



Investing in social inclusion

2019 FCSS Annual Report

In partnership with



Background

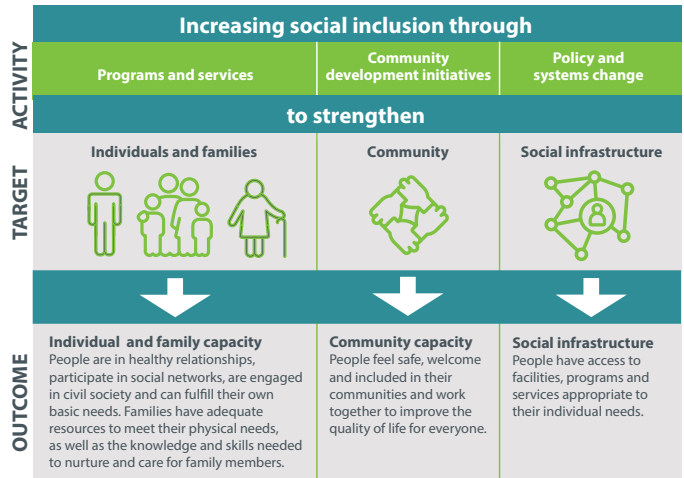
The City of Calgary has partnered with the Government of Alberta to jointly fund the Family & Community Support Services (FCSS) Calgary program. FCSS Calgary provides preventive social services to tens of thousands of Calgarians and leverages millions of dollars through volunteers' contributions and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

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

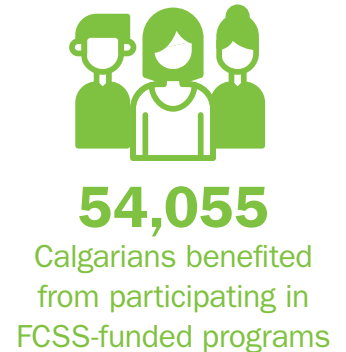
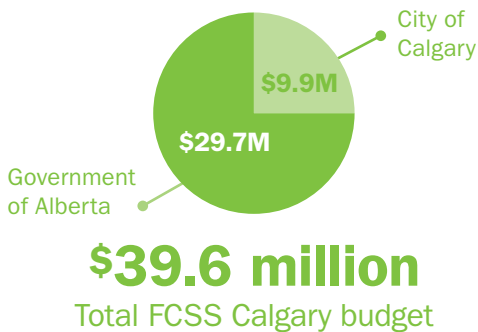
- Children and youth are healthy, loved and feel that they can succeed
- Individuals are better able to overcome challenges like poverty, violence and homelessness
- Families are stronger, more cohesive and more encouraging of one another
- Residents have more leadership opportunities in their communities

A new FCSS Funding Framework

The *FCSS Funding Framework: Investing in social inclusion* was launched in 2019. The Framework is the result of a comprehensive consultation with stakeholders. 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.



2019 year at a glance





Increasing social inclusion through programs and services

Investment in programs and services is directed towards **five mid-term outcomes**.

Positive child and youth development

7,698 children and youth in grades 4 through 12 participated in positive child and youth development programs

Calgary Immigrant Women's Association

Youth programs

Ginger moved to Canada from Bangladesh with her parents in February of 2018. During her transition into Canadian life, she struggled with self-esteem and severe depression. One of her counselors suggested that she attend CIWA Summer Camp.

Ginger stated, "The summer camp was the greatest experience of my life." The camp gave her a strong sense of belonging which she had not felt in a very long time. She was able to build friendships with girls who shared similar immigration stories and life experiences with her. These friendships helped her achieve a greater sense of belonging and trust.

After program participation, 21 per cent more children felt they had a friend their own age who they could really trust and count on.

Economic self-sufficiency

14,598 Calgarians participated in adult personal capacity and economic self-sufficiency programs

carya

Community financial engagement

Sheila is in her late sixties and living alone. She found it hard to socialize due to a lack of such opportunities in her area. Not knowing people was stressing her out and making her feel lonely. She joined one of carya's financial education groups. This provided her an opening to meet with other community members, learn more about money management and share her knowledge with others. By the end of the program, she had made good friends with other community members and they started doing activities together like buying their groceries. The program provided her new financial literacy skills that allowed her make ends meet, while also connecting her with others to share her own experiences.

