

# NEIGHBOURHOOD AND COMMUNITY DEVELOPMENT **2018 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 \$2,405,641: \$1,924,513 from the Province and \$481,128 from the Municipality. However, the Municipality contributes \$1,367,705.

# 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 youth, 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. According to the *FCSS Act and Program Handbook*, there are three levels of prevention – primary, secondary and tertiary. FCSS programs focus on primary prevention (community development) and secondary prevention (community-based services).

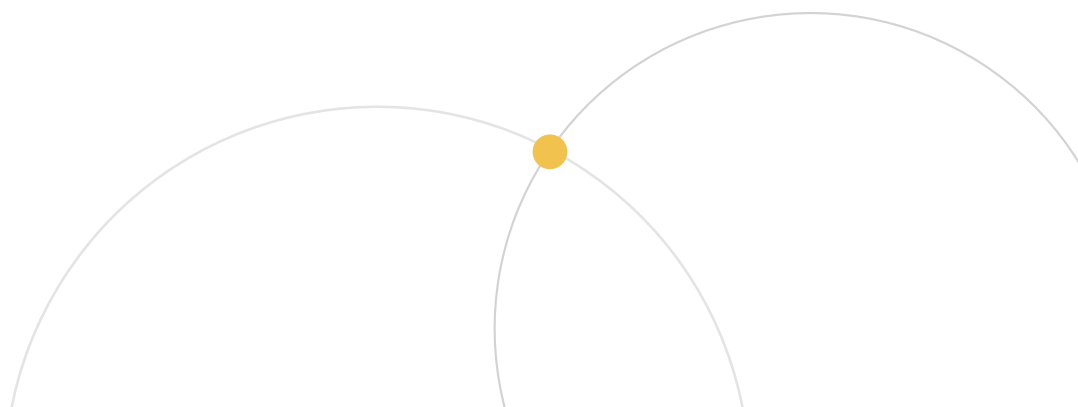
Community development and social planning are part of primary intervention. This includes administrative support for Council-appointed committees and other collaborative community committees that fall under FCSS guidelines; community engagement; awareness campaigns; research; workshops; planning and evaluation; report writing; training and mentorship for service provider and Municipal staff, and local/provincial collaborations.

Under secondary prevention, community-based services such as Counselling Services, Snow Angels and the Community Development (CD) Grant are supported. The CD Grant is administered through the Community Investment Program and distributed to service providers with programs and outcomes that align with the *FCSS Act* and the *FCSS Program Handbook*. There is also a general operating grant that comes from the Municipality's matching FCSS contribution, which is divided between the 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 service providers in the region that provide much-needed support to residents.*

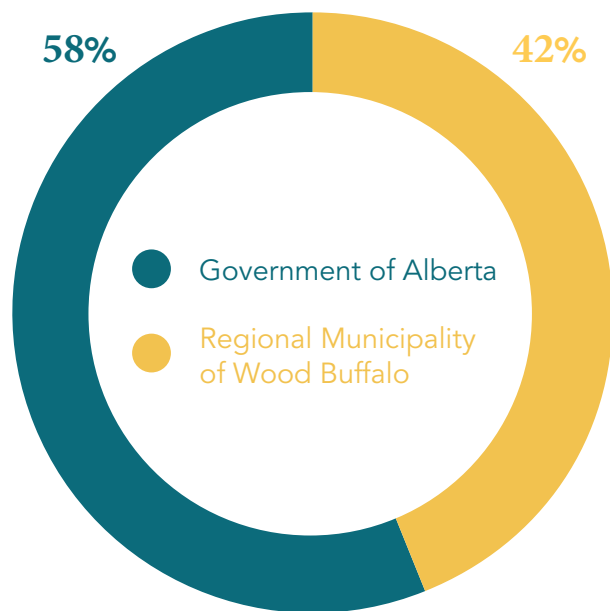
*A community's most valuable assets are its people. Investments made in developing and supporting people pay dividends in all aspects of community life.*

