

# 2021 ANNUAL REPORT

---

Community Services  
Advisory Board

---

Edmonton

# CSAB

# Message from the Chair



During 2021 the Community Services Advisory Board (CSAB) has had the opportunity to provide advice to Council and the City of Edmonton to assist in long term planning for community services in Edmonton and to allocate funding to community-based organizations in an effort to support the quality of life and well-being of

Edmontonians. The CSAB is composed of thirteen passionate community members who work collectively to bring their diverse professional and personal knowledge, perspectives, and experiences to inform city social policy, arts, culture, parks, recreation, and sports.

Over the past year, the CSAB provided advice on or learned about a variety of topics including the Community Services Department budget priorities, business plan and strategic priorities, the Community Safety and Wellbeing Taskforce, the Community & Recreation Facilities fee and service review, and the Alcohol in Parks pilot. There was also ample discussion related to how CSAB could enhance its impact by providing timely feedback to initiatives while they are still in the planning stages.

CSAB members provided feedback on the Family and Community Support Services (FCSS) framework and strategic priorities. This included discussions on the membership of FCSS, the new funding process being implemented in 2023, the focus on social inclusion and equity, and the integration of FCSS with other areas of the Social Development Branch. The Board was supportive of the direction and appreciated the hard work of the FCSS Committee to make the program more impactful in our community.

The Community Investment Operating Grant was included in a reduction strategy during budget

decisions for 2021, and in response CSAB convened a review committee that involved Board members, Administration, and community partners. The review committee determined that the direction would be more impactful to align with corporate outcomes and current community strategies, focusing on increasing social inclusion and increasing equitable access to participation. As a part of this process, the CSAB recommended that \$100,000 from travel and hosting grants be reallocated to the Low Value Sponsorship Program.

As an advisory board, the CSAB is responsible for reviewing applications and providing recommendations for funding for the City of Edmonton Community Investment Grants and the FCSS Program. In 2021 this funding supported the delivery of programs and services enhancing the social well-being of individuals, families, and community through prevention, as well as providing operating funding to not for profit groups delivering social service, sport, and recreation programming.

The work of the CSAB is greatly influenced by the exceptional staff and leadership from the City of Edmonton Community Services Department. These staff have been instrumental in ensuring the topics presented at meetings are timely, relevant, and aligned with the board members' expertise, and present opportunities where feedback and insights from engaged CSAB members can assist in planning and the achievement of the City's outcomes.

On behalf of all members of CSAB, I would like to thank these City leaders and staff for their willingness to listen and consider the input, advice, ideas, and recommendations of the members. As a collective group of Edmontonians we feel proud to contribute to our city and its vision: "A healthy, vibrant Edmonton in which people embrace active lifestyles that improve their individual well-being as well as that of their families, neighbourhoods and communities."

Scott Wright  
CSAB Chair 2022

# CSAB Mission and Mandate

## Community Services Department

A front-line partner with citizens and communities committed to creating a safe, healthy, and vibrant city. On any given day, this department manages hundreds of activities in its commitment to serving the people of Edmonton and making a difference, every day.

## Mission

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

## Mandate

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

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

All members of the Community Services Advisory Board are appointed by City Council. In 2021, the Board had thirteen members who brought their skills and experiences to the Community Services Department. The Deputy City Manager of the Community Services Department, or their designate, sits on the Board as a non-voting member.

# Board Activities

CSAB members and community members on the Family and Community Support Services (FCSS) Committee contributed more than **542 volunteer hours**, which included nine regular virtual board meetings and numerous planning sessions, committee meetings, and strategy sessions. CSAB members met regularly with City staff and provided advice on several topics including:

- Projects and priorities with the Community Services Leadership Team
- Community Services Department and Budget Updates
- Emerging Immigrant and Refugee Community Grant - Proposed New Look
- Alcohol Consumption in Parks (2x)
- Indigenous Framework
- Community Safety and Well-being Task Force Recommendations
- Reimagined Community Investment Operating Grant
- FCSS Framework and Strategic Priorities
- 2022 Department Business Plan and 2023-26 Strategic Planning
- FCSS Funding Model and Granting Process

