

## Understanding Values & Priorities Phase 2 Community Forum Family, Community & Social Service Agencies April 14, 2011

### *What city services are most important to you?*

- Community services and neighborhood
- Community and neighborhood services
- FCSS community and neighborhood services and funded agencies
- Volunteer development opportunities
- Access to public services for marginalized citizens
- Improve quality of life of vulnerable population
- Community free of family violence and abuse
- FCSS
- Social service supports
- Increased emphasis on prevention
- Inflationary increase for services to vulnerable populations
- Encourage citizens to participate
- Youth employment services
- Youth programming
- Increased complexities of caseloads
- Community development
- Intersectoral partnerships e.g. CBE
- Increase in collaboration with the Province re: social services
- Community and neighborhood services
- Employment opportunities
- Diversity
- Supports for new immigrants
- Coordinated language and interpretation services for changing demographics, increase cultural diversity
- Food programs - diversity, flexibility
- Sharing information about services (e.g. statistics)
- Better training, enhance 2-1-1, effective use
- Reduce barriers to volunteering
- Police checks for volunteers and staff working with vulnerable people (e.g. kids)

- Community and neighborhood services
- Safety
- Calgary Police Services
- Community safety
- Enhanced emergency response
- Funding for individuals
- Essential services EMS, Fire, Police, Social Services (FCSS), 911
- Subsidies
- FCSS funding (social planning)
- Funding for FCSS programs
- NPO salaries
- Affordability of city facilities/recreation (i.e. Zoo, Heritage Park, Science Center, etc.)
- Corporate Administration Services
- Core funders reducing their support “Change Focus”
- Increased funding to FCSS
- Affordable utilities
- Improve communications regarding resources
- Develop ways to make information more accessible beyond website
- Pay living wages to all staff
- Need for educated and skilled staff
- More prevention services, preventative thinking
- Pooled subsidy process across city services
- Consider other fundraising options (i.e. United Way)
- Indexed funding for agencies delivering social services that keep up with inflation
- FCSS indexed funding
- Allocation NPO funding, distribution, reporting
- Subsidized recreation
- 2-1-1 translation service
- FCSS funding
- FCSS people
- Subsidies in general, transit, youth and senior programs
- Behavior support services
- Harm reduction services
- Programs for disabled
- Preventive social services
- Calgary after-school
- PIC, free bus tickets
- City links
- 3-1-1
- Children’s Reserve Fund
- Affordable housing being at risk potentially with secondary suites increased
- Accessible housing (affordable)

- Affordable, safe housing with accessible transit
- Social housing
- Increase cultural sensitivity within Calgary housing
- Improve suites with Calgary housing
- Reduce waiting list with Calgary housing
- Affordable housing in proximity to services
- Land use planning (e.g. walkable communities)
- Urban planning that promotes reducing barriers to service access (livable communities)
- Transit oriented development
- Mixed-use neighborhoods
- Land use
- Parks
- Recreation
- Community spaces
- Parks, recreation, open space
- Community gathering places (e.g. senior centers, community associations)
- Recreation services, Calgary after-school, access
- Before and after school care
- Increase public space in new communities
- Recreational services
- Subsidized programs
- Library
- Park services
- Public green space
- Pathways
- Playgrounds
- Healthy gathering place for youth (e.g. multidisciplinary)
- Parks
- Pathways (safe)
- Green spaces
- Transportation
- Transit
- Improve transportation for “marginalized” groups
- Transportation services
- Low-income transit
- LRT
- Buses
- Access Calgary
- Increased transportation access for seniors
- Access Calgary
- Transportation, getting to services and work
- Low-income transit passes