*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.*

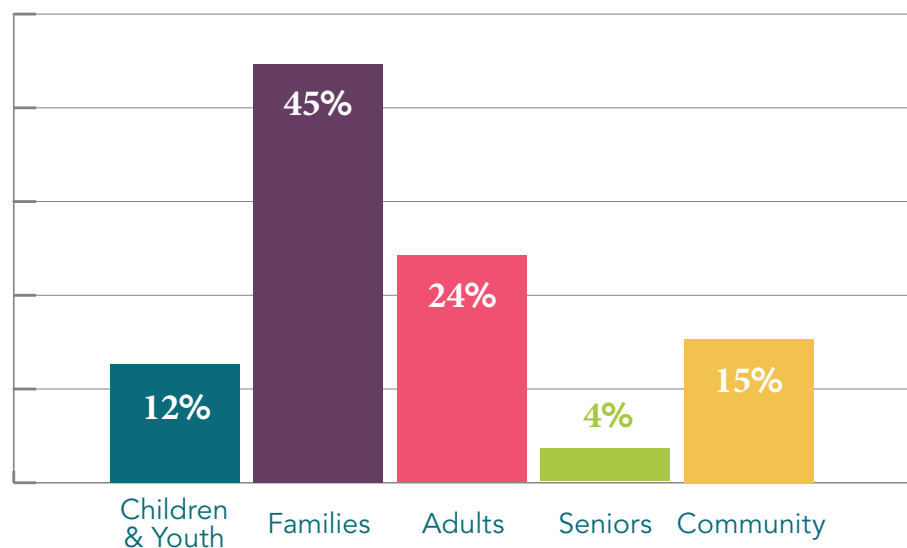


# 2018 Snapshot

## Partnered Contributions



Every \$1 contributed by the Municipality leverages \$2.75 in the community.



<sup>1</sup>Based 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/>



## 10 & 15

10 SOCIAL PROFITS  
AND 15 PROGRAMS  
RECEIVED FUNDING



## 16,591

PEOPLE WERE SERVED



## 7,725

MATERIALS DISTRIBUTED



## 1,159

VOLUNTEERS PUT IN

## 11,385

VOLUNTEER HOURS  
EQUIVALENT TO

## \$273,240<sup>1</sup>

# 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+ Out of School 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

## **Community-Based Mentoring** **Big Brothers Big Sisters Wood Buffalo**

Provides positive role models for children - improving social competencies, empowering them, and strengthening their commitment to learning.

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

Offers 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.

## **Movers & Groovers and Active Start Programs** **Willow Lake Tiny Tots**

Promotes child physical, cognitive, social and emotional development.

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

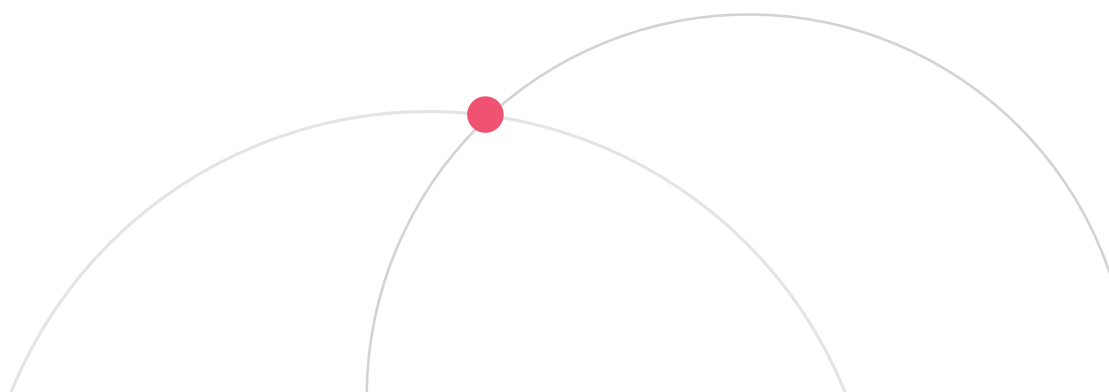
Increases empathy among children, helping them to learn to care for and respect each other (e.g., bullying incidents are reduced).

