Common Outcomes Data Summary

Aggregate of Common Outcomes Data Collected for 2013

Preamble

Edmonton Region Child & Family Services (CFS), City of Edmonton Family and Community Support Services (FCSS), Strathcona (County) Family & Community Services, 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.**

Due to the complexity of identifying, implementing and collecting common outcomes, the report focused heavily on outputs and activities for the first several years. However, after many years of consultation, development, and testing, 2013 was the first year that the reporting form enabled funded agencies to collect data focused on common outcomes and indicators. 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;
- Data was collected from 110 funded agencies that provided supports through 226 programs;
- 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 to see where program improvements can be made;
- 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 and there is also 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 clients the funded agencies support. Funded agencies confirm that this number is under-reported due to privacy guidelines.

For those new to the common outcomes report, below is the outcome reporting structure that funded agencies report to:

- *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.
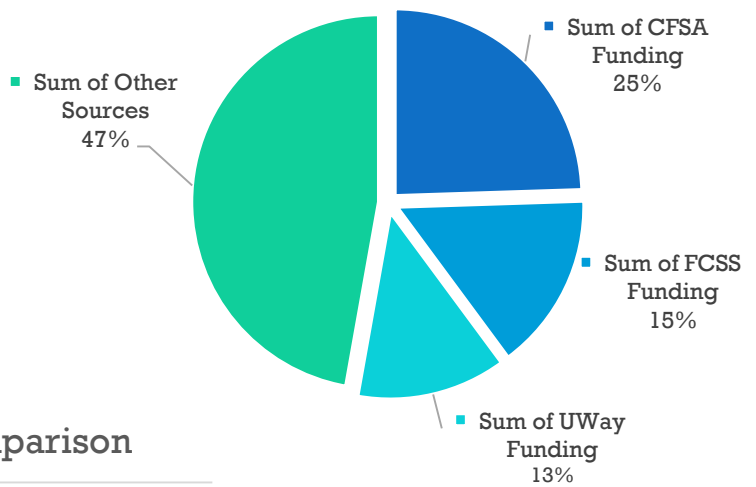
> **Program areas, outcomes and indicators were developed in collaboration with funders, funded agencies, and consultants.**
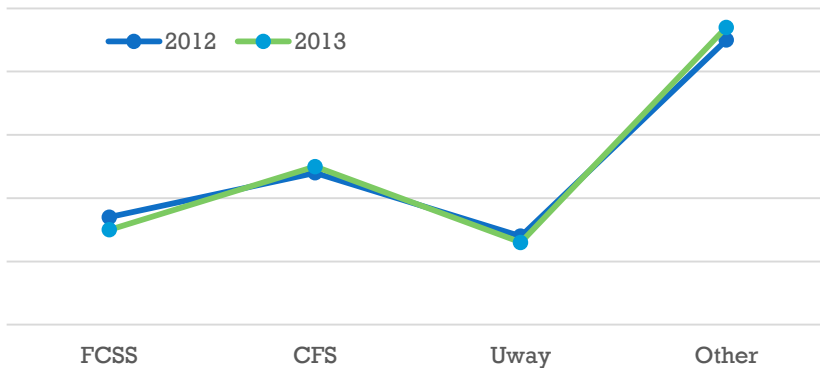
Funding

Information gathered in the 2013 Common Outcomes Report indicates that, combined, the three funders represent 53% of funding for the programs.

2013 Funding Break Down

- Sum of Other Sources 47%
- Sum of CFSA Funding 25%
- Sum of FCSS Funding 15%
- Sum of UWay Funding 13%

> Total Funding reported in 2013 was $77,558,170.67

Funding Break Down Yearly Comparison

— 2012 — 2013

FCSS   CFS   Uway   Other

Funding breakdowns remain consistent over the past 2 years.

TOTAL ANNUAL FUNDING BY PROGRAM AREA

$16,000,000.00
$14,000,000.00
$12,000,000.00
$10,000,000.00
$8,000,000.00
$6,000,000.00
$4,000,000.00
$2,000,000.00
$0.00

Adult Support, Children and Youth, Community Development, Early Childhood, Basic Needs, At Risk Youth, Family Support, Seniors, Home Visitation, Parent Education, Public Education, (blank), Head Start, Volunteer Support, Parent Link Centres, Information and Referral, FASD, Disability Support, Prevention of Family…

Family Support, Children & Youth and Early Childhood programs receive the most annual funding in proportion to other program areas. All other funded program areas receive between $1.1 Million - $3.9 Million in annual funding.

