

# 2022 ANNUAL REPORT

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Community Services  
Advisory Board

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Edmonton

# CSAB

# Message from the Chair

For 2022, the Community Services Advisory Board (CSAB) 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 allocate funding to community-based organizations to support the quality of life and well-being of Edmontonians.

The CSAB is composed of thirteen engaged and passionate community volunteers who work collectively to bring their unique lived experiences, diverse professional and personal knowledge, and individual perspectives to inform city social policy, arts, culture, multiculturalism, parks, recreation, and sport.

Over the past year, the CSAB welcomed new Community Services Department leadership and advised on a variety of City strategies, including the Community Parks Framework, Community & Recreation Facilities Fees and Service Review, Community Safety & Well-Being Framework and increasing diversity in Fire Rescue Services. The board also supported and contributed to 2023-2026 Community Services Department budget development, including priority-based budgeting and capital and operating service packages.

As an advisory board, the CSAB was responsible for reviewing applications and providing recommendations for funding for Edmonton's Family and Community Support Services (FCSS) and the City's Community Investment Operating Grants (CIOG).

For FCSS, CSAB members provided feedback on the direction and strategy of the funding evaluation process to increase social inclusion and equity through funding preventive programs and services, community development initiatives, and social infrastructure. FCSS and City administration collaboratively assessed community requests and as a result \$20M was granted to community programs and social infrastructure initiatives for 2023-2025 to enhance the social well-being of individuals, families, and communities through prevention.

CSAB also leveraged the new direction of the Community Investment Operating Grant (CIOG) to

focus on increasing social inclusion and increasing equitable access to participation, as a response from previous budget decisions. With this aligned approach, the CIOG successfully supported 308 organizations, including social services, recreation, and amateur sport with over \$3.6M of grant funding.

To support the continued success of the CSAB, the board actively contributed to the Office of the City Clerk's review of boards, agencies, and committees with their feedback and vision of the board for future volunteers. CSAB extends their appreciation for the exceptional leadership, guidance, and ongoing membership support from the Office of the City Clerk team for our CSAB volunteers.

On behalf of the Community Services Advisory Board, I would also like to extend our appreciation to the extraordinary staff and leadership from the City's Community Services Department. We appreciate their willingness to engage in open dialogue, be receptive to new perspectives, and recommendations of how CSAB can best support the future of the City. As well, I would like to extend our appreciation and gratitude to Councillor Wright for her leadership, dedication, and continuous support to our members in her role on the board.

As the Community Services Advisory Board, 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."

**Jenny Albers**  
CSAB Chair



# CSAB Mission and Mandate

## Community Services Department

A front-line partner with citizens and communities committed to creating a safe and healthy city. On any given day, this department manages hundreds of activities in its commitment to serve the people of Edmonton and make a difference, every day. Community Services is about building connections and vibrant communities.

### 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 2022, 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. City Council annually appoints a City Councillor as an advisor.





# Board Activities

CSAB members and community members on the Family and Community Support Services (FCSS) Committee contributed more than **778 volunteer hours**, which included eight 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
- Department Budget: Process and Priority Based Budgeting
- Community & Recreation Facilities - Fees & Service Review
- Community Safety and Well-being Task Force Updates
- Community Parks Framework
- FCSS Framework and Strategic Priorities for 2023-25
- Increasing Diversity in the Edmonton Fire Service
- Warehouse Park Engagement
- Presentation to the Community and Public Services Committee re: Alcohol in Parks
- Nomination of Vicki Van Vliet Vankunas to the Family and Community Support Services Association of Alberta for a Queen's Platinum Jubilee Medal for her work with FCSS as a volunteer for the City of Edmonton and for her provincial work as a Board member of the Association

As well, the CSAB took the opportunity to engage in Civic Agencies Training provided by the Office of the City Clerk. This training was provided to all members of the CSAB, with a session specific to Chairs and Vice-Chairs.



# The Community Services Advisory Board

**Board Membership 2022:** Dr. Bette Gray, Kanwal Lali, Jameela Murji, Lara McClelland, Ashton Raeyr, Asheika Sood, Steve Langer (Resigned May 2022), Benjamin Whynot (Resigned September 2022)

**Term ended April 2022:** Bonnie Chan-Maier, Mishma Mukith, Dr. Sky McLaughlin, Scott Wright

**Term began May 2022:** Donna Brock, Shane Scott, Oluseyi Taiwo, Francisco Yu, Luke Statt (Started August 2022)

The CSAB was supported by: **Judy Smith**, Director, Community Resources (as designated by the Deputy City Manager Community Services); **Brent Jans**, Administrative Support, Community Resources; **Councillor Jo-Anne Wright**, City Council Appointed Advisor



**Back Row** (L to R): Francisco Yu, Donna Brock, Luke Statt, Shane Scott; **Front Row** (L to R): Councillor Jo-Anne Wright, Chair Jenny Albers, Judy Smith, Oluseyi Taiwo

**Not Pictured:** Dr. Bette Gray, Kanwal Lali, Jameela Murji, Lara McClelland, Ashton Raeyr, Asheika Sood, Brent Jans



# CSAB Committees

## Family and Community Support Services Committee (FCSS)

The Family and Community Support Services (FCSS) Committee worked with City Administration to develop and implement the 2023 - 2025 FCSS Program granting process. This work aligned with the re-envisioning of the program and priorities that the FCSS Committee also led for this funding cycle.