# The Community Services Advisory Board

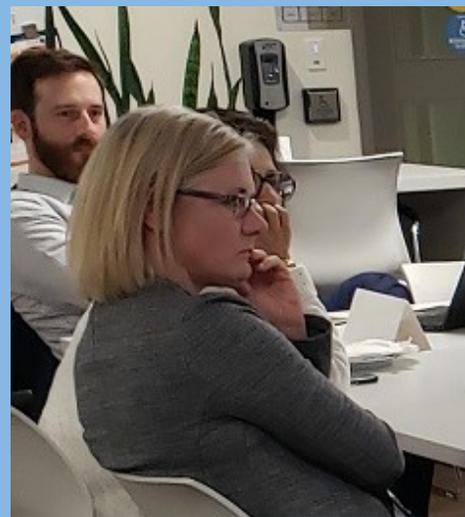
**Board Membership 2021:** Kyra Cusveller (Chair, resigned December 2021), Scott Wright (Vice-Chair/Interim Chair), Bonnie Chan-Maier, Bette Gray, Kanwal Lali, Sky McLaughlin, Jameela Murji, Mishma Mukith, Steve Langer (resigned August 2021)

**Term ended May 2021:** Nancy Zuck (Chair until April 2021), Priti Laderoute (Vice Chair until April 2021), Victoria Smith

**Term began May 2021:** Lara McClelland, Ashton Raeyr, Asheika Sood, Benjamin Whynot

The CSAB was supported by: **Rob Smyth**, Deputy City Manager, Community Services; **Judy Smith**, Director, Community Resources; and **Brent Jans**, Administrative Support, Community Resources.

Councilor **Jon Dziadyk** was the CSAB's advisor until October 2021. City Council then assigned Councilor **Jo-Ann Wright** as the advisor for the Board.



## CSAB Committees

### Family and Community Support Services Committee (FCSS)

The Family and Community Support Services (FCSS) Committee worked with Administration on a focused effort intended to strengthen the current program by:

- clarifying the definition of prevention;
- identifying clear priorities, expectations and outcomes for the funding program;
- clearly describing the FCSS Program Theory of Change;
- aligning with City of Edmonton's goals and priorities including the Social Development Branch and Provincial FCSS program expectations;
- developing a transparent and stronger grant assessment process; and
- opening the application process to all community organizations providing preventive social services.

The approach for the 2023-25 FCSS Program was finalized and made public at the end of 2021. Tools and resources were developed to support organizations in this transition including a comprehensive guide, research briefs, and information sessions.

FCSS funded programs continued to be connected with and supported during 2021. Due to COVID-19, and recognizing organizations would be preparing for the shift for 2023, one year extensions were provided to all FCSS programs for 2022; no evaluation of applications was necessary, as well no FCSS Committee program visits were done. For more information on the Edmonton FCSS program and funding, please visit the [website](#).

**FCSS Committee members:** Jameela Murji (Chair), Victoria Smith (Vice Chair), Bette Gray, Kanwal Lali, Kyra Cusveller, Mishma Mukith, Nicholas Diaz, Shannon Butler, Vicki Van Vliet Vaitkunas

# CSAB Committees (cont'd)

## Community Investment Grant (CIG) Committee

The CIG Standing Committee was formed to advise and support City Administration on matters pertaining to the Community Investment Grants, and make recommendations to CSAB with regards to the awards for these grants.

**2021 CIG Committee members:** Bonnie Chan-Maier, Kanwal Lali, Sky McLaughlin; **Appeals:** Bette Gray, Kyra Kusveller

## Community Investment Operating Grant Program Review

City Council asked Administration to work with the Community Services Advisory Board to review and update the Community Investment Operating Grant program so it aligned with the goals and outcomes of the City Plan and the social priorities of the City.

The Community Services Advisory Board convened a review committee involving CSAB members, Administration, and community partners. The review looked to determine:

- Outcomes that should be achieved through the program
- Types of organizations/program that should be eligible
- Reporting expectations and tools needed to report on the outcomes
- An approach to align the outcomes, eligibility and report to the funding formula operating model
- How the travel and hosting grants fit with the Community Investment Operating Grant

The review committee used existing program data to define the types of organization and programs that would be eligible and engaged stakeholders (Edmonton Sports Council, United Way of the Alberta Capital Region (United Way), Edmonton Chamber of Voluntary Organizations, and EndPoverty Edmonton) to determine how best to demonstrate a positive impact using this funding.

