

2018 ANNUAL REPORT



Community Services
Advisory Board

Edmonton

CSAB

Message from the Chair



What does the Community Services Advisory Board (CSAB) do? CSAB advises the City of Edmonton's Citizen Services Department and City Council on issues and initiatives affecting the wellbeing of Edmonton's citizens. CSAB also oversees grant programs for preventive social services and community investment detailed in this report: the Family and Community Support Services (FCSS) for preventive social services; the Community Investment Grants (CIG) for operating funds and travel and hosting assistance for events; and the Emerging Immigrant and Refugee Community (EIRC) grants supporting the inclusion of refugee and immigrant groups.

CSAB works collaboratively with the Citizen Services leadership and staff, and CSAB members bring their diverse professional and personal knowledge, experience, and understanding to enhance the planning and delivery of programs and services that contribute to a vital city. CSAB now has a Councillor Liaison and we hope to strengthen CSAB's connection to City Council.

During the past year, CSAB has provided advice and feedback on the Pricing Strategy for Community Recreation Facilities; Live Active – Children's Health and Recreation; Recover – Urban Wellness Plan; and the Community and Recreation Facility Master Plan. We seek to expand our own understanding and challenge "unconscious bias". In 2018, we asked for a presentation on Gender-Based Analysis (GBA+), a

process designed to increase awareness of gender and other intersecting identity factors among individuals responsible for policy development. We are planning more learning opportunities for members, including the City Leadership Team and Councillors who are interested, by organizing a site visit to show some of the preventive social services that are funded in the area around City Hall.

How does CSAB make a difference? Its advice and grant funded programs contribute to a better community. CSAB members learn about and are inspired by the work done by the many funded organizations, and it is so difficult to choose only one story. This year, I was fortunate to visit Brander Gardens ROCKS which uses partnerships to build neighbourhood connections and relationships in a high density area where there is a Capital Region Housing Complex. The Brander Gardens ROCKS community garden started because people wanted one and it offered a chance to bring seniors and younger community members together. Neighbours, old and young, volunteered time, skill, equipment, carpentry, fencing, water, even chairs to sit on while planting and weeding. And of course there was a party to celebrate the growth in the garden and in the community. When people work together, they create and enjoy something they could never do alone. The many connections that link us to others, connections that twist and loop through our lives, nurture the powerful sense of trust and joint ownership and the feeling of belonging that forms the true foundation of a rich, colourful, and vibrant community. Our funded organizations make this happen every day in every corner.

My own term on CSAB is nearing completion. I am very grateful for the opportunity to serve with talented and committed CSAB members whose thoughtfulness and empathy have been a source of inspiration. On behalf of CSAB, I would like to thank the leadership and staff of Citizen Services for their openness, engagement, cooperation, and unfailing support.

Joan Welch
CSAB Chair 2018

CSAB Vision, Mission, Mandate

Citizen Services Department Vision

Edmonton for All

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 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

All members of the Community Services Advisory Board are appointed by City Council. In 2018, the Board had 13 members who brought their skills and experiences to the Citizen Services Department. The Deputy City Manager of the Citizen 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 **1,329 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 several topics including:

- Projects and priorities with the Citizen Services Leadership Team
- Agencies, Boards, and Committees Chair Networking
- Community & Recreation Facility Master Plan
- Recover: Urban Wellness Plan
- Gender Based Violence & Sexual Assault Prevention
- Urban Isolation and Mental Health
- Four Year Operating and Capital Budget
- 2019-2022 Pricing Strategy for Community Recreation Facilities
- Integrated Strategic Development
- GBA+ at the City of Edmonton
- Implementation Plan of Live Active Strategy

The Community Services Advisory Board

Board Membership 2018: Joan Welch (Chair), Priti Laderoute (Vice-Chair), Leanne Brownoff, Stephanie Chai, Bonnie Chan, Bette Gray, Sam Jenkins, Kanwal Lali, Victoria Smith, Nancy Zuck.

Term ended May 2018: Eman Joumaa, Leanne Reeb

Term began May 2018: Kyra Cusveller, Sky McLaughlin, Jameela Murji

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

Councillor **Jon Dziadyk** has been assigned by City Council as the advisor for the board.

