

# 2016 ANNUAL REPORT

Community Services Advisory Board



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## MESSAGE FROM THE CHAIR

**Looking back at the activities of the Community Services Advisory Board (CSAB) in 2016, I am struck by the truly outstanding services delivered and funded by Citizen Services and by the innovative projects that are underway to further enhance quality of life in the City of Edmonton.**

CSAB members feel privileged to participate in planning and decision-making related to these services and initiatives. As a Board, we heard presentations on a variety of key initiatives and contributed a citizen perspective. In our continuing effort to strengthen CSAB's contribution, we also provided representatives to committees within Citizen Services such as the Social Development Framework Work Group and the MacEwan West Tenancy Selection Committee. Board members also participated in initiatives such as the Active Sport and Recreation consultation.

An important role of the CSAB is providing recommendations for grant funding. In 2016, members advised on both the Community Investment Operating Grant and the Emerging Immigrant and Refugee Community Grant. A highlight of 2016 was the work of the FCSS Committee to allocate nearly \$3 million in new provincial funding. CSAB and community members of the FCSS Committee worked diligently with City staff to prioritize community needs, request proposals for programs to address those needs and evaluate the proposals submitted. As a result of their efforts, CSAB recommended funding for 24 new programs

providing services to diverse populations across Edmonton. We are optimistic that these programs will further strengthen our community, and we look forward to hearing about outcomes achieved in the future.

CSAB continues to have a strong, collaborative partnership with the leadership and staff of Citizen Services. The Board meets annually with the senior leadership team to build relationships, learn about the strategic directions of Citizen Services and highlight upcoming opportunities for CSAB engagement. On behalf of all members of the Community Services Advisory Board, I would like to express our appreciation for City leaders and staff, who have been unfailingly helpful and responsive to our questions and recommendations. We feel proud to contribute to Citizen Services and the City of Edmonton, and we look forward to continued partnership and new opportunities in 2017.

**Leanne Reeb**  
**CSAB Chair, 2016**

## VISION, MISSION, MANDATE

### Vision

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

### Mission

The Community Services Advisory Board is a diverse group of citizens who provide a community perspective on people, parks and places to City Council and the Citizen Services department.

### Mandate

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

- » gathering information and sharing knowledge
- » raising issues and awareness
- » providing advice and recommending policy
- » making recommendations on funding
- » offering alternative strategies

# THE COMMUNITY SERVICES ADVISORY BOARD (CSAB)

The Board advises Council and Citizen Services about a long-term plan for community services in Edmonton.

The department's mandate supports programming related to social policy, arts, cultural, multicultural, parks, recreation and sports. The Board also recommends how funds are allocated to support programming in these areas.

All members of the Community Services Advisory Board are appointed by City Council. In 2016, the Board had 13 members who brought their skills and experiences to support the Citizen Services department. The Deputy City Manager of the Citizen Services department, or his/her designate, sits on the Board as a non-voting member.

## Board Membership 2016

Joan Welch (Vice-Chair), Colin Saby\*, Sarah Leib, Priti Laderoute, Leanne Brownhoff\*, Christine Mummery, Leanne Reeb (Chair), Stephanie Chai, Bonnie Chan\*, Victoria Smith, Eman Joumaa, Sam Jenkins\*, Nancy Zuck.

The CSAB Board is supported by Lyall Brenneis Department Representative, Judy Smith Director, Community Resources and Brent Jans Community Resources Administrative Support.

\*New appointee May 1, 2016

Joan Welch  
(Vice-Chair)

Colin Saby

Sarah Leib

Judy Smith

Priti  
Laderoute

Leanne  
Brownhoff

Lyall Brenneis

Christine  
Mummery

Leanne Reeb  
(Chair)

Stephanie  
Chai

Bonnie  
Chan

Victoria Smith

Not Pictured: Eman Joumaa, Sam Jenkins, Nancy Zuck

## COMMITTEES

### FCSS Committee

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

Throughout 2016, committee members learned about the funded preventive programs and services through agency visits, presentations, program applications and information from FCSS liaisons.

The FCSS Committee set priorities, approved an evaluation process and made recommendations to CSAB on how to allocate the extra funding in this area announced by the Province of Alberta in 2015.

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

FCSS Committee members: Jeff Bryson (Vice-Chair), Joseph Luri, Alex Draper, Vicki Van Vliet Vaitkunas, Sharon Yeo, Eman Joumaa (Chair), Nathan Ip, Stephanie Chai, Heather Kennedy-Plant, Catherine Workun, Christine Mummery & Joan Welch.

### Community Investment Operating Grant (CIOG) Review Committee

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

Community Investment Operating Grant (CIOG) Review Committee: Sarah Leib, Leanne Brownoff, Priti Laderoute

### CIOG Grant Appeals Committee

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

CIOG Appeals Committee: Sarah Leib, Sam Jenkins, Nancy Zuck

## BOARD REPRESENTATION

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

City of Edmonton representative, Vicki Van Vliet Vaitkunas. Vicki was also the Vice-Chair of the FCSSAA Board in 2016.

