



2022 FCSS Annual Report

Investing in social inclusion

In partnership with

Calgary



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Background

The City of Calgary partners with the Government of Alberta to jointly fund the Family & Community Support Services (FCSS) Calgary program. FCSS Calgary provides preventive social services to tens of thousands of Calgarians and leverages millions of dollars through volunteer contributions and fundraised dollars.

FCSS funds programs that build resiliency. The initiatives help people develop independence, strengthen coping skills and become resilient in times of crisis. Investing in FCSS programs means:

- Young people feel a sense of pride in who they are.
- Calgarians feel a sense of belonging, meaning, security and control over their lives.
- Families feel safe, secure and know who they can count on in times of crisis.
- Communities are more welcoming of all cultures, ethnicities, ages, sexual orientation and income levels.

FCSS Calgary also invests in organizations to build their effectiveness, increase the impact of their programs, and address emerging social issues and trends that are impacting Calgarians.





2022 in review

2022 was a year of growth and adaptation for Calgary's non-profit sector. After adjusting to the COVID-19 pandemic by providing services virtually, most FCSS organizations settled on a flexible hybrid model, depending on individual need and suitability. The reintroduction of some in-person programming helped to reduce social isolation.

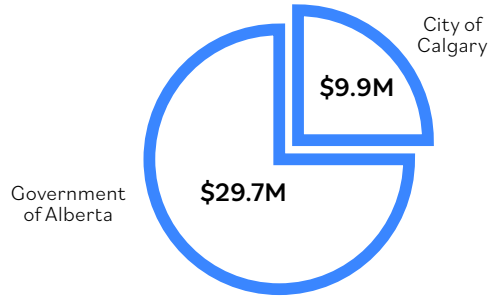
Inflationary pressures created challenges for both Calgarians and FCSS-funded organizations. The demand for services increased, as did the costs of offering programs. Organizations responded by developing strategic partnerships that resulted in collaborative programming and enhanced referral pathways. These efficiencies reduced the costs for organizations and reduced barriers to services for Calgarians.

Following a Council-directed review of the FCSS program in 2021, steps were taken to implement the recommendations and focus on continuous improvement. This included the first FCSS open call for funding in several years, which was a significant shift from the historic practice of inviting currently funded organizations to reapply for funding. The open call balanced stability with an equitable and transparent funding process.

The practices used to administer FCSS funding underwent an analysis through an Indigenous, anti-racist, and equity lens. This process included community consultation, with a key theme emerging around the importance of relationships and personal connections. Changes to existing practices will be an ongoing process.

Finally, the Government of Alberta launched its first FCSS Accountability Framework in 2022. The Framework reflects the collaboration between local FCSS programs, municipal associations, and the Government of Alberta to provide guidance in the design and delivery of preventive social services. This Framework will be used as an additional lens in considering future applications for FCSS funding.

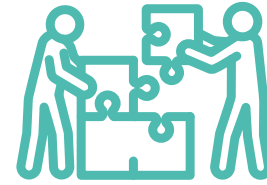
2022 at a glance



\$39.6 million
Total FCSS Calgary budget



\$1.2 million
capacity-building funding for
organizational effectiveness
and emerging issues



