

Frequently Asked Questions

Below are the questions that were most asked in the FCSS Year End Report Information Session conducted on February 3rd, 2026. This section addresses questions that were submitted but will not include identifying information of the organization or individual.

FIMS Year End Report Template

1. How does an FCSS organization access the Year End Report? – Is there a template available?

The Year End Report can be accessed through FIMS. A template of the Year End Report can be downloaded by clicking on the report in your dashboard in FIMS and selecting the “print” option. From here, a PDF copy can be created.

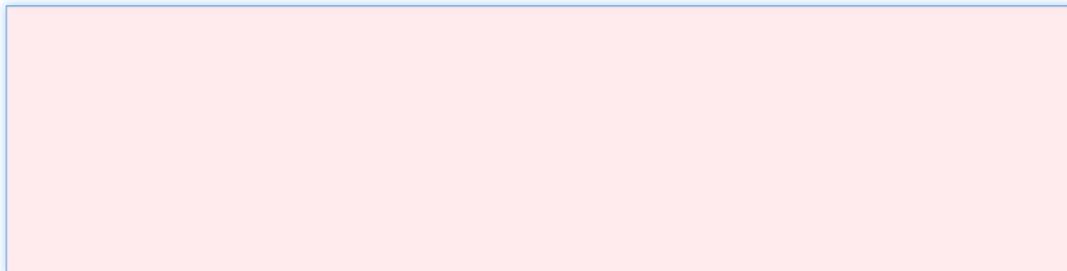
2. How can we confirm that the Year End Report is now accessible?

An email notification is automatically sent to the Primary Contact for your Organization listed on FIMS. Additionally, you can log on to FIMS and find your enabled reports on your dashboard.

3. Is there a word limit for the narrative sections of the report?

Yes, to be specific there is a character limit range from 300 characters to 6000 characters. Most answers fall within the 4000-character range. Once you have opened the report, you will be able to see the word count and remaining characters for each question. Below is snapshot of what it looks like in FIMS.

2. If the program is delivered in-person or is a hybrid delivery, what is the postal code (e.g. E2R, 2W3) for the primary program delivery location? *

A screenshot of a text input field in a web application. The field is rectangular with a light pink background and a blue border. It is currently empty. Below the field, the text "300 characters remaining (300 maximum)" is displayed.

300 characters remaining (300 maximum)

Sections of the FCSS Year End Report

4. Difference between Clients and Contacts

- **Does FCSS define "client," or does each agency determine the meaning?**
Based on FCSS Calgary and Government of Alberta reporting materials, a client is

understood as an individual for whom a client file is opened in an FCSS-funded program.

- **What is an example of who should be considered a contact?**

A contact is any interaction with an individual where no client file is opened. Contacts capture one-time or informal touchpoints and are reported separately from clients/participants. A few examples of a contact are:

- A telephone inquiry where someone calls to ask about available services and no file is opened
- A drop-in interaction at a program or office where information is provided but the person is not registered as a client
- One-time assistance, such as helping someone complete a form or providing brief guidance without ongoing support
- Attending a community event or information session where individuals receive information but are not enrolled in a program or opened as clients
- Receiving one-time information or education, for example being directed to community resources or services during a single interaction
- FCSS explicitly notes that the same person can be counted multiple times as a contact if each interaction is separate, and no client file is ever opened.

FCSS guidance also clarifies what does not count as a client:

- Individuals who are counted as unique clients/participants (i.e., a client file is opened)
- Website or social media views
- People who only receive newsletters, brochures, or promotional materials

- **When a person is not a registered participant, should each interaction with them be counted? For example, we have a weekly group where a participant might bring an extended family member or friend on occasion. Should we count them once or each time they attend?**

FCSS guidance states that each interaction with an individual who is not a registered client with your program can be counted as a contact. In such cases, the same individual counted multiple times as a contact. For instance, in a scenario where you run a weekly group:

A registered participant occasionally brings an extended family member, or a friend. That additional person attends occasionally but is not registered and does not have a client file. This is how we should count them-

- Each time they attend = 1 contact
- If the same person attends:
 - once → count 1 contact
 - three different weeks → count 3 contacts

- **When should we stop counting an individual as a contact, and instead count them as a unique client?**

Under FCSS, someone should stop being counted as a “contact” and become a “unique client” at the point when a client file is opened for them. The distinction is tied to formality and ongoing engagement, not the number of times you see them:

- Contact is an interaction where no client file is opened.
- Unique client is an individual once a client file is opened, even if they first came in as a contact.
- A person may be counted as a contact until the moment a client file is opened.
- Once a file is opened, they stop being counted as a contact and are counted once as a unique client instead.

- **At a community event when having both clients and non-clients, how best to track numbers – should clients not be included in contact count at these events?**

At events, count registered participants (who have client files) as unique clients and count non-registered attendees as contacts—do not count the same person in both categories.

5. Postal Codes:

- **For question three on the Year End Report, would you count program sites if you were collaborating with another organization, and the program was offered at their site?**

Yes, include postal codes for all program sites, including those in collaboration with other organizations. This would need to be added to the additional postal codes section of the report.