Listing of Funded Agencies

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Abbottsfield Youth Project (AYP) Society
ABC Head Start Society
Aboriginal Consulting Services Association of Alberta
Aboriginal Women's Professional Association
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
Calder Seniors Drop-In Society
Canadian Arab Friendship Association of Edmonton
Canadian Mental Health Association
Canadian National Institute for the Blind
Canadian Paraplegic Association
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
Connect Society
Dickinsfield Amity House
Edmonton Aboriginal Seniors Centre
Edmonton Chamber of Volunteers Organization
Edmonton City Centre Church Corporation - E4C
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
Edmonton Social Planning Council
Eldercare Edmonton Society for Adult Day Programs
Elizabeth Fry Society of Edmonton
Ft. Saskatchewan Boys' & Girls' Club
Ft. Saskatchewan Families First Society
Fulton Child Care Association
Gateway Association for Community Living
Goodwill Industries of Alberta
Governors of the University of Alberta - Institute for Sexual
   Minority Studies and Services (iSMSS)
Healthy Families Healthy Futures Society
Information and Volunteer for Strathcona County
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
MAPS Alberta
Mediation & Restorative Justice Centre
Métis Child & Family Services Society
Mill Woods Family Resource Centre Society
Mill Woods Seniors Activity Centre
Multicultural Health Brokers Co-operative
Multicultural Women & Seniors Services Association
   (formerly Multicultural Handicrafts Training & Friendship
   Society)
Native Counselling Services of Alberta
Norwood Child & Family Resource Centre
Old Strathcona Youth Society
Oliver Centre-Early Learning Programs for Children & Families
   Society
Operation Friendship Seniors Society
Options Sexual Health Association
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
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
Strathcona Shelter Society
Sturgeon School Division
Terra Association - Meeting the Challenge of Teen Pregnancy
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 Multicultural Family Resource Society
The Red Road Healing Society
The Salvation Army
The Support Network
Today Family Violence Help Centre
Town of Gibbons
Victorian Order of Nurses
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 Emergency Shelter Society - YESS

Number of Programs Reported

In 2011, 249 programs reported	In 2012, 218 programs reported	In 2013, 226 programs reported

The difference in number of programs reported over three years is attributed to funding changes, reporting process changes and increased accuracy in reporting.

Unique Participants Reported

A Unique Participant is a participant in a program who receives direct services. Each program aims 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 'unique' number of participants 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.

303,994 Unique Participants were supported by programming in 2013.

This number is an overrepresentation because 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 in the social services sector.

