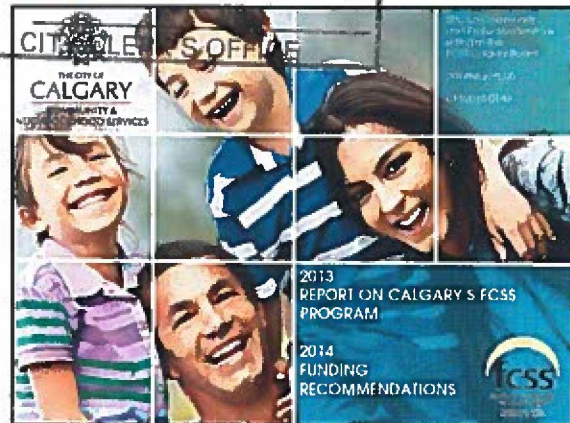


CITY OF CALGARY  
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 MAR - 5 2014  
 ITEM: CPS2014-D140 Admin

05/03/2014



### Looking Back - Moving Forward

- Unique to Canada and Alberta since 1966
- Social Policy Innovation
- Fosters independence and resilience through research based social programs
- A partnership with City Council and the community
- Helps make Calgary a great city

### Council and FCSS - A Shared Vision

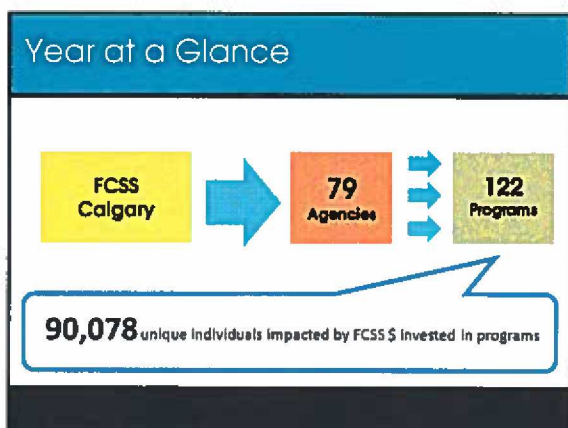
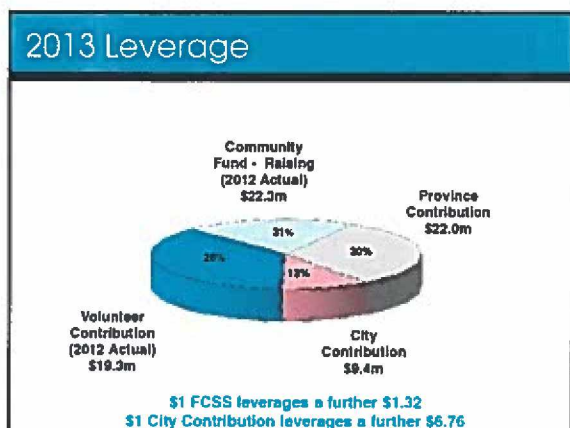
*"ensuring every Calgarian lives in a safe community and has the opportunity to succeed" (CPWA)*

- Understands, establishes and funds critical social goals which will keep our communities safe;
- Gives our citizens opportunities to participate in their city, succeed and contribute back to the community.

### Council and FCSS - A Shared Vision


*Two Funding Priorities:*

- Increase Social Inclusion
- Strengthen Neighbourhoods




### Impact on Calgarians

*Arthur's Story*



**fcss** Making a difference!  
Family and Community Support Services

### Impact on Neighbourhoods



**STRONG NEIGHBOURHOODS INITIATIVE**

### Looking Ahead: 2014

**Supporting partners to deliver services to vulnerable Calgarians:**

- Children and Youth
- Immigrants
- Aboriginal People
- Seniors
- Families

**Strong Neighbourhood Initiative**  
Develop comprehensive disaster response plans



### Recommendations

1. Approve the FCSS Sustainability Forum Terms of Reference (Attachment 4);
2. Approve the 2014-2016 Family and Community Support Services Program Funding allocations identified in Attachment 5 (\$23.6 million to 56 agencies in 2014, \$8.7 million to 27 agencies in 2015, and \$6.2 million to 15 agencies in 2016);
3. For the purposes of one-time emerging issues and capacity building needs of funded agencies in accordance with the Family and Community Support Services Policy, authorize Administration to access up to \$1 million from the Family and Community Support Services Stabilization Fund, effective from the date of Council approval through to the date Council next considers FCSS funding allocations.