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

**FCSS Committee members: CSAB Members:** Donna Brock (co-chair), Luke Statt (co-chair), Ashton Raeyr, Shane Scott, Francisco Yu; **Community Members:** Victoria Smith, Bonnie Chan-Maier, Mary Frances Smith, Vicki Van Vliet Vaitkunas, Sarah Barber

**Term Ended Spring 2022:** Dr. Bette Gray, Kanwal Lali, Mishma Mukith, Jameela Murji, Asheika Sood, Shannon Butler (Butler Family Foundation), Nicholas Diaz (Edmonton Community Foundation)

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

## Community Investment Operating Grant (CIOG) Standing Committee

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

**2022 Committee members:** Asheika Sood; Ben Whynot; Kanwal Lali

**Appeals:** Asheika Sood; Dr. Bette Gray; Ashton Raeyr



*(L to R) FCSS Committee Co-Chair Luke Statt, FCSSAA Member Vicki Van Vliet Vankunas, Community Resources Director Judy Smith*



# Celebrating Commitment

**Vicki Van Vliet Vaitkunas** was awarded the Queen's Platinum Jubilee Medal from the FCSSAA at their Provincial Conference in November 2022, after being nominated by the CSAB. Vicki was one of 5 people presented a medal from the Association for their work in FCSS. Below are some words from the nomination made by the CSAB board:

*"Vicki has consistently demonstrated enthusiastic support for the role of FCSS in Edmonton and throughout the province. She has served on the City of Edmonton CSAB for 6 years, the FCSS Committee for 10 years, been the City of Edmonton representative on the FCSSAA Board for the past 6 years and served as the President of the Association for 2 years. She has been an excellent mentor for individuals new to the FCSS Committee to enable them to advocate for specific programs and the importance of FCSS provincially. Vicki's passion for FCSS is tangible. One example of her efforts include starting the very successful silent auctions at the annual FCSSAA conferences. Funds raised are used to help subsidize FCSS programs that cannot afford to send someone to the conference. Congratulations Vicki on receiving this award, and thank you for your continued dedication, as a community volunteer, to the Edmonton FCSS Program and representative on the FCSSAA Board of Directors."*



**Judy Smith**, Director of Community Resources, overseeing FCSS Edmonton, was also a recipient of a Queen's Platinum Jubilee Medal, and received this in February 2023. Judy has spent decades supporting the social services sector by working in not for profits, establishing innovative and effective partnerships, tackling complex social issues, providing funding, and making a difference every day for the citizens of Edmonton. She has been critical in shaping Edmonton's prevention sector and is a wonderful human being fostering healthy relationships across the city. Judy has spent several

years supporting CSAB and a number of the City's committees towards transforming the sector. Congratulations Judy on receiving this award, and thank you for your excellent leadership and passion towards building a better city for us all to live!

## Where We're Headed

Our goal is to work and align with the Community Services Department to provide a community-minded perspective to some of the major upcoming projects and initiatives they are working on. With new initiatives in development following the 2023-2026 approved budget, we are excited to collaborate with the City to shape new emerging City strategies and frameworks.

CSAB will also explore learning opportunities for our Board, in order to be active participants in the journey of reconciliation and anti-racism in alignment with the City's commitments.

Through the FCSS Committee, we will continue to support preventive social services in our community, help build capacity, and continue to support a strong sector that is coordinated and collaborative.

# Grants Allocated

## 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. In 2021 a CIOG program review took place in collaboration with CSAB and City Administration. This review determined that the desired outcomes for this grant program were:

- Increasing social inclusion
- Increasing equitable access to participation

## 2022 At A Glance

**Total Funding Awarded:** \$3,650,001

**Total # of organizations funded:** 308

**Total # of organizations who received maximum award of \$16,500:** 157

**Total # of volunteers:** 37,452

**Total # of volunteer hours:** 1,255,770

**Total dollar value of volunteer contribution using the Living Wage:** \$26,873,479 (*Edmonton Social Planning Councils, Edmonton's Living Wage Report 2022, 2022 Living Wage \$21.40*)

**Table 1** below shows the number of organizations that received CIOG funding since 2019. **Table 2** represents the percentage of organizations that received funding from the social services and recreation and amateur sports sectors.

For a complete list of organizations funded in 2022, visit the [CIOG webpage](#).

Table 1: Total Number of Organizations Funded

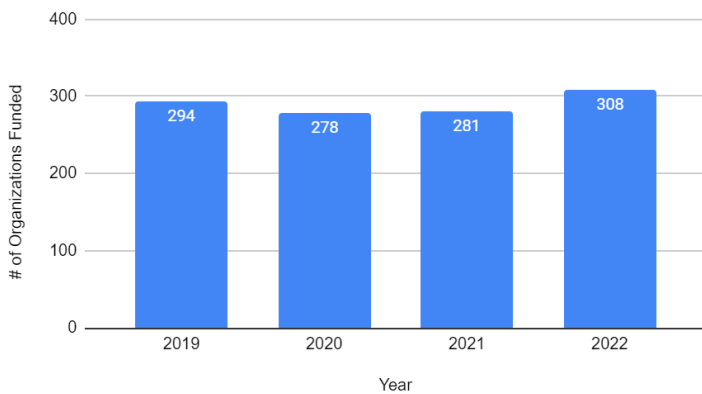
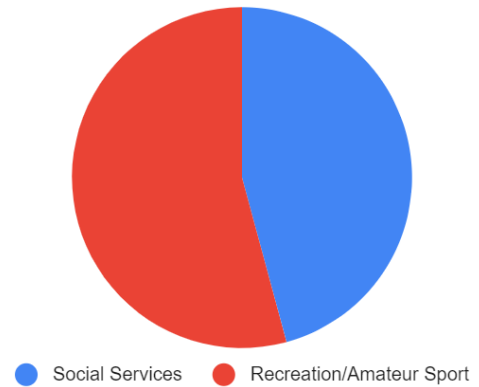


Table 2: CIOG Sector Breakdown





# Community Investment Operating Grant (Cont'd)

As a result of the 2021 CIOG Review, 2022 grant applicants were asked to provide baseline data at the time of their application. 50% of the applicants indicated that they already collected outcome data and, of the groups that indicated that they did not, 100% indicated that they would begin to collect outcome data throughout 2022. **Table 3**, right, shows the number of organizations that reported serving the following specific underserved groups: 2SLGBTQ+, Newcomers, Indigenous Peoples, People with Disabilities and Females.