Back Row (l to r): Kyra Cusveller, Bette Gray, Jameela Murji, Kanwal Lali, Bonnie Chan, Nancy Zuck

Front Row (l to r): Priti Laderoute, Victoria Rogers, Sam Jenkins, Leanne Brownoff, Sky McLaughlin, Rob Smyth, Stephanie Chai, Joan Welch, Judy Smith



Standing Committees

Family and Community Support Services 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, shares its knowledge of social trends and issues in Edmonton and provides advice to the CSAB regarding the allocation of funds as required under FCSS legislation.

Throughout 2018, committee members learned about the funded preventive programs and services through agency visits, presentations, grant applications, and information from FCSS liaisons.

For more information on the Edmonton FCSS program and funding, please visit their [website](#).

FCSS Committee members: Ashley Dryburgh; Bette Gray; Eman Joumaa; Heather Kennedy-Plant; Joan Welch; Joseph Luri; Kanwal Lali (Chair); Leanne Brownoff; Shannon Butler; Vicki Van Vliet Vaitkunas; Victoria Smith

Community Investment Grant (CIG) Committee

The CIG Standing Committee was formed in 2018 to advise City Administration on matters pertaining to the Community Investment Grants, and make recommendations to CSAB with regards to the awards for these grants.

Committee members: Sky Mclaughlin, Bonnie Chan, Jameela Murji, and Priti Laderoute

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. Vicki was also the President of the FCSSAA Board in 2018.

Emerging Immigrant and Refugee Community (EIRC) Partnership Grant Review: Sam Jenkins, Kyra Cusveller.

Grants Allocated

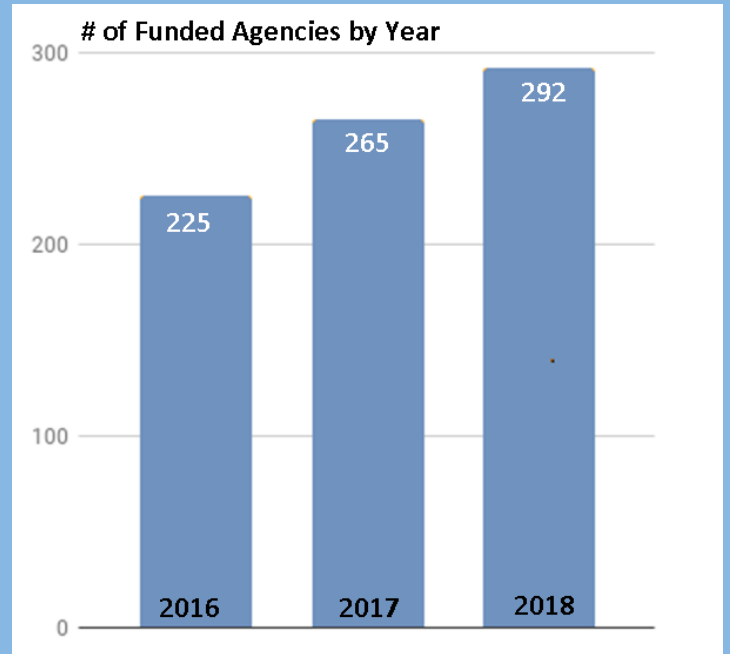
Community Investment Grants

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 that benefit the citizens of Edmonton.

292 organizations whose primary mandates include social services, multicultural activities, or recreation/amateur sport received operating grants totaling **\$3,546,491**.

For a complete list of organizations funded in 2018, visit the [CIOG webpage](#).



Community Investment Hosting Grant

The Community Investment Hosting Grant assists organizations to host recreational, amateur sport, or multicultural events within Edmonton. These events can be provincial, Western Canadian, national, or international in scope. Events funded in 2018 include:

- **Edmonton Yudanshakai Judo Society** hosted the Edmonton International Judo Championship
- **The Emerald Isle Dancers Association** hosted Feis in the West (an international event)
- **Fédération du sport francophone de l'Alberta** hosted the Alberta Francophone Games (a provincial event)

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. Some of the events attended include **Canada's National Ukrainian Festival**, **Women's Para Ice Hockey World Cup** in Ostrava, Czech Republic, and the **Valladolid World Cup** (for gymnastics) in Valladolid, Spain.

