

Calgary



# Family and Community Support Services (FCSS) Background and Reporting

January 2025



# Land Acknowledgement





# Agenda

Introduction

FCSS Background

FCSS Evaluation Purpose and  
Scope

FCSS Calgary's  
Collective Impact Approach

Evaluation Components

Questions



# City of Calgary FCSS Support







# FCSS Background



GOVERNMENT OF  
ALBERTA  
**FCSS ACT &  
REGULATION**



GOVERNMENT OF  
ALBERTA  
**FCSS ACCOUNTABILITY  
FRAMEWORK**



CITY OF CALGARY  
**FCSS POLICY**



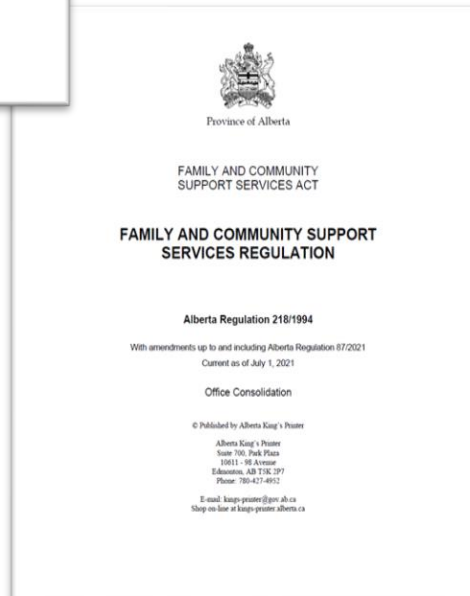
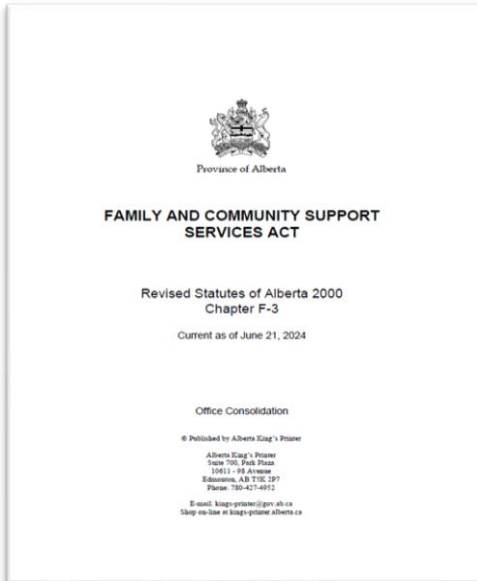
CITY OF CALGARY  
**FCSS FUNDING  
FRAMEWORK**





# Provincial FCSS Act & FCSS Regulation

- FCSS Act & FCSS Regulation mandate an emphasis on prevention
- Enhance local authority
- Provide services at the earliest opportunity





# GoA Accountability Framework

- Guide for The City to develop local FCSS Grant Program
- Sets reporting requirements for municipalities
- Municipalities must report annually to GoA

Family and  
Community  
Support  
Services  
Accountability  
Framework



# Calgary FCSS Policy & Calgary FCSS Funding Framework

- FCSS Policy
  - Adopted in June 2016
  - Provides guidance for the administration of FCSS
  
- FCSS Funding Framework
  - Provides strategic direction to guide FCSS funding
  - Three approaches to achieve the long-term outcome of increasing social inclusion
  - Five priority populations:
    - children/youth, families, Indigenous peoples, newcomers to Canada and seniors




Council Policy

<b>Policy Title:</b>	Family and Community Support Services (FCSS) Policy
<b>Policy Number:</b>	CP2016-05
<b>Report Number:</b>	CPS2016-0397
<b>Adopted by/Date:</b>	2016 June 20
<b>Effective Date:</b>	2016 June 20
<b>Last Amended:</b>	n/a
<b>Policy Owner:</b>	Community Strategies

**FCSS Funding Framework**

Investing in social inclusion







# FCSS Calgary Outcomes

## FCSS Funding Framework

Long-term outcome

**Increasing social inclusion through**

3 approaches

**Programs and services**

**Community development initiatives**

**Policy and systems change**

**to strengthen**

**Individuals and families**

**Community**

**Social infrastructure**



Target for change



**Outcomes**

**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 positive social ties

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 Evaluation Purpose and Scope

- **Purpose**

- Assess how programs are collectively impacting social inclusion in Calgary

- **Scope**

- Progress towards identified mid-term outcome areas
- Not full evaluation of individual programs

# Evaluation Components

- FCSS Social Inclusion Indicators (FSII) surveys
- Year End Reports
- Data Sharing Events