The purpose of the program starting in 2022 will be to increase social inclusion and equitable access to participation. Outcomes were developed for groups to show how they are contributing. Recognizing this change might be difficult for some organizations, tools and support will be made available to assist with the transition. The outcomes, combined with output data that groups have traditionally provided, will help demonstrate not only the impact to the organization but to participants as well.

The travel and hosting funding will be discontinued, as program data indicated there has been limited participation in these two granting opportunities and limited ability to document and report on the impact. Funding will be provided instead to the Low Value Sponsorship program in an effort to further support local, provincial, and smaller national sport event attractions. This will allow Administration to ensure Edmonton sees the impact of the investment for this funding.

## CIOG Program Review (cont'd)

The Community Services Advisory Board is proud of the work done to support organizations as they work towards being more inclusive, removing barriers to participation, promoting more equitable opportunities for participation, and increasing the organization's knowledge of diversity and inclusion.

**2021 CIOG Review Committee CSAB members:** Jameela Murji, Kyra Kusveller, Nancy Zuck, Bette Gray

**Community Partners:** Gary Shelton (Edmonton Sports Council), Joanne Currie (United Way), and Gemma Dunn (Edmonton Chamber of Voluntary Organizations)

**Administration:** James Thompson, Eoghan Curran, Ronna Bremer, Judy Smith

## Board Representation

Members of the Community Services Advisory Board also participate on the following:

**Family and Community Support Services Association of Alberta (FCSSAA) Board:** City of Edmonton representative, Vicki Van Vliet Vaitkunas.



# Grants Allocated

## Community Investment Grants

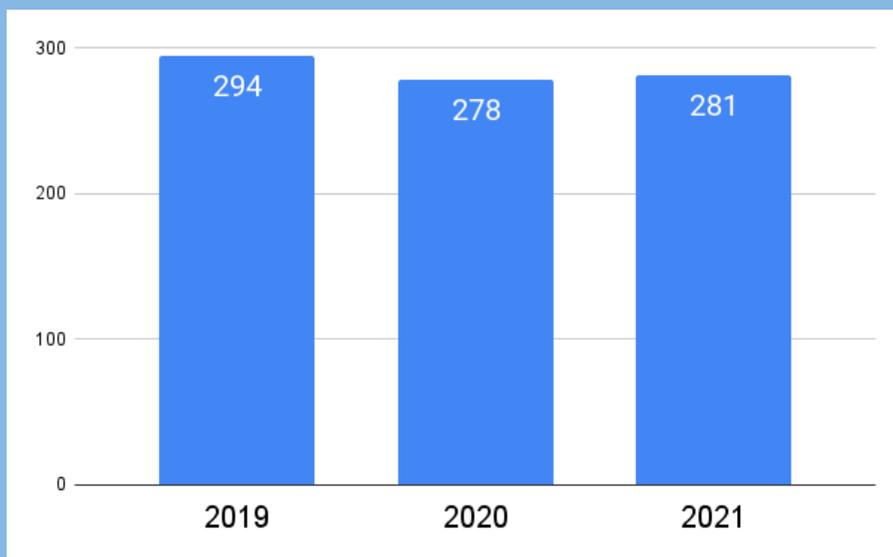
The Hosting and Travel grants were not provided in 2021 due to COVID 19.

### Community Investment Operating Grant

The Community Investment Operating Grant provides operating assistance to not for profit organizations to help them provide programs, services, and activities benefiting the citizens of Edmonton.

281 organizations whose primary mandates include social services, multi-cultural activities, or recreation/amateur sport received operating grants totaling **\$3,617,775**. Of those organizations, 163 received the maximum award of \$16,500.

For a complete list of organizations funded in 2021, visit the [CIOG webpage](#).



# Emerging Immigrant & Refugee Community Grants

The **Emerging Immigrant & Refugee Community (EIRC)** Grant Program continued to be under review in 2021, only the Space Rental Subsidy Grant was open for applications for that year.

## Space Rental Subsidy Grant

This EIRC grant assists emerging immigrant and refugee communities with the cost of renting space for their programming.

