

# **2015-18 Department Business Plan Progress Report**

## **Family and Community Services**

**Reporting Period: Q2/2018**

**Goal 1: Residents of all ages are supported as valued members of the community.**

*Outcome: Residents are satisfied with community supports and find them easy to access.*

Progress Update		
Initiative	Status <i>IP: In Progress NS: Not Started C: Complete WI: With Issue</i>	Milestones/Deliverables Achieved
Guide service delivery through the following activities: <ul style="list-style-type: none"> <li>• assess social trends and needs through community engagement</li> <li>• collaborate with community partners and agencies to ensure most effective and efficient utilization of resources</li> </ul>	IP	Community was engaged through a variety of topic-specific surveys and consultations on topics such as social service grants and the needs of youth, seniors and those facing accessibility challenges.
	IP	The Mental Health Capacity Program operates on a community model and rotates presence within schools on a three year cycle. Beginning in the 2017-18 school year, MHCB staff began working with teachers, students and parents / caregivers at three new junior high schools. A school staff survey in June 2018 (60% completion rate), provided bench mark data such as <ul style="list-style-type: none"> <li>• 93% staff reported an increase in awareness on the role of social and emotional learning and 84% staff reported an increase in their ability to incorporate these concepts into daily routines</li> <li>• 93% staff reported an increase in knowledge on mental health concepts and 86% staff reported an increase in their ability to incorporate these concepts into daily routines</li> <li>• 93% staff reported an increase in assisting with the development of healthy relationships and 86% staff reported an increase in their ability to incorporate these concepts into daily routines</li> <li>• 65% of staff reported students demonstrated an increase in behaviors that support healthy relationships</li> <li>• 72% of staff reported students demonstrated an increase in behaviors that support self-awareness (recognizing one's emotions and values as well as one's strengths and challenges)</li> </ul> The Engaging Boys and Men Project completed its three year partnership, which focused on healthy masculinity and relationships in one junior high school. Qualitative data was gathered to measure increase in healthy relationship skills.
	IP	Community Cares Fund – 21 county residents accessed the emergency fund for necessities such as: housing security, and transportation.

FCS Q2/2018 Progress Report

<ul style="list-style-type: none"> <li>• consult with agency partners and clients to determine needs and gaps</li> <li>• monitor social-demographic information to identify trends</li> </ul>	<p>IP</p> <p>IP</p> <p>IP</p> <p>IP</p>	<p>The Direct Energy Utility Fund is an emergency fund collaboratively distributed to community members experiencing financial need and/or who are in arrears with utilities. 9 residents have benefitted from this fund during this reporting period.</p> <p>Implementation of the Social Framework continued with guidance from the Social Framework Steering Committee comprised of system leaders from various disciplines and leadership roles within the community.</p> <p>Federal Census data were used, in combination with other data sources to meet internal and external research/information requests.</p> <p>Social and demographic data were used on high level indicators to inform the evaluation framework for the new Social Framework. This data will continue to be used to inform decisions and guide priorities.</p>
<p>Promote development of social and support networks that enhance community connectedness</p>	<p>IP</p> <p>IP</p> <p>IP</p> <p>IP</p> <p>IP</p>	<p>Through the VTRA protocol, FCS supported partners in gathering information in 13 situations. Six families were provided with additional support by FCS.</p> <p>In May, the annual Social Service Grant funding distributed \$700,000 to community not-for-profit agencies, thanks to a supplement of \$300,000 allocated by the Strathcona County Council from the 2017 surplus.</p> <p>The community small grants program supports residents to engage in neighborhood projects that promote social activity and community connectedness. Funding of \$500 was allocated to 103 applicants in 2018. Examples included block parties, pancake breakfasts, multicultural potlucks, and community garden harvest parties.</p> <p>To implement the Social Framework, a new Social Framework Community Grants Policy was approved by Council in June 2018.</p> <p>Newcomer Connector is a community driven initiative, designed to support newcomers in Strathcona County and empower them to increase connection and inclusion to the community while decreasing social isolation.</p>
<p>Ensure supports assist with the needs of our residents during times of vulnerability and need</p>	<p>IP</p>	<p>Subsidies: 1434          Everybody Rides: 602          Everybody Plays (RAP): 1193          Senior Transit: 22          Senior Property Tax: 56</p>

	IP	Home Support provided an average of 7,318 visits per month to an average of 265 clients. 2,091 hours of care was provided monthly to residents of Silver Birch Lodge and Clover Bar Lodge. An average of 677 hours of private home help was provided monthly to residents in their own homes.
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**Opportunities, Challenges and Other**

Increasing diversity in the community and increased numbers of seniors will continue to present both service delivery opportunities and challenges to explore the diverse needs of residents.