44,835
Calgarians benefitted
from participating in
FCSS-funded programs



FCSS Calgary partnered with
72 organizations
to deliver
130 programs



14,809
volunteers engaged
in FCSS-funded
programs



568,849
volunteer hours
contributed, valued at
\$19.7 million



\$1
City contribution
leveraged
\$7.67
in the community

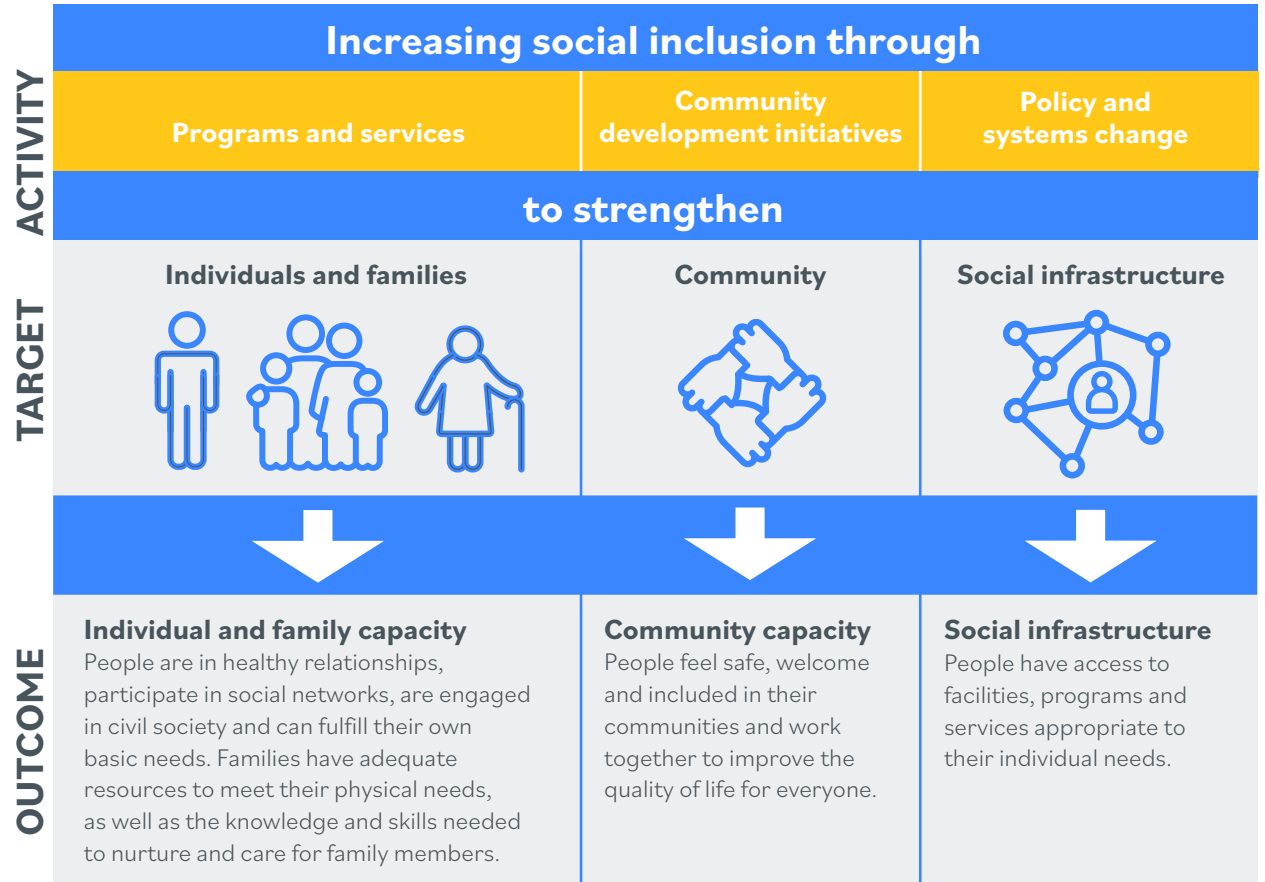
FCSS Funding Framework

The **FCSS Funding Framework** provides a strategic direction to ensure FCSS funding is responsive to emerging trends in the community, while also being flexible by incorporating new knowledge in the area of prevention.

The Framework's long-term outcome is to increase social inclusion, which enables Calgarians experiencing vulnerabilities to participate in, contribute to, and benefit from all aspects of society. Research demonstrates that social inclusion is linked to improved social and economic outcomes, as well as increased civic participation.

FCSS Calgary uses three approaches to increase social inclusion:

- Programs and services for individuals and families
- Community development initiatives
- Policy and systems change initiatives



Increasing social inclusion through programs and services

Evidence-informed preventive programs and services contribute to the following five mid-term outcomes:

- Increased positive child and youth development
- Enhanced economic self-sufficiency
- Growth in social capital/social participation
- Improved family functioning and positive parenting
- Enhanced Indigenous healing and wellbeing

The impact of these programs is assessed using a rigorous evaluation system, including pre-test and post-test surveys to measure their impact. Any changes between pre-test and post-test surveys are analyzed for statistical significance.





Positive child and youth development

5,636 participants in grade 4 through 12 in child and youth programs

**Organization: Big Brothers, Big Sisters
Program: Community Mentoring**

Tamika and her mentee Charity have been matched for three years. When Tamika first met Charity, she knew they would be fast friends, as they laughed and got along right away. Since then, they have had several adventures together, from seeing Stars on Ice to trying new recipes to rollerblading.

As an Indigenous youth, Charity has shown Tamika her cultural dances and they have read books about Indigenous history and culture together. Meanwhile, Tamika has taught Charity about the Black Lives Matter movement, her family's cultural dances, and historic Black civil rights activists.

