

Social Programs

Led by: Director of Recreation & Social Programs

Service Description

Social Programs provides accessible and equitable programs and services that improve quality of life, contribute to inclusive communities, and promote social, mental, and physical wellbeing of Calgarians. We give Calgarians skills to build social resiliency and the supports they need to thrive. We leverage funds from other orders of government and private foundations through contractual agreements and collaborative partnerships. We offer social recreational programming for families, children and youth; career planning and employment support for youth; coordination of the delivery of senior's home maintenance services; and the administration of the Fair Entry Program.

Service Updates

Highlights

Social Programs made good progress advancing priorities, completing several projects in the first half of the year. Some highlights include:

- The Code 86 Wage review, which also supports Recreation Opportunities and Parks & Open Spaces, made The City a more competitive place for program staff to work, improving our ability to hire.
 - The Calgary Parking Low-Income Market Permit program went live, providing Fair Entry clients with reduced-cost street parking access.
 - The Revised Fair Entry Eligibility review for seniors accessing low-income transit passes is live.
 - Long standing partnerships continue to thrive, including work with the Calgary Catholic Immigration Society to provide programming for immigrant children and youth.
 - Seniors Services Home Maintenance program is now serving 1,200 low-income seniors, up from 840 in 2019.
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Challenges

More Calgarians are facing challenges due to the lingering effects of the COVID-19 pandemic and pressures from the economy, increasing demand on Social Programs.

Staff capacity has delayed some projects, including the Calgary AfterSchool amalgamation, but project managers are advancing outcomes as capacity allows. Fair Entry's capacity has been expanded through a pop-up location in City Hall School's vacant space to enhance service delivery, despite delays to the renovation of the third floor Municipal Building location.



Measuring Our Performance

Legend

— Actuals

■ Expected Future Performance

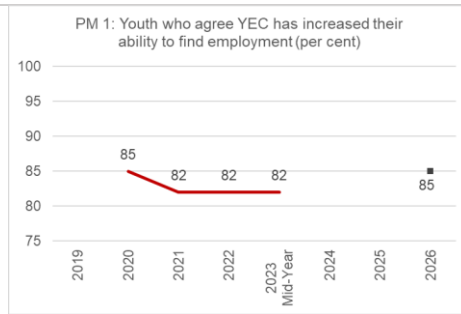
➔ Progressing as planned

⊖ Not progressing as planned

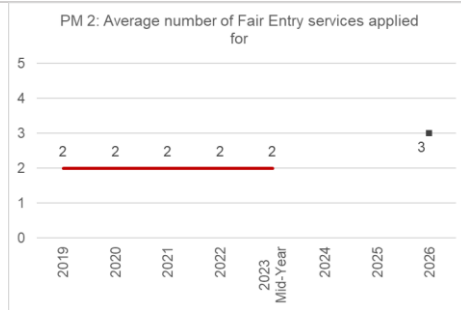
Performance Measures

Story behind the numbers

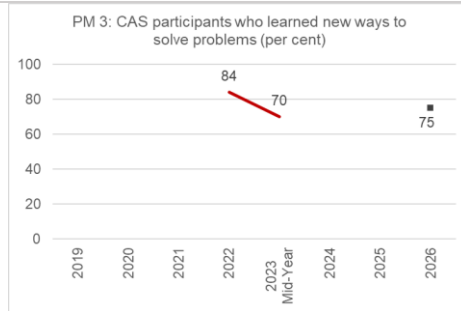
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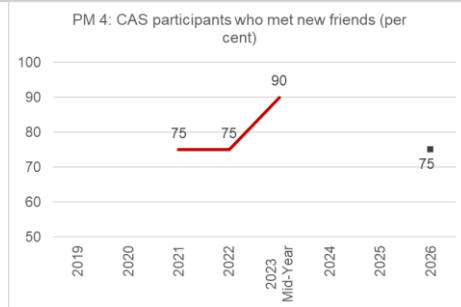
Alberta has the third highest youth unemployment rate in Canada. Youth are an untapped labour market that can assist in addressing the staffing shortage faced by many industries across Calgary. Youth Employment Centre (YEC) equips youth for employment readiness with skills development, enabling youth to confidently secure jobs that provide investment in the local economy and create economic resilience. In April, Youth Employment Centre connected 4,100 job seekers aged 15 to 24 with more than 89 employers looking to fill vacancies at the 2023 Youth Hiring Fair.