$77,558,170.67 total funding reported

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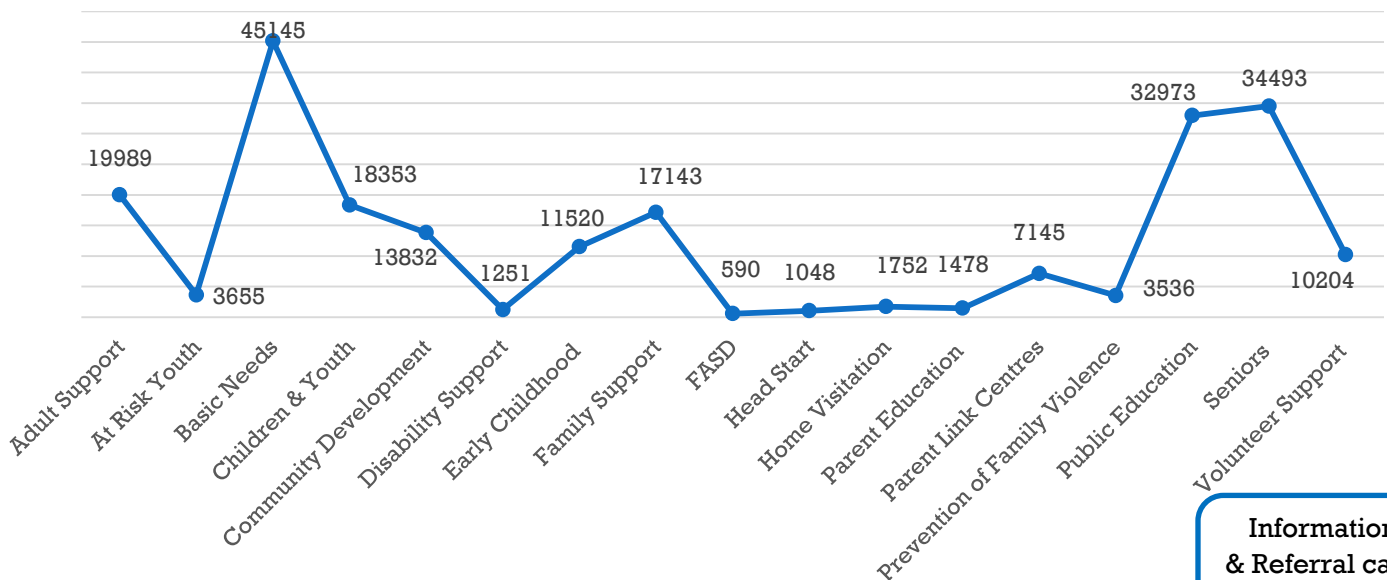303,994 unique participants reported

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Average cost per participant
$255.13

Participants by Program Area

This chart does not include the 496 unique participants that reported in the 'Other' program area.

Information & Referral calls

79,391

Aboriginal Participants Reported

Many agencies choose not to ask participants to identify their cultural background and as a result the numbers of participants are underreported. Agencies and funders have identified this area as an opportunity for improvement and growth on future common outcome reports.

2012
21,724 or 10% of participants reported were Aboriginal

2013
26,056 or 9% of participants reported were Aboriginal

Program areas reporting the highest number of Aboriginal participants

2012	**2013**
Information & Referral	Information & Referral
Family Support	Family Support
Children & Youth	Adult Support

There was an increase in Aboriginal clients reported during 2013. The types of programs that clients are accessing have remained consistent over two years with Information & Referral being the service most used by Aboriginal participants in the community.

Program areas reporting the lowest number of Aboriginal participants

2012	**2013**
Community Development	Public Education
Public Education	Community Development
Disability Support	Disability Support

Immigrant Participants Reported

2012
27,484 or 12% of participants reported were immigrants

2013
26,652 or 9% of participants reported were immigrants

In 2013 there were slightly fewer immigrant participants reported overall, with an increase in participants accessing early childhood development programming in the community.

Program areas reporting the highest number of immigrant participants

2012	**2013**
Community Development	Seniors
Family Support	Community Development
Seniors	Early Childhood

Program areas reporting the lowest number of immigrant participants

2012	**2013**
Prevention of Family Violence	At Risk Youth
FASD	FASD
Disability Support	Disability Support