\$35,566
Funded 11 groups to host 14 events in 2018

\$58,804
Funded 62 teams and individuals in 2018

Emerging Immigrant & Refugee Community Grants

The **Emerging Immigrant & Refugee Community (EIRC) Grant Program** provides five grants to help organizations from emerging immigrant and refugee communities. These organizations support the settlement and inclusion of their members through community gatherings, strengthening of cultural pride, and becoming an active part of the cultural mosaic in Edmonton.

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: \$130,141

of organizations awarded grants: 30

Cultural Heritage Program Grant

This EIRC 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: \$23,857

of organizations awarded grants: 6

Community Event Grant

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

Total amount awarded: \$31,708

of organizations awarded grants: 29

Edmonton Heritage Festival Grant

CSAB approved a two-year pilot project in 2016 to support small ethno-cultural community organizations to participate in the Heritage Festival. This EIRC funding enabled these groups to display their culture on a scale the group could manage and share the pride of their culture. The CSAB recognized the value of this program and at the end of the pilot passed a motion to support the continuation of this grant, which provides a seed grant of up to \$750 to organizations towards registration fees for participation in the festival.

Total Amount Awarded: \$2,250

of organizations awarded grants: 3



“A total of more than 78 people participated in this [Cultural Heritage] project. Some of the participants had no prior experience or knowledge about Azerbaijani culture and found our activities via Facebook page and expressed that these sessions helped them to increase their knowledge about Azerbaijani culture. Some of the participants were newcomers to Edmonton and this project helped them to make connections and their transition to their new home easier. Some other participants were the kids of intercultural marriages, second generation Azerbaijanis whose parents were grateful for this project which helped their kids to learn more about their culture and be more connected. Some of the participants were seniors and this project helped them to socialize and not to feel isolated.”

Azerbaijan Cultural Society



“Our kids often face enormous challenges trying to develop a sense of cultural identity in Canada. This event was a unique opportunity to empower the kids with their cultural identity through display of their rich cultural heritage including cultural display, traditional dances, cuisine, fashion parade, singing, youth debate topics, and cultural exchange with other emerging Canadian communities.”

Edmonton Savannah Association

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. Three Program Delivery Partnerships were funded in 2018.

Total amount awarded: \$274,278

The Capacity Building Partnership Pilot Project is a collaboration between the Mennonite Centre for Newcomers, Action for Healthy Communities, and the City of Edmonton. The pilot will explore new ways to collaboratively support the capacity building in immigrant, refugee, and indigenous groups to strengthen their work in the community.

Funding Approved: \$75,014

The Age of Wisdom Collective (Phase 3) is a collaboration between Multicultural Health Brokers and a core group of partners including Edmonton Seniors Coordinating Council and The Shaama Centre. The Collective intends to address the knowledge gaps, access to existing services, and make visible the diverse composition and service eligibility of seniors of immigrant, refugee, and other newcomer backgrounds.

Funding Approved: \$99,264

The Out of School Time (OST) Collaborative is a collective of community organizations and funders, including the City of Edmonton and REACH, that have been working to meet the need for out of school time activities for immigrant, refugee, indigenous and other children and youth who have limited opportunities to access summer programs.

A collaborative funding model has been developed to support this program. The efficiencies created reduce the amount of administrative work for both the organizations and the funders, and result in a more flexible and streamlined process.

In 2018, EIRC funding supported the collaborative granting and a Community Builder staff position. This position provided much needed support to the organizations delivering OST summer programs.

Funding was provided to 15 programs that served 1,448 children and youth across Edmonton.

Funding Approved: \$100,000



FCSS

Family & Community Support Services

Edmonton

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 programs that reduce social isolation, encourage connection and belonging within communities, and strengthen relationships and social supports.

Blanket exercise at monthly Intercultural Gathering



Enhancing the social well-being of individuals, families and community through prevention



69,067
Practicum
Student Hours



498,297
Program
Volunteer Hours

1,287,000+
Program Staff
Hours

1,266
FCSS Committee
Volunteer Hours

567
Practicum
Students

11,354
Program
Volunteers

619
Program Staff
Full Time Equivalents

11
FCSS Volunteer
Committee
Members



70 Agencies

100 Programs

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

Outcomes

Edmonton FCSS core funded programs annually report on the impact of their programs in relation to the improved social well-being of individuals, families, and communities. This annual outcomes reporting is only 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 truly understand, evaluate and improve services for citizens of Edmonton.