## FCSS Sustainability Forum

Joe Ceci, MSW RSW  
Chair of the FCSS Sustainability  
Forum



## Current Membership

- Big Brothers Big Sisters
- Calgary Chamber of Voluntary Organizations
- Calgary Counselling Centre
- Calgary Family Services
- Calgary Collective Kitchens
- Calgary Sexual Health Centre
- Catholic Family Services
- FCSS Association of Alberta
- Hull Homes
- Immigrant Services Calgary
- Jewish Family Services Calgary
- Momentum
- United Way of Calgary
- YWCA



## Background

- Forum began in 2007 to increase provincial portion of funding
- Made up of Executive Directors of preventive social service agencies in Calgary
- Meet regularly to plan advocacy efforts



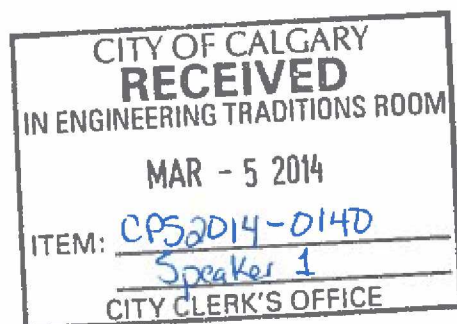
## Value of Prevention

- Every \$1 invested in prevention saves between \$6 and \$13 in future spending
- 83% of FCSS funded agencies have experienced an increase in demand in the last year
- 93% of agency waitlists have grown or remained the same over the last three years

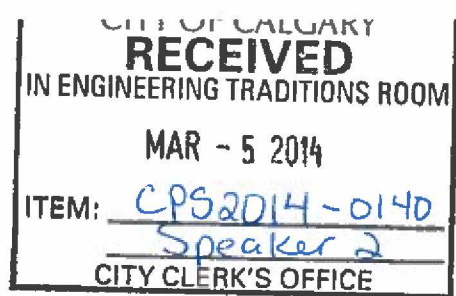


## Recent Advocacy Efforts

- 2012 provincial election kit for agencies
- MLA office visits
- Support of AUMA
- Presentation to FCSS Association of Alberta







FCSS Sustainability Forum Presentation  
March 5, 2014

Dariel Bateman, Vice-Chair, Calgary Family Services Board

My remarks are in the context of Calgary's current Early Development Inventory results:

- The EDI is given to all children in Alberta in the February of their kindergarten year
  - The Calgary results, cutting across all demographic lines, are very concerning measuring the following areas where Calgary children are experiencing great difficulty in their readiness for success in school:
    - Physical health and well-being – 20%
    - Emotional maturity – 21%
    - Social competence – 22%
    - Language and thinking skills – 20%
    - Communication skills and general knowledge – 30%
  - The results will cost our community for many years
- Many FCSS funded agencies work collaboratively to address these percentages using grounded research, working at varying levels of client intensity need, changing parenting practices and in interceding in cross-generational causes.
- I name a few of the FCSS funded partners working together to improve these outcomes:
  - Aspen Family Services
  - Metis Calgary Family Services
  - CUPS
  - Cal Learn Society
  - Families Matter
  - Children's Cottage
  - CCIS
  - And my own Calgary Family Services mentioning two of their programs –Prime Time, and the Bowness Literacy Initiative

FCSS does develop strong neighbourhoods and reduces social isolation by:

- Wise investment
- A strong and informed staff
- Insistence on the use of impact/social inclusion measures
- Clear funding principles and clear areporting expectations
- Production of research briefs so that all players are well informed
- Close alignment with the Alberta Framework on Early Child Development and United Way early childhood investments
- Emphasis on collaboration

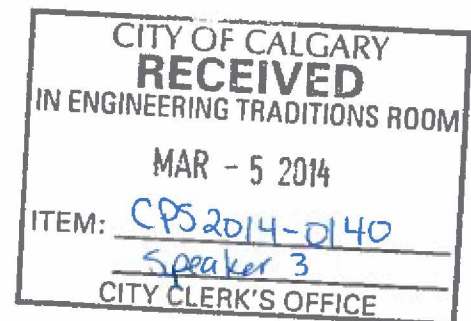
FCSS has changed the service delivery culture in Calgary to benefit our citizens.