### Active Sport & Recreation Consultation Committee

Nancy Zuck, Joan Welch, Victoria Smith

### Social Development Framework Work Group

Joan Welch

### MacEwan West Tenancy Selection Committee

Victoria Smith, Sarah Leib

### Live Active Strategy

Nancy Zuck

## BOARD ACTIVITIES

CSAB members and community members on the FCSS Committee contributed more than 1,590 volunteer hours, which included 10 regular board meetings and numerous committee meetings, agency visits and a funding retreat. CSAB members met regularly with City staff and provided advice on numerous topics including:

- » Projects and priorities with the Citizen Services Leadership Team
- » Dogs in Open Spaces strategy
- » ELEVATE Update
- » Low Income Transit Pass
- » Recreation Facility Master Plan
- » Abundant Community Initiative
- » Capital City Clean Up
- » Live Active Strategy
- » EndPovertyEdmonton
- » MacEwan West Community Hub
- » Social Development Framework
- » City Charter Consultation



## GRANTS ALLOCATED

### Community Investment Operating Grant

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

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

Total amount (\$) awarded in 2016:

**3,546,490**

Number of organizations awarded:

**225**

Number of organizations awarded max amount (17,500):

**171**



## Hosting & Travel Grants

### Community Investment Hosting Grant

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

Total amount (\$) awarded: **69,540**

Number of events funded: **27**

Hosting grants totaling \$69,540 for 27 events were approved, including two events that will take place in 2017. This funding helped 23 organizations host nine provincial, five western Canadian, six national and three international events—all contributing to increasing Edmonton's profile and visibility.

Examples of hosted events:

- » Edmonton Ultimate Players hosted the Canadian Ultimate Championships
- » Volleyball Alberta Association hosted the International Men's Continental Olympic Qualification Tournament
- » Canadian Hungarian Cultural Society of Edmonton hosted a Western Canadian Hungarian Folk Festival
- » Alberta Basketball Association hosted the Youth Provincial Championships

### Community Investment Travel Grant

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

Total amount (\$) awarded: **42,738**

Number of individuals or groups funded: **51**

Examples of travel grants awarded:

- » Devin Halko competed in the IRF XXVIII World Junior Racquetball Championship in San Luis Potosi, Mexico
- » Verkhovyna School of Ukrainian Dance Ensemble were invited to participate in the 12th Annual Pavlychenko Folklorique Ensemble Dance Showcase in Saskatoon, Saskatchewan
- » The Edmonton Warrior U18 Prospects competed in the U18 Girls Canadian Championships in Charlottetown, PEI

## Emerging Immigrant & Refugee Community (EIRC) Grant

The Emerging Immigrant and Refugee Community Grant provides support towards a common outcome of integration and inclusion for immigrants and refugees choosing Edmonton as their home.

Number of applications for this grant processed: **116**

This grant program is comprised of four sub-grants.

### Cultural Heritage Grant

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

Total amount (\$) awarded: **74,590**

Number of grant applications received: **17**

Number of organizations awarded grants: **15**

### Space Rental Subsidy Grant

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

Total amount (\$) awarded: **154,239**

Number of grant applications received: **41**

Number of organizations awarded grants: **36**

### Community Events Grant

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

Total amount (\$) awarded: **79,666**

Number of grant applications received: **58**

Number of organizations awarded grants: **55**



“

Citizens of South Sudan who have made Edmonton their new home are slowly losing the traditional knowledge and language of their homeland. Many of the children born in Canada cannot speak, write or understand the Nuer language and therefore are unable to communicate with their parents, grandparents or immediate families and friends. The Nuer Heritage Language program helped to strengthen our cultural identity in Edmonton by providing our community members and others the opportunity to speak, write and promote our traditional language.

South Sudanese Nuer Canadian  
Cultural Society of Edmonton,  
Cultural Heritage Grant Recipient

“

The space used by the Nyirol Foundation for Development allows us to provide services to our community members on a volunteer basis. The space has been helpful for both the community and individual members as well because we now have a place to hold cultural events, meetings, fundraising activities, birthday parties, focus groups, training/workshops and youth leadership programs. Without this subsidy, many of the activities that take place within our community would not happen.

Nyirol Foundation for Development,  
Space Rental Subsidy Recipient

“

It took over six months to bring together more than 40 volunteers to plan and prepare for the dance and musical performances for our ninth annual Azerbaijani Novruz celebration, a traditional holiday that celebrates the New Year and the coming of spring.

The event attracted many individuals and families from other cultures; more than 50 per cent of our participants were from backgrounds other than Azerbaijan. We were really pleased to see that so many people wanted to experience and help us celebrate our traditional holiday from our cultural lens.

Azerbaijan Cultural Society of Edmonton, Community Events Grant Recipient

### Program Delivery Partnership Grant

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

Total amount (\$) awarded: **100,000**

Number of grant applications received: **01**

Number of organizations awarded grant: **01**

In 2016, a partnership between Edmonton Mennonite Centre for Newcomers, Edmonton Karen Community Association, Iraqi-Canadian Association of Edmonton and the Syrian Canadian Friendship Club received funding for a project titled “Immigrant Youth Replanting Roots: Planning Prosperous Futures.” The partnership was conceived as a project to efficiently and collaboratively address a common need affecting the Karen, Syrian and Iraqi communities: helping young adults transition to further education or employment. A focus for this partnership is to share expertise and resources; connect the emerging communities to employment, schooling and youth support networks; and model effective

project planning, implementation and monitoring/evaluation tools and techniques. The partnership intends to build capacity within each emerging community to do ongoing work in the area of youth and young adult programming within their communities.

