



NEIGHBOURHOOD AND COMMUNITY DEVELOPMENT **2017 FCSS REPORT**



What is Family and Community Support Services?



Family and Community Support Services (FCSS) is a unique funding partnership between the Government of Alberta and participating municipalities and Métis settlements that supports the design and delivery of preventive social initiatives that enhance the wellbeing of individuals, families and communities. FCSS transforms government money – provincial and municipal – into social profit.

The Province has been providing FCSS funding since 1966, first under the Preventive Social Services Act and Conditional Regulation and, since 1981, the Family and Community Support Services Act. There were about a dozen participants at the outset; today, 319 municipalities and Métis settlements receive FCSS funding. No other province or territory has similar legislation.

The Province provides a pre-determined grant that is calculated according to a formula that takes into consideration local population and income levels. The grant covers 80 percent of total program costs while municipalities must contribute 20 percent. Municipalities, adhering to mandated guidelines, then determine how that funding is best allocated locally.

The 20-percent match by municipalities/Métis settlements is the minimum required but many allocate more. According to the Province's funding formula, the total cost deemed necessary to run an FCSS program in the Regional Municipality of Wood Buffalo is \$2,348,160: \$1,924,513 from the Province and \$421,147 from the Municipality. However, the Municipality contributes \$1,499,698.

Where Does FCSS Funding Go?

FCSS funding is awarded through the Alberta Ministry of Community and Social Services. The Municipality, guided by the Neighbourhood and Community Development Branch, then distributes the money for preventive programs and services. Prevention is a proactive, intentional process focused on strengthening the positive conditions that contribute to the well-being of children, families and communities, and building upon the personal attributes and skills that are required to ensure healthy lifestyles, especially for those who are at risk. There are three levels of prevention – primary, secondary and tertiary. FCSS programs focus on primary prevention (community development) and secondary prevention (community-based services).

Under primary prevention, \$639,308 is allocated for community development and \$602,628 for social planning. This includes administrative support for the Council-appointed Advisory Committee on Aging (AOCA), the Mayor's Advisory Committee on Youth (MACOY), and the Regional Advisory Committee on Inclusion, Diversity and Equality (RACIDE); community engagement; awareness campaigns; research; workshops; planning and evaluation; report writing; training for the social profit sector and Municipal staff, and local/provincial collaborations.

Under secondary prevention, \$682,577 is allotted for community services such as Counselling Services, Snow Angels, bus pass program and the Community Development (CD) Grant. The CD Grant is administered through the Community Investment Program and distributed to non-profit organizations and community groups whose programs and outcomes align with the FCSS Act and the FCSS Program Handbook. The amount earmarked for the CD grant increased in 2013 to \$300,000 from \$200,000.

There is also \$303,000 in general operating grant funding that comes from the Municipality's matching FCSS contribution. It is divided between three organizations – Canadian Mental Health Association Alberta Northeast Region, Multicultural Association of Wood Buffalo, and Wood Buffalo Senior Support Society.

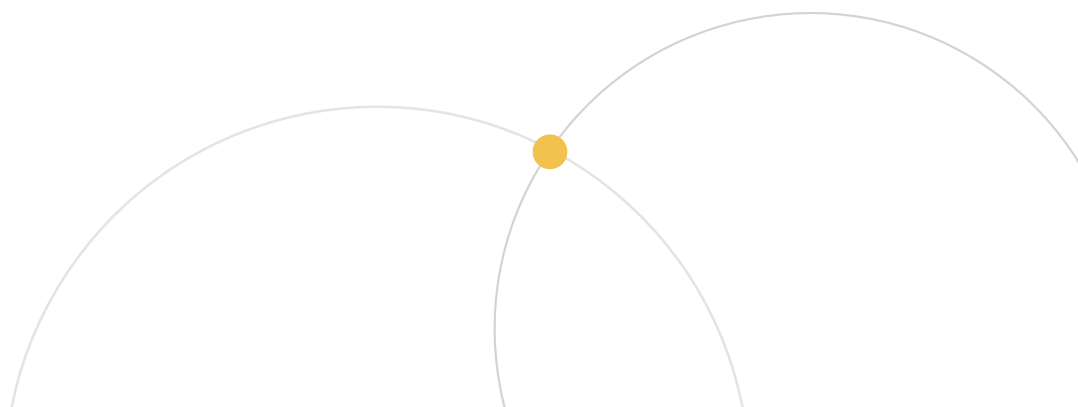
FCSS is an extremely effective partnership with outcomes that benefit everyone.

Funding is allocated to social profits in the region that provide much-needed support to residents.

A community's most valuable assets are its people.