## **Mayor's 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**

Increases awareness of opportunities to engage with and participate in the community; refers or connects them to appropriate agencies and support services as needed.



# Impact

## According to program surveys:

**91%**

of children who accessed counselling services developed more positive relationships with others

**88%**

of youth who participated said that they felt excited about their future in the community because of MACOY

**91%**

of youth who participated said that they felt good about themselves thanks to the Zap Out of School program

**94%**

of youth who participated said that they have more opportunities to help make their community a better place because of the community-based mentoring program

**94%**

of youth who participated reported making good decisions and improving their planning skills because of the community-based mentoring program

**90%**

of families who participated said they play together more often thanks to the Drop-in Play program

*"September 2017 was the start of our journey with one little boy and his family. When the mother registered him for our four-day preschool program, she was so worried and concerned that he was not at the same developmental level as his peers. He came to school non-verbal, ranging in the severe expressive and receptive in speech and language. He began classes unsure and reserved, and he was easily frustrated as he was unable to express his wants and needs. The boy is currently attending Educare Assistance to support his needs in the classroom. As the program goes on, developmental changes are noticeable each day, such as learning from his peers, playing more, and communicating better. The boy has gone from non-verbal to using full sentences independently. The program impacted the whole family and their lives. As a team, the effort put in to support this boy was worth every moment."*

– Educare and Early Intervention Program  
Wood Buffalo Educare



**2,017**

**CHILDREN AND YOUTH  
WERE SERVED**



**345**

**VOLUNTEERS PUT IN**

**4,360**

**VOLUNTEER HOURS**



**4,360**

**RESOURCE MATERIALS  
WERE PROVIDED**

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



# Families



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

## **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 a multicultural context; strengthens capacity to deal with challenges such as racism, discrimination, and bullying; improves understanding of child development.

## **Movers & Groovers and Active Start Program**

### ***Willow Lake Tiny Tots***

Helps families expand their social networks; furthers knowledge about and access to resources; encourages positive parenting and family relationships; promotes a better understanding of child development; improves children's coping skills.

## **June Bug Children's Festival**

### ***The HUB Family Resource Centre***

Fosters community spirit and a sense of belonging; provides an opportunity for families to have fun together; increases knowledge about available resources.

## **Circle of Security Parenting Program**

### ***Regional Municipality of Wood Buffalo***

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

## **FCSS Family Counselling**

### ***Regional Municipality of Wood Buffalo***

Strengthens and enhances family connections; improves relationships and coping skills; links 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 access to resources to meet social needs.

# Impact

## According to program surveys:

**100%**

of families who participated in the June Bug Family Festival said that they enjoyed spending time together during the event

**67%**

of families who participated reported that they have more confidence in their parenting skills due to the Willow Lake Tiny Tots programs

**95%**

of families who participated said that they know what resources are available to them because of the Integrated Services for Newcomers Program

**100%**

of parents who participated indicated that they expanded their social networks and increased their confidence and parenting skills in a multicultural community thanks to the Cross-Cultural Parenting Program

*"The Hub provides an opportunity for my daughter to socialize with other children in a safe and loving environment, and connects us with services and resources available in the community and other families. As a stay-at-home mom, without the Hub our options are limited [on a fixed income]."*

— Family Accessing the  
HUB Family Resource Centre



**7,445**

**FAMILIES WERE SERVED.**



**339**

**VOLUNTEERS PUT IN**

**2,694**

**VOLUNTEER HOURS**



**1,331**

**RESOURCE MATERIALS  
WERE PROVIDED**

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



**45**

**REFERRALS  
WERE PROVIDED**



# Adults

FCSS-funded adult programs seek to improve the social well-being of the individual, including enhancing self-esteem, strengthening 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)*

Raises awareness about available supports and resources; improves understanding of healthy choices; enhances life skills and confidence; encourages community engagement; furthers social connections.

## Mental Wellness Program

### *Canadian Mental Health Association*

Increases self-esteem, coping skills, and resilience; improves the ability to manage anger and stress and maintain healthy relationships.