Through the Social Framework there is the opportunity to work collectively as a community to consider non-traditional approaches and forge new innovative partnerships to meet the needs of county residents, particularly the most vulnerable populations.

The results of the 2016 Early Development Inventory (EDI) were publicly released on March 9, 2018. It was determined that 1 in 5 children in Strathcona County begin kindergarten vulnerable in at least one area of development, and that there are pockets in rural Strathcona County where that number is significantly higher. The Strathcona County Early Childhood Coalition spent the spring sharing the information gleaned from the EDI results through infographics and presentations to stakeholders. The Coalition is working on preparing an awareness campaign that includes distribution of preschool size t-shirts to children with key development messages and some training opportunities for parents and caregivers in the fall.

Key Performance Indicator/Measures	Benchmark	Progress Update (include year)	Target
High satisfaction rating for Family and Community Services	75% (2013)	74.1% (2015)	76% (2018)
% residents using Family and Community Services	9.2% (2013)	11.4% (2015)	9.5% (2018)
Very important rating for Family and Community Services	74% (2013)	84% (2015)	75% (2018)

**Goal 2: Individuals and families experience social well-being.**

*Outcome: Individuals and families have stronger coping skills, increased resilience and greater independence.*

<b>Progress Update</b>		
<b>Initiative</b>	<b>Status</b> <i>IP: In Progress</i> <i>NS: Not Started</i> <i>C: Complete</i> <i>WI: With Issue</i>	<b>Milestones/Deliverables Achieved</b>
Continuous improvement of social and emotional development across the lifespan	IP	Mental Health Capacity Building partnerships were maintained with three schools for a three year period.
	IP	Family Day Homes participation in the pilot 'GRASP Project', in partnership with Alberta Resources for Quality Enhancements continues. This project aims to increase the use of a developmental screening tool with day home providers. A strategy to streamline the Ages and Stages Questionnaire tool used in multiple programs is underway.
Ensure a broad continuum of social supports, education and resources are available that evolve to meet the changing needs of individuals and families	IP	Counselling participants: 505 Social Crisis Intervention participants: 180 Family School Liaison participants: 113 students and 30 parents Navigation (includes seniors and teen participants): 354 Home Visitation: 32 families
Provide opportunities for individuals and families to be empowered through social and psycho-educational programs in a broad range of community settings	IP	The five weekly drop in counselling groups offered 124 sessions to 184 participants
	IP	Parent Connect co-lead one session of Connect Parent with Elk Island Catholic Schools
	IP	The International multi-level Positive Parenting Program is provided to parents and caregivers. Each level of the program builds skills and awareness of child development, and parenting strategies.

<b>Opportunities, Challenges and Other</b>
Providing accessible opportunities for social well-being in both urban and rural areas of the community.

<b>Key Performance Indicator/Measures</b>	<b>Benchmark</b>	<b>Progress Update (include year)</b>	<b>Target</b>
% of residents satisfied with life	92% (2014)		93% (2018)
% of residents seeking support for coping skills	30% (2012)		28% (2018)

**Goal 3: Community social issues and needs are identified, understood and supported.**

*Outcome: Increased awareness of the impact of social issues to empower individuals, families and the community to respond.*

