation  
Kids Kottage Crisis Nursery

Lansdowne Child Care & Family Centre Society  
Lansdowne Early Intervention and Resource  
Program

Metis Child & Family Services Society  
Aboriginal Family Services

Multicultural Health Brokers Cooperative Ltd  
Family Support to CFS

Native Counselling Services of Alberta  
The Wellness House - Urban Aboriginal Family  
Resource Centre

Oliver Centre Early Learning Programs for Children &  
Families Society  
Oliver Full Day Head Start/ Oliver Half Day Head  
Start

Primrose Place Family Resource Center  
Primrose Place Family Resource Center

St. Albert Food Bank and Community Village  
Financial Literacy Program  
Rental Assistance Program

St. Albert Family Resource Centre  
Family Support Services

Stop Abuse in Families (SAIF) Society  
New Directions

Sturgeon School Division  
Headstart - Family Support Workers

Terra Centre for Teen Parents  
Housing Support Services  
Services for Young Dads

Starting Point  
The Candora Society of Edmonton  
Family and Community Resource Centre

The Family Centre of Northern Alberta (Association)  
DISSC - Drop In Single Session Counselling  
Roots and Wings  
Therapy & Counselling Services

The Red Road Healing Society  
Early Intervention Program

Yellowhead County Family & Community Support Services  
Families First

YMCA of Northern Alberta  
Family Ties

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## FAS

Bissell Centre  
Fetal Alcohol Spectrum of Services (FASS)

Catholic Social Services  
Coaching Families  
First Steps Program  
Step by Step

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## Head Start

ABC Head Start  
Head Start & Family Supports

Bent Arrow Traditional Healing Society  
White Cloud Head Start

Norwood Child and Family Resource Centre  
Head Start

Oliver Centre Early Learning Programs for Children &  
Families Society  
Oliver Half Day Head Start

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## Home Visitation

Alberta Parenting for the Future Association  
Parkland Home Visitation Program

Bent Arrow Traditional Healing Society  
Healthy Families Home Visitation

Boyle Street Community Services  
Home Visitation

Family Futures Resource Network  
Home Visitation Program

Fort Saskatchewan Families First Society  
Home Visitation

Healthy Families Healthy Futures Society  
Home Visitation

Metis Child & Family Services Society  
Aboriginal Child & Family Support

Multicultural Health Brokers Cooperative Ltd  
Culturally Responsive Home Visitation

Norwood Child and Family Resource Centre  
Healthy Families

St. Albert Family Resource Centre  
Home Visitation  
Strathcona County  
Home Visitation Program  
Terra Centre for Teen Parents  
Healthy Families

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### Information & Referral

Canadian Mental Health Association - Edmonton Region  
211  
Advocacy and Way Finding  
Distress Line  
Canadian National Institute for the Blind (CNIB)  
Registration and Referral / Client Support Services  
Compass Centre for Sexual Wellness  
Counselling  
Old Strathcona Youth Society  
Get Connected  
St. Albert Community Information & Volunteer Centre  
Information & Referral  
The Family Centre of Northern Alberta (Association)  
Centralized Interpreter Services (CIS)  
Town of Gibbons  
Sunflower Community Resource Program  
Women Building Futures  
Community Service Program, Building  
Connections for Aboriginal Women

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### Parent Education

Aboriginal Counseling Services Association of Alberta  
Women's Parenting  
Alberta Parenting for the Future Association  
Early Intervention Parenting  
ASSIST Community Services Centre  
Multicultural Family Connections  
Nobody's Perfect  
Ben Calf Robe Society  
Traditional Parenting Program  
Jasper Place Child and Family Resource Society  
TALKS Program  
Multicultural Family Resource Society  
Ethno-cultural Parent/Child and Youth Programs  
Multicultural Health Brokers Cooperative Ltd  
Multicultural Family Connections  
Strathcona County Family and Community Services  
Early Childhood Family Supports  
Terra Centre for Teen Parents  
Educational Support Services  
PATHS  
The Red Road Healing Society  
Creating Space