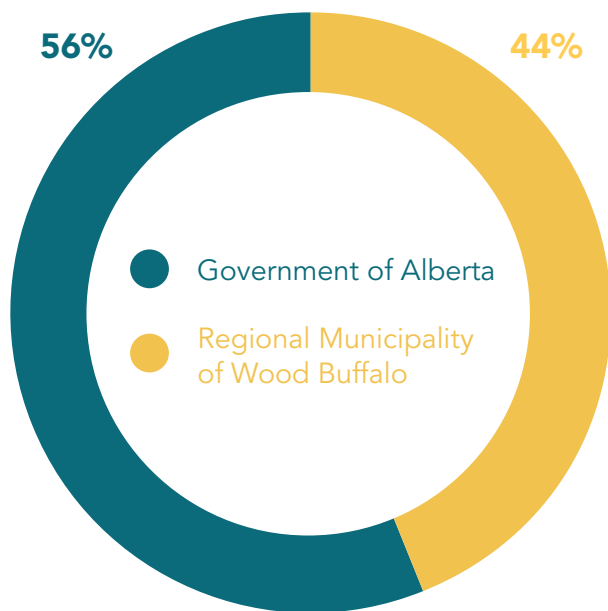
Investments made in developing and supporting people pay dividends in all aspects of community life.

Young girls are empowered through mentorship programs, children with special needs are aided through early intervention, youth are engaged through arts and sports activities, families are assisted with parenting programs and drop-in play, individuals experiencing homelessness are helped to increase their life skills, newcomers are supported to integrate into the region, and seniors are connected with caring volunteers and support services.

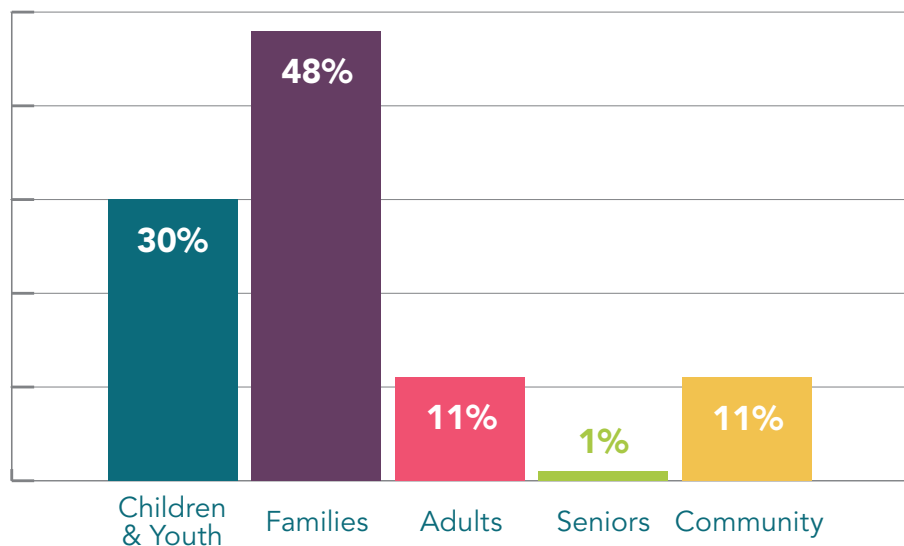


2017 Snapshot

Partnered Contributions



Every \$1 contributed by the Municipality leverages \$3.93 in the community.



¹Based on an average hourly rate of \$24 used by TD Economics (2013) <https://www.td.com/document/PDF/economics/specialAnEconomistsCaseForVolunteering.pdf> and the Independent Sector (2016) <https://independentsector.org/resource/the-value-of-volunteer-time/>



14 & 24

14 SOCIAL PROFITS
AND 24 PROGRAMS
RECEIVED FUNDING



21,687

PEOPLE WERE SERVED



11,388

MATERIALS DISTRIBUTED



1,103

VOLUNTEERS PUT IN

14,485

VOLUNTEER HOURS
EQUIVALENT TO

\$347,600¹

Children and Youth



FCSS-funded programs for children and youth encourage positive development and increase and improve independence, coping and interpersonal skills, relationships and connections, and awareness of social needs and responsibility.

Zap+ and Limitless Youth Program **Fort McMurray Boys and Girls Club**

Provide a safe, accepting environment where they can make friends, engage with the community, learn new skills, and increase self-esteem

Air Cadets Program **Northstar Royal Canadian Air Cadet Squadron**

Provides an opportunity to learn new skills, develop constructive peer groups, contribute positively to the community, and become young leaders.