Children have developmentally appropriate skills.

88.5%
(of 1,759 surveyed)

Participants reported improved family functioning.

88.5%
(of 3,142 surveyed)

Parents improved their positive parenting skills.

94.5%
(of 763 surveyed)

Participants have the skills needed to address identified issues.

87.3%
(of 14,225 surveyed)

Participants increased their network of social support.

85%
(of 373 surveyed)

Participants increased their knowledge and skills through volunteering.

82.8%
(of 983 surveyed)

Participants have knowledge of community resources.

84.4%
(of 21,576 surveyed)

Participants are educated about social issues in the community.

82.8%
(of 12,296 surveyed)

Participants felt supported in meeting their needs.

83.5%
(of 5,116 surveyed)

Working in Partnership

The Edmonton FCSS team actively participates in over **18** partnership tables supporting complex initiatives like EndPovertyEdmonton roadmap actions, All In For Youth, Communities United, the Community Mental Health Action Plan, Prevention of Family Violence, and Financial Empowerment.

In addition, funded programs actively participate in partnerships to improve social well-being for individuals, families and communities. Funded programs are encouraged to collaborate, share resources and leverage expertise to provide services that meet the needs of citizens.

200 partnerships amongst Edmonton FCSS programs addressed some of the following community initiatives:

Community Capacity Building	Early Childhood Development	Social Connection	Inclusion and/or Diversity
Community Mental Health	Youth Engagement	Poverty Reduction	Senior Wellness
Common Service Access	Safe Communities	Homelessness	Family Violence Prevention



Funding Partnerships

In 2018, Edmonton FCSS invested approximately \$3 million to partnerships and innovative projects such as:

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

Supporting partnerships and innovative solutions to social issues encourages community organizations to work together in new collaborative ways, to utilize community resources more effectively, and to increase the impact to the community.

Profiles of Partnership

All In For Youth (AIFY)

Children and families can often face complex needs that cannot be met through the education system alone. All In For Youth provides wraparound school based supports in five demonstration sites which help children and families thrive. The goal is to help children achieve success in both school and life. In 2018, a second year of full support was provided to five schools as well as partial supports to other schools.



The full complement of services are focused in five areas: In School Supports; Family Supports; After School Supports; Teaching Excellence, and; Systems Change.

Some key findings from the evaluation include:

- 1,271 students accessed 1 or more supports (does not include students accessing nutrition supports). This represents anywhere from 48 - 97% of students in each school community.
- Students and families were more engaged in schools
- Students and families felt schools were a safe place
- Family relationships were supported
- Students developed healthy peer relationships
- Program helped families gain stability
- Program helped students stay in school and contributed to positive change in students.

Bissell Centre Housing Outreach

The Bissell Centre Housing Outreach Program is built on a collaborative approach to find suitable housing for people at risk of chronic homelessness and to provide the support necessary to remain in housing. This initiative involves many partners and creative solution's to accessing support. In 2018, the Outreach Housing Team provided support to 1,202 individuals and housed 272 individuals (and 62 children).

Rainbow Alliance for Youth of Edmonton (RAYE)

The Rainbow Alliance for Youth of Edmonton is a collaborative of over 15 organizations working with LGBTQ2S+ youth. RAYE's purpose is to share the diverse stories of LGBTQ2S+ youth living in our community to promote increased understanding, empathy and knowledge of this community's specific needs, strengths and experiences.

Actions that are underway include:

- A Youth Action Committee, comprised of youth aged 16-24, was established to advise and inform the RAYE committee on opportunities, issues, and concerns facing the LGBTQ2S+ youth population. These youth gain skills and experience in community work and learn about services and programs available to LGBTQ2S+ youth in Edmonton.
- Creating a central hub to house an LGBTQ2S+ calendar of events and resources.
- Planning a bus tour for service providers to visit agencies to learn and understand about all the services available in the community for LGBTQ2S+ youth.