- **What postal code should be used for virtual/ online programs?**

If a program is offered exclusively online, only include the postal code of your organization's primary address. If it is offered online and in-person, also include the postal codes for the in-person location(s).

- **Should postal codes be provided for programs offered at schools?**

Yes, include postal codes for all program sites, including those offered at schools

6. Program Impact

- **If you are collaborating with an organization that is funded by FCSS as well, how would we report, if we have the same areas of Impact (example. Social Inclusion). Should we report collaboratively or separately?**

Each FCSS-funded program must submit its own year end report. Reports should reflect the program activities and clients served as proposed in the original application. Data, such as client and volunteer numbers, should only include those with active files with your organization.

FSII Related

7. What fields on the FSII are required, and which can be left unanswered?

The only section of the FSII surveys that must always be filled out are the test dates. Client information of First and Last Name Initials must also be filled out. Date of Birth or age must be filled out, but we strongly encourage recording Date of Birth for clients to ensure ease in future tracking of files on FSII. For the demographic and specific survey questions, there is no requirement to select a response. However, it should be noted that leaving a response blank excludes it from being considered in the survey analysis for matched pairs.

8. Why does the number I see on FSII for clients entered not match the numbers I see on my Program Impact Report?

The Program Impact Report client numbers are based on the test date, whereas the number you see on FSII for "clients data entered" are numbers based on the date you entered the data into FSII. These numbers can differ for various reasons, such as a test date for a form entered in FSII falls outside the Program Impact Report timeframe.

9. For programs that follow a school-year cycle, where participant files are administratively closed at the end of the school year and reopened for the new cycle, is this considered an appropriate FSII practice? How does FCSS

recommend handling this process to avoid misinterpretation of “discontinued” cases in reporting?

Yes, discontinuing clients on FSII at the end of each school year and reopening a new pre- and post-test for each new year cycle can be an appropriate FSII practice. However, it is highly recommended to discuss such cases with your Partnership Specialist to ensure that this is the best approach for your specific program. If you would like to ensure there is no misinterpretation of “discontinued” cases, feel free to explain the reasoning behind your discontinued client count on your Year End Report.

10. Do we expect the total number of unique individual clients to match the number of clients with a pre-test FCSS survey? We may have clients whose files are open but who haven’t completed an FCSS survey in the FSII system.

We understand that for various reasons the Total Number of Program Participants on FSII may not represent the total number of unique individual clients or participants for your program. If there is a difference between the number being presented on the Program Impact Report, and what you have stated for Question 4 on the Year End Report, please use the additional space provided on your Year End Report on Question 5 to explain the reason(s) behind the difference in numbers.

11. Is it important to complete both the pretest and the post test of a participant in the same year?

If it is a returning client, you do not have to have a pre-test and a post-test completed in the same year. Our system will include a client’s data in a given reporting year as long as their intake, pre- or post-test have a test date recording the same reporting year. An analysis of their responses will be completed as long as their post-test date falls within the reporting year.

12. I’m interested in creating a data management/data collection plan. How do I proceed?

Please contact your PS to discuss further.

To gain a better understanding of FSII, please refer to the FSII FAQ pdf file on the [Resources for FCSS-funded organizations](#) webpage.

Partnership Team Communication to Programs

13. When will organizations receive the program impact report?

Impact reports have all gone out and were sent to the Primary Contacts listed in FIMS. Please reach out to your Partnership Specialist if it needs to be re-sent.

14. Can Partnership Specialists review a program’s year-end report before it is submitted?

While Partnership Specialists can support you by answering questions and offering general direction during the reporting process, they do not conduct a detailed pre-submission review. We encourage organizations to first use the available reporting resources and guidance materials when completing their report. If questions remain, your Partnership Specialist is available to help clarify requirements and provide guidance along the way. If, after submission, revisions are required or information appears to be missing, the report will be returned with comments and suggestions before final approval. The role of the Partnership specialist is to guide and support organizations through the process and work collaboratively to ensure reports meet requirements prior to final approval.

If you would like to discuss the case of your specific program, please contact your Partnership Specialist for further specialized support.

Financial Reporting for FCSS

15. Are there any available resources to help fill out financial reporting for FCSS?

Yes, FCSS Calgary has a video that focuses on FCSS Funding Agreement and Financial Requirement. This video can be found [here](#).

16. Who in our organization has access to financial reporting for FCSS?

Any user granted full access by the organization’s FIMS Administrator, assigned Primary or Primary Delegate roles can access and submit a financial report.

Additional Misc. Question Areas

17. What is an A1 schedule?

An A-1 Schedule refers to the Unaudited Schedule of Revenue and Expenses (A-1) used for Family and Community Support Services (FCSS) and related funded programs. It is a standardized financial reporting template used to report unaudited program revenues and expenses that are required as part of your annual or program financial reporting. It is uploaded to the FIMS Financial Report section, and the use of the A-1 Schedule is mandatory.