



# EDMONTON FCSS 2018

OUTCOMES SUMMARY REPORT  
FOR CORE FUNDING

**FCSS**

Family & Community  
Support Services

**Edmonton**

## OVERVIEW

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

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

This document represents a summary of the outputs, outcomes and qualitative data specifically provided by the Edmonton FCSS funded programs. This year we have included outcomes related to the Edmonton FCSS program as a whole, this data is also gathered through a survey of funded agency staff throughout various program activities including: the grant process, working with their liaison and attending training or gatherings.

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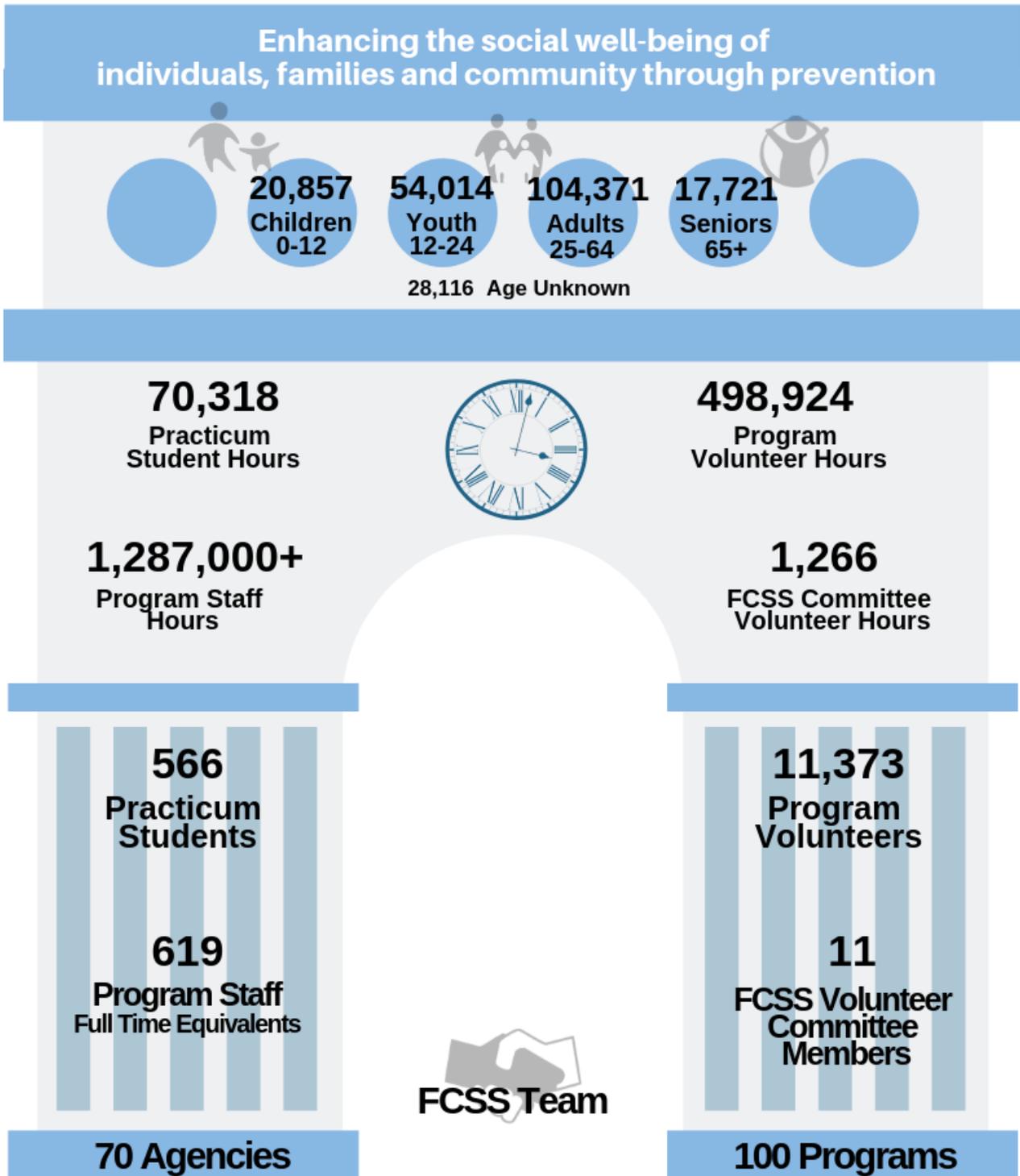
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# 2018 AT A GLANCE

