Family and Community Support Services (FCSS) Evaluation Reporting

February 2023
Agenda

- Evaluation Purpose and Scope
- FCSS Calgary Mid-Term Outcomes
- FCSS Calgary’s Collective Impact Approach
- Theory of Change
- FSII (Data Entry)
- Year End Reports
- Data Sharing Events
- Questions
Evaluation Purpose and Scope

**Purpose**
- Understand the impact of FCSS programming
- Measure the long-term outcome of increasing social inclusion

**Scope**
- Progress towards identified mid-term outcome areas
- **NOT** to evaluate individual programs
### FCSS Funding Framework

**Increasing social inclusion through**

<table>
<thead>
<tr>
<th>ACTIVITY</th>
<th>Programs and services</th>
<th>Community development initiatives</th>
<th>Policy and systems change</th>
</tr>
</thead>
<tbody>
<tr>
<td>TARGET</td>
<td>Individuals and families</td>
<td>Community</td>
<td>Social infrastructure</td>
</tr>
</tbody>
</table>

- **Individual and family capacity**
  - People are in healthy relationships, participate in social networks, are engaged in civil society, and can fulfill their own basic needs. Families have adequate resources to meet their physical needs, as well as the knowledge and skills needed to nurture and care for family members.

- **Community capacity**
  - People feel safe, welcome and included in their communities and work together to improve the quality of life for everyone.

- **Social infrastructure**
  - People have access to facilities, programs and services appropriate to their individual needs.
Programs and Services

- Mid-term outcome 1: Increased Positive child and youth development
- Mid-term outcome 2: Enhanced economic self-sufficiency
- Mid-term outcome 3: Growth in social capital/social participation
- Mid-term outcome 4: Improved family functioning and positive parenting
- Mid-term outcome 5: Enhanced Indigenous healing and wellbeing

Community Development

- Mid-term outcome 1: Increased leadership capacity
- Mid-term outcome 2: Increased sense of belonging
- Mid-term outcome 3: Improved economic participation

Policy and Systems Change

- Mid-term outcome 1: An equity-based social policy agenda
- Mid-term outcome 2: Integrated service coordination
- Mid-term outcome 3: Evidence-informed policy and systems change
FCSS Calgary’s Collective Impact Approach

- Improving social inclusion in Calgary and other identified mid-term outcome areas
- Vested interest in seeing the success of collective impact
- Understanding of interconnection between frameworks, organizations, and tools

**Theory of Change (TOC) * Indicator/Survey Selection * Data sharing events**

- Collection of indicator data linked to mid-term outcome areas
- Shared learning in meaning of data and potential impact.
- Shared exploration of opportunities.

**FSII data * Year End Reports * Data sharing events**

- Partnership and connections between funded organizations.
- Programs contributing towards the same common agenda of increasing social inclusion

**Theory of Change * Mid-term Outcome Areas * Data sharing events**

- Trust between organizations and City;
- Widen engagement and openness to collective impact approach.

**Partnership Specialists * Data Sharing Events * Evaluation Support**

- Coordinate and support collective impact effort that facilitates outcome movement;
- Provide overarching direction and requirements

**Backbone Infrastructure**

**Common Agenda**

**Shared Measurement and Learning**

**Mutually Reinforcing Activities**

**Continuous Communication**

**Resources and Training * Funding Agreements * Ongoing Partnership Specialist Support**
Theory of Change (TOC)

- The main goal is impact/change, not theory. A tool to succinctly plan future impact of the program.
- Binds together the common agenda (indicators) and mutually reinforces activities
- Sections include: Need, goal, strategy, rationale, and indicator/survey selection.
- Completed during the application process.
Collecting specific data as it relates to the “Programs and Services” outcome areas.
- Community Development and Policy and Systems Change programs/initiatives do not participate.

Results are analyzed and shared back to organizations at the programmatic and collective level.
- Collective impact is a roll up of all survey data completed for one survey. It is also rolled up into the overall impact for that outcome area.