Tamika said sharing each other's culture is integral to their relationship. "To be sensitive to other people's culture and how you respond and react is extremely important. The more you know, the more you learn, and the better you'll be at communicating with people of all different races and culture."

10% more children reported feeling that they have good ideas.

Positive social ties

13,944 participants in positive social ties programs

Organization: Calgary Chinese Elderly Citizens' Association

Program: Support Program

Hui's involvement with the Calgary Chinese Elderly Citizens' Association Mandarin support group began during the pandemic. He not only participated in recreational activities, such as square dancing and singing, but also learned simple conversational English. Hui found the classes very useful and his confidence grew. He was even able to go grocery shopping and visit the public library independently.

The Calgary Chinese Elderly Citizens' Association also provided opportunities for members to talk and exchange life experiences and advice. This gave Hui a platform to reach out to more people and become more active. He started volunteering at the organization, and together with other volunteers of the Mandarin support group, he led the rehearsals for the Mid-Autumn Festival event. The performance received unanimous praise from the audience, which made Hui very proud. Hui now realizes what he can achieve and contribute to the community as an immigrant senior.

30% more people reported they got involved in neighbourhood events or activities.





Adult personal capacity and economic self-sufficiency

10,699 participants in adult personal capacity and economic self-sufficiency programs

Organization: Connections for Families Society

Program: Financial Coach Program

Nadia was referred to the Connections' Financial Coach Program for assistance with her tax return after she left an abusive relationship and began living with her parents. Although she would have qualified for Persons with Developmental Disabilities (PDD) funding and other support, she was not aware of the benefits available.

Nadia's goal is to live on her own with her son as soon as she can afford it. The Financial Coach helped her apply for Assured Income for the Severely Handicapped (AISH) as well as PDD funding. As a result, she has successfully increased her monthly income and received a large lump sum from retroactive Child Disability Benefits. Nadia is moving forward with a sense of relief that her debts are settled and the self-confidence to manage her own finances.

36% more people reported that they saved some money for education, retirement or a major purchase.

Family cohesion and positive parenting

2,936 participants in family cohesion and positive parenting programs

Organization: Kindred

Program: Family Enhancement Program

Sawa and her family attended the Family Enhancement Program after hearing about it through her daughter's school. Sawa shared that her daughter was experiencing challenges coping with her emotions and anxiety in school and the teacher was having trouble managing her behaviour.

They attended the program every week and Sawa's daughter connected with other children and built her social skills. They especially liked learning about kindness and coping with anxiety. Sawa saw an improvement in her daughter both at home and school. The teacher said they saw a difference in her classroom behaviour and her relationships with others in the classroom after the program. Sawa enjoyed the quality time she spent with her daughter and appreciated that her daughter was more open to talk about her feelings.

10% more people reported that their family is better at making decisions about how to solve problems.





Indigenous healing and wellbeing

1,765 participants in Indigenous healing and wellbeing programs

Organization: Sunrise Healing Lodge

Program: Cultural Initiatives for Healing

Dani's life changed after attending the Sunrise Healing Lodge cultural program. Dani had been experiencing thoughts of suicide, and it seemed no one was around to help. Dani remembered their grandmother had taught them to pray, so they said a prayer and decided to attend Sunrise. They listened to traditional knowledge keepers and Elders and started to smudge. Being back with their Indigenous culture helped them feel connected again.

After participating in the program, Dani says they remember the traditional teachings, along with the teachings from their Grandma. Dani believes that the Creator is helping by putting healthy people in their path to offer guidance. Through prayer, smudging and talking with the Creator, Dani can get through their challenges and is not giving up.

37% more people reported that they have access to culturally appropriate and knowledgeable resources such as Elders, speakers, or traditional people who listen to them and help solve their problems.

Increasing social inclusion through community development

FCSS investments are used to support community development initiatives so that people feel safe, welcome and included in their communities and can work together to improve the quality of life for everyone. Community development initiatives contribute to the following three outcomes:

- Increased leadership capacity
- Increased sense of belonging
- Improved economic participation



417

volunteers

5,373

volunteer
hours



386

resident
projects



23

priority
neighbourhoods



24,369

contacts with
residents



Organization: City of Calgary Program: Community Social Work

During a planning meeting for a community garden in Abbeydale, Charlie disclosed that his mental health was limiting his community participation. This sparked another resident to respond with empathy, then a third resident discussed their own mental health challenges.

Although mental illness is known to be an important neighbourhood issue, there are barriers to developing community-based responses, including stigma and a lack of understanding. Sometimes it just takes an honest conversation from someone like Charlie to bring down those walls.