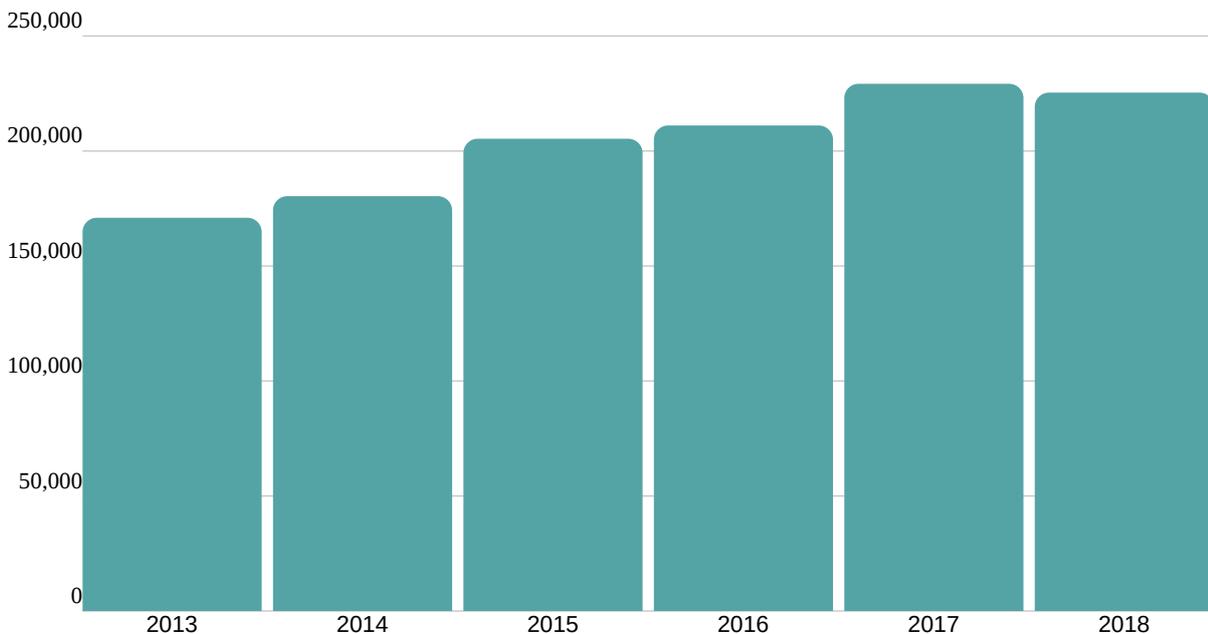
Family and Community Support Services (FCSS), a joint municipal/provincial partnership, works with not-for-profit organizations in Edmonton that deliver preventive social service programs to Edmontonians. The programs build on the strengths and capacities of individuals, families and communities, and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



**Edmonton FCSS Core Funding  
\$16.6 million**

# EDMONTON FCSS FUNDED PROGRAM PARTICIPANTS

Edmonton FCSS funded programs continue to express the increased demand for services and the data year-over-year reflects this trend. In 2018, Edmonton FCSS funded programs supported **225,079** participants. We are attributing the small decrease in unique participants as an improvement in how data is collected and reported.



## VOLUNTEERISM IN THE SECTOR

Edmonton FCSS funded programs reported approximately 2,000 less volunteers than in 2017. We anticipate that the drop in volunteers for 2018 is due to 1) improved reporting, and 2) the challenge of getting and retaining volunteers during a more economically challenging time.