Table 3: Number of Organizations that Reported Serving Specific Underserved Communities

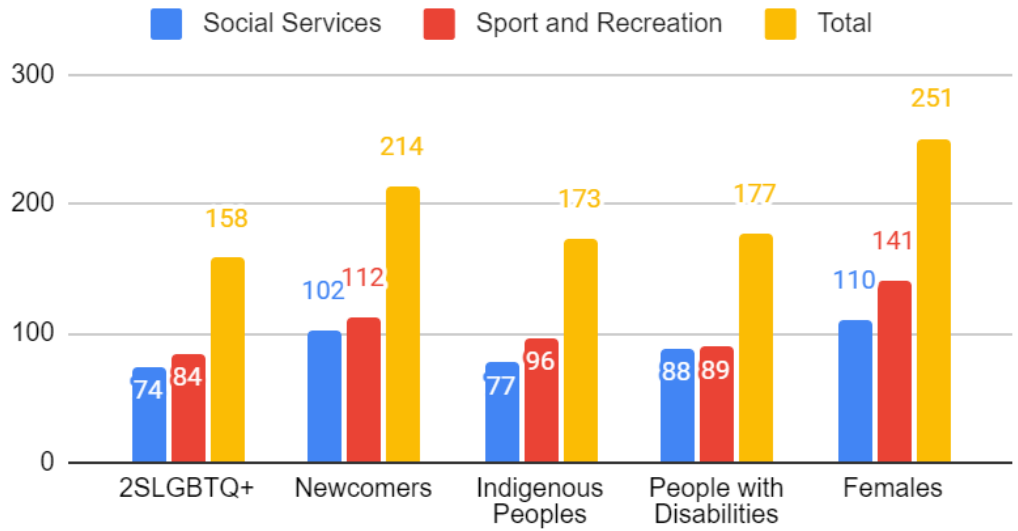
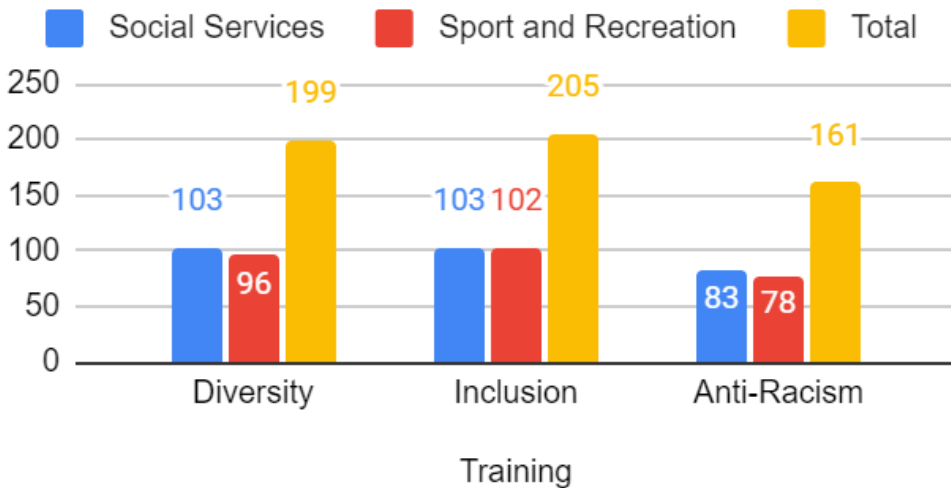


Table 4: Number of Organizations that Reported Participating in Diversity, Inclusion and/or Anti-Racism Training



In order to better respond to the diverse needs and communities being served, organizations were asked to indicate which types of training opportunities they participated in related to diversity, inclusion and anti-racism. The results are in **Table 4**, left.

## Emerging Immigrant & Refugee Community Grants

After the 2021 review the **Emerging Immigrant and Refugee Community (EIRC) Grants Program** was re-launched in 2022. The updated program included three new grant streams: **Seed Grant**, **Community Impact Grant**, and **Community Special Project Grant**, along with the **Space Subsidy Grant** and **Out of School Time Collaborative Funding**. Additionally, community groups that were not registered organizations were able to benefit from a collaboration with the Edmonton Chamber of Voluntary Organizations, who acted as fiscal agent.

# Emerging Immigrant & Refugee Community Grants (cont'd)

## Space Rental Subsidy Grant

The Space Subsidy Grant assists immigrant and refugee communities with the cost of renting space for their programs and/or organization. These funds support the growth and development of the community groups and organizations so that they are better able to respond to their communities.