Collective Impact results are shared with:
- Organizations
- City Council
- Government of Alberta

Calendar Year reporting cycle:
- Semi-annual reporting released in July and Annual reporting released in January.
This is not an evaluation of individual programs. It measures one singular component as it relates to the identified mid-term outcome area (Collective Impact Shared Measurement).

Specific results are not used to make funding decisions, although participation in data collection is a factor considered.

Ideally, surveys are collected for every program participant in your FCSS funded program.

Demographic, pre-testing and post-tests are collected for each client. The interval between the demographic/pre-test and post-test is program dependent. The rule of thumb is every six months, minimum.

Data collected is entered into a database by program staff called “FSII”.

Detailed FSII Training video on our website
- FSII User Manual
- FSII FAQ Document
FCSS Social Inclusion Indicators (FSII)

Survey Selection

- New survey package in use, starting April 1, 2023.
- 30 Indicator surveys, each linked to a FCSS Calgary mid-term outcome area.
- Surveys are valid and tested instruments. Ideally, we can compare FSII results to other data beyond Calgary.
- Survey selection must be based on the primary outcome area selected in your application.
<table>
<thead>
<tr>
<th>Survey</th>
<th>Survey Name</th>
<th>Domain</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Demographic Survey</td>
<td>-</td>
</tr>
<tr>
<td>2</td>
<td>Client Discontinue</td>
<td>-</td>
</tr>
<tr>
<td>3</td>
<td>Client ID</td>
<td>-</td>
</tr>
<tr>
<td>99</td>
<td>Post-Survey Satisfaction Questions</td>
<td>-</td>
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</table>

**Mid-Term Outcome 1: Positive Child and Youth Development**

<table>
<thead>
<tr>
<th>Survey</th>
<th>Survey Name</th>
<th>Domain</th>
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<tbody>
<tr>
<td>4</td>
<td>Competence - Cognitive Abilities and Social Competence</td>
<td>Cognitive Development and Social Competence</td>
</tr>
<tr>
<td>5</td>
<td>Character - Pro-Social Attitudes</td>
<td>Emotional Wellbeing and Social Competence</td>
</tr>
<tr>
<td>6</td>
<td>Connection - Social Connections</td>
<td>Emotional Wellbeing and Social Competence</td>
</tr>
<tr>
<td>7</td>
<td>Caring/Compassion - Sympathy and Empathy for Others</td>
<td>Social Competence</td>
</tr>
<tr>
<td>8</td>
<td>Confidence - Emotional Wellbeing</td>
<td>Emotional Wellbeing</td>
</tr>
<tr>
<td>9</td>
<td>Contribution - Community and Leadership</td>
<td>Connection To Community/Leadership</td>
</tr>
<tr>
<td>10</td>
<td>Physical Wellbeing</td>
<td>Physical wellbeing</td>
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**Mid-Term Outcome 2: Individual and Family Economic Self-Sufficiency**

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<tbody>
<tr>
<td>11</td>
<td>Personal Capital</td>
<td>Personal Capital - Employment &amp; Education/Training</td>
</tr>
<tr>
<td>12</td>
<td>Personal capacity - Basic Functional Life Skills</td>
<td>Basic Functional Life Skills</td>
</tr>
<tr>
<td>13</td>
<td>Income/Asset Building</td>
<td>Income/Assets</td>
</tr>
<tr>
<td>14</td>
<td>Long-Term Decreased Expenses; Increased Income from Sources</td>
<td>Expenses/Source of Income</td>
</tr>
<tr>
<td>15</td>
<td>Food Security</td>
<td>Expenses</td>
</tr>
<tr>
<td>16</td>
<td>Housing Satisfaction</td>
<td>Expenses</td>
</tr>
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**Mid-Term Outcome 3: Positive Social Ties**