**Volunteers**  
**11,373**

**Volunteer Hours**  
**498,924**

However, despite the decrease in volunteerism, if we were to pay 498,924 hours of volunteer work at minimum wage (\$15/hour) or living wage (\$16.51/hour), this volume would cost between:

**\$7,483,860 - \$8,237,235**

# WORKING IN PARTNERSHIP

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

## TOTAL REPORTED PARTNERSHIPS

# 200+

## FUNDED PROGRAMS partner to support these COMMUNITY INITIATIVES



Edmonton FCSS also provides over **\$3 million dollars** to fund partnerships and innovative projects. In 2018, some of these included:

- All In For Youth
- Communities United
- Community Initiatives Against Family Violence
- Empower U - Building Confident Futures Initiative
- InKind Centre
- Inner City Rec & Wellness Program
- Intercultural Dialogue
- Oskayak Police Academy
- Outcome Reporting Tool
- Young Indigenous Women's Circle of Leadership

# RESILIENT INDIVIDUALS

## OUTCOME: IMPROVED SOCIAL WELL-BEING OF INDIVIDUALS

### Children have developmentally appropriate skills

“ Since entering the [program], she has started showing a lot more independence and self-confidence. She cleans up after herself and has started helping more at home when asked. She is also far more verbal, and is able to communicate with her family and other kids much more easily. This program has really helped her grow into the smart, inquisitive toddler she is today. ”

- 88% of 1,540 participants demonstrate age/developmentally appropriate skills in the following areas: personal/social skills, communication skills, gross motor skills, fine motor skills, appropriate problem solving skills, coping skills.
- 70% of 479 participants report behaviours or feelings that are consistent with some of the eight developmental assets.

### Participants have the skills needed to address identified issues



- 93% of 898 participants report an increased capacity to solve day-to-day problems and challenges.
- 87% of 13,768 participants demonstrate skills in one or more of the following areas: money management/financial; self care; community involvement; socialization; self-advocacy; interpersonal/relationships; parenting; literacy; refusal skills.
- 84% of 383 participants report having personal characteristics that are likely to help them address their identified issues, optimism, positive self-esteem, sense of meaning/purpose.

“ I will be walking away feeling that I have the tools to get through another day. You were a huge help in my life. ”

“ I smudged for the first time today and I'm excited to attend the next sharing circle. I was always ashamed of my cultural heritage but I'm learning to embrace it and my kids too. ”

# THRIVING FAMILIES

## OUTCOME: IMPROVED SOCIAL WELL-BEING OF FAMILIES

### Parents have positive parenting skills

“ (I) took program to better my family and myself, learned about family values, was able to re-evaluate family strategies. ”

- 95% of 165 parents identify strategies to apply in one or more of the following areas: helping their children develop age appropriate skills, providing positive feedback to children, addressing children’s behaviour challenges, setting boundaries.
- 94% of 598 parents model positive parenting strategies learned during the program.

### Participants have improved family functioning

“ I really appreciate the opportunity we have to come here free of charge and learn how to better care for our families. I also appreciate the food and free childcare was provided. It really lowered the barriers and enabled us to attend the program. ”

“ I understand more my kid, her age her needs and her abilities. now I know more about how is important to have a healthy relationship with our partner and much is important to have family time with each other. ”

- 86% of 3,142 participants report increased positive interactions among family.
- 79% of 34 participants report doing more activities together as a family



"I really like how children spend a pleasant time in this program, and I also love how moms and families build relationships with each other despite the cultural differences among them. I also appreciate how the facilitator has been very helpful in a way that she wouldn't miss on advice to share with us, her will of helping and being close to everyone while treating everyone equally."

This participant articulated what our facilitators report - which is that parents of all nationalities, religions, socioeconomic backgrounds, education levels, and ages, come together every week and build relationships through participating in the Unpack n Play program. It is also wonderful to note the level of acceptance and equality that this participant felt while attending the program. This positive experience gave her a sense of belonging to a community, the joy of making new friends, and it was free, so there was no financial strain put on the family.