Army Cadets Program **Fort McMurray Royal Canadian Army Cadet Society**

Provides an opportunity to become more independent, increase awareness of social needs, strengthen coping skills, and develop new skills.

Staying Strong Mentoring **Girls Inc. of Northern Alberta**

Connects girls in Fort McMurray and Fort McKay with a mentor to guide them in developing stronger self-esteem, establishing healthy relationships, and making positive lifestyle choices; inspires and empowers them to become community leaders.

Drop-In Play **The HUB Family Resource Centre**

Provides more social supports for families; increases knowledge about available resources; encourages positive relationships.

Early Intervention Program **The Wood Buffalo Educare Society**

Provides early intervention for children with specific needs to improve behaviour and learning abilities, and increase literacy, communication and social skills.

Roots of Empathy **Regional Municipality of Wood Buffalo**

Increases empathy among children, helping them to learn to care for and respect each other (e.g., bullying incidents are reduced).

Mayors Advisory Council on Youth (MACOY) **Regional Municipality of Wood Buffalo**

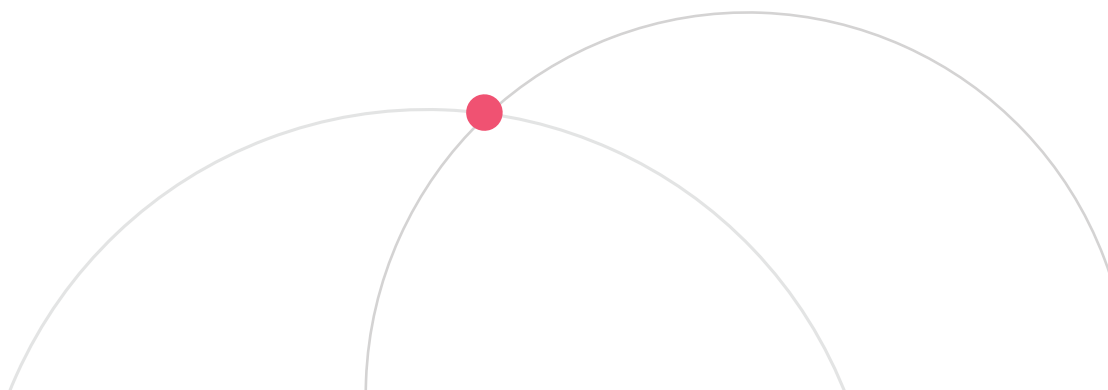
Empowers and engages youth to participate in the community so they feel respected and valued by adults and leaders in the region.

FCSS Children and Youth Counselling **Regional Municipality of Wood Buffalo**

Supports children and youth to develop positively; increase coping skills; and increase knowledge of resources.

Facilitated Play Program **Willow Lake Tiny Tots**

Helps increase independence, self-confidence, and a sense of belonging in the community.



Impact

According to children & youth program surveys:

94%

of youth said that they feel more supported as a result of the MACOY program

100%

of youth said they feel more positive about themselves as a result of the Zap+ program

100%

of youth said that because of the Limitless Youth Program, they care more about other people in their community

94%

of families said that their child has shown an increase in self-confidence as a result of the Willow Lake Tiny Tots program

94%

of families said that their children have a greater sense of belonging to the community as a result of the Willow Lake Tiny Tots

92%

of families have more information about resources available because of the Hub's Drop in-Play program

77%

of families said they play together more often as a result of the Drop-in Play program

"Some of the children participating in the ZAP+ program are experiencing emotional distress due to parent separation. They have difficulty participating in group activities, withdraw easily and sometimes display aggressiveness.

We began to offer more opportunities to learn to play musical instruments. This has had a marked improvement in their coping abilities and ability to connect with other children while focusing on learning a new skill."

*– Fort McMurray Boys and Girls Club,
ZAP+ Program*



6,426

**CHILDREN AND YOUTH
WERE SERVED**



332

VOLUNTEERS PUT IN

5,621

VOLUNTEER HOURS



5,955

**RESOURCE MATERIALS
WERE PROVIDED**

(such as educational material, information about supports and youth opportunities, etc.)

Families



FCSS-funded programs for families aim to improve social well-being and healthy functioning, develop positive relationships, improve parenting, and ensure that they have social supports, such as networks and access to resources, as needed.

Cross Cultural Parenting Program ***Multicultural Association of Wood Buffalo***

Helps parents develop positive parenting and more effective communication skills; expands social networks and connections with other newcomer parents; increases knowledge about parenting in Canada; strengthens capacity to deal with challenges such as racism, discrimination, and bullying; improves understanding of child development.

Facilitated Play Program ***Willow Lake Tiny Tots***

Encourages positive parenting and helps families develop positive relationships; increases knowledge about child development; expands social networks; helps make children more independent.