**Total amount awarded: \$104,416**  
**# of organizations awarded grants: 22**

## Program Delivery Partnership Grant

This EIRC grant encourages immigrant and refugee community organizations to partner with mainstream agencies to address gaps and barriers in existing programs and services, and to explore innovative approaches to working together. It also, if able, addresses emerging needs recognized by the Social Development Branch as requiring support. Two Program Delivery Partnerships were funded in 2021.

**Total Amount Awarded: \$325,000**

**Capacity Building Collaborative:** In 2021, the Capacity Building Collaborative, coordinated by the Edmonton Chamber of Voluntary Organizations in collaboration with a number of settlement agencies, worked together to provide support and guidance to groups and/or organizations from the immigrant, refugee, and/or newcomer communities in the areas of:

- Governance
- Financial Management
- Program Development, Implementation and Evaluation
- Partnership
- Fiscal Agent Support

Specifically, this collaborative will help to support the growth and development of the community groups and organizations so they are better able to respond to their communities.

**Funding: \$125,000**

**The Out of School Time (OST) Collaborative:** The OST Collaborative is coordinated by REACH Edmonton. Many organizations participate for the training, networking, and resource sharing opportunities. Grants are available to community-based organizations offering summer programs for immigrant, refugee, and other vulnerable children and youth. The City of Edmonton is one of several funders who contribute funds and participate in a collaborative funding process to provide grants to eligible OST summer programs.

The funding provided to the groups helps them with program costs and allows the children and youth to have an enriched program with a wider variety of activities. The groups also receive support through the OST Coordinator to help ensure a quality and safe program is offered.

**Funding (for 2021 & 2022): \$200,000**

Family and Community Support Services (FCSS) is a municipal/provincial partnership that works to ensure that communities in Alberta are supportive, safe, inclusive and engaged. Edmonton FCSS works to achieve this by supporting the design and delivery of preventive services and programs that reduce social isolation, encourage connection and belonging within communities, and strengthen relationships and social support.

2021 was again a challenging year as the global pandemic continued. The programs and services offered through FCSS continued, using adaptive approaches to meeting the needs of their clients. During this past year there was an increased concern for the wellbeing of those working in the sector. Our team continued to provide support and connection to our funded programs and partnerships throughout the year.

Special thanks is extended to the Ministry of Community and Social Services for their continued support of the FCSS Program. Working together as partners helps us all make a positive impact in our community.

Thank you to all of our funded programs, staff members, and volunteers for your tireless efforts once again in 2021. It was a difficult year, but your support for our community is so valuable. Also thanks to our City of Edmonton FCSS team, our City colleagues, and community partners for their work in the community during these challenging times. We are stronger together.

The Community Services Advisory Board and the FCSS Committee truly believe that the lessons we have learned the past two years has helped us adapt our systems and program delivery to better serve our community. It is the hope that many of these changes will continue as we move forward.



## Total Unique Participants - 231,768

**Age Unknown - 117,526**

**0-5 year olds**  
5,832

**6-12 year olds**  
10,521

**13-17 year olds**  
18,947

**18-24 year olds**  
8,657

**24-64 year olds**  
52,013

**65+ year olds**  
18,272

**Indigenous Participants**  
16,228 (from 70 programs)

**Persons of Colour Participants**  
12,882 (from 42 programs)

**Total Agencies - 67**

**Total Programs - 94**

**Total community partnerships, including research and education - 12**

**FTE's\* - 693**

**Program Staff Hours**  
1,441,440+

**FCSS Committee - 9**

**Volunteer Hours**  
300

**Program Funding**

**Allocated**  
\$16.5 million

**Partnership Funding**

**Allocated**  
\$3.7 million

**Practicum Students - 404**

**Practicum Student Hours**  
59,708

**Program Volunteers**  
6,017

**Volunteer Hours -**  
322,391

**Equivalent Contribution:**  
\$5,835,277\*\*

\*Full Time Equivalents (FTE)

\*\*Using a living wage calculation of \$18.10/hr

# Pandemic Reflections and Learning

The impacts of the COVID-19 pandemic continued to present challenges for both community members and organizations in 2021. At the same time, the pandemic has provided unexpected opportunities to address new and existing challenges. During virtual agency visits, FCSS Liaisons received updates about program adaptations, unexpected successes and emerging opportunities. Through these conversations, and reviewing qualitative data from Common Outcomes reporting, the following themes emerged:

