



2020 FCSS Annual Report

Investing in social inclusion

In partnership with



Background

Since 1966, The City of Calgary has partnered with the Government of Alberta to jointly fund the Family and Community Support Services (FCSS) Calgary program. FCSS Calgary supports non-profit organizations that provide preventive social services to tens of thousands of Calgarians and leverages millions of dollars through fundraised dollars and volunteers' contributions.

FCSS-funded programs help people develop independence, strengthen coping skills, and become resilient to crisis. Investing in FCSS programs means:

- Children and youth are healthy, loved, and feel that they can succeed
- Individuals are better able to overcome challenges like poverty, violence, and homelessness
- Families are stronger, cohesive, and more encouraging of one another
- Residents have more leadership opportunities in their communities

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



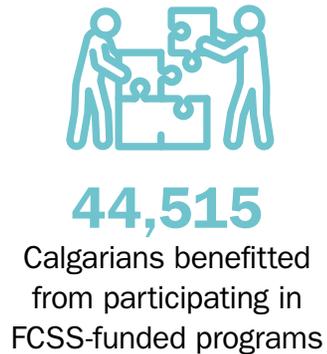


2020 – Year in review

2020 was a challenging year for Calgarians, including Calgary’s non-profit sector, due to the COVID-19 pandemic and the public health measures to contain it. Demand for some services, such as basic needs and food security increased. Meanwhile, organizations had to pivot to alternative forms of service delivery to continue to support Calgarians. Despite these challenges, FCSS-funded organizations rose to the occasion and were innovative and adaptable in the face of crisis. There was increased collaboration across the sector to ensure Calgarians had seamless access to programs at different organizations. To assist non-profit organizations in transitioning programs online, FCSS Calgary produced a **practical guide to virtual service delivery**.

In addition to the pandemic, the Black Lives Matter movement articulated clear and compelling reasons to redouble our efforts to achieve structural adjustments to existing inequalities within our City and our society. A Notice of Motion was passed by Council entitled **Calgary’s commitment to anti-racism** directing work to begin in a number of areas, including the Anti-Racism Capacity-Building Fund to support collaborative, community-based capacity-building initiatives that work to undo systemic racism.