Support, training and services provided are culturally relevant and focused on youth, addressing the unique needs of the young adults from these three emerging communities and helping them access mainstream services.

To help young adults from these communities successfully participate in mainstream programs and services, secure and maintain employment, or enroll in school, the partnership provided a culturally safe environment in which the young adults could build their “personal toolkit.” The partnership helped the participants develop stronger language skills, increase personal confidence, gain knowledge of Canadian workplace culture, acquire volunteer experience and engage in guided practice to navigate systems.



“

The event gave our members a sense of pride and self-esteem, as it provided an opportunity for community members to engage with relatives, friends and members of the larger Canadian society.

Liberian Friendship Society of Canada, Community Events Grant Recipient

### Highlights from the EIRC Grant Program 2016

The Out of School Time Collaborative and the Access to Edmonton Heritage Festival Pilot Project are two EIRC initiatives that promoted new and innovative ways to address gaps and barriers in existing programs and services.

#### Out of School Time (OST) Collaborative

This collaborative was formed to meet the needs for out-of-school activities for immigrant and refugee children and youth. The City of Edmonton, REACH Edmonton, the Butler Family Foundation and the United Way provided funds and human resources to support community-based organizations delivering summer programs.

The Community Services Advisory Board approved funding through EIRC for our contribution to this collaborative granting process, as they see that organizations are building capacity to deliver quality programs to children and youth in their communities.

Groups can apply for and report on funding with one application and report. This efficiency allows volunteers to focus their energy and time on program development and delivery.

Sixteen summer camps were funded in 2016, serving 961 vulnerable children and youth with programs emphasizing academic, recreation and intercultural experiences.

#### Access to Edmonton Heritage Festival Pilot Project

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

CSAB approved a two-year pilot project beginning in 2016 to support ethno-cultural community organizations that want to participate in the Heritage Festival but do not have the financial and/or volunteer base to support the registration and setup involved. The City of Edmonton provided a seed grant of up to \$750 to seven organizations for each of their first two years of participation in the festival. This grant helps to cover registration fees for tent rentals and allows the group to begin the process of learning the many aspects of organizing a successful larger-scale event.

“

We collectively agreed that our favourite moment/event was Cultural Exchange Day. Creating Hope Society camp visited our camp on July 21, 2016.

The Horumar Summer Day camp is predominantly Somali, an all-African camp, and the Creating Hope Society camp is Cree First Nations. We started our morning in a big circle in the gym where we did smudging and we exchanged prayers. Elder R. gave us a brief history about First Nations in Canada and spoke about the importance of establishing relationships and remembering that ultimately “we are one people with one heart under one sun.”

We enjoyed bannock during snack time. We resumed our program by giving a brief history of Somalia and some regions in Africa. For lunch outside in the park, we enjoyed various Somali dishes.

Back in the gym, our campers did a traditional Somali dance. Drummers, singers and dancers performed for all of us; a speaker told us the significance of drumming and what it means. We all participated in a round dance. We also had two birthdays, so the drummers sang in Cree and wished them a blessed birthday. We concluded our program with a closing drumming, group pictures and gift exchange.

We learned so much from each other as we discussed our similarities and differences. We enjoyed each other’s music, food, dancing and different clothing. We established a genuine relationship and have a strong bond that will always remain.

Staff member,  
Horumar Summer Day Camp



A woman in a white and purple Mexican folk dance costume is performing a dance in front of a mural. The mural features various cultural symbols, including a large face, a llama, and a sun. The woman is smiling and has her arms outstretched, holding a large, flowing white and purple shawl. The background is a blue-tinted image of the same scene.

“

Edmonton residents were excited to taste our food and get to know more about our culture, people and country. Unfortunately, the Mexican pavilion has been absent from the Heritage Festival for some years now; as a newly formed association we wanted to bring the pavilion back to the Heritage Festival. The grant allowed us to share our culture, engage our community members, preserve our cultural identity and reach out to other residents who wanted to learn more about Mexico.

Mexican Community Association of Edmonton, Grant Recipient

A woman in a white and purple Haitian folk dance costume is performing a dance in front of a mural. The mural features various cultural symbols, including a large face, a llama, and a sun. The woman is smiling and has her arms outstretched, holding a large, flowing white and purple shawl. The background is a blue-tinted image of the same scene.

“

Participating in the Edmonton Heritage Festival helped to strengthen our community members' cultural identity, knowledge and pride. When we share our culture with other people, it promotes understanding, appreciation and mutual respect.

Haitian Organization of Edmonton, Grant Recipient

# EDMONTON FAMILY & COMMUNITY SUPPORT SERVICES (FCSS) PROGRAM

Family & Community Support Services (FCSS) is a cost-shared partnership between the Province of Alberta and the City of Edmonton that improves the lives of Edmontonians.

FCSS works to ensure the wellbeing of individuals, families and communities by supporting preventive social service programs. The goal is that all citizens of our city can access and benefit from these services and be socially included in our community.

In 2016, the FCSS Funding Framework received additional funding from the province. Working with the FCSS team, the FCSS Committee identified priorities and gaps in service, developed an application and evaluation process and provided recommendations for the allocation of additional core funding, as well as their review for renewal of existing program funding. Additional funding was also designated and priorities developed for the Partnership & Innovation and Capacity Building funding streams.