June Bug Children's Festival ***The HUB Family Resource Centre***

Helps families enjoy more quality time together; increases knowledge about available resources; fosters community spirit and a sense of belonging.

Circle of Security Parenting Program ***Regional Municipality of Wood Buffalo***

Helps parents develop positive and more confident parenting skills; expands social networks and decreases isolation; improves understanding of child behaviour and development; and focuses on early intervention models to increase attachment.

FCSS Family Counselling ***Regional Municipality of Wood Buffalo***

Strengthens and enhances family connection; improves relationships and coping skills; connects families to resources; increases confidence and ability to deal with psychosocial challenges.

Integrated Services for Newcomers ***Le Centre d'accueil et D'établissement du Nord de l'Alberta (Le CAE)***

Fosters a sense of belonging; raises awareness about available supports; increases social connections; improves.

Impact

According to family program surveys:

73%

of families indicated that they have more people they can turn to for advice as a result of the June Bug Children's Festival.

100%

of individuals said they know more about where to get help when they need it because of the Integrated Services for Newcomers Program.

82%

of families said that their parent network was expanded due to the Willow Lake Tiny Tots program.

100%

of participants in the Integrated Services for Newcomers Program accessed the community resources they need more often.

"A family just arrived from the Philippines and was having challenges in accessing healthcare, education, and employment. Le CAE helped them find a family doctor, fill out information to receive their Alberta Health cards, register their children for school, access the Food Bank, and register for English language classes. The family is happy and participating in community activities. They are already calling Fort McMurray their home."

– Le CAE, Integrated Services for Newcomers Program

"The Hub is a great place for smaller kids to use their imagination, to be creative and behave well. For parents too, it is a good place to meet people, get friends, to learn more ways on how to do lots of activities with kids at home, and to get more information and resources."

– Family accessing the HUB Family Resource Centre



10,393

FAMILIES WERE SERVED.



469

VOLUNTEERS PUT IN

4,231

VOLUNTEER HOURS



664

RESOURCE MATERIALS WERE PROVIDED

(such as information about parenting supports, educational materials, etc.)

Adults

FCSS-funded adult programs aim to improve the social well-being of the individual, including enhancing self-esteem, improving relationships, developing life skills, and increasing connections, competency, access to resources, and awareness of social issues.



Life Skills Development Program

The Support Through Housing Team Society (STHT)

Greater confidence and awareness of available supports and resources; improved understanding of healthy choices; enhanced life skills; more engagement in the community; increased social connections.

Mental Wellness Program

Canadian Mental Health Association

Increased self-esteem and coping skills; better ability to manage anger; greater awareness of healthy versus unhealthy relationships.

FCSS Adult Counselling Services

Regional Municipality of Wood Buffalo

Increased coping skills to deal with psychosocial challenges; greater self-esteem; stronger resiliency; more knowledge about and use of support services.

Grief Recovery Method Psychoeducation Group

Regional Municipality of Wood Buffalo

Increased coping skills to deal with grief and loss; less isolation; greater understanding of support services available.

Multicultural Initiatives

Multicultural Association of Wood Buffalo

Increased social connections and sense of belonging; greater awareness and understanding of diversity and inclusion; improved life skills for newcomers.

"Wanda has been a client for over a year. The program has supported her with bus passes, allowing her to access healthcare and support services more easily and to attend community events which help build a strong sense of belonging. She finds acceptance and comfort with the STHT staff and is discovering healthy ways to support her children with their own struggles."

*- STHT, Life Skills
Development Program*

Impact

According to adult program surveys:

100%

of participants in the Life Skills Development Program said that the program helped them believe that they have the ability to improve their lives.

100%

of individuals felt more positive about themselves as a result of the Life Skills Development Program.