2020 year at a glance

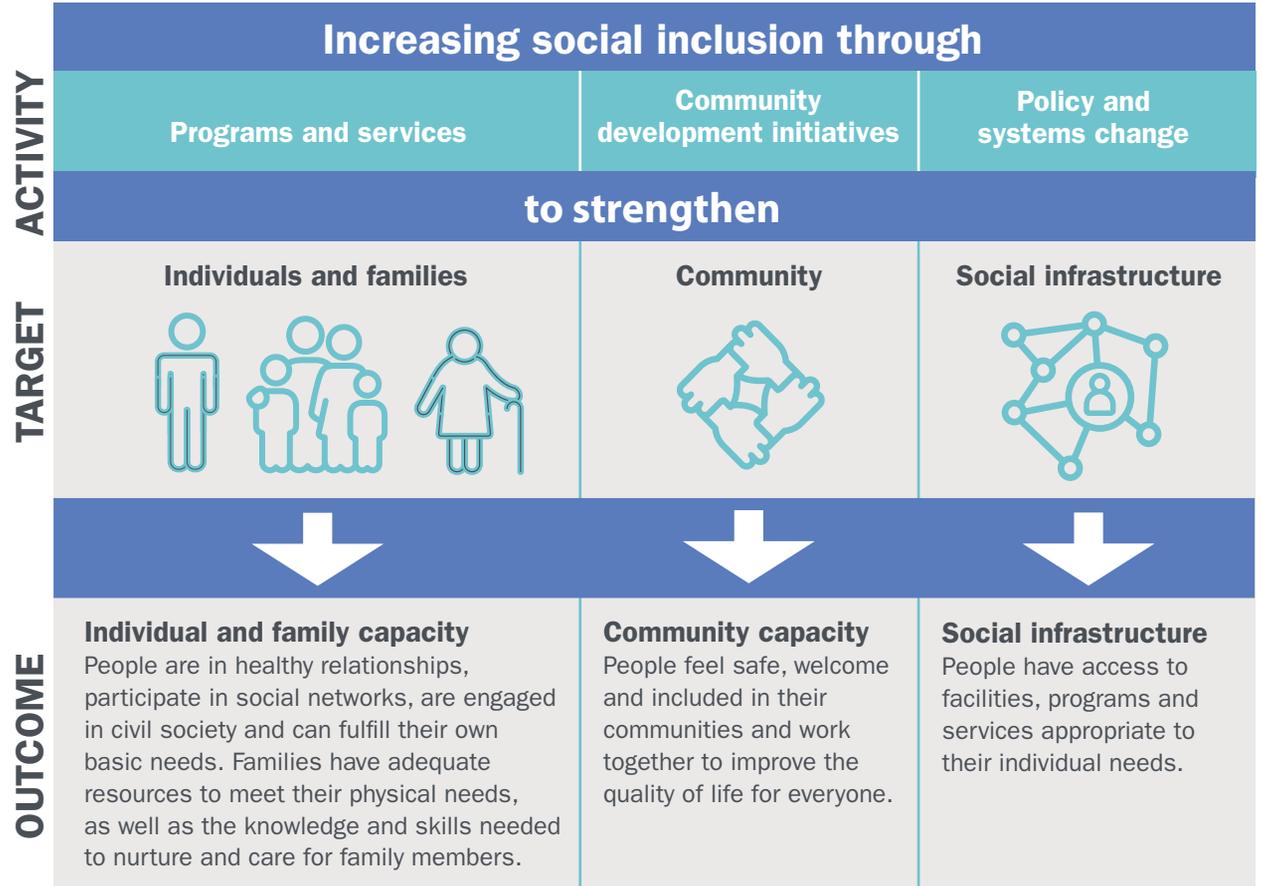


FCSS Funding Framework

The **FCSS Funding Framework** provides a strategic direction to guide FCSS funding in a way that's responsive to emerging trends in the community, while also being flexible to incorporate new knowledge in the area of prevention. Its long-term outcome is to increase social inclusion, which is the ability of Calgarians experiencing vulnerabilities to participate in, contribute to and benefit from all aspects of society. Social inclusion is linked to improved social and economic outcomes, as well as increased civic participation.

FCSS Calgary increases social inclusion through three main approaches:

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



Increasing social inclusion through programs and services

Funding for programs and services is directed towards the following **five mid-term outcomes**.

Positive child and youth development

7,492 children and youth in grades 4 through 12 participated in positive child and youth development programs.

Youth Central

Youth Leadership Development Program

Bethany has a son with developmental delays and sought out opportunities to support him in growing social skills and employability skills. She found that Youth Central offered amazing opportunities to learn about the community and to become involved in it through volunteering. Through participation in the Youth Leadership Development Program, her son learned amazing organizational and team work skills, while making friends at the same time. During the COVID-19 pandemic, Bethany's son learned that community support does not stop at any time. He participated in meaningful virtual programs to impact the community.

18% more youth reported feeling that overall they have a lot to be proud of after program participation.





Economic self-sufficiency

11,521 Calgarians participated in adult personal capacity and economic self-sufficiency programs.

Carya

Community Financial Engagement

Tay participated in Carya's financial literacy workshop sessions. During the credit session, they shared that they had some credit card debt that kept piling up every month going over the limit and paying fees. In the spending planning session, the facilitator discussed how to create and maintain a budget. After six months of attending the workshops, the participant informed the facilitator that they had eliminated their credit card debt and their credit score had improved by 58 points.

31% more clients reported they are financially better off than they were a year ago after program participation.

Social capital/social participation

16,772 Calgarians participated in social capital/
social participation programs

Calgary Catholic Immigration Society (CCIS) Immigrant Seniors Integration Program

Mona is an individual senior who started coming to CCIS programs about four years ago. She was shy at first, but soon started to offer her time to volunteer for events and activities. She would arrive a little early and volunteer in any way she could, setting up, greeting other new participants, helping participants to settle, and cleaning up after events. After seeing other initiatives celebrating cultural events from many different groups she offered an idea of celebrating a festival from her culture, which she organized. That event was so successful that she facilitates the event annually. She has transformed into a great community leader, not only in her community, but for seniors at large.

52% more people reported having been in contact with someone from a visibly different ethnic group than their own within the last month.





Family functioning and positive parenting

2,990 parents participated in family cohesion and positive parenting programs.

Families Matter Society of Calgary Family Resilience Program

Amy contacted Families Matter to request in-home support. Amy shared that she was going through a difficult time because both she and her husband James were unable to work as a result of the pandemic.

Amy shared that her primary concern was her three-year-old child's aggression and emotional outbursts. He would sometimes have temper tantrums that lasted up to 45 minutes and they were quite unpredictable. Amy's Home Visitor used attachment-based concepts to help Amy and James better understand their son's behaviours and learn how to co-regulate with him before he gets to the point of having a temper tantrum. James attended the 'Be a Great Dad' course at the Midnapore Hub; he was able to connect with other dads through the course and learn about how to be a positive male role model for his son. Amy has identified that her learnings with Families Matter has helped her with understanding how to be a more balanced parent and the importance of communicating with James in their parenting journey.