Edmonton FCSS is proud to work with so many organizations committed to improving the lives of our citizens. Programs and services focus on prevention, supporting individuals and families to address challenges. The programs connect individuals to the supports they need and help them move forward in their lives by learning skills, developing and improving relationships and building resiliency and effective strategies.



## LEARNING TOGETHER

### Core Programs/Services

**72**  
Agencies

**106**  
Preventive  
service programs

### Training for Funded Agencies

**10**  
Different  
training  
sessions

**129**  
Hours of  
training

**500**  
Participants

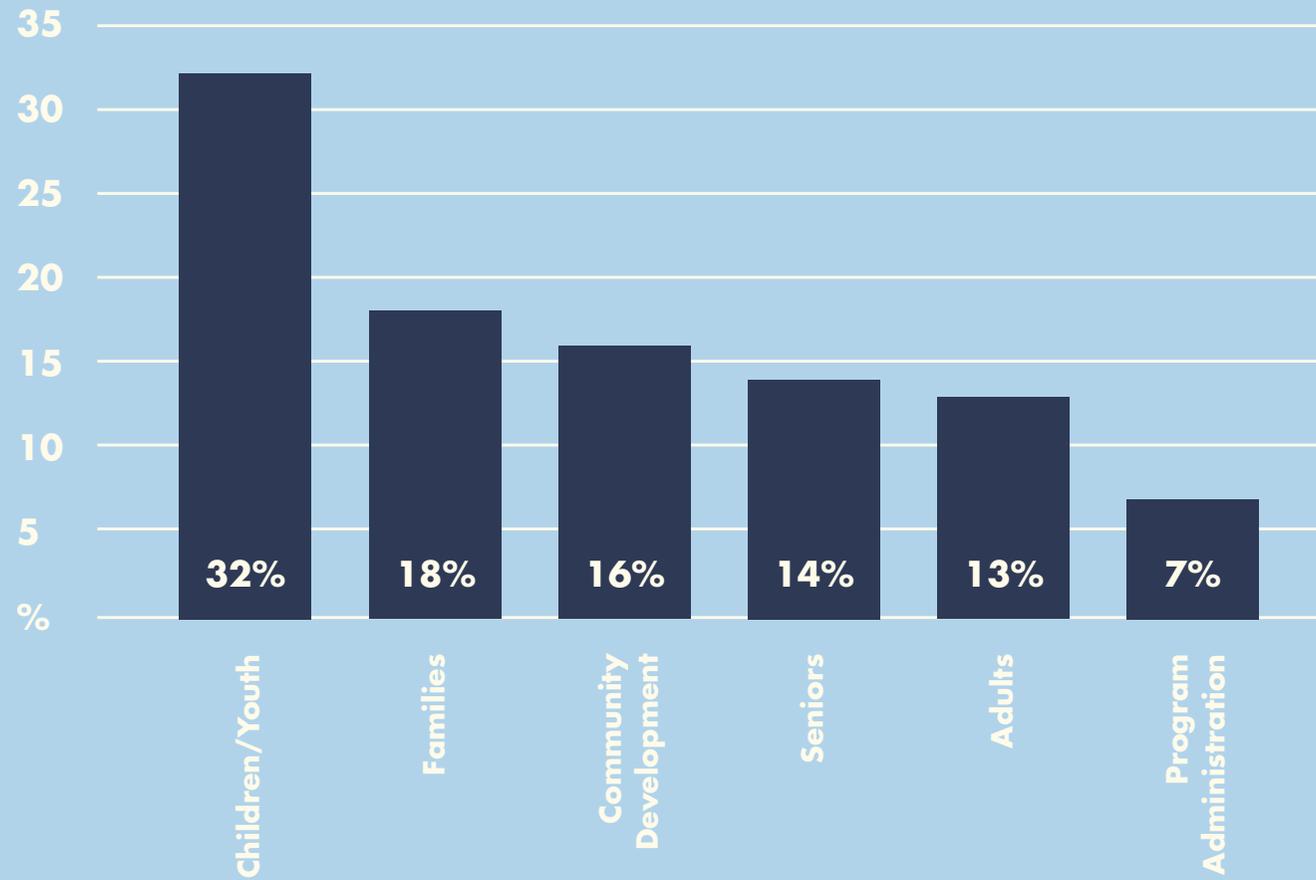
### Agency visits and Sector meetings

**203**  
Agency  
visits

**12**  
Sector  
Meetings

**300**  
Participants

## 2016 FCSS FUNDING ALLOCATION



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

Edmonton FCSS is a member of the FCSSAA, an association that strengthens the FCSS community by representation and advocacy on behalf of member boards. Through province-wide promotion and education about FCSS, special projects and acting in an advisory capacity to the Minister of Human Services, the FCSS Association plays an integral role in helping make all FCSS programs stronger.

The role of the 17-member Board of Directors is to:

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

### FCSSAA Achievement Awards 2016

The City of Edmonton FCSS team received the 2016 FCSSAA Award of Excellence for its leadership in developing the Common Outcomes Evaluation Partnership. This nomination was submitted by the Community Services Advisory Board to recognize the team's commitment to supporting outcome evaluation in community-based services.

The FCSSAA recognizes leaders in FCSS for their outstanding contribution to FCSS locally and provincially, through its annual Achievement Awards. The Award of Excellence recognizes FCSS programs or projects that have helped to strengthen the social fabric of their community through a commitment to improving preventive social programs and services. Awards are presented at the FCSSAA conference in November.