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### Parent Link Centres

Alberta Parenting for the Future Association  
Parent Link Centre  
Bent Arrow Traditional Healing Society  
Parent Link Center  
Family Futures Resource Network  
SW Parent Link Site  
Fort Saskatchewan Families First Society  
Fort Saskatchewan/Sturgeon County Parent Link  
Centre  
Institut Guy-Lacombe de la famille  
Parent Link Centre  
Jasper Place Child and Family Resource Society  
West Edmonton Parent Link  
KARA Family Resource Centre  
The KARA Program / Parent Link Centre  
Leduc County - Family and Community Support Services  
Leduc Regional Parent Link Centre  
Native Counselling Services of Alberta  
Aboriginal Parent Link Center (APLC)  
Norwood Child & Family Resource Centre  
Parent Link North East  
Parent Link Central  
Strathcona County  
~~Parent Link Centre~~

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### Prevention of Family Violence & Bullying

Aboriginal Counseling Services Association of Alberta  
Circle of Safety Family Violence Program  
Edmonton John Howard Society  
Family Violence Prevention Centre - Community  
Outreach Program and New Home New Hope  
Program  
Strathcona Shelter Society Ltd " A Safe Place"  
Women's Shelter  
The Today Family Violence Help Centre (Today Centre)  
~~Co-ordinated Community Response for those~~  
impacted by Family Violence in Edmonton

### Public Education

Canadian Mental Health Association - Edmonton Region  
Mental Health Wellbeing and Education  
Canadian Red Cross Society  
Respect Education  
Compass Centre for Sexual Wellness  
Multicultural Sexual Health Education  
Sexual and Reproductive Health Education  
Edmonton Epilepsy Association  
Educational Programs & Services  
Sexual Assault Centre of Edmonton  
Public Education  
The Arthritis Society, Alberta and Northwest Territories

## Education Programs and Services

### Seniors Support

Alberta Caregivers Association  
Caregiver Connections  
Caregiver Embassy  
Catholic Social Services  
Elder Abuse Resources and Supports  
Edmonton Seniors Centre  
Outreach/In-reach Program  
ElderCare Edmonton Society for Adult Day Programs  
Caregiver Support Program  
Mill Woods Seniors Activity Centre  
Seniors Connect  
Multicultural Women and Seniors Services Association  
Community Outreach, Social and Well-Being of  
Seniors and Women  
North West Edmonton Seniors Society  
Outreach & Wellness Program  
Operation Friendship Seniors Society  
Helping Hands  
Outreach  
Sage Seniors Association  
Home Services  
Multicultural Seniors Outreach  
Wellbeing  
Senior Citizens Opportunity Neighbourhood Association  
Senior Citizens Opportunity Neighbourhood  
Association (SCONA)  
Society of Seniors Caring About Seniors  
Home Support Services and Volunteer Program  
South East Edmonton Seniors Association  
South East Edmonton Seniors Association  
Outreach & Volunteer Coordination  
Strathcona Place Society  
Strathcona Place 55+ Activity Centre  
Westend Seniors Activity Centre  
Community Outreach and Social Wellness  
Program

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### Volunteer Support

Bent Arrow Traditional Healing Society  
Community Parents  
Boyle Street Community Services  
Volunteer Program  
Boys & Girls Clubs Big Brothers Big Sisters of  
Edmonton & Area  
Volunteer Services  
Community Options - A Society for Children and  
Families  
Volunteer Support  
Edmonton Meals on Wheels  
Edmonton Meals on Wheels  
Edmonton Seniors Centre

## Volunteer Program

Operation Friendship Seniors Society  
Volunteer Program  
Salvation Army Edmonton Community & Family  
Services  
Volunteer Services  
Sexual Assault Centre of Edmonton  
Client and Volunteer Services  
St. Albert Community Information & Volunteer Centre  
Volunteer Centre Services