### Success Story

# WELCOMING & ENGAGED COMMUNITY

## OUTCOME: IMPROVED SOCIAL WELL-BEING OF COMMUNITY

Participants are educated about social issues and strengthen capacity to address issues or create opportunities for engagement



- 83% of 12,246 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 12,048 participants identify ways they could get involved in addressing one or more of the above issues, if interested
- 98% of 2,023 participants' communities create opportunities for people to get involved in issues/opportunities of interest to them.

“ [Organization] is very welcoming and open - helped in developing needed leadership skills to effectively formulate and implement programs that empower my community/organization.”

Participants increase their knowledge, skills and feeling of contribution through volunteer involvement

- 83% of 953 participants identify what they have learned about their community and/or themselves through volunteering
- 90% of 30 participants demonstrate skills that could assist them to find employment or enhance their contribution to other paid or unpaid work
- 94% of 464 participants report at least one way in which their volunteering has made a positive difference in the community

“ I'm so much more aware. This has focused my perspective. ”

“ I feel like I've been enlightened, and maybe that some of my prejudices have been reduced by volunteering. ”

“ I volunteer at least twice a week at [Organization]. This job can be stressful during registration season but it is the most rewarding experience I've ever done. It allows me to meet new people and see what kind of activities they are interested in. It definitely gives me a purpose to get out of bed in the morning. ”

### Success Story

"This has been my first year as a volunteer at NESAs. I have volunteered with the gym, computer room, sales, registration and Wizards. I don't volunteer because I lack things to do. I volunteer because it helps my fellow men and women and service is a large part of who I am. I enjoy getting to know people and hope they forgive me when I have to ask their name more than once - I forget names! I enjoy being part of an inclusive, well-run organization. Volunteering makes me still feel useful to society. I believe we all have something to contribute."

# CONNECTIONS & RELATIONSHIPS

## OUTCOME: IMPROVED SOCIAL WELL-BEING OF INDIVIDUALS & COMMUNITY

### Participants have knowledge of and are connected to community resources



“ I would use the service again if I needed to and I have other resources now that I can reach out to first. ”

- 84% of 21,267 participants identify one or more specific community resources that address their information or service needs
- 65% of 12,926 participants ask for information about or referral to one or more community resources that address their information or service needs
- 74% of 272 participants report that they have contacted one or more community resources that address their information or service needs

### Participants increase their network of social support

- 86% of 4,461 participants report that they have one or more new people that they turn to for help
- 86% of 36,972 participants report making new social connections with peers in the program or in the broader community through their involvement in the program
- 85% of 4,931 participants report (1) making new friends, or (2) maintaining friendships, through their involvement in the program.

#### Success Story

Robert had been referred to us by a friend for our bread run. When Robert first came to us, he was suffering from addiction, had been out of contact with his child, was on the verge of losing his housing, was participating in risky behaviour and his social connections were negative. At first, he would come in for bread only, have a cup of coffee and keep to himself. Our Outreach worker began building a relationship with him and spent time with him when he came in. He began spending more time in the centre. He disclosed his addiction and other issues in his life. Our Outreach Worker helped him work through these issues as he was ready, allowing him to see a more positive future for himself. Over time, he began to open up and socialize with others, his demeanor changed-happier, more open. He began to attend more programs, like cooking club, and build relationships with other members. Staff noticed he was drinking less, laughing more, utilizing services to help him. He asked questions and asked for assistance in goal planning. Robert then began helping out in the centre and in the community. When it snows, he shovels seniors' walks on his way to the centre. He volunteers with us and in the greater community. He has shared his skills in the cooking club. He now has a positive relationship with his child and is able to spend more time with them. He has not only made positive changes in himself, but took that and made positive change in the community through his behaviour

Dickinsfield Amity House

“ It enhances my sense of social solidarity, cutting across differences of age, ethnicity, gender, class, sexual orientation. ”

“ I am a mother of twins and I came to Canada as a refugee, I was raised in an orphanage and have no friends of family here in Edmonton. Through this program I feel that I am coping as a parent, I feel okay now with regular visits. I feel supported. I have hope. ”

# STRONG SECTOR

## OUTCOME: IMPROVED SOCIAL WELL-BEING OF COMMUNITY

### Strengthened individual skills within organizations

- 96% of 417 organizational staff or volunteers report new knowledge to serve their participants
- 92% of 507 organizational staff or volunteers report new skills to address identified needs
- 96% of 437 Organization staff or volunteers report relationships/connections have been enhanced.