- Access to public transportation for everyone who needs it
- Transit

***What improvements, enhancements or changes would you recommend for these city services?***

**Community and Neighborhood Services**

- People in vulnerable situations rely on all these services. Without them it increases risk for youth (violence, etc.) for aging (e.g. recreation)
- Risk, more expensive services
- Vulnerable, immigrants, women (especially around safety), safety for children
- There would be an impact on certain services if these preventative services are lowered
- Preventive services reduces cost for more police
- Vulnerable, aboriginal seniors, physically and mentally disabilities
- A significant amount of people are invisible and powerless
- These services help people be self-sufficient
- They give people a hand-up
- Vulnerability stems from insufficient education, not enough dollars, etc.
- These services are about preventing vulnerability
- We could improve process by working together (across departments) to make this process more efficient
- Social aspects (services) have not received appropriate level of funding to meet growing needs
- We need to have capacity to tap into vulnerable population that are not connected
- Immigrants may live in Calgary housing (could be all kinds of tenants), but do not know how to access other services; used to be handled by social worker, now seems to be a gap. This also applies to people living outside Calgary housing
- It is cost effective to invest in services that are preventative (not just economic, also social)
- Everybody is vulnerable at certain times of life
- Prevention often hard to define, has to be common understanding across the sector about what it means
- If we do not provide assistance like this, we will be faced with living in communities we do not want to live in and do not feel safe in
- There is a business planner for every business unit, suggest we add a social planner
- The triple bottom line has to be reinforced especially around social
- Look at decentralizing City Hall, 4-5 areas around city, incorporate community and neighborhood services
- Incorporate Genesis Center idea
- Edmonton has developed champions for certain portfolios for each of their councilors, this could work well here (e.g. police security checks for volunteers in Calgary, 2/3 months, in Edmonton it is 5 days)
- Look at other models too

- Apply qualitative measures, are the programs achieving what they were set out for?
- Think about what would happen if all these services did not exist

### Funding and Subsidies

- City contribution to FCSS funding, increase to 30%, index?
- Increase in translation and interpretation services especially personal and health issues, create city support for this
- City to advocate with Province regarding increase to FCSS dollars
- Pooled subsidy process (e.g. Zoo, transit, recreation facilities)
- One-stop shop (e.g. seniors)
- Subsidies for more facilities
- Increase cut-off for subsidy
- Marginalized families should get support for instrumental needs (e.g. utilities, food, shelter)

### Key Points

- FCSS is great but does not have enough time for funding to catch up
- All city services/programs need to be accessible, inclusive
- One-stop shop for discounts for city services
- Translation/interpretation services need to be increased and funded by city

### Housing

- Housing is available if you have the money
- People need and can sometimes access services to stay in homes (e.g. age in place)
- Increased density in inner city
- Some transit-oriented development
- Social housing is integrated in community
- More social/affordable housing
- Complete communities with services in the area and amenities
- Walkable communities (e.g. schools, stores, sidewalks, etc.)
- Safe communities, affordable housing and walkable communities that are safe
- Community services near housing
- Service and support to move people through transitional housing
- Ability to access information on services, more resources
- Severity of problem needs to be recognized
- Need some emergency funding
- Funding and support for secondary suites
- Need coordination of funding and services
- Family facilitators needed and support for this
- Support for public policy regarding homelessness

## **Key Points**

- Need for inter-governmental coordination regarding policy and services re: homelessness and affordable housing
- Land use/planning process needs to include services, completing communities
- Work on prevention of homeless cycle
- More affordable housing, needs to be accessible

## **Land Use**

- New land use planning model very inclusive. Get people involved in all sides. Design Charette inclusive but not adversarial. Listening
- City does not consider social services in planning land use
- Planning does not take into amenities within walking distance and accessible
- Many services/amenities and affordable housing are in suburbs. Issue is accessibility and the challenges (i.e. single mom with 3 children, seniors with long travel)
- Agencies need space, some city facilities are not physically accessible so they are sitting there and not being used
- Engage agencies who provide service in land use planning. Non profit are not engaged like community associations
- Parking is a big piece. Parking authority with social service 'in kind' arrangement. Very expensive requirement. Should be a subsidy for not-for-profit for all agency stakeholders
- Seattle has multi-agency service centers. Currently in Calgary, services are lacking
- King Edward School with Calgary Arts Development Authority (e.g. using space that is sitting vacant)
- More comprehensive land use planning to overlay social needs to physical layout
- Build this into new community planning. City should make a standard/requirement. Has to be accessible for agency programs
- Support for not-for-profit is just not there similar to 10% land reserve
- Need for a different planning infrastructure
- City working with Province for after hours use. Multi-use space would be available
- School closures presents an opportunity
- Community school model has fallen down
- Need communities where we can live, work, play, to be much more livable
- Bring sectors together. OT has real potential
- Build 'in' and 'up' diversity of possibilities (European cities, Vancouver) because of constraints