Relentless Connector

Norwood Child and Family Resource Centre is funded to implement Relentless Connector, a wraparound approach to serving families. It is a cross-sector, multi-level, collaborative initiative between early and intervention services that has serviced over 278 families and provided in-depth wraparound training for 289 staff (including certified wraparound facilitators). The objectives are to: promote collaborative to integrative service; streamline comprehensive wraparound services, and; reduce system barriers for vulnerable families and communities. Partners have reported that collaboration through integrative services has positively affected team cohesiveness, established a comprehensive family plan from all service providers, reduced overlap of services for families and is improving the workload of practitioners.

On average, families are served by 7 integrative and comprehensive support services.

83% of families reported that they were more stable as a result of access to integrative services.

88% of Children's Services files remain closed for 276 families (with 323 children).

Strengthening Knowledge & Skills

Edmonton FCSS has identified three priorities for skill- and knowledge-building within funded programs: **Diversity & Inclusion**, **Evaluation**, and **Mental Health First Aid**. For sessions provided in 2018:

Participants agreed that they learned something new

91.6%

Participants agreed that they could describe or explain the topic being discussed

83.9%

Participants indicated that they would make changes due to what they learned at the session

77.7%

In-Depth Learning

Diversity & Inclusion Training Phase II

In 2018, the FCSS Program contracted three community partners - the Centre for Race and Culture, Creating Hope Society, and the Multicultural Health Brokers Co-op - to facilitate the *Building Inclusive Agencies* project. 200 staff/board members from 72 agencies participated. The main objective of the *Building Inclusive Agencies* project was to:

- Strengthen staff capacity, to improve their effectiveness in communicating and relating with diverse program participants and communities;
- Enhance leadership and management capacity to integrate diversity and inclusion into agency mandates, policy, and programming; and
- Create organizations that embrace diversity and inclusion.

The main components of the project included:

- A series of workshops on eight different topic areas related to diversity and inclusion;
- An opportunity for agencies to work on a mini-action project based on an area of interest; and
- Coaching support for agencies and FCSS Liaison team.



Bringing People Together

All training/information sessions and sector meetings are an opportunity to provide information, facilitate networking, and build new connections. Participants reported they learned new things and planned to make changes. They also said that the time spent together is yielding successful outcomes of connectedness within the sector.

Participants agreed they valued the opportunity to learn from other agencies and programs

93.3%

Participants met one or more new people

98.5%

Participants reported they planned to connect with one or more new contacts in the future

67%

100% of respondents appreciated structured networking time with colleagues in the sector.





Capacity Building

In addition to the specific training opportunities that Edmonton FCSS provides to funded agencies, there are several organizations that are also funded to support social service agency staff and leadership with some of the following services: consultation, data and research, evaluation, mapping, facilitation, resources, and board development. In 2018, some of these organizations included: **Edmonton Chamber of Voluntary Organizations, Community University Partnership, and Mapping and Planning Support Alberta.**

Participants strengthened their individual skills to better serve program participants

91.9%

Participants reported they are more effective as an organization due to this support

85%

Participants reported they are better prepared to collaborate and meet community needs due to working together

71.1%

Working Across Sectors

Intercultural Dialogue

In 2018, the Working Group of the Indigenous & Newcomer Serving Agencies began monthly Intercultural Gatherings with the goal of sharing and learning together through Indigenous protocol, Indigenous knowledge sharing, sharing circles, and sharing arts, food and performers. Over 1,000 people of diverse ethno-cultural backgrounds in the McCauley neighbourhood have come together at these gatherings to recognize and challenge personal biases. Some of the successful gatherings this year included:

- The Working Group hosted a special **Indigenous and Chinese communities** gathering where many elders came out to learn about each other and share history.
- The Working Group partnered with **Newcomers are Lit** for a full day of workshops and performances.
- The Working Group partnered with the **Mekiwinn Indigenous Arts and Craft Market** for a special winter market and Intercultural Gathering at the Boyle Street Plaza with music, dance performances, crafts, and food from Indigenous and ethno-cultural communities.

The Working Group will continue this programming in 2019. There are plans to expand beyond McCauley, focusing on central Edmonton communities where many FCSS funded Indigenous and Newcomer organizations operate.



Intergenerational Training

A series of three half day workshops focused on planning an intergenerational program are occurring with funded agencies; two were completed in 2018, and one will occur in early 2019. Each workshop builds on the previous one as participants work through the **Intergenerational Programming Toolkit**.