10% more parents/adults reported that their family is able to make decisions about how to solve problems after program participation.

Indigenous healing and wellbeing

1,740 individuals participated in Indigenous healing and wellbeing programs

Aboriginal Friendship Centre of Calgary

Honoring the Bonds: Parenting Program

When Theresa, a single mom with three children, entered the program she was very nervous to attend the first session and expressed strong anxiety meeting new people and deeply feared being judged. She requested a few sessions with Elders in ceremony and eventually joined the larger group. She was very anxious in the beginning, but by mid-program she no longer had the previous fear. She would often spend time talking with other mothers and share more about her life and experiences. During the graduation feast, she expressed how she no longer felt alone and felt part of something. She then requested to seek further services to assist her with upgrading her education, as she desires to seek a post-secondary education and referrals for trauma-focused services. She desires to further heal herself, build more confidence and connect deeper with her children. During the COVID-19 pandemic, she showed great strength in guiding her small family through the pandemic. She was able to maintain healthy coping activities and regularly reaches out for Elder guidance.

45% more clients reported they can access culturally appropriate and knowledgeable resources such as Elders, speakers or traditional people who listen to them and help solve their problems after program participation.





Increasing social inclusion through community development

FCSS investments are used to support community development initiatives so that people feel safe, welcome, included in their communities and 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



739

volunteers

9,952
volunteer and
resident leader
hours combined



374
resident
projects



272
resident
leaders



23
priority
neighbourhoods



17,868
contacts with
citizens

The City of Calgary

Community Social Work Program

Community gardens have always been a way for residents to get involved, save money, reduce social isolation and encourage community wellness. It became apparent in April, during the COVID-19 lockdown, that residents needed the ability to access community gardens more than ever to reduce the social isolation they were feeling. Community social workers in Manchester and Bridgeland worked together with residents to advocate and put forward a guideline of best practices to Calgary Housing to demonstrate how a garden can operate during the pandemic. With these guidelines, Calgary Housing approved the gardens to be opened. When community social workers are able to help residents feel like they have made a difference in their neighbourhood, everyone benefits. Residents were able to connect with one another in a physically distanced, safe manner. Onboarding new resident volunteers to the garden increased the social network and connections. Resident led community initiatives, such as this one, increases volunteerism, social inclusion and a sense of belonging in their neighbourhood.

89% of leaders and 88% of volunteers feel they can make a difference in their neighbourhood.



Increasing social inclusion through policy and systems change

Policy and systems change is a strategy for increasing 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 work together to advance, and act with/for, 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

FCSS invests in seven policy and systems change initiatives addressing a wide range of issues such as racial equity, poverty reduction, disability resources, age-friendly strategies, healthy relationships and social sustainability. These issues were addressed through support networks, community-based participatory action research, community engagement, strategic social research and planning, and professional development for community service providers.

Capacity-Building Fund

The Capacity-Building Fund supports one-time initiatives that build the capacity of organizations to effectively address the 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 2020, this was accomplished through two calls for funding proposals:

- **Emerging issues and organizational effectiveness**

Initiatives that strengthen a non-profit's organizational effectiveness, increase their programs' impact, and address emerging social issues that are impacting Calgarians experiencing vulnerabilities.

- **Anti-Racism Capacity-Building Fund**

Collaborative, community-based initiatives that build the capacity of organizations to help combat systemic racism.


6
emerging
issue initiatives


10
anti-racism capacity
building initiatives

13 
organizational
effectiveness
initiatives



Looking ahead

A number of continuous improvement initiatives will see completion in 2021. Five FCSS research briefs have been updated to include more recent research and statistics, as well as a curated list of resources for more detailed information on each topic. Two more research briefs will be updated in 2021, providing FCSS-funded organizations and other community partners access to evidence-based research on preventive social services.

A full top-to-bottom review of all 51 FCSS Social Inclusion Indicator (FSII) will also conclude in 2021. This will include reviewing the reliability and validity of all surveys and will compare these surveys to other existing measures.

Following Council direction, Administration is reviewing the FCSS program to ensure that FCSS continues to meet the emerging needs of Calgarians in an efficient and effective manner. Administration will present its recommendations to Council in fall 2021.

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 may have been changed to maintain confidentiality*

