

2015-18 Department Business Plan Progress Report

Family and Community Services

Reporting Period: Q4/2018

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</i> <i>NS: Not Started</i> <i>C: Complete</i> <i>WI: With Issue</i>	Milestones/Deliverables Achieved
Guide service delivery through the following activities:		
<ul style="list-style-type: none"> • assess social trends and needs through community engagement 	IP	<ul style="list-style-type: none"> • A Youth Needs and Assets Assessment project is being undertaken to provide Strathcona County Council with a report on how Strathcona County is currently serving the needs of resident youth ages 14 to 29 and identifies potential gaps in services. An RFP was issued for a vendor to undertake this work which will include an environmental scan, a program and services review and youth engagement, culminating in a report to include recommendations or policy directions for Council's consideration. • A procurement process was initiated in Q4 2018; also a project committee was established. • The project experienced some delays due to the critical incident of November 6, creating a meaningful role for partners and time committed to budget.

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<ul style="list-style-type: none"> • collaborate with community partners and agencies to ensure most effective and efficient utilization of resources 	IP	<ul style="list-style-type: none"> • The Mental Health Capacity Program facilitated a number of events including Strathcona County’s Interagency Group meeting, community learning for 3 MHCB schools, community presentation at Kings Athletic Club, and character symposium (hockey teams). • In addition, the Mental Health Capacity Program coordinated quarterly mental health managers meetings with Primary Care Network and Alberta Health Services Mental Health and Addictions (adult and children) for information sharing, program planning and coordination; Quarterly Regional Collaborative Service Delivery program coordination meetings to coordinate services to school-aged children, including Navigation services and counselling. • A total of 43 staff in Ardrossan Junior Senior School, Lakeland Ridge School, and Holy Spirit School linked the Canadian Mental Health Association within their schools. • 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 the increase in healthy relationship skills.
	IP	<ul style="list-style-type: none"> • In 2018, for the Community Cares Fund – 36 county residents accessed the emergency fund for necessities such as: housing security, and transportation.
	IP	<ul style="list-style-type: none"> • 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. Nine residents have benefitted from this fund during this reporting period.
<ul style="list-style-type: none"> • consult with agency partners and clients to determine needs and gaps 	IP	<ul style="list-style-type: none"> • FCS conducted the 100 Stories (neighbourhood conversations) initiative this summer, speaking with community members about what mattered to them.

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<ul style="list-style-type: none"> • monitor social-demographic information to identify trends 	<p>IP</p>	<ul style="list-style-type: none"> • The 3rd edition of the Community Social Profile report was published in October of 2018 and was distributed widely both internally and externally. Information included in the report such as population characteristics of households, income and earnings, the labour force, the state of the economy, mental health issues, levels of education, etc. will assist citizens and organizations identify challenges and opportunities as they plan, partner and innovate.
<ul style="list-style-type: none"> • Promote development of social and support networks that enhance community connectedness 	<p>IP</p> <p>IP</p> <p>IP</p> <p>IP</p>	<ul style="list-style-type: none"> • VTRA, level one training, was provided to 88 people in December 2018 thereby increasing the communities' capacity to respond to violent threats. • New Social Framework Community Grants policy was approved by council in June of 2018 and a Grants competition for Social Framework Community Grants was opened in fall of 2018 for grant allocations in early 2019. • Community small Grants funding in the Spring and Summer of 2018 supported 103 community events and encouraged residents to engage in neighbourhood projects that further the social framework outcomes of connection and inclusion. • 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.
<ul style="list-style-type: none"> • Ensure supports assist with the needs of our residents during times of vulnerability and need 	<p>IP</p> <p>IP</p>	<ul style="list-style-type: none"> • Total Subsidies: 2544 • Everybody Rides: 1012 • Everybody Plays (RAP): 2259 • Senior Transit: 35 • Senior Property Tax: 319 • Home Support provided an average of 7,584 (combined lodges and community). The number broken out are 265/month community and 7,308 lodge visits per month to an average of 271 clients. • 2,177 hours of care was provided monthly to residents of Silver Birch Lodge and Clover Bar Lodge. An average of 6 hours of private home help was provided monthly to residents in their own homes.

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. Over the summer, an awareness campaign, distributed 500 children sized t-shirts to infants and preschoolers, wrapping up in September.

The t-shirts featured the invitational message of 'Help Me Build my Brain Let's Make Time For Play' with promotional information on how play supports key areas of development in a number of domains. In the fall, a workshop for parents and caregivers "Get Outdoors" addressed the benefits of encouraging outdoor play on key areas of growth and development. The SMILE card campaign was also launched to heighten awareness of the important role serve and return interactions have on healthy parent-child attachment and brain development."