“ I gained new knowledge for myself enabling better engagement on my part, It was an excellent investment of time. Our table of board members provided great ideas and thoughtful responses. I have already begun to apply the workbook questions with a community group that I represent. ”

### More effective community organizations

- 99% of 93 organization staff report training has strengthened organizational capacity
- 83% of 163 organization staff report resources have strengthened organizational capacity
- 73% of 172 organization staff report making improvements to their practice / policy

“ We have been able to leverage this tool to build relationships which did not exist in such a strategic manner before. We are working towards building capacity and moving ahead with comprehensive plans, identifying existing gaps in services, and coming together to address them. Has helped with eliminating duplication of services, research and coming together to create recommendations for other agencies and services. ”

### Enhanced collaborative efforts

- 91% of 83 organization staff report increased capacity to engage in collaborative efforts
- 84% of 103 participants of the collaborative report that they are better able to meet community needs due to working together

“ The ultimate goal is to improve coordination and streamline services to ensure newcomer children and youth have the best support available. [Organization] has been extremely helpful and instrumental in this project. ”



# BARRIERS TO SUCCESS

Experiences of positive change can be quite personal and participants of FCSS programs experience success in many different ways. Sometimes success is something as small as actually attending program or going to school more regularly. While other times, it's a complete overhaul and change in their lifestyle. Ultimately, the funded programs work towards meeting participants where they are at and making meaningful change in their life. As part of understanding the complex challenges participants face, funded programs report what barriers their participants may face. Here are the top reported challenges that may inhibit participants from achieving success:

## Mental Health

While mental health has often been mentioned as a barrier to achieving positive change, in 2018, it was the top reported theme. Funded program staff expressed the increase in participants attending program with mental health concerns, challenges, or illnesses/conditions. Participants being able to cope with symptoms and navigate the mental health system significantly increased the complex challenges they were facing. The top reported concerns in the data included: substance use, depression, anxiety, diagnosed mental illness, grief and thoughts of suicide. Many of the funded programs are continuing to address the impacts of experienced and vicarious trauma and its impact on the mental health of participants.

## Basic Needs - Housing, Transportation & Food Security

A trend continues to surface yearly around the participants needing ongoing support to access basic needs such as affordable housing, transportation to and from programs and services, and food security for themselves and/or their family. While the specific needs vary for each demographic (i.e. challenges around transportation are slightly different for youth than seniors), these topics continue to come up as barriers to success in programming. While agencies and programs work hard to support their participants, a lack of basic needs often is the most pressing concern. Thus, focusing on their short-term counselling, family support program or early years development for their children, becomes a lower priority and their energy shifts to finding housing, food or transportation for job interviews and/or childcare.

## Complex Needs and Living in Poverty

Many of the funded programs support individuals at risk of or living in poverty. With the Alberta economy the way it is, it was no surprise to hear that participants continue to face the challenge of financial insecurity. This is increasingly reported for seniors and newcomers to Edmonton. However, many participants are balancing the multiple needs they and/or their family requires. Which often is resulting in visits to multiple programs and services, and challenges balancing and/or prioritizing needs.

# IMPACT OF EDMONTON FCSS

As part of an annual check in with the agencies funded by Edmonton FCSS, we learned about the impact of the program, the support provided by the FCSS team, and the ongoing community being built.