**Total Funding Awarded:** \$139,221

**Total # of organizations funded:** 32

**Examples of organizations awarded this grant:**

- Association of the Congolese Community of Edmonton
- L'Association Multiculturelle Francophone de L'Alberta
- Sierra Leone Association of Alberta
- United Cultures of Canada Association

## Out-of-School Time Collaborative Funding

The Out-of-School Time Collaborative Funding is aligned with the overall objective of the EIRC funds, in supporting the integration of children and youth from newcomer and immigrant communities. Convened by REACH Edmonton, this collaborative of community groups, community leaders, service delivery agencies and local institutions began working together in 2008 to improve the resiliency of children and youth through widely accessible and quality out-of-school time programs. This is not an open competition.

**Total Funding Awarded:** \$125,000

**Total # of organizations funded:** 13

**Examples of organizations awarded this grant:**

- Alliance Jeunesse-Famille de L'Alberta Society
- Towunmi Coker Literary Initiative Foundation (TCLI Foundation)
- Sihle-Sizwe Vineyard Foundation
- Right 2 Succeed

## Seed Grant

Seed Grants support grassroots immigrant and refugee community groups or organizations to identify community needs and test innovative and/or experimental approaches to address these need(s).

**Total Funding Awarded:** \$38,946

**Total # of organizations funded:** 26

**Examples of organizations awarded this grant:**

- African Canadian Performing Arts Foundation - *Afro Sukisa Diaspora Festival Launch*
- Culture Action Edmonton - *Managing Death as an Immigrant*
- Mina Elmadi - *Casablanca*
- The Resilient Immigrant Foundation - *YEG Park and Walk Program*



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# Emerging Immigrant & Refugee Community Grants (cont'd)

## Community Impact Grant

The Community Impact Grant has a broader community impact. These funds may scale up successful projects/programs through the Seed Grants or may be projects/programs addressing a broader community need.

**Total Funding Awarded:** \$114,807

**Number of Organizations Awarded Grants:** 27

**Examples of organizations awarded this grant:**

- Cameroonian Association of Edmonton - *Enhancement of the Welcome and INtegration Program (E-WIN)*
- Cultural Enclave for African Seniors - *Cultural Enclave for African Seniors*
- Igbo Cultural Association of Edmonton - *ICAE Community Gathering 2022*
- Tigrayan Canadians Cultural Society in Edmonton - *Community Engagement and Outreach Picnic*



## Community Special Project Grant

The Community Special Project Grants are designed to support projects/programs that attempt to address/respond to or challenge systemic level barriers to inclusion. These projects/programs are larger in scale and scope and aim to address more complex settlement and integration challenges.

**Total Funding Awarded:** \$83,250

**Number of Organizations Awarded Grants:** 9

**Examples of organizations awarded this grant:**

- Horn Youth Services Foundation (KULAN) - *Kulan Youth Empowerment Conference*
- Nisa Homes (National Zakate Foundation) - *Nisa Homes Edmonton Casework Program*
- Sinkunia Community Development Organization - *Embracing Our Cultural Heritage*
- Urji Women Support Association of Edmonton - *Employment Training and Support for Women*



# Introduction to Edmonton FCSS

**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 services and programs that reduce social isolation, encourage connection and belonging within communities, and strengthen relationships and social support.

2022 invited a renewed focus on social inclusion and equity and laying the groundwork for new funding cycles for 2023-2025. The work was intensive but together the FCSS Committee and City Administration developed and implemented successful processes that aligned with new strategic priorities that support our theory of change (Figure 1).

Special thanks is extended to the Ministry of Seniors, Community and Social Services for their continued support of the FCSS Program. In late 2022 the Ministry developed an Accountability Framework for FCSS programs, that defined prevention, set out clear roles and responsibilities, a new governance structure, and developed provincial social prevention priorities. The Director of Edmonton FCSS, Judy Smith, served as a program representative on the working group that developed the framework. This municipal-provincial partnership has been crucial in shaping prevention in Edmonton.

Thank you to all of our funded programs, staff members, and volunteers for your tireless efforts in 2022. The outcomes reporting has continuously shown the positive impact that FCSS funded programs have on the lives of Edmontonians. Thanks as well to the City of Edmonton FCSS team, City colleagues, and community partners for their continued support and collaborative efforts. We are stronger together.

The Community Services Advisory Board and the FCSS Committee truly believe that the direction that Edmonton FCSS has set for 2023 and beyond will help to improve our systems and program delivery to better serve all members of our community.



## Total Unique Participants - 214,292

**Age Unknown - 108,055****0-5 year  
olds  
6,693****6-12 year  
olds  
13,153****13-17 year  
olds  
25,262****18-24 year  
olds  
7,682****24-64  
year olds  
40,305****65+ year  
olds  
12,872****Indigenous Participants  
12,445 (from 68 programs)****Non-Indigenous Persons of Colour Participants  
10,469 (from 49 programs)****Newcomer Participants  
12,798 (from 69 programs)****Total community partnerships, including research and education - 12****Total Agencies - 72****FTE's - 659****Program Staff Hours  
1,368,640+****FCSS  
Committee - 10****Volunteer Hours  
310\*****Program Funding  
Allocated****\$16.5 million****Partnership Funding  
Allocated****\$3.8 million**

\*Due to COVID, one year extensions were provided to all programs for 2022; no evaluation of applications was necessary, as well no program visits by volunteers were done.

\*\*Using a living wage calculation of \$21.40/hr

**Total Programs - 114****Practicum Students -  
497****Practicum Student  
Hours 78,153****Program Volunteers  
7,324****Volunteer Hours -  
337,447****Equivalent  
Contribution:  
\$7,221,366 \*\***

**Note regarding data:** More clarity was provided to agencies regarding how to report unique participants. This year, many volunteer programs reported the number of volunteers engaged in service delivery rather than the broader number of participants who accessed their programming.