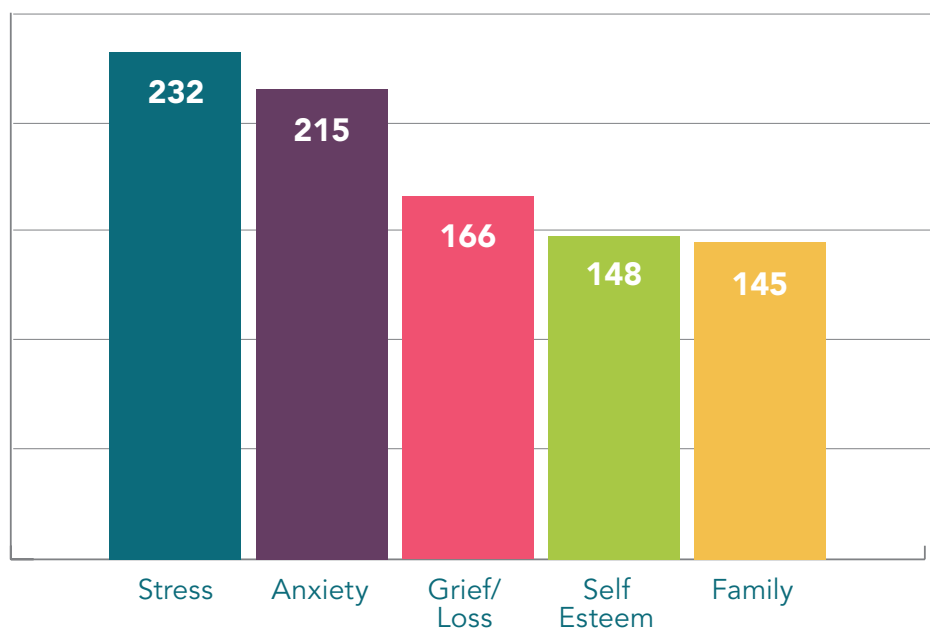
94%

of individuals felt more confidence to deal with their current situation as a result of the Grief Recovery Method.

94%

of participants learned new skills to deal effectively with their situation because of the FCSS Adult Counselling Services.

FCSS counselling client concerns



2,297

PEOPLE WERE SERVED



5

VOLUNTEERS PUT IN

20

VOLUNTEER HOURS



70

RESOURCE MATERIALS
WERE PROVIDED

(such as educational material,
information about supports
available, etc.)



874

REFERRALS
WERE PROVIDED

Seniors

FCSS-funded programs for seniors aim to improve their well-being, including strengthening coping and interpersonal skills, improving social supports, and increasing connections to others.

Seniors Outreach Program

***McMan Youth, Family and Community
Services Association***

More social connections; stronger feeling of being valued by the community; less isolation; fewer barriers to accessing services; increased ability to use needed support services.

Seniors Outreach & Advocate Program

St. Aidan's House Society

Stronger resiliency and sense of belonging; more social connections; increased awareness of available supports; enhanced coping skills; improved ability to communicate feelings and needs.