## Multicultural Initiatives

### *Multicultural Association of Wood Buffalo*

Increases social connections; promotes a sense of belonging; raises awareness and understanding of diversity and inclusion; encourages positive parenting and life skills for newcomers in the region.

## Intergenerational Services for Newcomers

### *Centre d'accueil et d'établissement*

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

## FCSS Adult Counselling Services

### *Regional Municipality of Wood Buffalo*

Provides confidential intake and referral services, advocacy and direct counselling services to individuals; improves coping skills to deal with psychosocial challenges; strengthens self-esteem and resiliency; increases knowledge about and use of support services.

*"I am forever grateful for her [my counsellor] and this service that the RMWB provides. I know I would not have been able to cope and move forward on my own without the help of my counsellor. So, so thankful for her. My counsellor has helped me gain the confidence that I needed to make my own decisions and know that they were the right ones for me, despite what others might think. Thank you RMWB Counselling for offering this service to seniors."*

**- FCSS Counselling Services  
Regional Municipality of Wood  
Buffalo**

# Impact

## According to program surveys:

**86%**

of adults who participated said that their capacity to meet their needs improved because of the Life Skills Development Program

**86%**

of adults who participated reported that they improved their lives and felt more positive about themselves thanks to the Life Skills Development Program

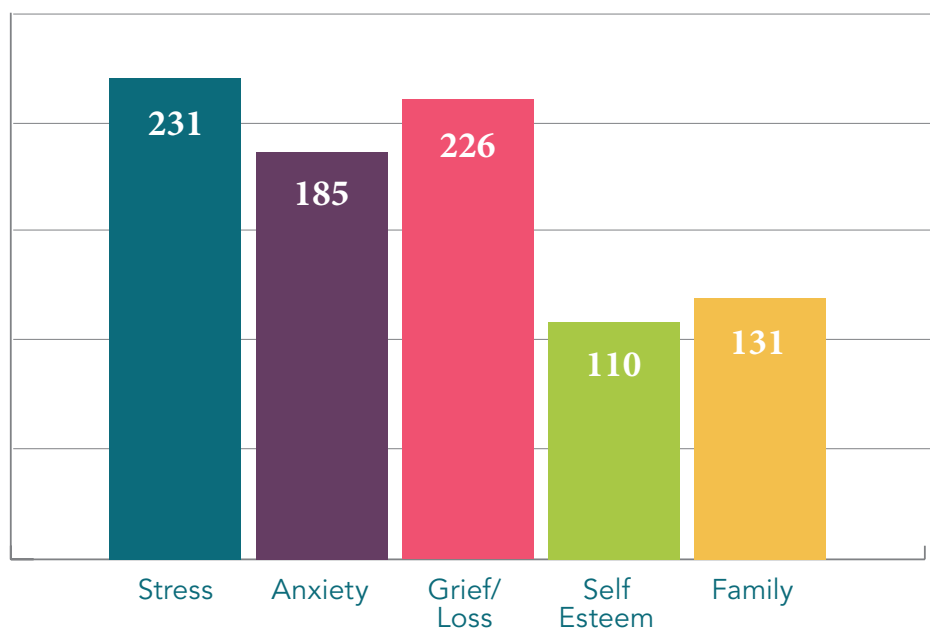
**92%**

of adults who participated indicated that they increased their social relationships because of the FCSS Counselling Outreach Program

**92%**

of adults who participated said that they increased their coping skills because the FCSS Counselling Outreach Program

## FCSS Counselling Client Concerns



**4,021**

PEOPLE WERE SERVED



**264**

VOLUNTEERS PUT IN

**2,321**

VOLUNTEER HOURS



**631**

RESOURCE MATERIALS WERE PROVIDED

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



**270**

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 with others.



## **Seniors Support Program**

### ***Regional Municipality of Wood Buffalo***

Identifies and addresses seniors' social issues; connects seniors with others to develop healthy social relationships and lessen isolation; fosters a sense of being valued by the community; increases access to services.

## **Seniors Outreach & Advocate Program**

### ***St. Aidan's Society***

Strengthens resiliency and sense of belonging; increases social connections; raises awareness about social issues and available supports and resources; enhances coping skills; improves the ability to communicate feelings and needs; promotes community engagement.