## Sustainable Funding

*"These grants help ensure the stability of our organization and ensure we can offer programming on an ongoing basis. They also guarantee we will be able to serve 100% of the people requesting programming and service - because we can keep fees and cost at an accessible level. Having this kind of stability also allow us to be a good partner to other organizations."*

## Strong Social Service Sector

*"FCSS is one of the most flexible funders we work with and they really understand the local context. They also are great at bringing organizations together through the sector meetings and learning events. They play a valuable role being a catalyst for collaboration, creating spaces where we can talk about reducing duplication, and discussing how we can work more effectively with families and communities."*

## Lifting People Out of Poverty

*"This funding has enabled our organization to effectively meet the needs of the individuals and families we serve as they move out of poverty and toward a stable future. We can offer high quality free respite child care, free referrals and support for parents, and support to find housing."*

## Responsive to Community Need

*"With this money we were able to run two programs that have met the emerging needs of the families we work with in different ways. The funding is flexible enough to allow us to be responsive and adaptive to different trends and the individuals we see in front of us."*

## Overcoming Challenges

*"FCSS is our major funder, and we would have had to close our doors this year had it not been for the help of FCSS. 2017 was a difficult year to receive grants and fundraise, so this funding was essential to our ability to operate. We have had an increase in demand for our services and a decrease in clients ability to pay for services."*

## Prevention is Inclusive

*"Without this funding, we would be limited in who we could serve. We work with immigrant and refugee communities and we appreciate that FCSS participant eligibility is inclusive and broad -- so we are able to serve citizens, refugee claimants, and people with across different immigration status."*

**87%** believe the grant they received met the needs of their organization.  
**100%** believe the grant they received made a difference to their program or organization and helped to bring the community together in a positive way.

# IMPACT OF EDMONTON FCSS

## SUPPORTING FUNDED PROGRAMS

The Edmonton FCSS Liaisons are social planners that work directly with the funded programs and their staff. They provide support, guidance and help to administer the FCSS program funding. They work along side an Evaluation & Process Analyst, a Grant Coordinator and two administrative support team members.

# 84%

of FCSS funded  
program  
respondents

strongly believe having an **FCSS Liaison** is a **great value** of this program.

strongly believe their liaison **provides support, tools and feedback** for strengthening program(s).

strongly believe their liaison **helps to connect them with other agencies** to strengthen their organization or program.

strongly believe their liaison **helps to connect them with relevant resources** to strengthen their organization or program.

## FOSTERING CONNECTIONS

Edmonton FCSS seeks to utilize all training/information sessions and sector meetings as an opportunity to provide learning or development, time for networking and opportunities to build new connections. Throughout 2018 this continued to be a successful outcome that resulted from gathering staff from funded agencies together.



# 98%

of those responding to post-gathering survey's indicated meeting one or more new people.

# 67%

of those meeting new people indicated they planned to connect with one or ore of their new connections regarding partnership, collaboration or other co-learning opportunities.

# REFLECTING FORWARD

Edmonton FCSS funded programs continue to be faced with complex challenges and individuals accessing their program with multiple needs. The environment, economy and politics are ever changing and the community is growing and diversifying. Programs that are funded by Edmonton FCSS are actively working to adapt with the city as it changes by strengthening programming and creating innovative solutions for complex problems.

With agency led communities of practice being developed, the increased interest in the common outcomes approach and ongoing reflection - we continue to see staff within the Edmonton FCSS team and funded agencies seek efficiencies, improvements and innovation when it comes to evaluation.

While there is always room for improvement, the evaluation community in Edmonton continues to thrive and embrace new challenges. Partnership and collaboration through data sharing agreements, transparency and open data and sharing results and/or learnings are resulting in an engaged and actively evaluative community.

In 2019, Edmonton FCSS aims to get back to basics and ensure basic evaluation training is available for agency staff that may be new to the sector, new to evaluation or new to outcomes reporting. Beyond this, the Edmonton FCSS team will continue to support agencies through sector meetings and one-on-one sessions as required to foster evaluative thinking, data collection and demonstrating impact. 2019 will also see an **updated outcomes model** co-developed with funded agencies and community partners.

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

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

**FCSS**

Family & Community  
Support Services

**Edmonton**

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# EDMONTON FCSS FUNDED AGENCIES

Edmonton FCSS funded agencies that reported in 2018 are:

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