## Resiliency

**Participant Resiliency** - The pandemic has created many life disruptions for participants (i.e., isolation, restrictions, worsening mental health). The following themes emerged from participant feedback:

- Participants reported a sense of normalcy, structure, less isolation, and community connection as a result of FCSS programs and services.
- Participants have learned and practiced new skills to help them navigate the COVID-19 pandemic more effectively.
- Some participants reported that participating in programming meant access to the latest COVID-19 information in their first language, from a trusted source, which created a sense of safety.

**Organization Resiliency** - Many leaders spoke highly of the resilience, dedication, and creativity of their staff, as well as increased attention to community needs.

- Organizations continuously responded to change, finding new and creative ways to pivot to support participants. Some organizational leaders noted that continuous change negatively impacted staff morale and wellness.
- Volunteer programs struggled to operate throughout changing restrictions, but volunteers showed resiliency and continued to support programs in whatever ways they could.

## Unexpected Successes

- **Increased Programming Success** - Some agencies experienced success with new ways of delivering their programs (including texting, telephone, pre-recorded, and live online programming). In some cases, participants reported that programs were more accessible and inclusive, and therefore more meaningful than their traditional in-person programming.
- **Increased Participation** - Some agencies found that having a virtual or hybrid delivery model expanded their reach to more participants and/or allowed for more consistent participation. For example, online programming eliminated barriers to transportation, travel time, and the need for childcare. Some participants experiencing mental health challenges indicated they felt more comfortable attending programs virtually.

## Emerging Opportunities

- **Maintaining Connections with Participants** - Some organizations struggled to maintain connections with participants, prompting them to find new ways to reach out to minimize isolation.
- **Rethinking Evaluation** - Some organizations found that they needed to adapt their evaluation methods as changes to program delivery evolved.
- **Greater Attention on Systemic Inequities** - The pandemic has exposed and exacerbated many systemic challenges and inequities. For example, many lower paying jobs have been required to be in person, without a work-from-home option, increasing the likelihood of getting COVID-19 and mental health challenges from stress.

# Impact Areas

Edmonton FCSS and its funded partners believe that strong individuals, families, and communities create a vibrant and caring community where everyone is able to thrive and succeed. The annual outcomes reporting contained in this report is a snapshot of the work accomplished each year and represents data gathered from a sample of program participants. Many programs are measuring outcomes beyond what is reported here to understand, evaluate, and improve services for citizens of Edmonton.

## Resilient Individuals

Resilient Individuals have the ability to bounce back from challenges and the stress they face. According to Michael Ungar, resilience is *“the capacity of individuals to navigate their way to the psychological, social, cultural, and physical resources that sustain their well-being, and their capacity individually and collectively to negotiate for these resources to be provided in culturally meaningful ways.”* (Ungar, 2008 and Ungar, 2011, <http://resilienceresearch.org/about-the-rrc/resilience/14-what-is-resilience>).

Children and youth reported that they had improved developmental skills

**87%**

of 9,466 children and youth

Respondents reported that they had improved skills to address identified issues.

**84%**

of 7,394 respondents

## Thriving Families

Thriving Families work together to overcome challenges, learn, and develop. Caregivers within the family have the capacity to support the physical, social, psychological, emotional, and spiritual development of the children, youth, adult, or senior. Creating stable environments that promote quality interactions support achieving the goals for the family group.

Respondents reported they had improved family functioning

**92%**

of 4,618 respondents

Caregivers reported they had increased knowledge of child development

**97%**

of 310 caregivers

Caregivers reported they had increased knowledge of positive parenting skills

**95%**

of 1,501 caregivers

Caregivers reported they had improved positive parenting skills

**87%**

of 531 caregivers

# Welcoming and Engaged Community

Welcoming and Engaged Communities are open, diverse, and inclusive. They ensure that all community members are active, connected, and supported in achieving their goals. They can be geographic or interest based depending on the program focus area.

Respondents reported increased awareness of social issues in the community.

**92%**

of 18,337 respondents

Respondents reported increased positive involvement in the community.