## **Snow Angels Program**

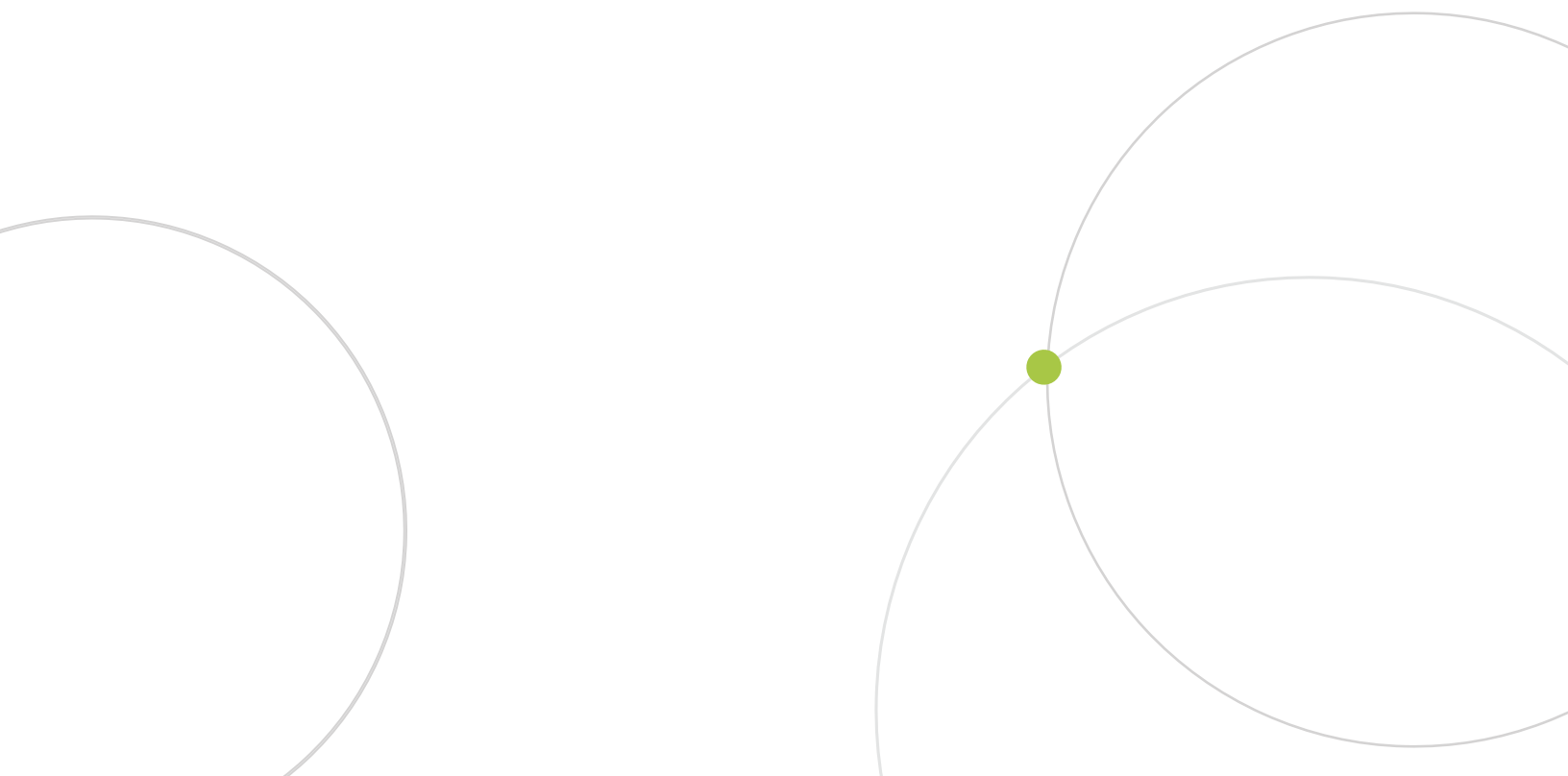
### ***Regional Municipality of Wood Buffalo***

Helps seniors feel safer and more secure, valued, respected and a part of the community; increases connections and lessens isolation; promotes intergenerational interactions and community engagement through volunteer recruitment.