<b>Progress Update</b>		
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Redevelop and continue to promote and implement the Social Framework	IP	The Social Framework was approved by Council in 2017. Continued collaboration with the steering committee and associated groups has guided ongoing implementation of the Social Framework.
Build capacity for families, individuals and community to advocate for themselves	IP	<p>Navigational services were piloted throughout this period with new processes and procedures being developed.</p> <p>Several families were identified as potential candidates for the WrapAround process, with two families accessing the service.</p>
Build community awareness of social issues to facilitate social inclusion of all residents	IP	Newcomer Connector is client centered; ongoing support has been incorporated throughout the program via direct and indirect referrals, networking support and advocacy based on participant's needs and comfort level. More than 70 newcomers are now linked with the Newcomer Connector program. By providing back bone support newcomers are empowered to demonstrate leadership through peer to peer delivery of programs and events. Stresses associated with adjusting to a new culture are reduced by increasing capacity using a holistic, person-centered approach.
Increase effectiveness of community education programs and awareness campaigns	IP	<p>Successful Choose Kind campaign was launched in February with active participation throughout the community.</p> <p>At a presentation organized by FCS through speaker Jody Carrington, there were 524 individuals registered and 26 individuals on the waitlist invited Attendance was approximately 500.</p> <p>For screenings of the film 'Resilience' organized by FCS over 200 people attended.</p>
Ensure guidelines are flexible enough to evolve to meet changing needs of the community	IP	The Community Cares Fund (Emergency) is a collaborative effort between County Clothesline, IVC and FCS that is designed to meet the needs of residents that are experiencing financial hardship. These emergency funds have also been expanded to include a fund through Direct Energy to

**FCS Q2/2018 Progress Report**

	IP	<p>specifically assist residents experiencing utility arrears.</p> <p>Tax preparation clinics for the 2017 taxation year - 13 - Volunteers completed 325 returns, with anticipated refunds to residents living on low incomes of \$157,849; GST credit of \$135,101 and Child Tax Benefit Credit of \$290,641.</p> <p>Little Pantry- after learning about the limitations of the Strathcona Food Bank, Youth Council built a Free community pantry which gives anyone access to food and pantry items, 24 hours a day, 7 days a week. Food and sundry donations are used to stock the pantry and also encourage the community to drop items off. The Little Pantry is located outside of the Community Centre.</p>
Work in partnership with residents and community stakeholders to address social issues through communication, cooperation, coordination and collaboration	IP  C  IP	<p>The Strathcona County Opioid Response Committee has worked together to draft a Community Drug Strategy for Strathcona County. The Committee was awarded an opioid awareness grant by Alberta Health and is developing the public awareness campaign and an interactive awareness event for fall 2018.</p> <p>Strathcona County Youth Council partnered with the AltView Foundation and Strathcona County to support the LGBTQ2S+ community through the following ways: 1. Painting 3 sidewalks in front of the Community Centre rainbow colors representing the LGTBO2S+ community. 2. Celebrate the raising of the LGBTQ2S+ community flag for the first time on the Community flag pole. 3. Participating in, and providing bus transportation to and from and in the Edmonton Pride Parade.</p> <p>The Engaging Men and Boys program completed ones boys group in Clover Bar Junior High School focused on healthy relationships over a period of 14 weeks.</p> <p>A Men’s drop in counselling group continued throughout this period with 26 sessions reaching 45 participants.</p>

**Opportunities, Challenges and Other**  
 Ensuring that programming and supports reflect the evolving needs identified by community members.

Key Performance Indicator/Measures	Benchmark	Progress Update (include year)	Target
% of residents aware of high risk issues	50% (2012)		55% (2018)





**Goal 5: A healthy staff environment is essential in maintaining high-quality services.**

*Outcome: FCS is a high functioning, cohesive work team.*

<b>Progress Update</b>		
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Sustain a high level of staff engagement, cohesion and work/life balance for staff	IP  C	The Values Committees incorporated discussions around corporate values at monthly FCS staff meetings and provided engagement opportunities for staff throughout each month. The Staff Satisfaction survey saw a 72% completion rate from Family and Community Services, providing a bench mark and focal points in which to grow from.
Ensure that decision making occurs at the right level to ensure service provision is flexible and responsible	IP  IP	Managers and supervisors continue to meet on a regular basis to collaborate and collectively address emerging department issues. FCS organizational redesign followed due process with a view to full implementation in Q3 of 2018.

<b>Opportunities, Challenges and Other</b>

<b>Key Performance Indicator/Measures</b>	<b>Benchmark</b>	<b>Progress Update (include year)</b>	<b>Target</b>
Staff satisfaction rating	75% (2014)		85% (2018)
Opportunity to use expertise	97% (2014)	81% (2017)	98% (2018)
Encouraged to be innovative	77% (2014)	59% (2017)	85% (2018)
Motivated to go above and beyond	92% (2014)		95% (2018)