Snow Angels Program

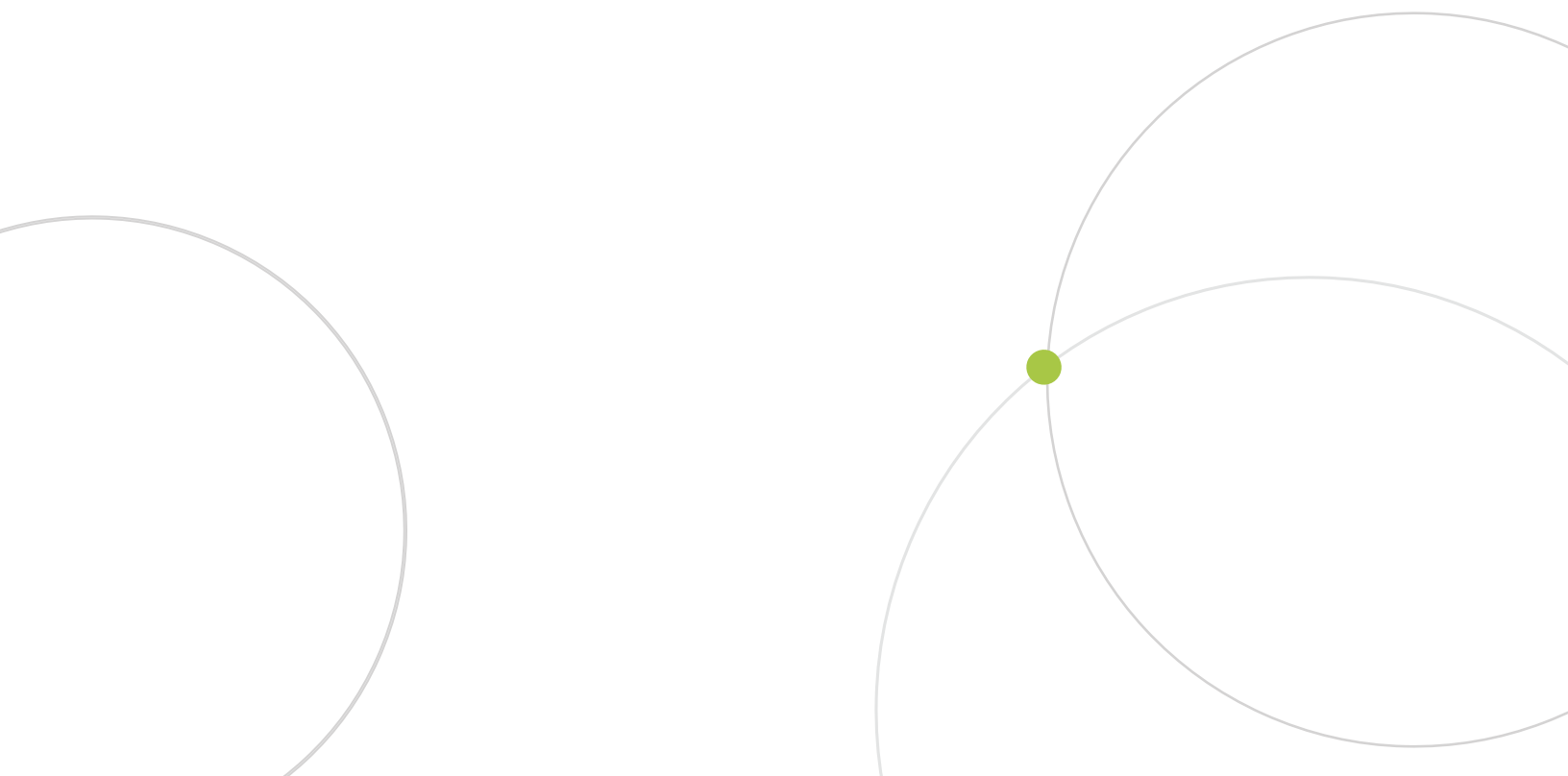
Regional Municipality of Wood Buffalo

Stronger feeling of safety and security and sense of being valued and respected; less isolation; increased connection to the community.

Coffee Time Program

Wood Buffalo Senior Support Society

Increased social connections and sense of belonging; less isolation; more new skills; improved motor skills.



Impact

According to senior program surveys:

95%

of Seniors said they felt safer leaving their house in the winter because of the Snow Angels Program.

90%

of Seniors in the Seniors Outreach & Advocate Program said they felt better able to handle whatever comes their way.

95%

of Seniors said they know more about how to access the community resources they need as a result of the Seniors Outreach & Advocate Program.

"George is an 84-year-old single man who resides on his own in the downtown core. George is very isolated and his ability to adequately meet his needs is significantly impaired. However, he refused to acknowledge he needed assistance.

St. Aidan's staff developed a relationship with George, helping establish a safe environment to discuss the challenges he was facing and to work on planning and problem solving. George was referred to McMan to be paired with a volunteer who could help him with grocery and prescription pick-up. Staff worked with an occupational therapist to have an assessment completed and arrange the necessary aids to be installed in George's home to assist him with mobility and self-care.

The St. Aidan's Outreach and Advocacy Program has allowed George to remain independent in his home for a longer period of time."

– McMan, Seniors Outreach Program



235

SENIORS WERE SERVED



150

VOLUNTEERS PUT IN

2,083

VOLUNTEER HOURS



2,200

RESOURCE MATERIALS WERE PROVIDED

(such as educational materials, information about senior support services, etc.)



587

REFERRALS WERE PROVIDED

Community Development

FCSS community development programs aim to improve the social well-being of the community, including increasing connectedness and engagement and awareness of social issues and partnerships to address them.



Bus Pass Program *Regional Municipality of Wood Buffalo*

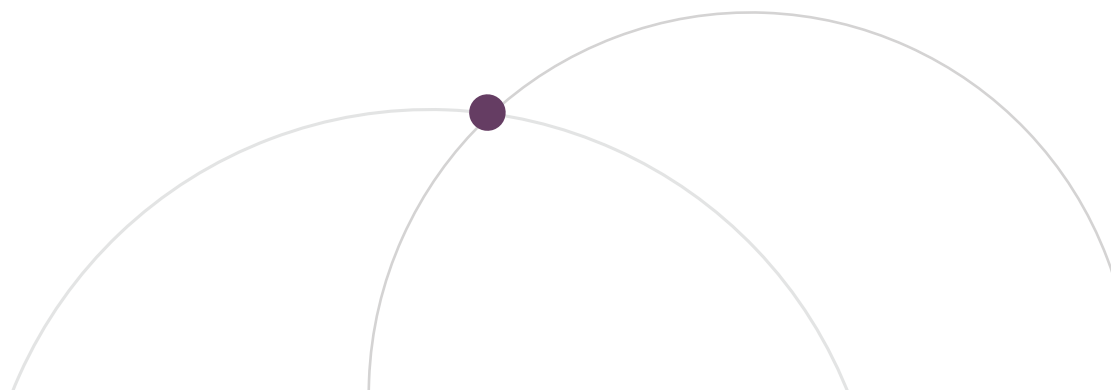
- Provides bus passes and tickets to social profits to distribute to clients in need
- More affordable transportation; fewer transportation barriers; greater capacity for agencies to serve clients; increased cost effectiveness for agencies.