Unique Participants by Age

2012

- Participants 65+ 12%
- Participants 0-17 32%
- Participants 18-64 56%

2013

- Participants 65+ 10%
- Participants 0-17 30%
- Participants 18-64 60%
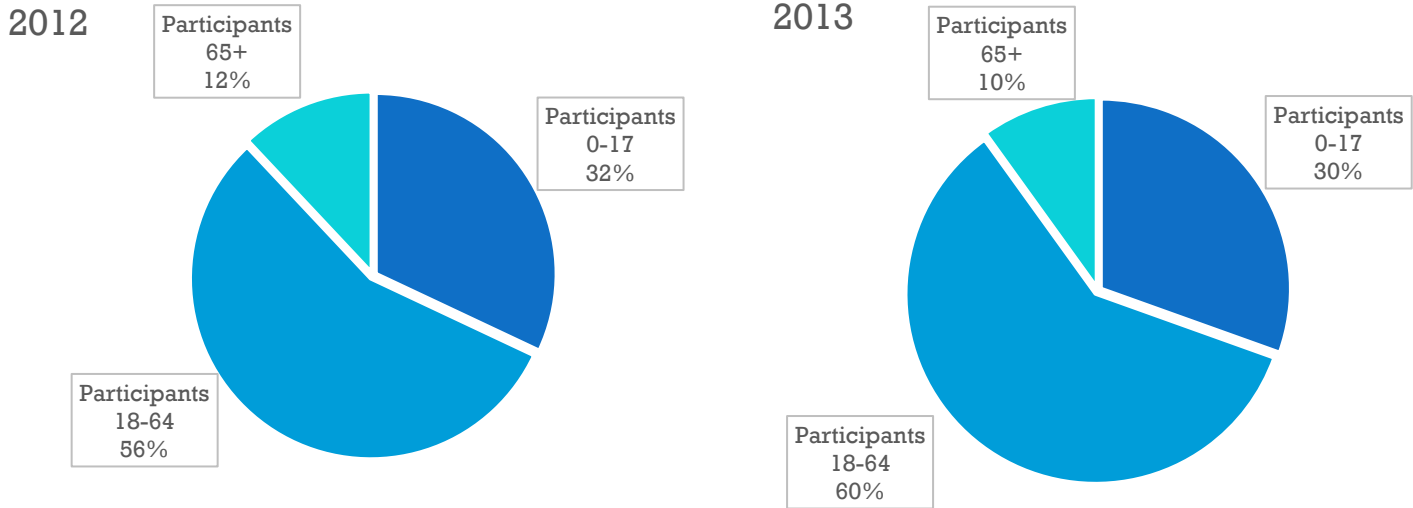
The breakdown of participants by age has remained consistent between 2012 & 2013. The 18-64 age category is the largest and as a result has the largest number of participants served. Based on the 2014 census data, the unique participants by age is *proportionate* to the communities' reported age composition such that participants aged 18-64 make up the majority, followed by participants aged 0-17 and then participants aged 65+. It is interesting to note that 19% of the reported population is aged 0-19, yet 30% of all participants served are aged 0-17.

Program Volunteers

Volunteers play a significant role in supporting the social services sector. They provide agencies with limited resources the additional support needed to operate programs in the community.

748, 154 Reported Volunteer Hours

$10.20 Alberta Minimum Wage

$17.29 Living Wage*

$27.86 Alberta Average Wage**

$7,631,170.80

$ 12,935,582.66

$20,843,570.44

$7,631,170.80 - $20,843,570.44

Volunteer Contribution to the Social Services Sector.

Top 5 Program Areas with the most Volunteers

5. **Information & Referral**

4. **Seniors**

3. **Children & Youth**

2. **Basic Needs**

1. **Volunteer Support**

Multiple numbers were used for this calculation to represent variances in wage range across sectors.
 **Since we have not yet calculated a living wage for Edmonton, we used Vibrant Calgary (2014) Living Wage*
http://www.livingwagecanada.ca/index.php/living-wage-communities/alberta/
*** *http://www.huffingtonpost.ca/2013/02/22/average-wages-alberta_n_2744712.html*

Data Collection

When data was collected
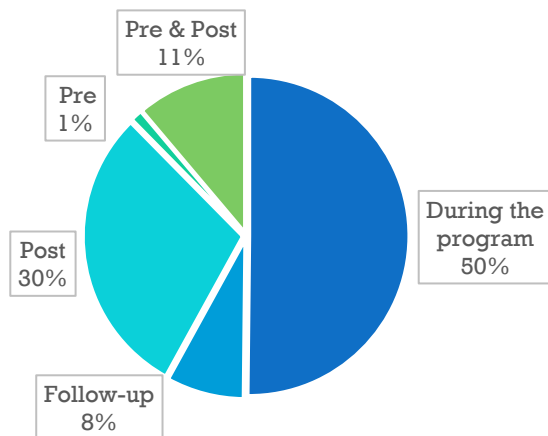
The majority of programs reporting collect data during the program or right after the program.

Pre & Post 11%
Pre 1%
Post 30%
During the program 50%
Follow-up 8%

Data collection can be attempted more than once with each participant. In total, data collection was attempted 336,945 times. Of those attempts, there are evaluation results for 75% of them. This response rate meets and exceeds standard data collection completion rates.