## **Coffee Time Program**

### ***Wood Buffalo Senior Support Society***

Increases social connections and sense of belonging and lessens isolation; improves motor skills.



# Impact

## According to program surveys:

**95%**

of seniors who participated reported that they felt safer leaving their homes during the winter because of the Snow Angels Program

**77%**

of seniors who participated said that their social connections increased thanks to Snow Angel volunteers

**92%**

of seniors who participated said that they could function more independently because of the Seniors Outreach and Advocate Program

**93%**

of those who participated indicated they developed a more positive attitude towards seniors in the community because of the Seniors Outreach and Advocate Program

*"Joe is a 70-year-old Indigenous man who felt isolated and disconnected from others. He was initially evasive and private but later reached out to St. Aidan's Society for assistance. Joe is currently engaged with an outreach worker and he has developed a trusting relationship with his case worker.*

*Through St. Aidan's, Joe is now connected with the Golden Years Society, attends senior events, and participates in the Alberta Seniors Benefit Program to receive financial support for some medical issues. He is also connected with the Métis Association.*

*Through the trusting relationship developed with the case outreach worker, Joe has also reconnected with his daughter and they have been helped to work through their past family concerns. Joe even traveled to Saskatchewan and spent Christmastime and holidays with his family for the first time in over five years."*

— Seniors Outreach and Advocacy Program  
St. Aidan's Society



**635**

**SENIORS WERE SERVED**



**97**

**VOLUNTEERS PUT IN**

**1,283**

**VOLUNTEER HOURS**



**631**

**RESOURCE MATERIALS  
WERE PROVIDED**

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



**1,019**

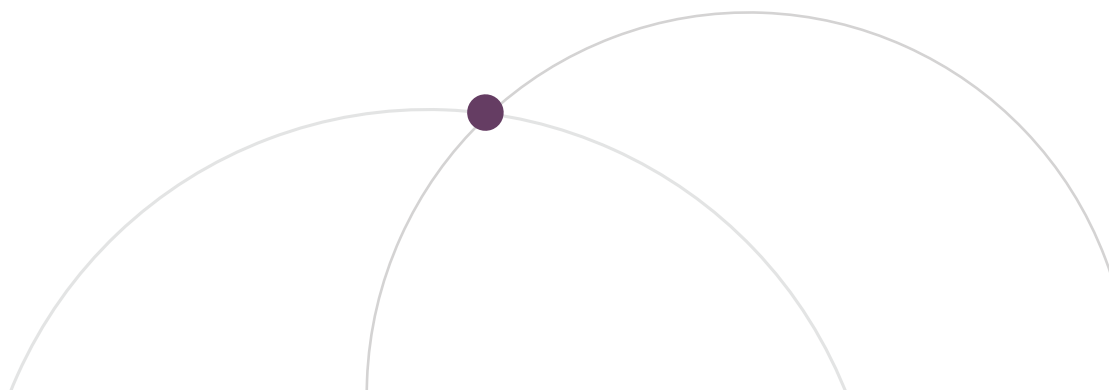
**REFERRALS  
WERE PROVIDED**

# Community Development

FCSS community development programs are delivered by the Municipality. These initiatives seek to improve the social well-being of the community, including increasing connectedness, engagement and awareness of social issues and partnerships to address them.

## **FCSS Counselling Outreach Program** *Regional Municipality of Wood Buffalo*

- Provided support for psychosocial challenges; increased understanding of psychosocial issues and raised awareness about available supports; improved coping skills of participants and service providers.
- Conducted educational workshops and information sessions for service providers, covering such topics as grief and loss.
- Facilitated partnerships to improve access to services and make the referral process, programs and services more efficient.
- Promoted cooperation with service providers and stakeholders to provide consistent support, wrap-around services, and collaborative case management.



# Community Development (continued)



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

- Supported service providers dealing with children and youth; increased awareness of available supports and services; improved referral processes.
- Provided administrative support for MACOY; oversaw expansion of the program.
- Provided administrative support for the Roots of Empathy program.