# Collective Impact Approach

- *“Collective impact is a network of community members, organizations, and institutions who advance equity by learning together, aligning, and integrating their actions to achieve population and systems level change.”*
  - Collective Impact Forum
- Collective Impact initiatives implement five conditions



# Collective Impact Conditions

## The Five Conditions of Collective Impact

### Common Agenda

All participants have a **shared vision for change** including a common understanding of the problem and a joint approach to solving it through agreed upon actions  
**Diverse Voices \* Responsive \* Community Aspiration**

### Shared Measurement

**Collecting data and measuring results consistently** across all participants ensures efforts remain aligned and participants hold each other accountable  
**Exploring \* Alignment \* Tracking Progress \* Results**

### Mutually Reinforcing Activities

Participant activities must be **differentiated while still being coordinated** through a mutually reinforcing plan of action  
**Weaving \* System \* Supportive \* Centered**

### Continuous Communication

**Consistent and open communication** is needed across the many players to build trust, assure mutual objectives, and appreciate common motivation  
**Trust \* Transparency \* Ongoing \* Engagement**

### Backbone Support

Creating and managing collective impact requires a dedicated staff and a specific set of skills to **serve as the backbone for the entire initiative and coordinate participating organizations and agencies**  
**Facilitate \* Convener \* Coordinate \* Movement**

Source: FSG



# 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

**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

**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**

# FCSS Social Inclusion Indicators (FSII)

Shared Measurement  
and Learning

Mutually Reinforcing  
Activities

- Only required for **Programs and Services**
- Collection of client-level survey data
  - Demographic, pre-test, and post-test surveys
- Data is collected and entered in a database called “FSII” by program staff
- Used to measure how programs are collectively impacting social inclusion in Calgary
- Not a full evaluation of individual programs





# FCSS Social Inclusion Indicators (FSII)

- City analysis and reporting follow calendar year reporting cycle:
  - Annual reporting in January
  - Semi-annual reporting in July
- Results are analyzed at the programmatic and collective level.

## Program Impact Reports

- A roll up of all survey data collected by a given program.
- Results are shared with the organization and GoA.

## Collective Impact Reports

- A roll up of survey data completed by all programs using the same survey. It is also rolled up into the overall impact for that outcome area.
- Results are shared with organizations, City Council, and GoA.

# FCSS Social Inclusion Indicators (FSII)

Shared Measurement  
and Learning

Mutually Reinforcing  
Activities

## Surveys

- 30 Indicator surveys, each linked to a mid-term outcome area
- Surveys are valid and tested instruments.
- FSII survey(s) are selected in your application.



Survey	Survey Name	Domain
1	Demographic Survey	-
2	Client Discontinue	-
3	Client ID	-
99	Post-Survey Satisfaction Questions	-
<b>Mid-Term Outcome 1: Positive Child and Youth Development</b>		
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
<b>Mid-Term Outcome 2: Individual and Family Economic Self-Sufficiency</b>		
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
<b>Mid-Term Outcome 3: Positive Social Ties</b>		
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
<b>Mid-Term Outcome 4: Family Functioning and Positive Parenting</b>		
21	Family functioning - Parent/adult	Family Functioning
22	Safety from Domestic Violence	Positive Social Ties/Family Functioning
23	Positive parenting - Parent/Adult	Positive Parenting
<b>Mid-Term Outcome 5: Indigenous Healing and Wellbeing</b>		
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 Reports

Common  
Agenda

Shared  
Measurement  
and Learning

Mutually Reinforcing  
Activities

- All FCSS funded programs/initiatives must submit YERs
- Reports to share the overall impact of programming over the last year
- Results are thematically analyzed and shared back
- Fulfills several accountability requirements



# Year End Reports

Common  
Agenda

Shared  
Measurement  
and Learning

Mutually Reinforcing  
Activities

- There is a separate report for each approach
- 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
- Calendar year reporting cycle (January 1 to December 31)

# Data Sharing Events

Common  
Agenda

Shared  
Measurement  
and Learning

Mutually  
Reinforcing  
Activities

Continuous  
Communication

- Key component of the collective impact approach
- Discussion and learning space to:
  - Share FSII and YER data
  - Increase understanding of community needs
  - Build connections
- The Indigenous Healing and Wellbeing outcome area has a different approach than other outcome areas.



# Questions

## Any questions?

Please speak with your Partnership Specialist or  
email [fcss.indicators@calgary.ca](mailto:fcss.indicators@calgary.ca)

For more online resources, check out:

[calgary.ca/social-services/funding/organization-tools.html](http://calgary.ca/social-services/funding/organization-tools.html)