

2015-18 Department Business Plan Progress Report

Family and Community Services

Reporting Period: Q4/2017



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
<p>Guide service delivery through the following activities:</p> <ul style="list-style-type: none"> • assess social trends and needs through community engagement • collaborate with community partners and agencies to ensure most effective and efficient utilization of resources • consult with agency partners and clients to determine needs and gaps • monitor social-demographic information to identify trends 	C	Based on information gathered during the extensive 2016 community engagement 'Community Talk', the Social Framework priority outcomes are as follows: Affordability; Access to programs and services; Safety; Connectedness and inclusion.
	IP	Mental Health Capacity Program focused on social emotional development in two junior high schools and one middle school completed its term in those particular schools with strong outcomes reported.
	IP	Community Cares Fund – 20 county residents accessed the emergency fund for necessities such as: housing security, utilities and transportation.
	IP	The Direct Energy Utility Fund is an emergency fund collaboratively distributed to community members experiencing financial need who are in arrears with utilities. Since the program started in July 2017, 8 residents have benefitted from this fund.
	IP	Social Framework Steering Committee made up of system leaders, from various disciplines and leadership roles within the community are working to improve on community outcomes articulated in the new Social Framework, approved by Council May 2017.
	IP	Work on analysis of data from the 2016 Federal Census continues.
	IP	Use social and demographic data on high level indicators to inform the evaluation framework for the new Social Framework. This data is used to inform decisions and

FCS Q4/2017 Progress Report

		guide priorities.								
Promote development of social and support networks that enhance community connectedness (continued)	<p>IP</p> <p>IP</p> <p>IP</p> <p>C</p> <p>IP</p> <p>IP</p>	<p>Participate in the implementation of the Violence Threat Risk Assessment Protocol. The VTRA protocol is an agreement between Elk Island Public Schools, ELK Island Catholic Schools, RCMP, Addictions & Mental Health-AHS and FCS that supports collaborative communication and planning between community partners to reduce the risk of violence.</p> <p>The Klatch Café program is a new program designed to encourage residents to co-create a space for discussion and connection.</p> <p>In May, the annual Social Services Grant funding distributed \$300,000 to community not-for-profit social services agencies to support up to 12 months of program delivery.</p> <p>Community Small Grants, an initiative that encourages residents to come together to organize events that create social and community connectedness in their neighbourhoods, experienced nearly double the amount of applications as the first year. All \$50,000 was distributed in the spring to support 58 community initiatives.</p> <p>To more effectively support development of social and support networks, a full review of the policy and funding parameters for the Small Operating and Partnership grants was undertaken.</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>								
Ensure supports assist with the needs of our residents during times of vulnerability and need	IP	<p>Subsidies: Jan. 1/17– Dec. 31/17: 3066</p> <table border="0"> <tr> <td>Everybody Rides</td> <td>737</td> </tr> <tr> <td>Everybody Plays (RAP)</td> <td>1925</td> </tr> <tr> <td>Senior Transit</td> <td>73</td> </tr> <tr> <td>Senior Property Tax</td> <td>331</td> </tr> </table>	Everybody Rides	737	Everybody Plays (RAP)	1925	Senior Transit	73	Senior Property Tax	331
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	IP	Home Supports- provided an average of 7343 visits per month to an average of 256 clients.
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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 Steering Committee 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.

Challenge: The community level Early Childhood Development results expected in early 2017 are not yet released from Alberta Health Services delaying the revision of the strategic plan for the Early Childhood Coalition. The new anticipated release date is 2018.

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.

Progress Update		
Initiative	Status <i>IP: In Progress</i> <i>NS: Not Started</i> <i>C: Complete</i> <i>WI: With Issue</i>	Milestones/Deliverables Achieved
Continuous improvement of social and emotional development across the lifespan	IP	New Mental Health Capacity Building partnerships were established with three schools for a three year period.
	IP	Family Day Homes is participating in the pilot 'GRASP Project', in partnership with Alberta Resources for Quality Enhancements. This project aims to increase the use of a developmental screening tool with day home providers.
	IP	Healthy relationship counselling and training was offered to men and boys, as well as through school based programming.
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, Trauma Support, Family Teen Resource clients – 976 Social Crisis Intervention Clients - 107 Family School Liaison clients - 171 Seniors Outreach clients - 118 Home visitation clients – 59
Provide opportunities for individuals and families to be empowered through social and psycho-educational programs in a broad range of community settings	IP	In collaboration with Elk Island Public and Elk Island Catholic schools, FCS ran 7 in school groups with over 56 participants.
	IP	Through redesign of our counselling program the department is now offering five weekly drop-in group counselling sessions.
	IP	Currently, four staff have been trained in Connect Parent, an evidence based group focused on attachment parenting practices. This will allow the department to offer this program in the future.
	IP	The International multi-level Positive Parenting Program is being provided to parents and caregivers. Each level of the program builds skills and awareness of child development, and parenting strategies.

Opportunities, Challenges and Other

Providing accessible opportunities for social well-being in both urban and rural areas of the community.

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

FCS Q4/2017 Progress Report

	IP	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.
Work in partnership with residents and community stakeholders to address social issues through communication, cooperation, coordination and collaboration	IP	An Opioid Response in Strathcona County committee, made up of 20+ agencies, organizations, first responders and individuals have come together to develop a community response. FCS is offering backbone supports including studio lab, and social innovation/systemic design approach such as: problem framing, systems mapping, exploring solution focused opportunities, etc.
	IP	The Engaging Men and Boys program completed two boy groups in Clover Bar Junior High School focused on healthy relationships over a period of 14 weeks. A total of 160 counselling hours were offered to pilot a 6-week Men's structured counselling group and a men's drop-in support group.

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.

Progress Update		
Initiative	Status <i>IP: In Progress</i> <i>NS: Not Started</i> <i>C: Complete</i> <i>WI: With Issue</i>	Milestones/Deliverables Achieved
Sustain a high level of staff engagement, cohesion and work/life balance for staff	IP	54 staff have taken Active Engagement training, a practice that teaches theory and communication skills based on values that encourages understanding with compassion and integrity. A bi-weekly community of practice supports staff to navigate workplace transitions and challenges.
	IP	More than 60 Staff attended a values day where the corporate values were reviewed. The focus continues to address ways to embed these values into our work. The Values Committee has continued to convene in order to support and follow-up on actions arising from the values day.
	C	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	Managers continue to meet on a regular basis to collaborate and collectively address emerging department issues.
	IP	Organizational Redesign: An external consultant was brought in to conduct a thorough review of the FCS department. Through individual and focus group sessions the consultants assisted the management team to revise the current org structure to align FCS operations to the new Social Framework. Program reviews were subsequently undertaken as the redesign continues.

Key Performance Indicator/Measures	Benchmark	Progress Update (include year)	Target
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)