**91%**

of 1,874 respondents

# Connections and Relationships

Strong relationships and connections are the glue between individuals, families, communities and the not for profit sector. It is through relationships that we can achieve a strong and supportive community where all people can thrive and contribute. Individuals and families have access to a network of community and social supports that can address their needs.

Respondents had increased knowledge of community resources

**96%**

of 13,914 respondents

Respondents reported that they accessed community resources that met their needs

**93%**

of 13,974 respondents

Respondents reported that they had improved networks of social support

**92%**

of 18,528 respondents

# Strong Sector

Individuals, families, and communities exist and function within society. Within Edmonton and area the not for profit sector is critical to creating an integrated and connected web of supports to reduce and eliminate people falling through the cracks. Ensuring that individuals and organizations working within the sector have the knowledge, skills, and attitudes required to be successful and healthy is critical. In 2021, some of the organizations funded to engage in this work included: Edmonton Chamber of Voluntary Organizations, Edmonton Social Planning Council, Mapping and Planning Support Alberta Capital Region, and Community University Partnership.

Respondents reported strengthened individual skills within organizations

**92%**

of 360 respondents

Respondents reported more effective community organizations

**96%**

of 323 respondents

Respondents reported enhanced collaborative efforts

**96%**

of 139 respondents

# Community Partnerships

Community partnerships encourage innovative solutions to complex social issues, provide research through different approaches, and offer education and learning opportunities for organization staff and community.

Given the effects of the COVID-19 pandemic on Edmontonians, it is more important than ever that community organizations work together in new and collaborative ways, to leverage and utilize community resources more effectively, increasing their impact in the community.

Community research is also an important aspect of ensuring Edmonton FCSS and community organizations have the information they need to make the best decisions for the programs and services in our community.

Partnerships that Edmonton FCSS supported in 2021 include:

<p><b>All In For Youth</b></p>	<p>A holistic approach of social support for children and their families in eight schools, to increase the number of youth graduating from high school, therefore increasing their chances of having positive economic and health outcomes as adults.</p>
<p><b>Coordinated Home Supports</b></p>	<p>A coordinated, curated referral and connection service between community living older adults and businesses, organizations, and individuals whose services can assist older adults to remain in their homes longer.</p>
<p><b>Community Initiatives Against Family Violence (CIAFV)</b></p>	<p>CIAFV is a collaborative to provide information, training and resources to its members and the public for the prevention of family violence.</p>
<p><b>Community Mental Health Action Plan Implementation</b></p>	<p>The Community Mental Health Action Plan identifies goals and actions in System Integration, Service Delivery and Evidence foundation. The implementation project will create opportunities to improve, increase, and heighten awareness of existing mental health services and supports, strengthen collaborative practices, and undertake evidence-based in-</p>

# Community Partnerships (cont'd)

<p><b>Final Steps in Creating a City-Wide Model for the Prevention of Youth Homelessness</b></p>	<p>Five youth serving agencies came together to form a collaboration to improve delivery of services among agencies and create a strategic model for the prevention of youth homelessness.</p>
<p><b>Community and University Partnership (CUP)</b></p>	<p>CUP works with community organizations and agencies to address research and evaluation needs across the human services sector in Edmonton. The focus is on improving the well-being of children, you and families.</p>
<p><b>M.A.P.S. Alberta Capital Region</b></p>	<p>Supporting the sector in efforts to improve supports and services to residents, especially the most vulnerable. Work includes creating community mapping profiles; designing, implementing and/or reporting community based research; design and implement community engagement strategies; provide leadership, administrative support and training. Provides the Social Development Branch with neighbourhood maps of assets, organization and demographics focused on Branch priorities.</p>
<p><b>Edmonton Social Planning Council</b></p>	<p>Dedicated research position to support the social service sector with focus on the Edmonton FCSS Program and funded agencies to support their research needs.</p>
<p><b>Transform</b></p>	<p>An Intelligent Digital Assistant for the Social Services Sector. To build Transform, a shared tool for measuring meaningful outcomes; improving sector collaboration through targeted, effective referrals and sharing promising practises; and supporting equity through enabling client data sovereignty.. A partnership between IFSSA, Canadian Mental Health Association, Jewish Family Services of Edmonton and the Bissell Centre.</p>
<p><b>Empower U - Building Confident Futures</b></p>	<p>Provides financial literacy programs, with a matched savings component as well as the expansion of financial coaching. This funding supports one on one professional financial advice to participants working on improving their financial goals.</p>
<p><b>Housing Outreach</b></p>	<p>The Housing Outreach Team uses a client centred, strengths based approach to increase access to housing resources/information . It works to increase communication between housing services, Bissell programs, landlords and participants. The Housing Navigators triage incoming housing related inquiries, conduct client intakes and assessments, and make referral to both internal and external resources.</p>
<p><b>Practise as Ceremony</b></p>	<p>The Practise as Ceremony team offers Indigenous cultural teachings to Edmonton communities and agencies. The teachings support community acknowledgement and celebration of Indigenous history, culture and ceremony. The PAC team will provide teachings to FCSS funded agencies, as well, to build capacity to serve their clients with connection to Indigenous culture.</p>