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<th>Survey</th>
<th>Survey Name</th>
<th>Domain</th>
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<tbody>
<tr>
<td>17</td>
<td>Social Support and Daily Living</td>
<td>Positive Social Ties/Bonding Social Capital</td>
</tr>
<tr>
<td>18</td>
<td>Volunteerism</td>
<td>Positive Social Ties/Bonding Social Capital</td>
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<tr>
<td>19</td>
<td>Community Participation</td>
<td>Positive Social Ties/Bonding Social Capital</td>
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<tr>
<td>20</td>
<td>Social Networks - Seniors</td>
<td>Positive Social Ties/Bonding Social Capital</td>
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**Mid-Term Outcome 4: Family Functioning and Positive Parenting**

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<th>Survey</th>
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<tbody>
<tr>
<td>21</td>
<td>Family functioning - Parent/adult</td>
<td>Family Functioning</td>
</tr>
<tr>
<td>22</td>
<td>Safety from Domestic Violence</td>
<td>Positive Social Ties/Family Functioning</td>
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<tr>
<td>23</td>
<td>Positive parenting - Parent/Adult</td>
<td>Positive Parenting</td>
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**Mid-Term Outcome 5: Indigenous Healing and Wellbeing**

<table>
<thead>
<tr>
<th>Survey</th>
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<tbody>
<tr>
<td>24</td>
<td>Cultural Safety and Cultural Programming</td>
<td>Indigenous Identity</td>
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<tr>
<td>25</td>
<td>Cultural Role Modelling and Mentoring</td>
<td>Indigenous Identity</td>
</tr>
<tr>
<td>26</td>
<td>Historical Indigenous Knowledge</td>
<td>Indigenous Identity</td>
</tr>
<tr>
<td>27</td>
<td>Sense of Cultural Belonging and Feeling Supported</td>
<td>Social Inclusion</td>
</tr>
<tr>
<td>28</td>
<td>Personal Advocacy and a Sense of Empowerment</td>
<td>Social Inclusion</td>
</tr>
<tr>
<td>29</td>
<td>Understanding Traditional and Community-Based Parenting Practices</td>
<td>Indigenous Families and Traditional Parenting Practices</td>
</tr>
<tr>
<td>30</td>
<td>Use of Traditional and Community-Based Practices</td>
<td>Indigenous Families and Traditional Parenting Practices</td>
</tr>
<tr>
<td>31</td>
<td>Traditional Healing Practices for Individuals</td>
<td>Colonization and Healing</td>
</tr>
<tr>
<td>32</td>
<td>Understanding the Impact of History as a Part of the Healing Process</td>
<td>Colonization and Healing</td>
</tr>
<tr>
<td>33</td>
<td>Understanding Ceremony as a Part of the Healing Process</td>
<td>Spirituality and Ceremony</td>
</tr>
<tr>
<td>34</td>
<td>Accessing Ceremony for Healing</td>
<td>Spirituality and Ceremony</td>
</tr>
</tbody>
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Year End Reporting

- Space to share the impact of programming over the last year, well beyond limited scope of Indicator surveys.
- All FCSS funded programs/initiatives must submit.
- Results are thematically analyzed and shared back.
- Fulfills several accountability requirements:
  - Funding agreement (organization)
  - Helps informs impact of dollars spent (City)
  - Informs City of Calgary’s annual submission to the provincial government (Province)
- Calendar year reporting cycle (January 1 to December 31).
Year End Reporting

- Each stream has a separate report to complete, as the goals and mid-term outcomes differ.
- Review the templates at the beginning of funding cycle as some data needs to be collected throughout the year.
  - E.g. Number of participants, number of contacts, volunteer numbers, volunteer hours
- Template examples available online.
- Year End Reporting is completed in FIMS.
- Reporting session(s) hosted closer to end of year to review requirements.
Data Sharing Events

- Key component of collective impact approach
- Discussion and learning space to collaborate on
  - FSII and YER data results
  - Understanding community need and current situation
  - Building connections with other organizations
- One to two times per year – after the release of data
  - February/March and possibly August/September
- Indigenous healing and wellbeing outcome area will have a different approach to the other outcome areas.
Any questions?
Please speak with your Partnership Specialist or email fcss.indicators@calgary.ca

For more online resources, check out:
calgary.ca/social-services/funding/organization-tools.html