Average Evaluation Completion Rate by Program Area

Program Area	Completion Rate
Volunteer Support	72.22%
Seniors	74.94%
Public Education	88.06%
Prevention of Family Violence	65.00%
Parent Link Centres	82.19%
Parent Education	86.36%
Information and Referral	61.23%
Home Visitation	78.72%
Head Start	81.52%
FASD	64.98%
Family Support	74.81%
Early Childhood	70.85%
Disability Support	86.20%
Community Development	58.69%
Children and Youth	74.87%
Basic Needs	94.54%
At Risk Youth	73.35%
Adult Support	81.23%

Basic Needs and Public Education programs show the highest averages of evaluations completed by program participants.

2013 Outcomes

Funded programs report on at least one of 19 possible outcomes. The high levels of positive change demonstrate the positive impact that programs have on participants. It is clear that the social services sector is achieving positive outcomes in the community.

Below are the results from the aggregate data of reports provided by participating agencies.

87% of children have developmentally appropriate skills after participating in a program.

88% of parents developed the a) knowledge and b) skills needed to provide a nurturing environment for their children.

88% of parents have positive parenting skills.

83% of participant access supports to meet their needs.

84% of participants are connected to a community resource.

86% of participants are educated about social issues in our community.

97% of program participants are positively involved in their community.

84% of participants feel supported in meeting their basic needs.

91% of participants feel supported after program participation.

94% of participants feel they contribute to positive change in the community through volunteer activities.

93% of participants have healthy relationships.

90% of participants have improved family functioning.

90% of participants have knowledge of child development.

81% of participants have knowledge of community resources.

91% of clients have the skills needed to address identified issues.

92% of program participants increased their a) knowledge and b) skills through their volunteer involvement.

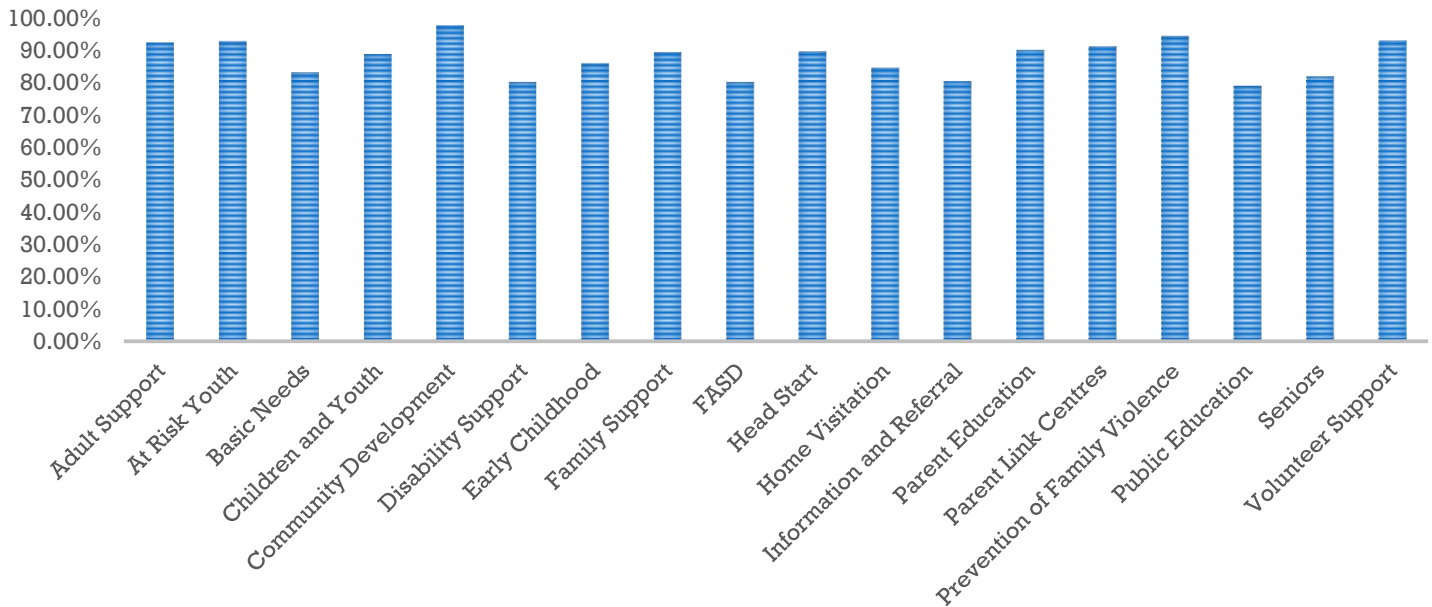87% of clients increase their network of social support.