# Community Partnerships (cont'd)

The above partnerships involve organizations coming together around social issues, listening to diverse perspectives, innovating together to find solutions, and supporting each other to create meaningful and impactful change in the community. This collaborative approach builds trust among organizations, helps identify opportunity gaps in service, and supports more effective coordination across the social services sector.

The above list also includes organizations that are doing community research to support evidence-based decision making, and organizations providing learning opportunities in the social services sector. More information can be found on the website at [www.edmonton.ca/fcss](http://www.edmonton.ca/fcss).

Throughout 2021, the Edmonton FCSS team and Social Development Branch staff continued to participate with our community colleagues to support these coordinated efforts in supporting individuals, families, and communities.

## Common Outcomes Initiative

The Common Outcomes Initiative continues as a partnership between Edmonton Family and Community Support Services (FCSS), United Way, and over 100 funded community agencies.

The common outcomes report provides a tool to gather some of the inputs, outputs, and outcome measures that are rolled up and reported back to the community in order to demonstrate the social impacts these partners are collectively achieving. The reporting form has created efficiencies in the sector as reporting has become simplified and streamlined.

Edmonton FCSS and United Way are able to show individually and together the impact of the work they are supporting in the community, while allowing funded organizations to report to two funders at one time - collaboration and cutting red tape all rolled up together.

The full reports from the past few years are available at [www.edmonton.ca/fcss](http://www.edmonton.ca/fcss). These reports represent a snapshot of the impacts of the partners.

# City of Edmonton—FCSS Contribution

## Programs, Services, and Initiatives

For over fifty years, the Government of Alberta, together with participating municipalities and Métis Settlements, have jointly funded preventive social services for Albertans through the Family and Community Support Services (FCSS) program. The Province contributes 80 per cent towards the local program and the participating municipality or Métis Settlement contributes a mandatory minimum of 20 per cent.

The City of Edmonton's mandatory contribution to FCSS consists of existing programs, services, and initiatives within the Community Services Department and any other funding provided directly by City Council to programs and/or projects that meet the provincial eligibility requirements. This includes:

- Edmonton FCSS Program Team
- Community Social Work Team
- Community Capacity Building
- Financial Empowerment Social Workers
- Tenant Support Services
- Community Safety Team
- Poverty Reduction initiatives, including funding to EndPoverty Edmonton
- Gender Based Violence Prevention
- Family Violence Prevention Team
- Community Wellness Team
- Suicide Prevention- Living Hope
- Homeless Prevention, including funding to Boyle Street Outreach
- Community Development with newcomer, refugee, and indigenous communities
- Community Services Advisory Board - FCSS Committee



# Some Highlights from 2021

## FCSS Strategic Alignment

In 2021, Edmonton Family & Community Support Services (FCSS) completed the strategic alignment that was initiated in fall 2019. This process intends to strengthen the program by:

- Clarifying the definition of prevention;
- Identifying clear priorities, expectations and outcomes for the funding program;
- Clearly describing the FCSS Program Theory of Change;
- Aligning with the City of Edmonton's goals and priorities , including the Social Development Branch and Provincial FCSS program expectations;
- Developing a transparent and stronger grant assessment process; and
- Opening the application process to all community organizations providing preventive social services.