The community social worker asked if the residents thought the neighbourhood should do something together, and a group met to brainstorm ideas. The first initiative involved weekly wellness walks, which took place over the summer and provided the opportunity to make new connections and experience the sunshine of a supportive community.

93% of volunteers feel volunteering in their neighbourhood has helped them learn new things.





Increasing social inclusion through policy and systems change

Policy and systems change is another approach to increase social inclusion. Change is influenced at the local, provincial and national levels through outreach, issue advocacy and research. These initiatives are most effective when organizations coordinate to address the needs of populations experiencing vulnerabilities.

Policy and systems change initiatives contribute to the following three outcomes:

- An equity-based social policy agenda
- Integrated service coordination
- Evidence-informed policy and systems change

Organization: Momentum
Program: Public Policy Program

As part of their Public Policy program, Momentum worked with The City to develop a Benefit Driven Procurement Policy. This policy aims to seek greater value from procurement. This includes the development of meaningful and inclusive employment opportunities for underrepresented groups among contracted companies and supporting suppliers who have their own social procurement and living wage policies.

Since approval of the policy, approximately 78 per cent of awarded contracts have included the Benefit Driven Procurement Policy questionnaire as part of the evaluation criteria. Partnering with suppliers who score highly on these questionnaires helps The City to continue providing services at the same high quality and value, while identifying businesses that are also committed to improving the community at large. Momentum's participation on the City's Task Force for Benefit Driven Procurement will continue with a focus on capturing outcomes and impact of the policy and practices in place.

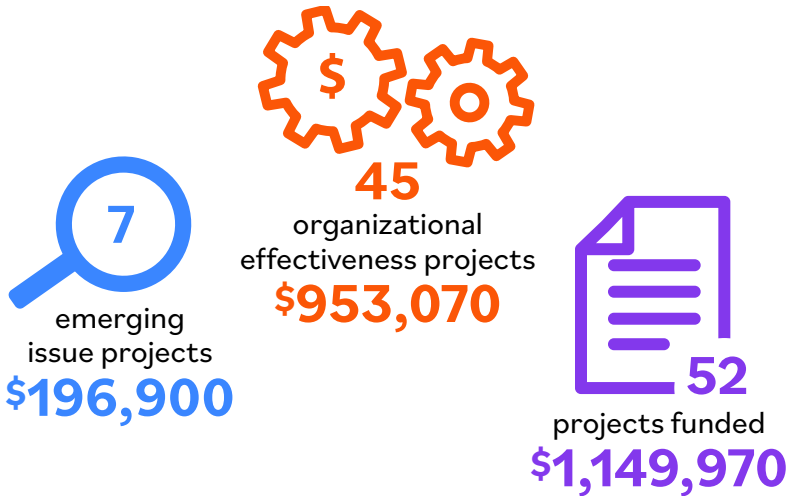


Capacity building

The Capacity-Building Fund supports one-time initiatives that build the capacity of organizations to effectively address the emerging needs and interests of Calgarians experiencing vulnerabilities. Funds are used to strengthen an organization's effectiveness or service delivery, so it can better respond to the changing needs of Calgarians.

In 2022, community-based organizations were encouraged to submit proposals to implement initiatives that will lead to positive change for the communities they serve.

The City partnered with the Calgary Foundation and the United Way of Calgary and Area to collectively leverage additional funds and provide in-kind support for the community-based organizations that received funding.





Looking ahead

Following the open call for funding proposals in 2022, new FCSS funding allocations will begin in 2023. Many programs and organizations will be receiving FCSS funding for the first time in 2023. Onboarding these organizations and orienting them to the FCSS Evaluation Framework and reporting requirements will be a priority.

The Capacity-Building and Emerging Issues Fund will continue to support FCSS-funded organizations in developing their organizational effectiveness. A portion of these funds will be directed towards initiatives developed by Indigenous, Black and Racialized organizations.

Continuous improvement will remain a focus in the year ahead. Updates will be posted on calgary.ca/fcss.

FCSS Calgary and its partner organizations will play a critical role in supporting Calgarians experiencing vulnerabilities by building their resiliency and social connections. For more information on FCSS, including a list of partner organizations, funded amounts and success stories, visit calgary.ca/fcss. If you have questions, comments or suggestions, contact us by **email:** fcss@calgary.ca, **call:** 311 or **mail:** P.O. Box 2100 Stn. M (116), Calgary, AB T2P 2M5

**Names in this report have been changed to maintain confidentiality*