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

- Raised awareness about the challenges that seniors face; supported service providers addressing senior-related issues.
- Promoted collaboration and partnerships between service providers and government bodies.
- Provided administrative support for the Council-appointed Advisory Committee on Aging and the implementation of the Age-Friendly Communities work plan.
- Sat on the Alberta Elder Abuse Awareness Council, providing support for provincial initiatives, developing community response models, and increasing awareness about elder abuse issues.
- Oversaw the Snow Angels program; recruited volunteers and coordinated with seniors and volunteers.



# Community Development<sub>(continued)</sub>

## Social Planning

### Diversity and Inclusion

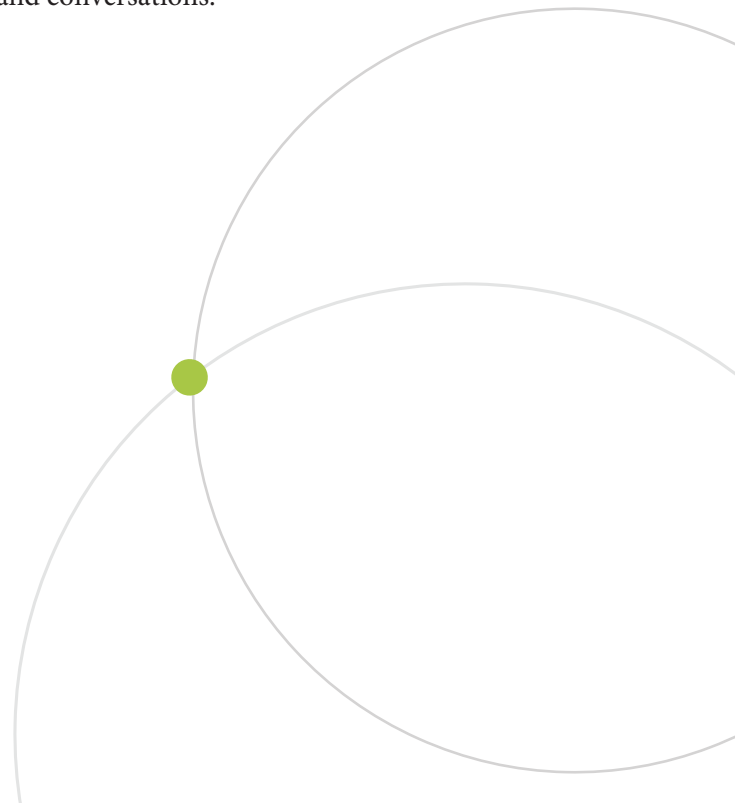
#### *Regional Municipality of Wood Buffalo*

- Increased awareness and understanding of diversity and inclusion and strengthened a sense of belonging; broadened the inclusiveness of programs and services; reduced barriers to supports and services.
- Developed, implemented, and tracked the progress of the Diversity and Inclusion Community Plan.
- Provided administrative support to the Regional Advisory Committee on Inclusion, Diversity, and Equality (RACIDE); strengthened RACIDE by providing learning opportunities.
- Developed and implemented a Workplace Inclusion Charter to encourage local businesses to adopt inclusive policies and practices.
- Sat on the United Nations Canadian Coalition of Municipalities Against Racism and Discrimination (CCMARD); provided support for national anti-discrimination and anti-racism initiatives and national and community response models; helped municipalities work toward CCMARD commitments.

### Poverty Reduction

#### *Regional Municipality of Wood Buffalo*

- Improved service accessibility; increased advocacy for affordable services; raised awareness about and understanding of poverty challenges; strengthened social inclusion and sense of belonging.
- Member of Alberta Poverty Reduction Network and Vibrant Communities and Cities Reducing Poverty, providing support for collaborative poverty reduction initiatives and helping to increase awareness about poverty provincially.
- Provided administrative support for Poverty Reduction Network initiatives; increased the awareness of poverty as social issue in the community through workshops and training.
- Supported community poverty simulation workshops and conversations.