### Common Outcomes Evaluation Partnership

City of Edmonton FCSS Team-nominated by the Community Services Advisory Board

Starting in 1999, the City FCSS team undertook an innovative approach to measuring program impacts. FCSS-funded agencies had expressed frustration with the administrative burden of reporting similar information to various funders, so representatives from Edmonton FCSS, Edmonton Region Child and Family Services and the United Way of the Alberta Capital Region met to see how they could make the reporting process more efficient and easier to complete.

A Common Outcomes Advisory Group was founded, and 18 program areas, 19 common outcomes, and 62 indicators for reporting were developed, as well as a toolkit of resources and a measures bank. This work has continued



to grow as Edmonton FCSS and its partners have enhanced data collection and reporting.

Ongoing evaluation, as a tool, ensures that collaboration occurs, which leads to continuous improvement of services provided through FCSS-funded programs. One of the partners in the collaboration said this about the partnership and its benefits:

“This partnership and the resulting work has been beneficial for all involved and has helped to strengthen the sector’s ability to communicate its impact, as well as help to inform and enhance program delivery. These are significant achievements that will have a lasting, positive impact in the lives of clients supported by programming and the social services sector as a whole. This could not and would not have happened without Edmonton FCSS being a partner in this project.”

Citizen Services and the Community Services Advisory Board are proud to see this collaborative and innovative teamwork, which meets the reporting needs of both the funded agencies and the city. Congratulations to the FCSS Team for this great work!

## THE POWER OF PREVENTION

Many stories demonstrate the excellent preventive programs and services offered in the community by our core-funded agencies. Here is just one example that highlights the importance of FCSS funding to support the citizens in our community.

See more success stories at:  
[edmonton.ca/  
FamilyCommunitySupportServices](http://edmonton.ca/FamilyCommunitySupportServices)

### Family Futures Success Story: A Wonderful New Direction

I have lived in Edmonton since 2005. I am a retired but busy grandmother who just loves being part of her grandchildren’s lives.

I have eight grandchildren, seven boys and one girl. Since April 2013, my husband and I have been the key caregivers and legal guardians to three of our grandchildren. The children (six-year-old twins and a seven-year-old) are the centre of our lives and almost everything we do. We experience so much joy being grandparents to these wonderful little people!

Raising children requires a lot of commitment, and at times we need emotional and financial support. We have been very fortunate to connect with Family Futures in this regard. They have been by far the best resource we have had, and they have helped us feel like we are in a real community.

Four years ago we were searching for some help—getting a family doctor for the children and support for health and emotional concerns, navigating the process of guardianship and getting the children into a special needs school. Family Futures (then Mill Woods Family Resource Centre) helped very much with this new beginning for both the children and for us.

Recently, we had to address the changing needs of our children and were not getting



any help through other sources. So once again we turned to Family Futures. I was so relieved to learn during my first visit that help was available to us.

The most meaningful lesson I gained from this experience was to never give up. I realized that there is help available in our community and that through the Family Futures Community Resource Navigator, I was able to find the resources and connections I needed.

It's not easy as grandparents to try to raise young children. We never know what we might encounter until we are in that position, and when we do, getting the right help is important.

Everyone is different and has different needs, and for that reason it's so important to have the right resources. Family Futures really listened and understood our challenges, and helped us reach the very specific help we needed in many areas, and that's the key.

I would recommend Family Futures to those who are new in the community, or to anyone facing new challenges who needs some help. I also found their programs & service guide helpful. My husband and I see a lot of value in their workshops and all the programs and activities that are available through this agency.

Our future has unfolded in a wonderful new direction because we reached out and Family Futures was there for us! Thank you.

## Making a difference to supporting agencies

A survey of Executive Directors from funded agencies shows that they see the value of and are happy with the support of the FCSS team.

When asked to describe the impact of Edmonton FCSS to the community, the responses show that the work we do with agencies is valued. In our partners' words, Edmonton FCSS was described as a "sustainable funding source for small, medium and large organizations," that "encourages volunteerism, social connections and inclusion." As well, FCSS was seen to "foster partnerships and collaborations" and "promote the wellbeing of individuals, families and communities."

One of the surveyed executive directors wrote:

"FCSS plays an essential role in our community; it has a tremendous impact. Without the FCSS program, our community would not have access to resources that benefit children, youth, families and seniors."

FCSS maintains a webpage with information about the program and an online newsletter, FCSS Connect. Both these methods of communication saw growth in 2016.

## Survey Results



40% of respondents agreed and 60% of respondents strongly agreed they are better able to serve citizens because of the support they receive from Edmonton FCSS.



86% of respondents agreed or strongly agreed they have made new connections due to the support of Edmonton FCSS.



98% agreed or strongly agreed that Edmonton FCSS is making a difference in the community.



83% of responding Executive Directors are very satisfied with their relationship with FCSS.



96% of respondents agreed or strongly agreed that being part of Edmonton FCSS resulted in their organization being more connected in the community.



65% of the respondents agreed or strongly agreed that support from Edmonton FCSS has resulted in a formal partnership.



94% of responding Executive Directors indicated that Edmonton FCSS supports them in achieving their program outcomes.

## PARTNERSHIPS & INNOVATION

Edmonton FCSS team members were involved in many partnerships in 2016 that focused on various goals, including evaluation, mental health, high school graduation, ending poverty and creating spaces to bring agencies together to advocate for vulnerable populations in Edmonton.