75% of clients make informed choices about their living situation.

96% of communities strengthened their capacity to address issues or create engagement opportunities.

2013 Positive Change by Program Area

All programs are asked to select a program area on which to report. Below are the positive change rates by program area.

AVERAGE POSITIVE CHANGE BY PROGRAM AREA

Bar chart showing average positive change (0.00% to 100.00%) by program area: Adult Support, At Risk Youth, Basic Needs, Children and Youth, Community Development, Disability Support, Early Childhood, Family Support, FASD, Head Start, Home Visitation, Information and Referral, Parent Education, Parent Link Centres, Prevention of Family Violence, Public Education, Seniors, Volunteer Support.

Adult Support

Programs provide individual support for personal issues that will improve the quality of life of adults.

19,989 adults who were coping with personal issues participated in programs aimed at providing individual support to help improve their quality of life.

92% of participants indicated a positive change in this program area

At Risk Youth

Programs support youth who are in environments where they may engage in high risk behaviors.

3,655 at risk youth participated in programs that helped to prevent them from participating in high risk behaviors.

93% of participants indicated a positive change in this program area

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Disability Support

Programs focus on supporting individuals with disabilities.

1,251 participants with disabilities were assisted in overcoming barriers. Through these programs, participants are supported as thriving, valued members in the community.

80% of participants indicated a positive change in this program area

Home Visitation

Programs that provide voluntary services promoting healthy parent-child relationships and the best possible outcomes for vulnerable families.

1,752 participants were supported in forming healthy parent-child relationships aimed at creating a better future for these vulnerable families.

85% of participants indicated a positive change in this program area

Community Development

Programs that engage members of the community to become involved and participate in community improvement and capacity building.

13,832 participants worked with local agencies on efforts to improve their communities and create safer, more connected cities throughout the Alberta Capital Region.

98% of participants indicated a positive change in this program area

Prevention of Family Violence and Bullying

Programs focus on education, prevention, and support to individuals and/or families in the area of abuse, domestic violence and/or bullying.

The goal of family violence and bullying programs is to help them break the cycle of violence in their homes and communities. These programs offered education, prevention or support to **3,536** participants.

94% of participants indicated a positive change in this program area

Child and Youth Support

Programs seek to improve the lives of children and youth by meeting their developmental, social, and basic needs. Parents may or may not be involved.

18,353 children and youth participated in programs that provided social, developmental, and basic needs support aimed at creating a better future for these participants.

89% of participants indicated a positive change in this program area

Family Support

Programs focus on caregivers and/or families with the intention of improving family well-being.

17,143 caregivers and/or families participated in programs designed to improve overall family well-being. This well-being creates a strong foundation that will support participants throughout their lives.

89% of participants indicated a positive change in this program area

FASD Support

Programs focus on prevention of Fetal Alcohol Spectrum Disorder (FASD) and/or support to families with parents or children affected by FASD.

In 2013, FASD programs supported **590** members of the community in preventing or overcoming the negative symptoms associated with the spectrum.

80% of participants indicated a positive change in this program area

Information and Referral

Programs identify needs and refer individuals to community resources.

Information and Referral Programs responded to **79,391** calls in 2013, providing numerous referrals to community programs and services, contributing to a social infrastructure that supports participants in times of personal need.

80% of participants indicated a positive change in this program area

Parent Link Centres

Programs provide a network of resource centres serving parents, caregivers and children.

Parent Link Centres provided **7,145** participants with access to qualified and knowledgeable staff that taught parenting programs, answered questions, and offered advice about positive parenting and dealing with family issues.

91% of participants indicated a positive change in this program area

Early Childhood Development

Child focused programs aimed at enhancing early childhood development.

11,520 children participated in early childhood development programs. These programs create a foundation for healthy development and lifelong learning.

86% of participants indicated a positive change in this program area

Head Start

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

1,048 children participated in Head Start programs in 2013. This program works with families and their preschool children to establish success for learning and life.

