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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

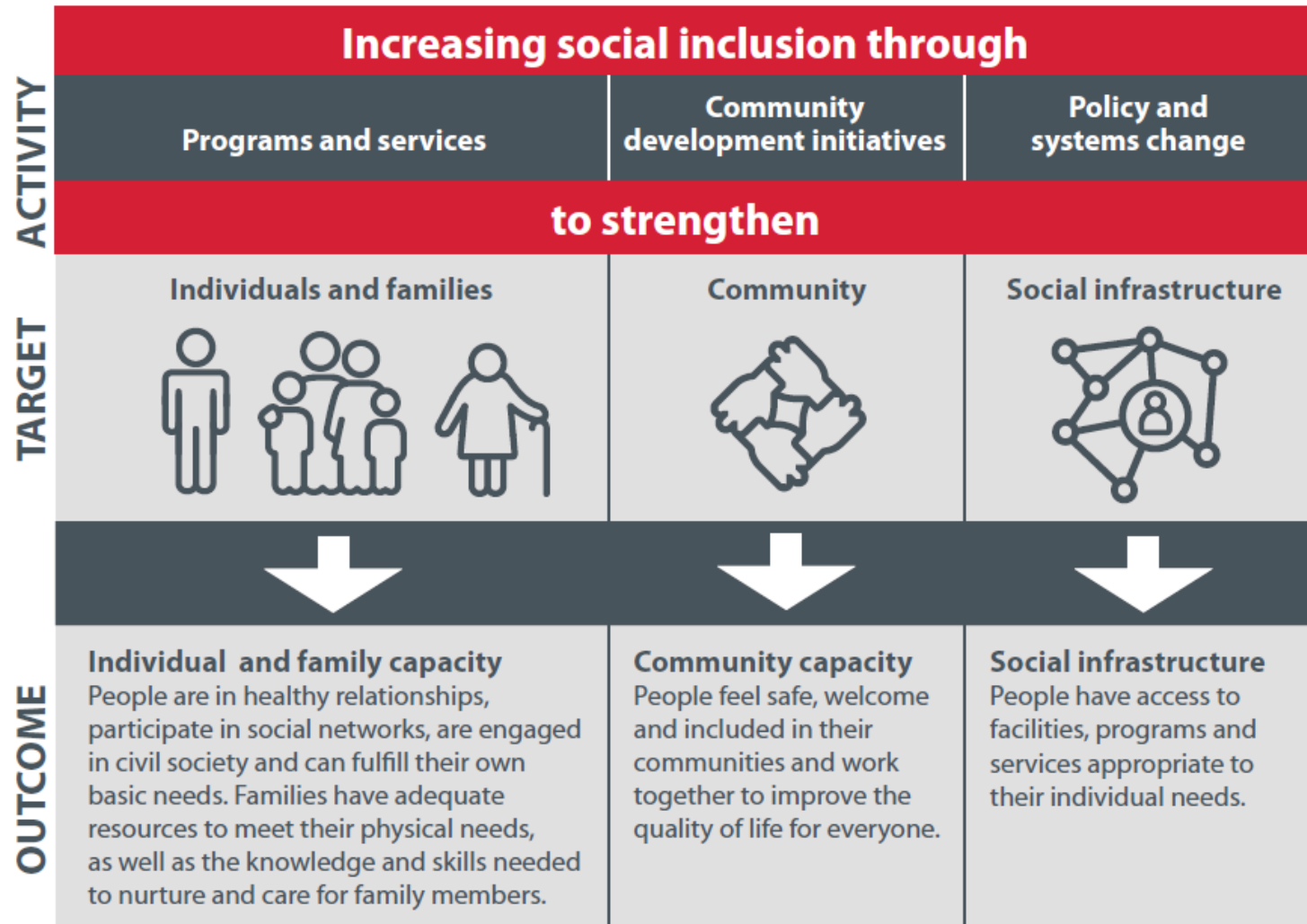
- **Scope**

- Progress towards identified mid-term outcome areas
- **NOT** to evaluate individual programs



FCSS Calgary Mid-Term Outcomes

FCSS Funding Framework



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

Common Agenda

- 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

Shared Measurement and Learning

- 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

Mutually Reinforcing Activities

- 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

Continuous Communication

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

Partnership Specialists * Data Sharing Events * Evaluation Support

Backbone Infrastructure

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

Resources and Training * Funding Agreements * Ongoing Partnership Specialist Support



Theory of Change (TOC)

Common Agenda

- 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.