**77.3%**

of our external partners strongly agree that FCSS is a strong partner.\*

**95.4%**

of the partners surveyed agreed the partnership increased their capacity to serve citizens in our community.\*

\*results of a survey of our partners

The Community Services Advisory Board supports the use of FCSS funding for initiatives and projects that incorporate ideas of innovation, collaboration and partnerships. In 2016, FCSS provided \$3.2 million to support community initiatives. Some examples of this work include:

- » All In For Youth
- » Community Mental Health Action Plan
- » Financial Empowerment Initiatives
- » Community University Partnership (CUP)
- » Esquao Youth Leadership
- » Communities United
- » Engaging Dads/Fathers Projects
- » Knowledge is Pow Wow
- » Indigenous Innovation Summit
- » Outreach Housing Team
- » MAPS Alberta
- » Oskayak Police Academy
- » Virtual World Project
- » Inkind Centre
- » Frontier College Summer Program
- » Enhancing Intercultural Understanding

### Communities United

Neighbourhoods thrive when the people living in them thrive.

Imagine if together we could ensure that everyone in our community lives a healthy, happy, safe and financially secure life.

Communities United is a neighbourhood-led initiative funded by the United Way of the Alberta Capital Region, the Edmonton Community Foundation and the City of Edmonton. The goal is to see households move out of poverty. The focus is on five neighbourhoods: Kirkness, Fraser, Clareview, Hairsine and Bannerman.

Key Actions in 2016:

- » Convened large table of agencies and funders to develop the concept
- » Reviewed large-scale anti-poverty initiatives in Canada and the U.S.
- » Reviewed Families First, Census data on low income households
- » Consulted with major stakeholders in five neighbourhoods to test support
- » Mapped services, demographics and known assets in five communities
- » Secured three-year funding from three major partners as well as in-kind support from other partners
- » Held two large community gatherings to gain feedback and endorsement
- » Recruited a multi-stakeholder steering committee
- » Formed five working groups and sub-committees



## All in For Youth

All in For Youth (All In) is an innovative partnership that officially launched in September 2016 in five inner-city schools in Edmonton. It's one of the actions identified within the EndPovertyEdmonton Road Map.

The goal of All In is 100 per cent high school completion. The strategy represents a long-term commitment to children, youth and their families by schools, government, community partners, corporations and funding partners.

Five areas of focus include: In School Supports, Family Support, Out of School Time Supports, Teaching Excellence and Systems Change.

Some of the current successes include:

- » Hiring and training staff by each community partner, and joint team building and learning opportunities.
- » Developing a principles-based evaluation framework in partnership with the Community University Partnership.
- » Implementing a governance / leadership structure to facilitate the work of the partnerships based on a notion of co-management.
- » Developing a joint operational plan and principles for collaboration and partnership.
- » Developing a circle of support at each school site, whereby the broader table of community stakeholders become integrated into the web of supports at each school site.
- » Gathering baseline measures including the Early Years Evaluation-Teacher Assessment (EYE-TA), Resiliency Assessment, Reading Assessments and Adverse Childhood Experiences (ACE) assessment.

## Community Mental Health Action Plan-Edmonton and Area

The Community Mental Health Action Plan Steering Committee includes membership from the City of Edmonton and a diverse number of community and government organizations.

The role of the Committee is to provide oversight and to identify ways to address the recommendations from a report entitled Community Mental Health Action Plan-Edmonton and Area (The Action Plan) that was launched in October 2016.

The Action Plan outlines actions and strategies to build a more seamless and comprehensive community-based mental health system. The vision is that citizens in Edmonton and area will have access to a better-coordinated mental health system that serves their needs across the whole Community Mental Health Action Plan. The purpose of The Action Plan is to ensure that everyone involved in mental health and addiction in Edmonton and area has the opportunity to maximize collective resources, leverage opportunities to respond to existing gaps in services and/or delivery, foster innovative approaches and identify a continuum of integrated supports and services.

Three leadership teams have been established to focus on implementing goals and actions from the prioritized recommendations in three focus areas: System Integration, Service Delivery and Evidence Foundation. These teams started meeting in late 2016 and have committed to working together through 2017 and beyond. The current focus is on establishing cohesive teams and determining which goals and actions should be tackled first through the development of action plans with short-, medium- and long-term goals.

Edmonton FCSS has contributed funding toward this initiative, and City staff are actively involved through participating on the Steering Committee and the Leadership Teams.



## iHuman Authenticity Programs

iHuman's Authenticity Programs provide innovative programming and engagement that is especially focused on building capacity in the young person with a particular emphasis on Indigenous knowledge, culture and ceremony. Programs or groups categorized as Authenticity Programs are generally those that have been conceived, designed and initiated by a single youth who identified a gap in support and found a solution that is "for youth, by youth."

iHuman has a sincere interest in maintaining the momentum of the Collaborative Projects, especially Knowledge is Pow Wow or activities relating to the Truth and Reconciliation Commission (TRC) because these engagements have inspired the youth of iHuman to be civically engaged. Youth are now participating in letter writing campaigns, presenting to Elders and Councils about their 'next generation' wisdom, identifying which TRC recommendations iHuman will action in 2016, attending City of Edmonton Youth Council meetings, sitting on the Homeward Trust Youth Advisory Council, and participating in focus groups with Child and Family Services Authority Region 6 and the Edmonton Police Service. The depth and breadth of engagement is unprecedented by our agency.