Many Calgarians continue to be impacted by the effects of the COVID-19 pandemic and broader economic forces that have worsened their financial circumstances. This has resulted in a need for more reduced-rate services that are essential to their wellbeing. Several Fair Entry projects were added to support Calgarians with low income, including: the Telecom subsidy program; Tax Appeals and tribunals subsidy; the Animal Licensing subsidy; and the Calgary Parking Low-Income Market Permit program.



Calgary AfterSchool offers no-cost programs to children and youth, with a focus on developing social emotional learning. Through participation in Calgary AfterSchool, children and youth say they have developed new skills and gained Calgary AfterSchool needed to solve problems in their lives. By continuing to fund Calgary AfterSchool programs, more children and youth will continue to build resilience, preparing them for life. The variation from 2022 year-end to the current mid-year update may be a result of the low sample size of for the program evaluations to date in 2023.



Calgary AfterSchool's no-cost programs focus on social emotional learning, providing participants opportunities to develop friendships and social skills. These friendships and social emotional skills in turn build resiliency among children and youth facing vulnerabilities. Calgary AfterSchool provides equitable access to opportunities that equip participants with skills and tools for life-long learning and development. The variation from 2022 year-end to the current mid-year update may be a result of the low sample size for the program evaluations to date in 2023.



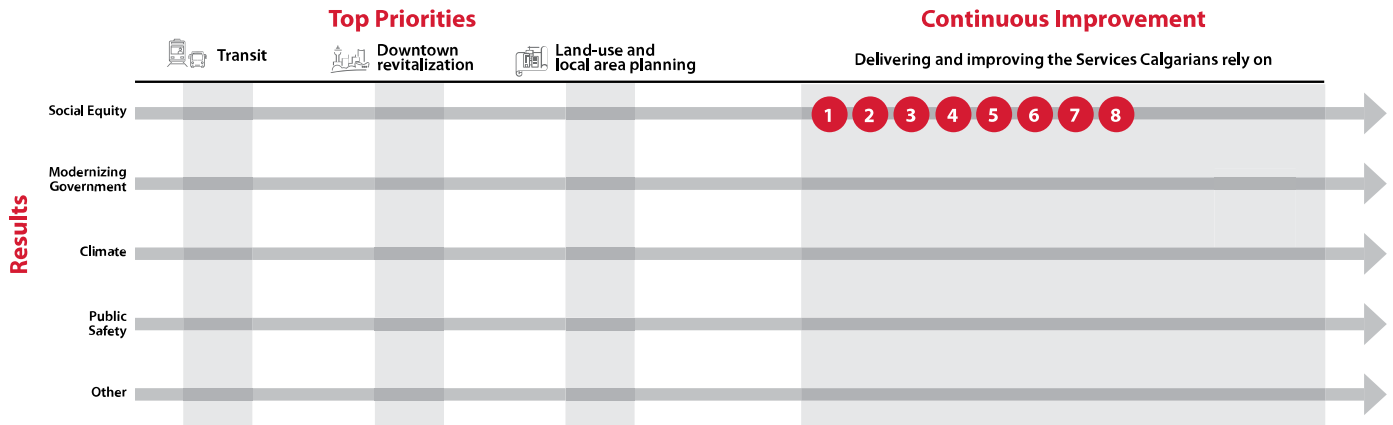
Note: Not all performance measures were reported on for this report. To see the 2022 data for performance measures, please visit [Service plans and budgets \(calgary.ca\)](https://www.calgary.ca/service-plans-and-budgets). Additional measures that will be included in the 2023 year-end performance report include:

PM 5: Parent and guardians of Park n' Play / Stay n' Play participants who say the programming met their expectations (per cent).