Early Learning and Child Care Conference *Fort McMurray Catholic Schools*

- Provides early childhood educators with more knowledge and skills to support children and families; increased social networks and coping skills; greater resiliency.

FCSS Counselling Outreach Program *Regional Municipality of Wood Buffalo*

- Provides outreach counselling services to Janvier and Anzac; more support for psychosocial challenges; greater knowledge of available supports; increased coping skills
- Provides educational workshops and information sessions to service providers; greater understanding of psychosocial challenges; community partnerships provide residents with improved access to services and increased efficiency of referral process; increased coping skills for service providers.



Community Development^(continued)



Children and Youth Program Advisor ***Regional Municipality of Wood Buffalo***

- Support for agencies serving children and youth are supported; increased awareness of available supports and services; improved referral processes.
- Provide administrative support for the Mayor's Advisory Committee on Youth
- Support the implementation of the Snow Angels program

Seniors Program Advisor ***Regional Municipality of Wood Buffalo***

- Increased awareness of challenges that seniors face; enhanced collaboration and partnerships between agencies and government bodies; support for social profits in addressing senior-related social issues.
- Provide administrative support for the Advisory Committee on Ageing
- Appointed to the Alberta Elder Abuse Awareness Council, providing support for provincial initiatives relating to elder abuse information, developing community response models, and increasing awareness of elder abuse.



Community Development_(continued)

Social Planning

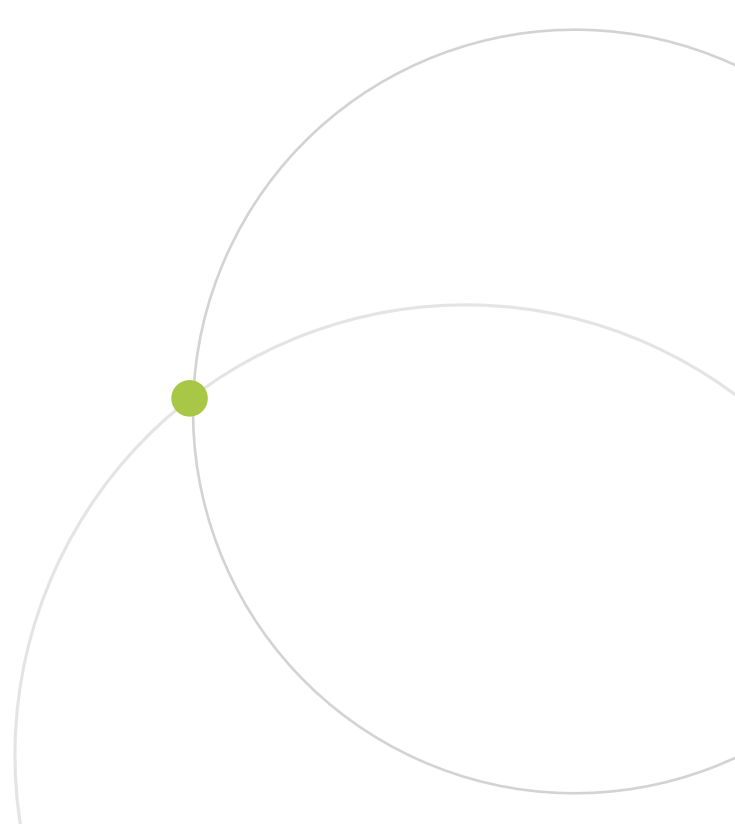


Diversity and Inclusion

- Greater awareness and understanding of diversity and inclusion; increased inclusiveness of programs and services; fewer barriers to supports and services; better engagement of diverse voices; stronger sense of belonging.
- Develop, implement, and track progress of the Diversity and Inclusion Community Plan
- Provide administrative support to the Regional Advisory Committee on Inclusion, Diversity, and Equality (RACIDE)
- Appointed to the United Nations Canadian Commission Committee of Municipalities Against Racism and Discrimination (CCMARD), providing support for national anti-discrimination and anti-racism initiatives, developing national and community response models, and supporting Municipalities to engage in CCMARD commitments.