## Capacity Building

Priorities established for 2016 included training and support to funded agencies in the areas of Mental Health First Aid, Diversity and Inclusion and Evaluation/Outcomes. Work also took place to help our funded agencies look at how their work might align with the EndPovertyEdmonton recommendations. In 2016, the FCSS program provided 10 different training sessions including:

## Diversity & Inclusion Training

**98 participants** from 53 Edmonton FCSS-funded agencies completed the Intercultural Development Inventory (IDI).

## Qualitative Evaluation Workshops

*Dr. Steve Patty—Qualitative Evaluation Workshop*

Over **175 representatives** from the 106 co-funded agencies met to discuss evaluation through an inspiring lecture and "getting to what matters" workshop.

*Michael Quinn Patton—Developmental Evaluation Session*

Over **100 individuals** from various agencies (including the Edmonton FCSS team and Edmonton FCSS-funded agencies) attended the sold-out event.

## Mental Health First Aid

Mental health first aid training was offered four times in 2016, and **89 people** completed the training.

One of the participants said of the course, "I really liked it. I feel more prepared to handle clients with mental health issues...I have a better understanding of how to help them."



# THE COMMON OUTCOMES REPORT

All FCSS core funded programs are required to complete an annual outcomes report. It's mandatory to report data on two of the outcomes, and the reporting agency can also include data on additional outcomes. The data is then compiled and reported for the provincial FCSS outcomes report, the Common Outcomes Report summary, branch performance measures and the Community Services Advisory Board (CSAB) Report.

All FCSS-funded programs are required to report on the outcome "Participants have increased their network of social support." Overall, 81.3 per cent of surveyed participants (8068 out of 9925) reported they are more connected to others in their neighbourhood or community.

In 2016, FCSS-funded programs supported 210,790 unique participants in the City of Edmonton. A high number (85.4 per cent of those surveyed) indicated they experienced a positive change.



## Social Inclusion

# 81.3%

of respondents surveyed by the funded programs indicated they are more connected with others in their community due to an FCSS-funded program.



## Children & Youth

# 50,321

children and youth are supported through FCSS-funded programs. 74% of surveyed participants know more people they can rely on.



## Seniors

# 28,852

seniors were supported through FCSS programming. 87.4% of surveyed seniors have made new friends or maintained social connections.



## Volunteers

# 15,875

volunteers contributed over 675,019 hours to FCSS-funded programs. Through this involvement 95.7% of surveyed volunteers report knowing more about their community.



## Families

# 87.2%

of surveyed families report positive interactions among the family, including feeling closer to one another.



### Public Education

# 88.8%

of public education program participants indicate they were educated about social issues in their community.



### Information & Referral

# 91%

of participants felt that they were supported through information and referral programs, and indicated increased knowledge of community resources.



### Parent Education

# 84.2%

of surveyed parents indicate that they can identify strategies for positive parenting in the home.



### Community Development

# 82.4%

of participants indicated that they had strengthened capacity to address issues or create opportunities for engagement.

# THE CITY OF EDMONTON FCSS CONTRIBUTION

The City of Edmonton is committed to providing community development and preventive social services and employs many staff dedicated to this work. Here are some of the programs and services that are part of the City's contribution to FCSS.



## FCSS PROGRAM PLANNING AND FCSS TEAM

The work of the Edmonton FCSS Team aims to:

- » Support the FCSS-funded agencies to ensure that programs and services are available, accessible and achieving positive outcomes for individuals, families and communities in Edmonton.
- » Increase agencies' capacity to deliver programs (formal and informal training) around the topics of diversity, evaluation, and mental health.
- » Strengthen the quality of programs in our community and ensure they are 1) responsive to community need and 2) align with Edmonton FCSS and City priorities and initiatives.
- » Increase social planning to better inform internal and external needs, including decision-making and addressing gaps of service.
- » Strengthen collaboration and partnerships with internal and external partners as well as funded agencies to support the work of the FCSS program.
- » Ensure the granting process for programs, both internally and externally, is effective and efficient.

The Edmonton FCSS team evolved in 2016 and now includes FCSS liaisons, grant coordinators, a methods analyst, project and administrative support and the expertise of our finance business partners. A lot of work goes into supporting the many agencies, projects and partnerships Edmonton FCSS is involved with.

The additional funding provided to FCSS from the Province of Alberta was very appreciated, as our city is constantly in need of more supports. The team put much effort into research, data, trends analysis, best emerging and innovative practices and mapping to provide the FCSS Committee with current information for decision-making. This background work helped the FCSS Committee identify principles and priorities for the new funding that was allocated to core programs and services.

## MAKING A DIFFERENCE EVERY DAY

City of Edmonton staff work with agencies and sectors supporting numerous projects and collaborative partnerships such as:

- » EndPovertyEdmonton
- » Donate a Ride
- » Common Outcomes
- » All in for Youth
- » Early Learning and Care Committee
- » Community Mental Health Action Plan
- » MAPS Alberta
- » Community and University Partnership
- » 1,000 Communities United
- » Inter City Forum on Social Policy
- » Family Day Unplugged
- » Rainbow Alliance for Youth of Edmonton
- » Old Strathcona Community Mapping Collaborative
- » FCSS Connect Quarterly Newsletter

Team members also provide the administrative processes and oversight for the other components of the funding framework—Partnerships & Innovation and Capacity Building; work on evaluation and outcome measures; deliver and/or organize specific training opportunities and represent Edmonton FCSS at a local and provincial level.