Progress on Service Delivery


Alignment with Council Refined Priorities and Result Areas



Legend



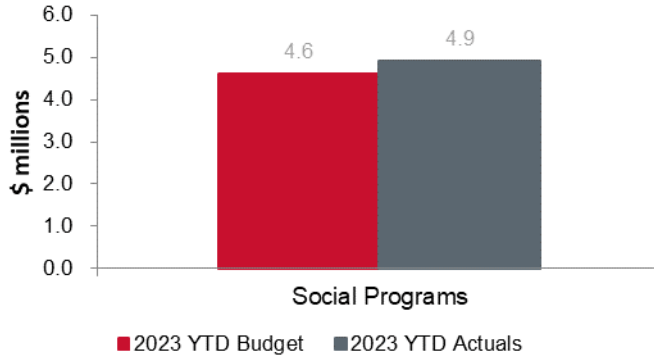
Initiative	Initiative Update	Status
1 Support social wellbeing by providing no- and low-cost, local and equitable programs for Calgarians facing negative social conditions.	Calgary AfterSchool wrapped its 2022-23 season with 16,000 children and youth attending programs. Participants reported making new friends and learning new skills and parents expressed thanks for having safe and accessible sites for their children to attend. The Seniors Services Home Maintenance program has 1200 seniors living with low-income are accessing subsidized snow removal, grass cutting and housekeeping.	
2 Provide Indigenous cultural opportunities for children and youth to further Truth and Reconciliation actions by delivering targeted programming.	The Develop Noticing Me, Noticing You, Noticing Us program is progressing, including the formation of a working group of Elders and staff. Consultation with Elders occurred on topics to pilot in seven Calgary AfterSchool programs this fall, and program curriculum is under development. Recreation & Social Programs (R&SP) hired an Indigenous Program Liaison to support facilitation of the Truth and Reconciliation Calls to Action (as identified in the White Goose Flying Report) that R&SP is accountable for.	
3 Support youth with employment readiness, skills development and employment through the Youth Employment Centre to help them successfully transition into meaningful employment.	The YEC hosted the annual 24th Hiring Fair in April, with 4,100 youth in attendance and a record 89 employer booths. Hiring is underway for a Community Liaison to support youth transitioning into careers. The renovated YEC resource area provides youth with an updated space to access career and employment support. The remaining renovation work will be completed by September 2023.	
4 Provide career development opportunities for at-risk youth by partnering with and supporting potential employers.	This work is resourced to begin in a future year.	
5 Improve service delivery to clients of Seniors Services Home Maintenance Program through file digitization.	Projects supporting this initiative are underway and are included in a larger Subsidy Assistance Management System project to support business process improvements. This includes Robodial, an opt-in telephone system for seniors to receive messages about service delivery information (e.g., snow clearing).	
6 Support community connections for students and their families by streamlining the process for providing access to free and low-cost school space.	The School Connections YYC project is a collaboration with the Calgary Board of Education, the Calgary Catholic School District and The City's Information Technology to automate and address gaps in accessing school space for programs during after school hours. IT has addressed issues and challenges identified with the system to improve access for users. User groups have identified further enhancements to improve ease of use. Work will begin on these enhancements in Q3 2023.	
7 Deliver culturally appropriate and trauma-informed programming for refugee children and youth facing complex social situations.	Social Programs has provided programming to 710 refugee children and youth in the Amenida Residences so far this year. In February and March, participation was lower as many families secured housing and moved out of the hotel; however, several new families arrived in April and these families expressed their gratitude that their children had activities they could get involved with right away.	

Initiative	Initiative Update	Status
8 Meet the needs of low-income Calgarians by maintaining Fair Entry service levels, providing access to City services at reduced rates.	<p>Comparing Q1 2018 to Q1 2023, Fair Entry experienced a 30 per cent increase in demand. Fair Entry continues to process applications within its standard time frame of approximately 10 business days by:</p> <ul style="list-style-type: none">• Increasing staffing levels in March prior to high seasonal volume demand (April to Sept.).• Coordinating pop-up mobile sites for application processing as required by seasonal volume demand.• Readjusting physical space at Village Square Library to provide a larger seating area for applicants.• Hiring additional staff to bolster the on-call pool and maximize coverage capacity.	



Service Updates on Financial Performance

Net Operating Budget and Actuals as of June 30, 2023



Operating Budget Updates - 2023 YTD net operating budget vs actuals:

Operating budgets currently have an unfavourable variance of \$263 Thousand due to the seasonality of neighbourhood-based programs and increased demand for targeted programming for new immigrants and refugees. However, 2023 budgets are forecasted to be on target as additional funding sources, such as the Children's Reserve, will be used later in the year to cover eligible shortfalls associated with increased program demand in the community.

Capital Budget Updates - 2023 total capital budget vs 2023 YTD spend:

Social Programs does not have a capital budget.