## **Key Points**

- Need for social service space in every community as a mandatory requirement
- Need communities where we live, work, play, to be more livable
- Using space that is sitting unused until required, let us use it
- Integration of social planner in city planning

- Cross collaboration would be encouraged if the city took a lead on providing space, healthy communities model and integration with everyone (includes Provincial Fed's)

### Recreation, Parks, Gathering Spaces

- Make a city vibrant, livable. Public space enables you to be with others
- Green space capacity is so important (e.g. Central Memorial)
- Recreation integral for newcomers as is subsidized access to services
- Outdoor spaces ultimate 'free space'
- Library, you can just go, can be very beautiful
- Community garden, bringing people together
- Guerilla Gardening, take our space, reclaim to make it beautiful
- Result of the city not offering appropriate space/maintaining, etc.
- City could be supportive
- Increase interest in green roofs living walls
- How to encourage groups and people to be creative, create new gathering spaces
- Design to make spaces welcoming and encouraging communication and safety
- Intergenerational interaction to be encouraged
- Library role is a very important role for literacy improvement, promote volunteerism
- Community gathering space in community
- Small libraries play a very important role for people in that neighborhood
- Neighborhood based amenities Lynwood, Wildwood, Killarney provide examples
- We value "complete" communities
- Making sure services are accessible especially with aging population, physical and financial accessible
- Multi-use community schools has intersectoral benefits
- Think broadly throughout the day and night. Full use of space and facilities
- More no/low cost recreation offerings. Less cost recovery
- Every citizen should have access to recreation facilities

### Transportation

- Appreciate the mix of transportation options (transit, LRT, cycle) not a perfect balance, but it is a start
- Public transportation needs to provide access to local points of interest
- We need to provide a system that allows anyone to participate regardless of vulnerability (e.g. when seniors can no longer drive, they often revert to isolation)
- Council needs to be applauded for maintaining low-income transit passes
- Suggest to address the related policy because current newcomers cannot qualify
- Need to address "what is low-income"
- Need to review the guidelines for drivers for access buses versus taxi-shared rides
- Difference in requirements for child welfare check and police check
- Access Calgary needs to be revamped/restructured
- There are gaps between these services and transit

- Who wants to wait 45 minutes for a transit bus?
- The checks (security) for drivers will make service more safe for users
- Develop at least a minimum standard
- Access for bikes on transit would encourage more use, request for bike share
- Some vulnerable people have to walk, certain areas do not have sidewalks, you walk on pathways at your own risk
- Transit route planning (e.g. last bus at Foothills Hospital leaves before visiting hours are over, better planning would allow people to stay at hospital longer)
- Access for low-income transit passes, forms (applications) need to be distributed to more agencies (plus multicultural)
- Employer transit pass, available through employer at a discount, encourages more transit use/less parking needed, flexible work times
- Education program (get up and go) is for people who are forced to give up driving, teaches how to access transit system
- If you are new to Calgary, it is difficult to figure out which bus or C/Train, improved signage, better maps, GPS system will help
- All of the services are inter-related, people who need low income bus passes are likely to need low recreation fees, conceivably may need affordable housing

***What stood out for you?***

- Social planner for every business unit
- Champion idea - portfolios for councilors
- Prevention of vulnerability
- Invisibility of the issue and isolation of vulnerable population, there is an ignorance about the services, etc., reluctance to talk about social issues by people who do not have access
- We need to ensure quality services. We need quality staff, adequate funding, etc.
- Re-assess, re-engineer innovate Access Calgary (standardize hiring process - taxi/Handi-bus, cpik and child welfare check)
- Low income transit pass, how you qualify, how you access it, needs a review of policy (newcomers under one year)
- Better coverage of transit services, recognizing people's needs
- We need to start thinking about transit as a viable alternative
- We would never get our volunteers if there was not an access to transit