## Presentation to the Community and Protective Services Committee March 5, 2014

Madame Chairperson and members of the Committee:

It is my pleasure to be presenting to you on behalf of the FCSS CALGARY AGENCY ADVISORY GROUP. My name is Luanne Whitmarsh and I am the CEO of Kerby Centre. I am in the second year of a 2-year commitment and I have the pleasure of belonging to this committee with other representatives from organizations from these fine organizations:

Boys and Girls Clubs of Calgary  
Youth Central  
Servants Anonymous  
Women's Centre of Calgary  
Calgary Legal Guidance  
Can Learn  
Calgary Urban Aboriginal Initiative  
Ethno-Cultural Council  
Kerby Centre

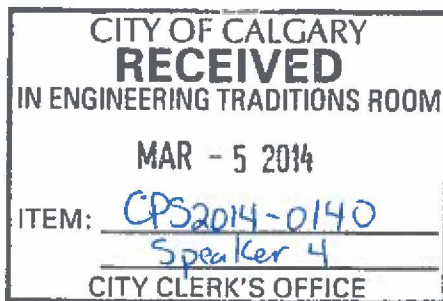


Our committee is guided by a Terms of Reference that identifies our purpose as an informal opportunity for a selection of FCSS funded agencies to provide input and feedback to FCSS. We enjoy open communication about pressure points in the community and trends that are being observed so that planning and appropriate response from FCSS can be formulated. Our group meets 4 times a year. This partnership enables the community and FCSS to be in partnership in all aspects of community. We are able to disseminate the information we learn at the Advisory Group meetings to others in the community. We value that FCSS is open to having our engagement and input. FCSS has shown steadfast focus on customer service – this has resulted in a positive, honest and interactive relationship.

The true depth of the heart of Calgary was on full display during the flood. Amongst the list of people who dedicated their time, strength and hearts to victims of the flood where the FCSS team. The flood and resulting challenges and rebuild is a standing item for review at our meetings so that the FCSS team can mobilize specialized supports when needed.

The funding that agencies receive save lives, impact quality of life and keep Calgarians safe. All Calgarians want and need to be included, engaged, supported and secure. ON behalf of the Advisory Group, I thank the City of Calgary for its continued commitment to supporting Calgarians in need.

Thank you.



**CCVO**  
Calgary Chamber of  
Voluntary Organizations

**CCVO Presentation to the City of Calgary  
SPC on Community and Protective Services  
March 5, 2014**

Good morning. My name is Katherine van Kooy and I am the President and CEO of the Calgary Chamber of Voluntary Organizations (CCVO). I appreciate the opportunity to speak today in support of the recommended funding allocations for Family and Community Support Services for 2014-16.

The CCVO was formed in 2004, to strengthen Calgary's voluntary sector and provide leadership on cross-cutting policy matters. We have about 350 members, ranging from the largest organizations in the city to small grass-roots community-based groups, including most of the FCSS-funded agencies. Our membership reflects the diversity of the sector – health, social services, sports and recreation, seniors, arts, environment, ethno-cultural groups and community associations.

First, I would like to commend the City of Calgary for raising its contribution to the FCSS program to 30% since 2012. In doing so, the City has recognized the importance of preventative social services to the social fabric of this community. I know this decision has not been easy, particularly given the flat funding from the Province over the past 5 years; however, it has been the responsible choice to meet the needs of a growing city.

You have heard the experience of a number of funded agencies; I would like to speak to the importance of this program from a slightly different perspective.

Since 2008, CCVO has conducted an annual survey of nonprofit organizations in Alberta. This series of surveys has provided insight into the health and experience of charities and nonprofit organizations and the changes affecting this sector. Over this time, several trends have emerged:

- Continued increase in the demand for services, primarily driven by population growth and economic conditions. Eighty-nine percent of social service agencies reported increased demand in 2013. Many indicated they were operating at capacity and almost 60% indicated they were not able to fully meet the demand for their services. Sustained funding was the critical factor for those organizations that were able to meet increased demand.
- Revenues seem to have stabilized since the recession; however we are concerned that they have not kept pace with steadily increasing operating costs, demand and inflation.
- Financial uncertainty is consistently the biggest concern for organizations and the ability to pay competitive wages is a factor in staff turnover.



Government has benefitted from the resourcefulness, commitment and resilience of the organizations that serve our vulnerable and at-risk citizens. We had ample evidence of the incredible work of these organizations in responding to community needs in the aftermath of the June flood. However, without sufficient resources these organizations do not have an infinite capacity to stretch to meet the challenges of increasing service demands, increasingly complex client needs; escalating operating costs, and recruiting and retaining qualified staff in a hot economic environment.

Despite the increased funding for this program, it has not kept pace with the needs of a rapidly growing community and we are concerned about the longer term impact on the social infrastructure of this community. We encourage Council to continue working with leaders from the FCSS funded agencies to advocate for provincial funding that is commensurate with community needs.