# 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 they had improved developmental skills

**86%**

of 10,257 respondents (29 programs reported on this outcome)

Respondents reported they had improved skills to address identified issues

**89%**

of 6,855 respondents (16 programs reported on this outcome)

## 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

**90%**

of 3,352 respondents (20 programs reported on this outcome)

Caregivers reported they had increased knowledge of positive parenting skills

**98%**

of 126 caregivers (3 programs reported on this outcome)

Caregivers reported they had improved positive parenting skills

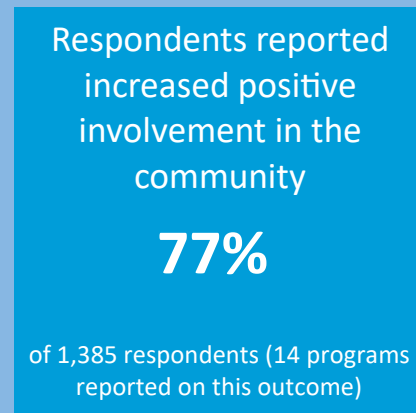
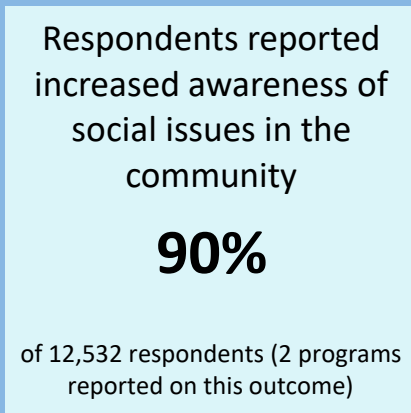
**100%**

of 15 caregivers (1 program reported on this outcome)



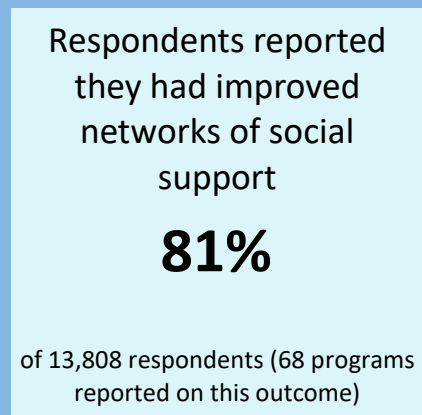
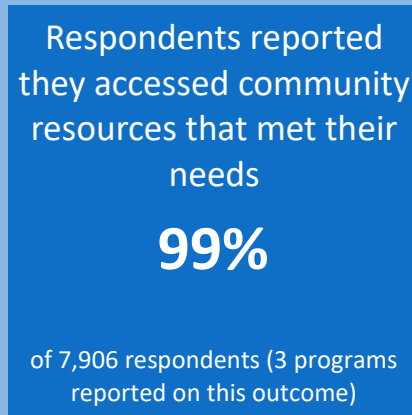
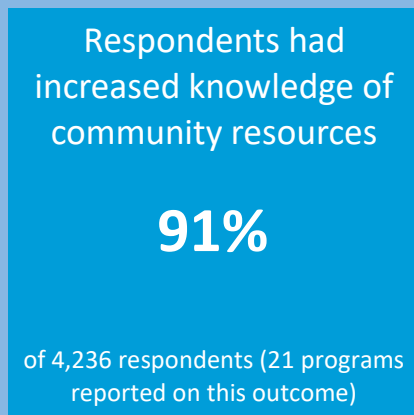
## Welcoming and Engaged Community

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.



## Strong Relationships and Connections

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 support that can address their needs.



## 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.



# Community Program Success Story

Each year, community programs are invited to share success stories that demonstrate the impact of their programs on program participants. For 2022, ASSIST Community Services Centre, an organization who receives program funding for the Towards a New Generation (TANG) program shared the following story.

L joined the program as a 14 year old when she immigrated to Edmonton from China in 2018. She was very quiet, shy, and lacked confidence to connect with others at school due to her English skills. Her family was low-income and she did not participate in any extracurricular activities. When a classmate introduced her to TANG, she was hesitant to attend but gave it a chance as her classmate spoke highly of the program and how fun it was. L saw it as an opportunity to meet new people and connect with peers in a smaller and less intimidating group setting.

In the registered TANG program, L met other youth, volunteers, and staff who supported and encouraged her to speak up, participate and to practice her English. They made her feel welcome and ensured she was comfortable. Many of the activities done in the program seemed strange to L as having fun while learning is not a concept used in China. The interactive workshops, role-playing, volunteering, and many teambuilding activities helped L to increase her confidence in her English skills and improve her interpersonal skills. As she became more comfortable each week, she developed a friend group with some of the other youth in the program. While still shy, she was excited about the activities each week and looked forward to connecting with others.

Attending the drop-in programs at TANG helped L to access some academic support which was necessary as school was very challenging and difficult. Although L had done well in school before immigrating, the level of English she had to learn in Canada was overwhelming. Even with support from the school, she struggled with each day's work. When she attended the drop-in program and had finished each day's school work, she was able to hang out with other youth and decompress after a stressful day. It was very important for her to have a balance and not get consumed with the struggles to learn.

L continued working hard and eventually stopped attending when she aged out of the program. L became busy with high school and did not stay connected with the program after she left. However, the staff would sometimes reach out to her to see how she was doing and she seemed to have adapted well both socially and academically. In late 2022, L reached out to the TANG program supervisor and by this time, her tremendous hard work had paid off. She had been accepted to the University of Alberta in the Fall. With her first semester coming to a close and realizing she had some extra time, she wanted to return to TANG. She wanted to give back to the program and volunteer to the same program that helped and shaped her when she first came to Canada. Remaining humble, honest, and realistic, she acknowledged that even though she wasn't a native speaker, she believed the things she learned in the program and her experiences could help to make a positive difference to other youth.