After program participation, 20 per cent more clients were able to get by financially on their monthly income.

Social capital/social participation

20,245 Calgarians participated in social capital/social participation programs

Calgary Seniors' Resource Society

Social inclusion supports for vulnerable seniors

Bill was referred due to health issues, including anxiety, which contributed to him struggling to get groceries. He had no family or friends and was grieving the loss of his wife who had passed away recently. He struggled to trust others, which limited the kind of social support that could be provided.

Calgary Seniors' matched Bill with a wonderful volunteer who visits him every two weeks to take him to get his groceries and go to the bank. The volunteer also helped co-ordinate his medical appointments for him. He's opened up to his shopping volunteer and they end their visits by going out for coffee. He considers his volunteer a friend and someone he can turn to for support.

After program participation, 22 per cent more clients had someone to turn to for suggestions about how to deal with a personal problem.

Family functioning and positive parenting

4,190 parents participated in family cohesion and positive parenting programs.

Canlearn

Families learning together

When Cheryl first went to Canlearn with her son Shawn, she didn't have much confidence and didn't want to talk with other moms. Shawn was often a handful and she struggled to get him to bed each night. Sometimes he would be up until midnight and then be tired and miserable the next day. Canlearn staff suggested she get him a routine that included a bath, supper and to bed with a story. Cheryl was not a strong reader, but Canlearn staff encouraged her to read with Shawn regularly. And it worked. He now gets a story and goes to bed and sleeps until morning. Cheryl's bond with Shawn has become stronger, and she now volunteers for story time with other parents and their children at Canlearn.

After program participation, 22 per cent fewer parents got angry or yelled at their children

Indigenous healing and wellbeing

818 individuals participated in Indigenous healing and wellbeing programs

Sunrise Healing Lodge Society

Family Counselling Program

Prior to arriving at Sunrise Healing Lodge's treatment facility, Katherine's parents had stepped in to take care of her children. The client initially expressed anger and resentment towards her family. Through participation in the traditional supportive practices of the Family Counselling Program, she was able to hold herself accountable for the choices she made that had negatively impacted her children and other family members. The client was able to make amends with her parents and began rebuilding her relationships. The client has regained custody of her children and has an improved relationship with them and her extended family.

After program participation, 27 per cent more clients felt they could access traditional supportive practices where they felt like they belonged and were supported.



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 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

The City of Calgary

Community Social Work Program

The Community Social Work Program convened a group of older adults and service providers to plan events to celebrate Seniors' Week at the North of McKnight Community Hub. Over 180 older adults experienced a wide range of activities throughout the week. Seniors were actively engaged in leadership roles such as facilitating workshops, coordinating volunteers and emceeing the various events.

The Community Hubs Initiative intentionally provides opportunities to increase resident leadership and expand resident connections. Greater social inclusion reduces the impact of loneliness and isolation which contributes to significant social and health issues faced by older adults.

94 per cent of leaders and 82 per cent of volunteers felt comfortable sharing their thoughts and ideas in their neighbourhood.



230
resident
leaders



23
priority
neighbourhoods



299
resident
projects



23,123
contacts with
citizens

Increasing social inclusion through policy and systems change



7
policy and
system change
initiatives

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

Momentum

Public Policy Program

Momentum collects participant stories of their experience with high-cost credit lenders. Joelle shared that she was drowning in debt. She utilized other high-cost credit options to make her payments. This highlighted for Momentum and policy makers that there are few checks and balances to prevent high-risk and high-cost debt, and just how easy it is to get trapped in a spiral of high-cost debt. Momentum published a series of policy briefs on high-cost credit and worked with provincial government representatives to inform the development of the first ever high-cost credit rules in Alberta. New provincial policies introduced in 2019 have made lending safer and have enforced disclosure requirements of lenders.

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:

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