### Community Building Social Work

Community building social workers work in neighbourhoods and city wide to improve quality of life, supporting community members to come together to develop solutions to shared concerns.

Main areas of focus include poverty reduction, inclusion and community safety. A key activity is animating community activities at 12 community centres. These centres are used by more than 30 formal and informal groups, and approximately 700 community residents participate weekly in programs for children, food security initiatives and cultural events.

### Neighbourhood Empowerment Teams (NET)

The main focus of NET's work is to identify situations that negatively impact community safety and that would benefit from a preventive approach. The goal is to then identify and implement innovative strategies and work with the community to address factors which are contributing to the situation. City of Edmonton NET social workers engaged community in over 50 recurring situations in 2016. From troubled back alleys to traffic calming, NET co-led a diversity of community safety initiatives city-wide.

## Gender-Based Violence And Sexual Assault Prevention

The City, along with community partners, has a long history of working on family violence prevention. The City is building on this work through the Council Initiative on Gender-Based Violence and Sexual Assault Prevention. Partnership is key to advancing the work of this initiative. Key activities include engaging unconventional ambassadors in the Commitment to Action Partnership. Media, businesses and organizations have joined the City of Edmonton to achieve the goal of ending family violence. The City has also partnered with Government of Alberta, Status of Women and United Nations Women Program to become the second Canadian City to participate in UN Women's Global flagship program to address sexual violence against women and girls in public spaces.

## The Urban Isolation/ Mental Health

It is well understood that there is a strong link between social connectedness and wellbeing. When people feel connected to a supportive community, when they know their neighbours, they are less likely to experience stress, depression, loneliness and isolation. Working with community partners, the City launched Council's initiative on

Urban Isolation/Mental Health to increase awareness and understanding about mental health and isolation. A partnership with the Seniors Initiative created the Hello, How Are You campaign that raised awareness and encouraged citizens through the "Let's Retire Loneliness" message. Work is also underway to advance the Community Mental Health Action Plan and the Edmonton Suicide Prevention Strategy.

## Individual And Family Wellbeing (I&FW)

The IFW unit supports citizens facing life challenges and offers support through times of stress. Professional social work staff provide personalized system navigation, connecting people to appropriate resources. As well, individual and group counselling is offered to promote healthy relationships, prevent family violence and engage critical supports in times of need. Common expressions from participants include "I had nowhere else to go," "I thought I was the only one experiencing this," "I no longer feel alone." 82% of group attendees express feeling more connected to others who share their experiences; over 94% of those contacting IFW are more aware of, and able to connect with, community resources and 87% indicate feeling more able to manage their stress following contact with IFW staff.

## Family Violence Prevention Team

The Family Violence Prevention Team supports citizens in the prevention of family violence as well as those who are experiencing domestic violence or elder abuse. Through public education, including engaging men and boys, more than 1,900 citizens increased their awareness of ways to prevent family violence. In 2016, The Domestic Abuse High Risk Team (DAHRT) worked in partnership with Edmonton Police Service (EPS) to support 1,270 victims of high risk violence in ending the cycle of abuse by assessing for risk and safety planning and providing a wrap around service. Seniors Protection Partnership works with situations of high risk elder abuse. In 2016 this team also supported 125 high risk victims by providing a wrap around service with the partnership of EPS, Covenant Health, Sage Seniors Association, Catholic Social Services and the City of Edmonton. Partner and client feedback reflects the impact of this work: "I learned I was not alone with senior problems. The meetings were very reassuring and provided some avenues to resolve my issues." Edmonton Police Services noted "DAHRT provides an excellent example of the collaborative work that is being done by the City of Edmonton and the EPS. It is nice to be able to see that these types of wrap around services are making a significant difference in lives of the people who we serve."

## Community Development

Work is happening throughout the Community Inclusion and Investment branch to support community development efforts.

## EndPovertyEdmonton

The EndPovertyEdmonton Vision and Strategy are noted for a human rights and equity approach, a focus on ending poverty as a powerful form of reconciliation, and building a movement for change and collective impact.

This past year, the City of Edmonton project team worked with the community to develop a plan to eliminate poverty in a generation. The plan and the strategic road map were accepted by Council and many of the actions were supported through the budget adjustment process in December 2016.

## Looking Ahead

Edmonton FCSS will continue to work to:

- » ensure FCSS-funded programs are inclusive and welcoming
- » encourage and promote opportunities to work together and/or in partnership for better outcomes
- » build capacity of funded agency staff in the areas of diversity and inclusion, mental health first aid and evaluation.

In 2016 FCSS programs throughout Alberta celebrated the amazing accomplishment of having served communities in the province for 50 years. We are proud to have been part of the program since the beginning. To highlight some of the success stories in our community we are pleased to announce the launch of our Power of Prevention video. These stories highlight some of the preventive programs and services offered within our community and the difference they make to the participants and the agencies through the support of Edmonton FCSS.

You can learn more about Edmonton FCSS-funded programs, sign up for our e-Newsletter and watch our video success stories by visiting our website: [edmonton.ca/FamilyCommunitySupportServices](http://edmonton.ca/FamilyCommunitySupportServices)