Mutually Reinforcing Activities

THEORY OF CHANGE OVERVIEW

A Theory of Change is the cornerstone of FCSS Calgary's contract with an organization for delivering a specific program. For each funded program, FCSS requires a Theory of Change, which includes:

- **Need:** A short paragraph with relevant statistical information about the population to be served. Footnotes are used to cite complete references and data sources.
- **Goal:** A short sentence that clearly states the long-and mid-term outcomes the program is expecting to achieve (not the goals of the organization).
- **Strategy:** The specific strategies that will be used by the program to achieve the goal, including who the program is aimed at (target audience), what will be done (program content), where and how it will be delivered, and when. This should include information on frequency, duration, and program cycle (e.g., runs two hours per day three days per week in quarterly cycles; runs once a week for three hours from September to December and January to June; year-round, ongoing registration with post-testing done every March).
- **Rationale:** A summary of key research findings that support why the strategy that is being used is evidence informed for achieving the program goal. Key research findings are provided in the FCSS Research Briefs, which are posted on the "FCSS Research Briefs" page of the FCSS website at <https://www.calgary.ca/research/social-issues-briefs.html>. They describe evidence informed practices in the areas of preventive social support programs funded by FCSS. For a deeper understanding of why to use a particular approach, organizations can refer to the original research cited in the FCSS Research Briefs. Footnotes are used to cite complete references.
- **Indicators:** The outcome indicators that will be used to measure the effects of the program strategy in making the changes needed to achieve the program goal are listed. They generally include "FCSS Social Inclusion Indicators" (FSII surveys, listed by number and name) or, less often, indicators of "Policy or Systems Change" or "Community Development Contributions." See the "Organization Resources" page of the FCSS Calgary website at <https://www.calgary.ca/social-services/funding/organization-tools.html>. In very rare cases, indicators may be designated as "Outputs Only" or as "Infrastructure."
- **Footnotes:** Footnotes are used to provide complete references for the research that identifies the need and provides the rationale to support the program strategy. The intention is to facilitate learning among agencies that wish to explore particular program areas in more depth.

FCSS Social Inclusion Indicators (FSII)

Shared Measurement
and Learning

Mutually Reinforcing
Activities

- 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.

FCSS Social Inclusion Indicators (FSII)

Shared Measurement
and Learning

Mutually Reinforcing
Activities

- **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)

Shared Measurement
and Learning

Mutually Reinforcing
Activities

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.
 - Government of Alberta Measurement Bank integration.
- Survey selection must be based on the primary outcome area selected in your application.



Survey	Survey Name	Domain
1	Demographic Survey	-
2	Client Discontinue	-
3	Client ID	-
99	Post-Survey Satisfaction Questions	-
Mid-Term Outcome 1: Positive Child and Youth Development		
4	Competence - Cognitive Abilities and Social Competence	Cognitive Development and Social Competence
5	Character - Pro-Social Attitudes	Emotional Wellbeing and Social Competence
6	Connection - Social Connections	Emotional Wellbeing and Social Competence
7	Caring/Compassion - Sympathy and Empathy for Others	Social Competence
8	Confidence - Emotional Wellbeing	Emotional Wellbeing
9	Contribution - Community and Leadership	Connection To Community/Leadership
10	Physical Wellbeing	Physical wellbeing
Mid-Term Outcome 2: Individual and Family Economic Self-Sufficiency		
11	Personal Capital	Personal Capital - Employment & Education/Training
12	Personal capacity - Basic Functional Life Skills	Basic Functional Life Skills
13	Income/Asset Building	Income/Assets
14	Long-Term Decreased Expenses; Increased Income from Sources	Expenses/Source of Income
15	Food Security	Expenses
16	Housing Satisfaction	Expenses
Mid-Term Outcome 3: Positive Social Ties		
17	Social Support and Daily Living	Positive Social Ties/Bonding Social Capital
18	Volunteerism	Positive Social Ties/Bonding Social Capital
19	Community Participation	Positive Social Ties/Bonding Social Capital
20	Social Networks - Seniors	Positive Social Ties/Bonding Social Capital
Mid-Term Outcome 4: Family Functioning and Positive Parenting		
21	Family functioning - Parent/adult	Family Functioning
22	Safety from Domestic Violence	Positive Social Ties/Family Functioning
23	Positive parenting - Parent/Adult	Positive Parenting
Mid-Term Outcome 5: Indigenous Healing and Wellbeing		
24	Cultural Safety and Cultural Programming	Indigenous Identity
25	Cultural Role Modelling and Mentoring	Indigenous Identity
26	Historical Indigenous Knowledge	Indigenous Identity
27	Sense of Cultural Belonging and Feeling Supported	Social Inclusion
28	Personal Advocacy and a Sense of Empowerment	Social Inclusion
29	Understanding Traditional and Community-Based Parenting Practices	Indigenous Families and Traditional Parenting Practices
30	Use of Traditional and Community-Based Practices	Indigenous Families and Traditional Parenting Practices
31	Traditional Healing Practices for Individuals	Colonization and Healing
32	Understanding the Impact of History as a Part of the Healing Process	Colonization and Healing
33	Understanding Ceremony as Healing	Spirituality and Ceremony
34	Accessing Ceremony for Healing	Spirituality and Ceremony

Year End Reporting

Common
Agenda

Shared
Measurement
and Learning

Mutually Reinforcing
Activities

- 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 inform 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

Common
Agenda

Shared
Measurement
and Learning

Mutually Reinforcing
Activities

- 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

Common
Agenda

Shared
Measurement
and Learning

Mutually
Reinforcing
Activities

Continuous
Communication

- 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.



Questions

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