# 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.

Much of the work listed involves 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 to collectively identify opportunities and gaps in service and support more effective coordination across the social services sector.

The following initiatives were supported through FCSS funding:

|  |   |
|--|---|
| <p><b>All In For Youth</b></p>   | <p>A holistic approach to 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>City-Wide Model for the Prevention of Youth Homelessness</b></p> | <p>This work sought to create city-wide solutions and implement a more efficient coordination of services and continuum of care to improve outcomes for vulnerable youth and contribute to the prevention of youth homelessness in Edmonton. The last phase "Taking the Final Steps in Creating a City-Wide Model for the Prevention of Youth Homelessness" focused on confirming and validating the City Model for the Prevention of Youth Homelessness" to better support vulnerable youth.</p> |
| <p><b>Community Initiatives Against Family Violence (CIAFV)</b></p>    | <p>CIAFV works collaboratively to provide information, public education training and resources to its members and the public, to strengthen the community's capacity to take constructive action against family violence.</p>   |
| <p><b>Community-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 focused on improving the well-being of children, youth and families.</p>   |
| <p><b>Community Bridge Program</b></p>                                 | <p>The Community Bridge program at Bissell Centre takes a client-centered, case management approach to focus on the participant's long-term housing and financial stability. This is accomplished through a variety of activities such as financial coaching, creation of a sustainable financial action plan, and exploring practical ways to increase household income and reduce monthly expenses.</p>   |



# Community Partnerships (cont'd)

|  |   |
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| <p><b>Community Mapping and Planning Support</b></p> | <p>MAPS Alberta supports 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.</p>   |
| <p><b>Community Resource Centre</b></p>              | <p>To help support the growing need for services in the west end, the Jasper Place Wellness Community Resource Centre will continue to be an accessible community space and hub for people to connect and access a variety of supports and services such as intake and referrals for housing, help to navigate systems and programs, and use of computers and Wi-Fi.</p>  |
| <p><b>Coordinated Seniors Outreach Project</b></p>   | <p>The Edmonton Seniors Coordinating Council (ESCC) is leading the Coordinated Seniors Outreach Project. The goal is to develop a collaborative and coordinated approach to Outreach Services as part of a continuum of support for older adults to age well in community. It will support high quality, accessible and consistent outreach services for seniors throughout the city; will focus on supporting seniors that are not yet connected to services and are in need of assistance; and will intentionally incorporate strategies to support underserved seniors in newcomer and Indigenous communities and other equity-seeking senior populations.</p> |
| <p><b>Empower U - Building Confident Futures</b></p> | <p>This program provides financial literacy programs, with a matched savings component as well as the expansion of financial coaching. It also provides additional one-on-one professional financial advice to participants working on improving their financial goals.</p>   |
| <p><b>Housing Outreach Team</b></p>                  | <p>The Housing Outreach Team (Housing Navigators) uses a client centered strengths based approach to increase access to housing resources/information as well as increasing communication between housing services, Bissell programs, landlords and participants. The Housing Navigators triage incoming housing related inquiries, conduct client intakes and assessments, and make referrals to both internal and external resources.</p>   |
| <p><b>Practise as Ceremony</b></p>                   | <p>The Practise as Ceremony (PAC) 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)

|   |  |
|---|--|
| <p><b>Preventive Mental Health Services</b></p> | <p>The Community Mental Health Action Plan continues to create opportunities to improve, increase, and heighten awareness of existing mental health services and supports, strengthen collaborative practices, and undertake evidence-based innovations. Working with community organizations, additional funding was provided to support critical preventive services including solution based counseling, drop in services and groups. This enhances the support provided through the FCSS Community Programs funding and the 2022 Mental Health funding through CSWB for several years.</p>   |
| <p><b>Research Support</b></p>                  | <p>Edmonton Social Planning Council dedicated a research position to support the social service sector, with focus on the FCSS Program and funded agencies to support their research needs.</p>  |
| <p><b>RentSmart</b></p>                         | <p>C5 facilitates the RentSmart program on behalf of HomeEd with the goal of reducing the eligibility requirements for those applying for HomeEd housing. The program is comprised of six, 3-hour sessions covering the topics: The Importance of Home, Applying for Housing, Rights, Responsibilities and Expectations, Managing Finances, Communicating Effectively and Taking Care of Your Home. Participants enrolled in the program will build relationships with family support workers who are able to intervene early if any landlord/tenant issues emerge. Participants will also be able to access the full suite of wraparound supports through the C5 Hub that will further strengthen their ability to stay housed.</p> |
| <p><b>Seniors Home Supports</b></p>             | <p>The Edmonton Seniors Home Supports Program consists of 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. Services include snow removal, basic housekeeping, lawn and yard maintenance, home repair, personal services and moving help. Seniors are vulnerable to fraudulent scams and having screened and vetted service provider referrals gives them peace of mind and aids in fraud prevention.</p>  |
| <p><b>Too Critical to Fail</b></p>              | <p>The Too Critical to Fail - Nonprofit Resilience in Edmonton program will offer 48 organizations an opportunity to participate in a 6-month process to strengthen their organizational resilience. The topics for the sessions include: Get Ready, Act Now &amp; Protect, Stabilize &amp; Think Ahead, and Retool and Reconfigure. These will be provided in 2023 and 2024 through a partnership of Edmonton Chamber of Voluntary Organizations (ECVO) and PolicyWise.</p>   |
| <p><b>Transform</b></p>                         | <p>The Islamic Family and Social Services Association (IFSSA), Canadian Mental Health Association (CMHA), Jewish Family Services of Edmonton (JFSE) and the Bissell Centre are partnering to build Transform, a shared tool for measuring meaningful outcomes; improving sector collaboration through targeted effective referrals and sharing promising practices; and supporting equity through enabling client data sovereignty.</p>  |

# 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. While the 2022 Common Outcomes Initiative report is not yet prepared, full reports from previous years are available at [www.edmonton.ca/fcss](http://www.edmonton.ca/fcss). These reports represent a snapshot of the impacts of the partners.