Finally, I would like to recognize the importance of three-year funding commitments to the agencies the City partners with to deliver this program. The assurance of multi-year funding enables organizations provides financial stability and enables organizations to plan more effectively. The programs supported by FCSS generally address longer-term community needs and funding certainty allows organizations to focus their attention on program delivery, rather than chasing next year's funding. It also reduces the transaction costs associated with preparing to scale down a program if funding is not approved, including the costs of hiring or terminating staff. In short, it facilitates more effective and efficient operations in funded agencies making the best use of taxpayers' money.

Calgary's social infrastructure is a valuable asset which is not keeping pace with the challenges of rapid growth. I urge you to maintain a healthy balance in your choice of community investment priorities. All Calgarians understand the importance of physical infrastructure; social infrastructure is often taken for granted although it is essential to our high quality of life and maintaining a healthy, vibrant community.

Through your support for FCSS, you make a strong statement about the importance of social inclusion and strong neighbourhoods to the social and economic fabric of this city.

The return on this investment is measured in quality of life, reduced social tensions, safety, opportunities for newcomers to participate in the life of the community, and a more caring and inclusive society.

I urge you to ensure that your contribution is sufficient to ensure the level of preventative social services required in Calgary.

Thank you.



Sukhwant,

This is some basic information that was pulled together for a grant. Although it includes all 12 communities, Penbrooke Meadows is not much different statistically. By itself, It is approximately 1 square mile, has about 3300 homes and a population of approximately 12,000.

The last 2 paragraphs identify the challenges and the opportunities. If you have to speak, they are probably the summary you need.

### AN INTRODUCTION TO CALGARY EAST (12 COMMUNITIES)

This is a very unique area of the City. Here are some of the latest demographic statistics:

- Population is 85,000 which is larger than the City of Lethbridge
- Lone parent families – 32% which is higher than the City average of 24%
- Median income is lower than the City average and 23% live in poverty (14% City average)
- Unemployment rate is higher than the City average – contributes to poverty and lack of resources
- Education level is low – 37% do not have a high school certificate (City average is 20%)
- Mobility is high – rental properties vary from 20 to 50%
- Cultural diversity is high – 6% of Aboriginal descent and 26% immigrant population from an extremely wide variety of countries – the refugee population is higher than the average

Other statistics were pulled together through the Early Childhood Mapping Project. Research was conducted on all Kindergarten children. In all areas researched, the results did not meet Provincial or City norms. The percentage of children experiencing difficulties are:

• Physical Health and Well-being	S'RISE – 36%	AB – 25.6%	Calgary – 20.1%
• Social Competence	S'RISE – 33%	AB – 23.2%	Calgary – 21.8%
• Emotional Maturity	S'RISE – 31%	AB – 25.2%	Calgary – 21.5%
• Language and Thinking Skills	S'RISE – 31%	AB – 22.4%	Calgary – 20.7%
• Communication Skills and General Knowledge	S'RISE – 45%	AB – 29.2%	Calgary – 30.1%

This area has more than its fair share of **CHALLENGES**. Some examples of the hurdles we face are: lack of literacy; cultural differences; poverty; family fatigue; cost of access of transportation; cost of housing; cost of nutrition; etc. It is tough to engage people, increase their awareness of local issues and encourage volunteerism.

However, it also has many **OPPORTUNITIES** to make the situation better. Some examples are: dedicated agencies and organizations; dedicated staff who care for their clients; residents who are proud of their area; great resources that are located locally; great programs and above-all people and organizations who work together. This is the norm, part of the fabric of this community. Being a family friendly community for all ages is absolutely possible.

The **STRONG NEIGHBOURHOOD INITIATIVE HAS BEEN INSTRUMENTAL IN MAKING A DIFFERENCE**. It has helped access the opportunities to deal with the challenges. Twelve residents are now active on the Penbrooke Residents Initiative. The Partners with Penbrooke resource group help support the group. Several events have been organized and there has been a steady increase in the involvement of residents. Some examples are: Multicultural Potluck, Red & White Party, Penbrooke Walk, Responsible Dog Educational Session, Hallowe'en Party and a Christmas Party. The group has just finished collaborating with local resources to hold a Job Fair. We are presently working on an Easter Party and a Jane Walk. The community has not had a newsletter for over 5 years and we have also been instrumental in publishing 5 newsletters. Sustainability is hard but together, we can do it with the help of this Initiative and its resources.