From the review, four program priorities were identified:

- Healthy Social Emotional Development
- Healthy Relationships
- Positive Mental Health
- Poverty Reduction & Homelessness Prevention

Information on the process for the 2023-25 FCSS Funding Cycle began to be shared at the end of 2021, as the application process was starting in 2022. All information can be found at [www.edmonton.ca/fcss](http://www.edmonton.ca/fcss)

## Financial Empowerment Program

In 2021, the Financial Empowerment Program began service delivery in a virtual environment. In addition to the typical challenges of beginning a new program, they also began working with participants during a COVID-19 wave and were limited in the types of services they could provide. Despite challenges, the social work team continues to work with Edmontonians to improve their financial well-being, further establishing the City as a leader in poverty reduction approaches.

Financial Empowerment Social Workers help individuals and families by providing a range of short and long term financial guidance, including mentoring, coaching, application support, and tax form guidance to help them meet their needs. The aim of this program is to reduce barriers by recognizing that underlying conditions such as mental health, addictions, domestic violence and abuse may need to be addressed so that individuals and families can move forward and prosper.

The City's services are free and confidential and include comprehensive, remote financial empowerment guidance to help ensure participants get connected to the right resources, education and information on financial matters.

# Some Highlights from 2021 (cont'd)

## Community Social Work Team

Community Social Workers are connectors and conveners, located in specific neighbourhoods and recreation centres throughout the city. The role is to collaborate with Edmontonians, to identify, plan and implement community-led solutions to community challenges. By working alongside individuals, schools, organizations, businesses, and faith, grassroots, cultural, and other groups, together we find innovative approaches to complex issues like social inclusion and poverty reduction.

In 2021, the Community Social Work Team was assigned to new communities where there is the greatest opportunity to create positive social change with community members, as well as the presence of City-leased Civiqa Community Centers and City-owned recreation facilities.

Community Social Workers (CSWs) conducted an overview of their new communities. The goal was to learn about the communities from those who live and work there, and to understand the strengths, assets, opportunities, and challenges present with a focus on connection and thriving. Five themes emerged across communities: food insecurity, Indigenous inclusion and representation, financial insecurity, meaningful employment connections, and youth resources and opportunities. These themes will be used as guides to inform our work, especially in relation to systems-level collaboration and team-based work.

Community Social Workers have a unique role in working with community residents, agencies, businesses, and many others to identify and work together to achieve outcomes important to their community. CSW community work is focused on:

- Increasing Social Inclusion
- Increasing Economic Inclusion
- Participating in systems-level work that advances community priorities

## Evaluation 101

In November and December of 2021, The City of Edmonton FCSS team partnered with the Edmonton Chamber of Voluntary Organizations (ECVO) to offer Evaluation 101 training to organizations in the social sector.

The intent of the workshop was to provide organizations training on the basics of evaluation and to empower them to implement their own evaluation mechanisms. In general, the workshop was well-received by the fifty participants, with most reporting they increased their level of knowledge on one or more new concepts. As a result of this workshop, FCSS and ECVO are working together to develop new evaluation professional development opportunities in 2021.

# Looking Ahead to 2022

The Edmonton FCSS Program continues to support and strengthen the preventive social services sector and improve the social well-being of individuals, families and communities in Edmonton. The connection has been especially important as the pandemic continues. We recognize that organizations have used innovation to adapt their program delivery to ensure continued service to those that need their services. Many of the FCSS funded organizations have identified that some of the changes/adaptations that they have made during the pandemic will continue into the future, because they have been well received.

During the 2022 year, Edmonton FCSS will implement the funding process for 2023-2025 that was developed based on community and City priorities for prevention with a focus on preventing issues that will be prevalent post-pandemic. The direction of programming strongly adheres and aligns to provincial legislation, requirements and expectation that funding is focused on primary and secondary prevention. We look forward to the new process and the ability for all organizations that offer preventive programs and services to apply. There will be lots of work in 2022 to prepare the funding for the 2023-25 program and support our community with the changes .

The FCSS Committee and the Community Services Advisory Board (CSAB) will continue to work towards positive outcomes, elevate and advocate for the work of FCSS in the community, foster coordinated efforts within our community and share the story of the positive impact that Edmonton FCSS programs have on the local preventive social services sector.