Goals of the Workshops:

- Provide an opportunity for participants to dedicate time to plan, share ideas and troubleshoot while working through the City of Edmonton Intergenerational Programming Toolkit;
- Develop a greater understanding of the benefits, values and impact of intergenerational programs on program participants; and
- Create new partnerships and relationships.

Participants have reported that they formed new partnerships as they began to develop the goals, activities and outcomes of the programs. Participants described the sessions as stimulating, energizing, inspiring, insightful and enlightening. ***“[The session] got me to reflect on the process from what worked, what didn't work, how we could change it and resources around us.”*** - Participant



City of Edmonton—FCSS Contribution

Programs, Services, and Initiatives

FCSS is a partnership between the Government of Alberta and Alberta municipalities, including Edmonton, to provide preventive social services. This unique partnership receives 80% of funding from the Province and 20% from participating municipalities. The City of Edmonton's mandatory contribution to FCSS consists of existing programs, services, and initiatives within the Citizen Services Department and any other funding provided directly by City Council to programs and/or projects that meet the provincial requirements for eligibility. This includes:

- FCSS Program Team
- Community Development Social Workers
- Community Capacity Building
- Landlord and Tenant Advisory Board
- Accessibility Advisory Committee
- City Council Initiatives: Women's Initiative, Indigenous People's Strategy, Urban Isolation & Mental Health, Seniors Initiatives, Child Friendly, Gender Based Violence Prevention, Poverty
- Community Safety Team
- Edmonton's Poverty Initiative and EndPovertyEdmonton Road Map Actions
- Family Violence Prevention Team
- Individual & Family Well-being
- Neighbourhood Empowerment Teams
- Recover: Edmonton's Wellness Plan
- Suicide Prevention
- United Nations Safe Cities
- Volunteer Coordination



Some Highlights from 2018

Gender-Based Violence and Sexual Assault Prevention Initiative: Safe Cities and Public Spaces Global Leaders Forum

Edmonton, in partnership with Alberta Status of Women, joined the United Nations Women's flagship program Safe Cities and Safe Public Spaces in the fall of 2016. The City co-hosted the 2018 Safe Cities and Safe Public Spaces Global Leaders Forum with United Nations Women. Participants included activists, advocates, community agencies and municipal representatives.

Over 280 participants attended the forum

Participants represented 27 member cities and over 20 different countries

The event was supported by 75 volunteers (over 524 volunteer hours)

Community Development Social Work

Programs focused on supporting children, youth and families within the communities continued to flourish. With over 4,410 participants supported in 2018, the Community Development Social Work team engaged in conversations, programming, neighbourhood/cultural celebrations, and resource sharing and navigation. The year saw notable relationships being built with key community partners such as school boards, nonprofit organizations, local businesses, interfaith communities and other City of Edmonton staff working in the community.

Engaging Men & Boys: This is What it Feels Like

The *This is What it Feels Like* project continued throughout 2018. This is an auditory exhibit that demonstrates the experience that women, girls and those that identify as female experience as they walk in and around Edmonton.

Partnership with Men Edmonton and Hollaback

Exhibit took place in over 17 different sites including schools, markets, and sports games

Over 300 individuals experienced the exhibit

Individual & Family Well-Being (IFW)

This team provides referral services, group support and short-term counselling. In 2018, the team received over 5,500 calls for support, supported 300 evening group sessions, and collaborated with many community based mental health providers on the Community Mental Health Action Plan.

Participants know more about how to access community resources they need (as a result of a phone call with IFW)

98%

Participants feel better about their ability to take action towards improving their lives

94%

Participants know they can rely on the IFW team for support and help

97%



The Edmonton FCSS Program has welcomed many new Executive Directors and FCSS Committee members. Edmonton FCSS will continue to work directly with the funded programs to support and strengthen the preventive social services sector and improve the social well-being of individuals, families and communities in Edmonton.

Edmonton FCSS will continue to provide opportunities for the funded programs to strengthen their skills around diversity and inclusion, mental health and evaluation.

The FCSS Committee and the Community Services Advisory Board (CSAB) will continue to elevate the work, advocate for, and share the story of the impact that Edmonton FCSS programs have on the local preventive social services sector.