In 2022, the Common Outcomes Initiative identified the need to evaluate the current outcomes model in terms of cultural responsiveness and utility for the community it serves. Evaluation work will continue into 2023 with the intention of releasing an updated model for 2024.

## Evaluation 101

In November and December 2022, Edmonton FCSS partnered with Edmonton Chamber of Voluntary Organizations (ECVO) and United Way of the Alberta Capital Region to provide a four-part series of 1-hour evaluation workshops to the sector. The workshop series averaged 59 attendees per session and:

- Provided organizations with training on the basics of evaluation to better serve program participants
- Empowered organizations to tell their stories of success and impacts in a way that would be meaningful to them and their communities

*“[I am learning about] another way of looking at agencies and how they are changing their corporate culture to make their programs better and more inclusive. How important it is to make sure there is no duplication of services and help agencies work together with others to have the best for the participants. Now FCSS is tying the funding to how they execute the core values that FCSS deems important and wants for Edmontonians.”*

- Vicki Van Vliet Vaitkunas, FCSS Committee Member



# City of Edmonton FCSS Contributions

## 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 Development Social Workers
- 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
- Community Development with newcomer, refugee, and Indigenous communities
- Community Services Advisory Board - FCSS Committee



**[For a complete list of the organizations and programs funded in 2022, please use this link.](#)**

# Success Stories

## Providing Accessible Transit Here (PATH)

Community Social Workers and Planners connect groups and programs to address community social issues. The PATH program is an example where an identified community gap related to transportation was identified and partners were brought together to help develop solutions. The positive impact of this approach for individuals and families can be seen through the story below.

Recently, a young woman connected with our office. She had recently relocated to Edmonton, and was unsure how to connect with basic needs, such as income, ID and health care and medication coverage. She was also dealing with significant dental issues. This client was also homeless, and couch surfing with friends. Her living situation was not ideal as she is in early recovery, and her housemates are not. She hoped to get connected to income support, and from there find stable housing. She also hoped to address her dental concerns, as she was struggling with dental pain.

Having access to a transit pass through PATH enabled me to support her transportation needs, until we could get her connected to other forms of social support. In doing so, she was able to attend groups and counselling at our office and began to explore her housing options. She was offered a space in a recovery house; on the stipulation she complete our day treatment program. Without PATH, she would have been unable to attend the required program and secure a safe and stable place to live.

She has now applied for a subsidized pass through the Ride Transit/Leisure Access Program. She is now connected to AB Works, ensuring she can pay for a subsidized bus pass, moving forward. She has a health care card, prescription coverage and is in the process of replacing her other identification. She has connected with a dentist and is addressing her dental concerns. Without a way to travel to her meetings and appointments, she would have been unable to accomplish all she has.

## Edmonton Youth Economic Ecosystem Collaborative (EYEEC)

A lack of economic equity for youth in the areas of career exposure and development, employment readiness, and entrepreneurship emerged as a community issue for a geographically based Community Social Worker (CSW). In attempts to better understand the root of the issue, the existing initiatives and programs addressing it, stakeholders were gathered and an environmental scan ensued. With gaps and systemic barriers emerging and a city-wide external community desire to continue talking and listening, the work of the Edmonton Youth Economic Ecosystem Collaborative began. In the fall of 2021, with the support of the CSW team through convening, facilitating, connecting, and supporting fund development, the collaborative was able to embark on a youth led engagement process. They hired 4 young people to plan and implement 30 focus groups with 150 youth (ages 15-30), elevating their voices and sharing the economic barriers they experience. EYEEC intentionally sought the voices of those typically underrepresented (youth in care,



# Success Stories

## Edmonton Youth Economic Ecosystem Collaborative (EYEEC) (cont'd)

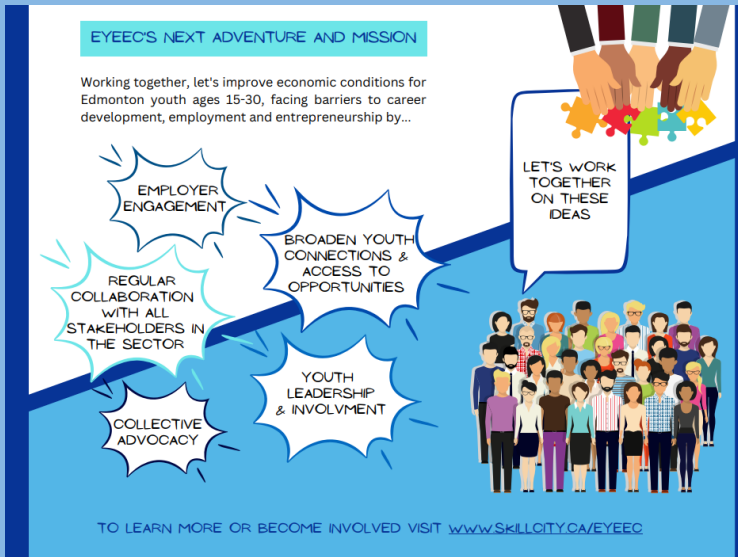
2SLGTBQAI+, BIPOC, Immigrant and Refugees, and law-involved).