90% of participants indicated a positive change in this program area

Parent/Caregivers Education

Programs that focus on enhancing parent/caregiver practices and behaviors and increasing knowledge of age appropriate child and youth development

1,478 parents and or caregivers participated in programs that enhanced their ability to care for young people in their lives.

90% of participants indicated a positive change in this program area

Seniors Support

Programs focused on seniors care, support and outreach.

Seniors are a vital and growing population in the community. In 2013, programs focusing on senior care, support and outreach supported **34,493** seniors. These programs are necessary to support the aging population to maintain a high quality of life.

81% of participants indicated a positive change in this program area

Public Education

Programs focused on the dissemination of information regarding issues affecting individuals, families, and community.

32,973 participants accessed Education Programs to increase knowledge of issues affecting them, their families, and their communities. These programs also provided increased knowledge of resources and supports available in the community.

79% of participants indicated a positive change in this program area

Volunteer Support

Programs that recruit, train, and utilize volunteers.

In 2013, volunteer programs connected **10,204** participants with volunteer opportunities. These volunteers are making a very significant and valuable contribution to the social services sector.

93% of participants indicated a positive impact in this program area

Basic Needs Support

Programs focused on providing the necessities of life (food, clothing, shelter).
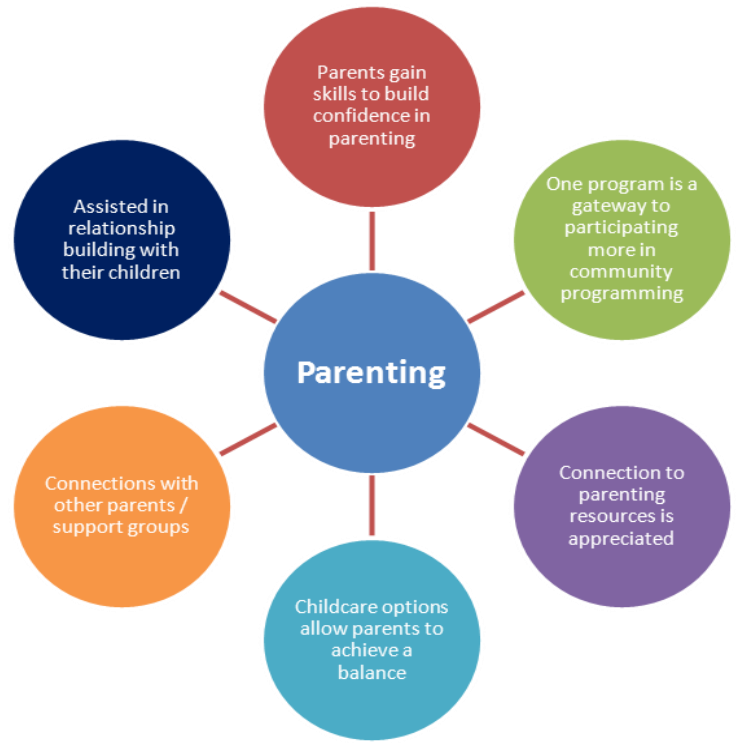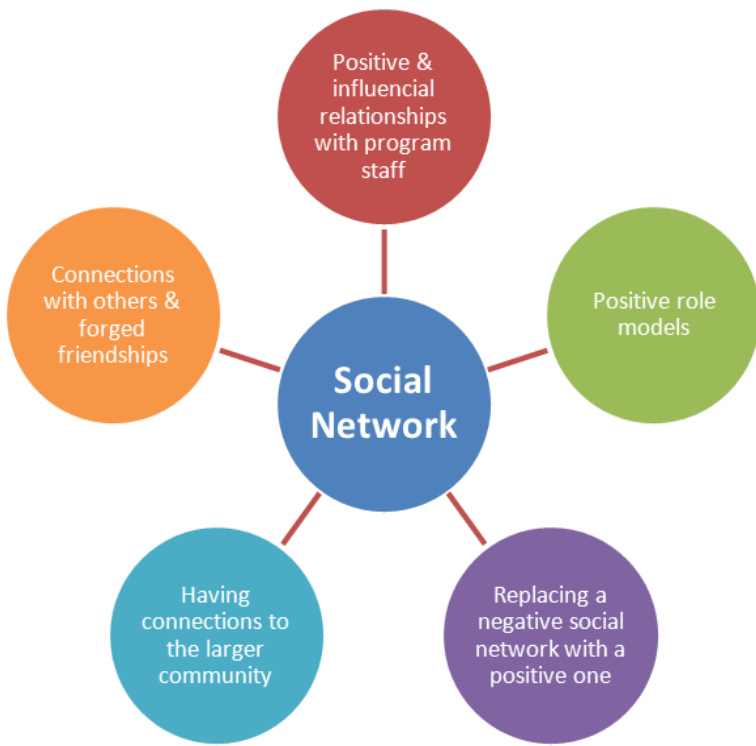
45,145 participants accessed programs focused on providing the necessities of life (food, clothing, shelter). This important service assists families to meet their basic needs during difficult times.