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
<ul style="list-style-type: none"> • Continuous improvement of social and emotional development across the lifespan 	<p>IP</p> <p>IP</p>	<ul style="list-style-type: none"> • Mental Health Capacity Building partnerships were maintained with three schools for a three year period. • 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.
<ul style="list-style-type: none"> • Ensure a broad continuum of social supports, education and resources are available that evolve to meet the changing needs of individuals and families 	<p>IP</p>	<ul style="list-style-type: none"> • Counselling participants: 1,125 Navigation (includes seniors and teen participants): 866 Home Visitation: 41 families
<ul style="list-style-type: none"> • Provide opportunities for individuals and families to be empowered through social and psycho-educational programs in a broad range of community settings 	<p>IP</p> <p>IP</p> <p>IP</p>	<ul style="list-style-type: none"> • Five weekly drop in counselling groups offered 108 sessions to 136 unique participants (Annual total: 232 sessions to 286 unique individuals); • 1150 counselling sessions were offered to 954 unique individuals with emotional health, couple relationships and personal development being the most common reason for accessing counselling services. • Our Navigation Team co-lead one session of Connect Parent with Elk Island Catholic Schools. • The International multi-level Positive Parenting Program is provided to parents and caregivers to help them build 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)

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.

Progress Update		
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<ul style="list-style-type: none"> • Redevelop and continue to promote and implement the Social Framework 	IP	<ul style="list-style-type: none"> • The Social Framework remained a crucial document for the direction of Strathcona County guiding work of FCS and other local organizations.
<ul style="list-style-type: none"> • Build capacity for families, individuals and community to advocate for themselves 	IP	<ul style="list-style-type: none"> • Navigational services are offered at the library (certain days), RCMP station and Elk Island schools. • A full time Navigator is based in the RCMP station providing outreach and capacity building within the RCMP staff. • Navigators at schools work closely with staff and parents to discuss referrals, provide information on upcoming groups and trainings, work with families to build skills and resiliency, provide support during parent/ teacher interviews, and conduct presentations on FCS services. • Parent skill building groups are offered every Tuesday evening and a registered monthly parent skill building workshop is offered. • During the months of November and December, Navigation provided services at the Millennium Place location due to the displacement from the November 6th incident at the Community Centre. • Solutions Navigation partnered with Salvation Army to provide warm clothing vouchers for low income families this winter. • Navigation provided services to 249 youth, 454 adults and 163 seniors.
<ul style="list-style-type: none"> • Build community awareness of social issues to facilitate social inclusion of all residents 	IP	<ul style="list-style-type: none"> • Newcomer Connector is client centered program that provides ongoing support via direct and indirect referrals, networking support and advocacy based on participant's needs and comfort level.

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		<ul style="list-style-type: none">• The critical incident which occurred on the evening of Nov 6, 2018, necessitated the shutdown of the event.
	IP	<ul style="list-style-type: none">• The Engaging Men and Boys program completed a 14 weeks program of boys group in Clover Bar Junior High School, which focused on healthy relationships.• A Men's drop in counselling group continued throughout this period with 49 sessions reaching 74 participants.

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 4: A stronger sense of community is built through the development of positive relationships in an effort to strengthen the social fabric of our community.

Outcome: Individuals, families and groups feel more connected to others.

Progress Update		
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<ul style="list-style-type: none"> Continue to promote opportunities that facilitate connections to neighbours and community 	IP	<ul style="list-style-type: none"> FCS provided back bone support to neighbourhood level block party and community connection initiatives, through resources and guidance.
<ul style="list-style-type: none"> Work toward collaboratively building community capacity to enable collective change, build social capital and address local issues 	IP	<ul style="list-style-type: none"> Developmental evaluation techniques have been implemented into the facilitation of several programs, including the upcoming engagement of community partners in the Community Drug Strategy, Social Framework implementation, as well as several staff functions working to introduce the concepts to all FCS Staff.

Opportunities, Challenges and Other
Providing opportunities and supports to empower individuals, groups and community to take an active role in supporting a continuum of services through collective practice and collaboration.

Key Performance Indicator/Measures	Benchmark	Progress Update (include year)	Target
% of residents satisfied being part of the community	88% (2014)		90% (2018)
% of adults who know six or more neighbours by name	68% (2012)	72.9% (2016)	70% (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		
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<ul style="list-style-type: none"> • Sustain a high level of staff engagement, cohesion and work/life balance for staff 	IP	<ul style="list-style-type: none"> • The FCS Values Committees incorporated discussions around corporate values at monthly FCS staff meetings.
<ul style="list-style-type: none"> • Ensure that decision making occurs at the right level to ensure service provision is flexible and responsible 	IP IP	<ul style="list-style-type: none"> • Managers and supervisors continue to meet on a regular basis to collaborate and collectively address emerging department issues. • FCS organizational redesign followed due process and was completed in Q3 of 2018.

Opportunities, Challenges and Other

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)