# Community Development (continued)

## Social Planning

### Outcome Measurement Training

#### *Regional Municipality of Wood Buffalo*

- Increased awareness about and the capacity to track the impact of social programs and services in the community; improved the ability to provide evidence-based, sustainable, and effective services; broadened knowledge about outcome measurement.

### Community Organization Capacity Building

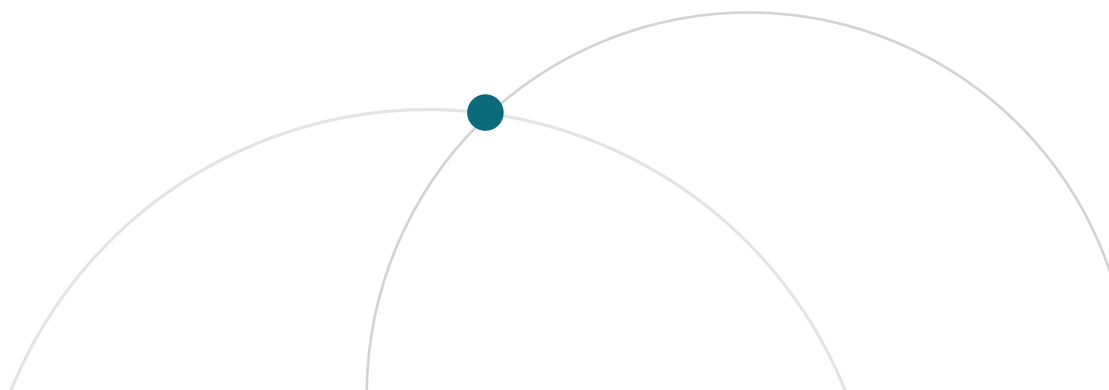
#### *Regional Municipality of Wood Buffalo*

- Provided capacity-building and strategic direction plus resources to service providers and organizations, such as Pride YMM, Regional Inclusive Committee, Newcomer Interagency Network, Collaboration for Religious Inclusion, Early Years Coalition, and Y-Connect.

### Interdepartmental Collaboration

#### *Regional Municipality of Wood Buffalo*

- Supported the Municipal Census committee; increased engagement and response rates from vulnerable and minority populations; helped make the Census questionnaire more inclusive.
- Helped develop and steward the Social Sustainability Plan; increased the strategic implementation of social programs and the ability to make evidence-based decisions about programs and services; improved awareness of and response to social challenges.
- Assisted program advisors and the counselling team with developing, implementing, and maintaining data management systems and techniques; improved efficiency and the capacity to serve program participants and residents; helped make programs more effective through evidence-based decision-making.
- Supported program advisors with research to strengthen grant requests and funding agreements; helped with writing reports and collecting and analyzing data.



# Impact

## According to program surveys

**80%**

of participants reported increased awareness and understanding of social issues related to diversity, inclusion and poverty in the community

**100%**

of participants indicated that they were more aware of social needs and impacts because of the social planning support they received

**100%**

of participants accessing social planning support said they felt more confident about working with program evaluation tools, as well as increased knowledge, skills, and/or resources to help deliver effective programs

*“The social planning team developed our outcome measurement tool in a logical, concise and research-based manner. They were collaborative in this approach and they asked questions along the way. They are extremely knowledgeable in their field and provided useful advice.”*

– **Service Provider using Social Planning Support**



**2,473**

**INDIVIDUALS AND ORGANIZATIONS WERE SERVED**



**114**

**VOLUNTEERS PUT IN**

**727**

**VOLUNTEER HOURS**



**3,202**

**RESOURCE MATERIALS WERE PROVIDED**

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

# 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 diligently to serve residents, community organizations, and volunteers to improve the well-being of residents and build a vibrant and sustainable community we are proud to call home.

## FOR MORE INFORMATION

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Fort McMurray, AB T9H 2K4

(780) 743-7000  
[rmwb.ca/living/social-support-services.htm](http://rmwb.ca/living/social-support-services.htm)



REGIONAL MUNICIPALITY  
OF **WOOD BUFFALO**