83% of participants indicated a positive change in this program area

Success Story Themes

Success stories that are reported help to capture, through narrative, the impact that program participation has on participants. Below are the themes that emerged from the stories provided in 2013.

Skills Building

- Activities are highlighting & building participants strengths
- Goal Setting for a brighter future
- Skills building positively influences participants quality of life
- Artistic skills, social skills, basic life skills
- Programs enhance confidence & ability

Family

- Improved family relationships
- Finding a safe place & skills to deal with abusive relationships
- Social Support Network with other families
- Confidence to communicate within family
- Connections to other family focused programs

Support

- Supportive program staff contribute to positive change
- Participants support one another
- See themselves as part of a valued social support network
- Subsidized or Free programing supports participation
- Experience sense of comfort in attending programs
- Counseling to develop coping skills

Social Network

- Positive & influencial relationships with program staff
- Connections with others & forged friendships
- Positive role models
- Having connections to the larger community
- Replacing a negative social network with a positive one

Parenting

- Parents gain skills to build confidence in parenting
- Assisted in relationship building with their children
- One program is a gateway to participating more in community programming
- Connections with other parents / support groups
- Connection to parenting resources is appreciated
- Childcare options allow parents to achieve a balance

Other Themes

- Education Assistance
- Access to Community Resources
- Support Obtaining Basic Needs
- Connection to the Community
- Financial Assistance
- Positive Relationships
- Increased self-esteem/ confidence

Moving Forward

2013 was the first year that all funded agencies were able to report with a focus on outcomes and indicators by using the new common outcomes reporting form. In September 2014, the results were shared with all of the funded agencies and many conversations about how the sector can move forward and collect even more meaningful outcomes data occurred. The agencies in attendance also provided feedback to help guide the following next steps for improving the common outcomes work:

- Move towards using a web-based data collection platform to increase the ease of reporting for agencies and make analysis more efficient;
- Conduct and improve upon the ongoing analysis and summary of the outcomes and indicators reported in upcoming years, including a more detailed breakdown by the specific program areas;
- Provide continued support for funded agencies with regards to tools and methods for their evaluation and outcomes data collection. In the future, the hope is to use a variety of common tools within all of the funded agencies and develop a common database for multi-year comparisons.

This innovative approach provides the opportunity for critical practice reflection and process improvements in program delivery throughout the Alberta Capital Region. Moving forward, this process will continue to be informed through best practices and searching for ways to refine the data collection processes. This unique and collaborative funder and agency partnership puts this system at the forefront of best and emerging practices in outcomes data collection.

Conclusion

To the knowledge of the partners in this collaborative effort, our community is leading the way with the work being done to bring the sector together around common outcomes. It has taken many years to get to this point. The City of Edmonton FCSS, Strathcona County FCS, Edmonton Region Child & Family Services, and United Way would like to thank the working group, the agency advisory committee, and the many people who have contributed through community consultations and meetings. As well, an extended thanks to the members of Wellquest Consulting.

Although the goal is to continually revise and improve the report and data collection process, this report is the first step in sharing the social impact of the impressive work being done in the social services sector.

City of Edmonton Family and Community Support Services (FCSS), Strathcona County FCS, Edmonton Region Child & Family Services (CFS) and United Way would like to thank all of the funded agencies for their hard work and the impressive effort that went into reporting on the common outcomes.