Poverty Reduction

- Improved service accessibility; more advocacy for affordable services; greater awareness and understanding of poverty challenges; increased social inclusion and sense of belonging
- Member of Alberta Poverty Reduction Network (APRN) providing support for collaborative poverty reduction initiatives, increase awareness of poverty provincially, and develop local response models
- Provide administrative support to the Poverty Reduction Network (PRN)
- Develop a local poverty profile snapshot and support poverty simulation training and workshops



Community Development_(continued)

Social Planning



Outcome Measurement Training

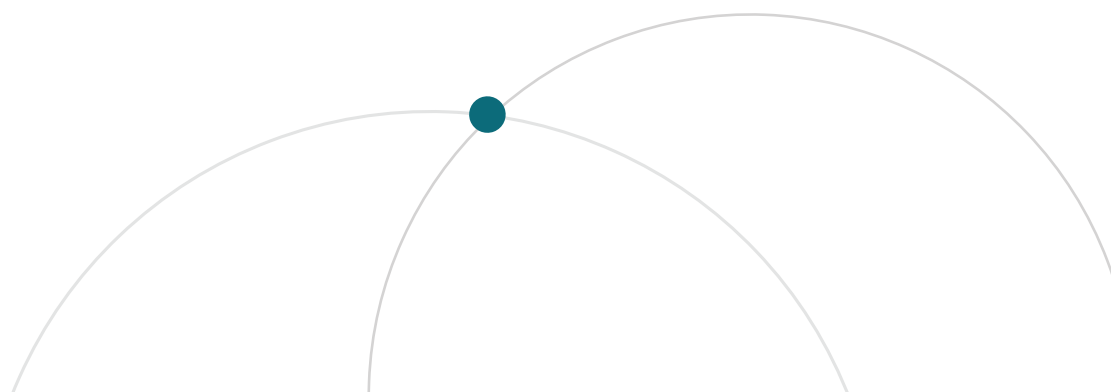
- Greater awareness of the social impact of social programs; increased capacity to provide evidence-based, sustainable, and effective services; improved knowledge about outcome measurement; more capacity to track the impact of programs and services.

Community Organization Capacity Building

- Provides capacity building support, strategic direction support, resources, etc. to social profits and community groups, such as Pride YMM, Regional Inclusive Committee (RIC), Newcomer Interagency Network (NIN), Collaboration for Religious Inclusion (CRI), Early Years Coalition (EYC), and MACOY

Interdepartmental Collaboration

- Census committee support; increased response from vulnerable populations; improved inclusiveness of census questionnaire
- Social Sustainability Plan project development; increased strategic implementation of social program; improved awareness of and response to social challenges; increased ability to make evidence-based decisions about programs and services.
- Support NCD branch program advisors and Counselling team with developing, implementing, and maintaining data management systems and techniques; greater efficiency; more capacity to serve clients and residents.
- Support NCD branch program advisors with background research in topics areas and emerging issues to strengthen grant requests and funding agreements and increased program effectiveness through evidence-based decision making.
- Support NCD branch program advisors with annual report writing and data analysis.



Impact

According to program surveys

95%

of agencies said they were better able to help their clients access the services they need because of the Bus Pass Program.

96%

of agencies participating in the Bus Pass Program said they were better able to help low income clients afford transportation.

100%

of participants accessing Social Planning support felt they gained more knowledge, skills, or resources to help them deliver effective programs to the community.

100%

of participants said they were more aware of social needs and impacts because of Social Planning support that they received.

"The FCSS Counsellors

blended experiential and moral teaching components that can help us with our day-to-day interactions with the people of our community. Their expertise and their passion for what they do is nothing short of incredible.

Although, our team are not trained counselors, this training helped us reach our goal to be more aware of the situations that we may come across, wording that we use, and how to engage in these difficult conversations. We now feel a sense of comfort when visiting homes and speaking with our community members."

*—Recovery Task
Force Member*

"I really appreciated this process. [The social planner helped us] increase effectiveness and efficiency in our work and helps identify gaps in service!"

*—Counsellor using Social
Planning Services*



2,336

**INDIVIDUALS AND
ORGANIZATIONS
WERE SERVED**



147

VOLUNTEERS PUT IN

2,539

VOLUNTEER HOURS



2,539

**RESOURCE MATERIALS
WERE PROVIDED**

(such as educational materials,
information about support
services, toolkits, etc.)



2,016

BUS TICKETS AND

99

**BUS PASSES
WERE DISTRIBUTED**

THANKS TO...

All the committed Volunteers who invest time and energy in helping the community.

The many organizations and dedicated staff who help those in need and deliver much-needed programs in the community.

The Neighbourhood and Community Development staff who work hard to serve residents, community organizations, and volunteers to continue to build a stronger community for all.

FOR MORE INFORMATION

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REGIONAL MUNICIPALITY
OF **WOOD BUFFALO**