The results of these engagements led to three initial calls to action:

**Action #1:** Change the employment context or systems level change

**Action #2:** Find ways to provide supports that meet the unique needs of each youth and with youth.

**Action #3:** Generate relevant ways to help youth create and/or broaden their networks.



EYEEC hosted two more events in October 2022, where over 100 participants brainstormed possible solutions and specific activities that would help to address the calls to action. The CSW and City of Edmonton backbone support, aided in the development of a strategy of actionable solutions with youth, schools, funders, government policies, employers, and workforce development agencies to move forward together. Youth identified that they want a seat at the table and are eager to be a part of the changes that will impact them. The resulting collaborative structure reflects this with more youth members and resource people.

As a result of all of these efforts, EYEEC was able to secure over \$340,000 in funding from the city and other sources for their work over the next two years. This empowers a transition of the project management role from the City, to a partner organization where the project can continue to grow and thrive.

*“The Edmonton Family and Community Support Services (FCSS) has been the leader in promoting and enhancing the well-being of Edmontonians through quality programming that is intended for individuals to lead healthy and positive lifestyles. Community members can access services easily, create and gain trust in local organizations, and seek help in times of crisis if situations arise. FCSS has supported organizations across different sectors and program areas based on how they have identified community needs and how they best provide services that are the most useful to their community.”*

- Francisco Yu, FCSS Committee Member



# Setting New Directions

## A Renewed Focus on Social Inclusion and Equity

After the extensive work undertaken to clarify and define prevention, identify clear priorities and describe the Edmonton FCSS Theory of Change, 2022 was a year for implementing a comprehensive, transparent, and open granting process. This two step process saw 154 Program Expressions of Interest (EOI) from 95 organizations requesting over \$29 million. Through this process, 126 programs met the criteria for prevention and were therefore invited to complete the full application process; 119 applications were received from 79 organizations and funding requests totalled over \$26 million. A comprehensive review and assessment process occurred and the FCSS Committee members, along with City Administration, were faced with many challenging conversations. In the end, funding recommendations were made that resulted in 66 programs from 48 organizations being funded for 2023 - 2025. This work was made possible through consultation and involvement of FCSS Committee members who reviewed and provided feedback on the EOI and application processes including feedback on the application questions, and assessment matrices. FCSS Committee members worked with Administration on the application review and made their recommendations for funding to the Community Services Advisory Board, which ratified the committee's recommendation and that to City leadership. Total funding for community programs through this process was \$15.2 M.

## Fostering a Strong Sector

Building a strong sector ensures individuals, organizations, and broader civil society have the knowledge, skills, and attitudes required to provide a coordinated, collaborative, and connected web of support, and is also able to facilitate policy and systems change.

During the 2022 program application process for funding community programs, commitments were made to continue to support the All in for Youth (\$1.3M) and 211 program (\$335K), as well to fund the development of a new coordinated seniors outreach model (\$1.5M).

In the fall of 2022, a new FCSS funding stream was introduced - Evolving the Social Services Sector program, this work falls under the Social Infrastructure pathway of the Edmonton FCSS

Theory of Change. Applicants were invited to respond to a challenge statement (Figure 2) and to share how their organization would contribute to building a healthy and strong social ecosystem.

Through an application and assessment process, which again involved FCSS Committee members, \$1.6 million was allocated to 8 programs for 2023 - 2025.

***“We cannot solve our problems with the same thinking we used when we created them” - Albert Einstein***

**The Challenge:** We know there are issues with the current social ecosystem, comprised of governments, institutions, social services nonprofits and agencies, mutual aid, communities, and ultimately – everyone. The current system's design continues to exacerbate social problems in our city. How can we creatively support communities and organizations to build a strong social ecosystem where more people benefit? We need to identify what is strength and weakness in the social services sector. We need to reimagine what roles, resources, routines, interactions, environments, micro and macro systems shifts are needed to build a healthy and strong social ecosystem.

**Figure 2**

# Looking Ahead to 2023

The Edmonton FCSS Program in 2023 is focused on increasing social inclusion and equity through preventive community programs and services, community development and looking at the social infrastructure within our community.

The programs and initiatives that are funded for 2023 will work to strengthen relationships and connections for resilient individuals and thriving families, create welcoming and engaged communities and build a strong preventive social services sector. These efforts will result in enhanced social well-being of individual families and communities in Edmonton.

The FCSS team will be working with funded programs and community partners to build relationships, identify areas to build capacity and learning, help to coordinate services, focus on identifying key issues/gaps, and work together to find efficiencies, alignment and innovative approaches/solutions to identified challenges.

The Community Services Advisory Board, FCSS Committee and the FCSS team are excited about the changes to the program, and look forward to sharing the stories that demonstrate that FCSS funded programs, services, and initiatives are making a difference by improving the social well-being of individuals families and communities in Edmonton

*“It was challenging and satisfying to work collaboratively with stakeholders and City staff in thinking through ways to best allocate our limited resources to meet changing needs of our communities. This volunteer work gave me a proactive and pragmatic way of doing something to make our wonderful city an even better place.”*

- Dr. Bette Gray, former FCSS Committee member

