



2023 - 26

FAMILY & COMMUNITY SUPPORT SERVICES

Department Business Plan

Department Overview

The preventative social programs offered by Family and Community Support Services (FCSS) positively shape the lives of individuals and families in Fort Saskatchewan.

Through counselling, home services, education, outreach and community development, the department encourages engagement and connectedness and provides support and resources to residents of Fort Saskatchewan. FCSS secures programming that meets the most immediate needs of our residents of every age and ability by making it a priority to understand and respond to local social needs, issues and gaps in services. The department fosters collaboration with social agencies and plays an active role in the community, providing access to proactive services that build resiliency and lead to a strong, healthy and socially sustainable City.



CITY OF
FORT SASKATCHEWAN

Last Updated: May 1, 2024



DEPARTMENT GOALS AND INITIATIVES

Focus Area: Senior Services							
Department Initiative					Timeframe		
#	Description	Strategic Plan Goal Alignment	Funded	Upcoming	3-Year Forecast		
			2023 - 2026 Strategic Plan			Future Strategic Plan	
			2024	2025	2026	2027	2028
1.1	Assess Home Support service delivery	3					
1.2	Create monthly connection opportunities	3					

Focus Area: Youth & Family Services							
Department Initiative					Timeframe		
#	Description	Strategic Plan Goal Alignment	Funded	Upcoming	3-Year Forecast		
			2023 - 2026 Strategic Plan			Future Strategic Plan	
			2024	2025	2026	2027	2028
2.1	Identify opportunities for youth to participate in public engagement	3					
2.2	Create capacity building initiatives that align with FCSS Framework	3					
2.3	Expand work with groups representing underserved populations	3					
2.4	Collaborate with the region on youth conference	3					
2.5	Add additional Youth Outreach Worker	3					

Focus Area: Community Development & Information							
Department Initiative					Timeframe		
#	Description	Strategic Plan Goal Alignment	Funded	Upcoming	3-Year Forecast		
			2023 - 2026 Strategic Plan			Future Strategic Plan	
			2024	2025	2026	2027	2028
3.1	Collaborate with community partners on implementation of the poverty reduction strategy	3					
3.2	Develop a Community Social Response Framework. Review and update every 3 years.	3					
3.3	Create a Coordinated Case Conference Model for at risk residents	3					
3.4	Launch diversity, equity and inclusion conference with industry partners	3					
3.5	Collaborate with Fire Services to strengthen the City's Emergency Social Services response	3					
3.6	Implement a Board training schedule	3					
3.7	Maintain events and initiatives	3					
3.8	D&I position from PPT to PFT	3					
3.9	Develop Department Support Plans for DEI	3					
3.10	Implement Leadership Development for Social Services sector	3					



Focus Area: Referral and Subsidized Services							
Department Initiative				Timeframe			
#	Description	Strategic Plan Goal Alignment	Funded	Upcoming	3-Year Forecast		
			2023 - 2026 Strategic Plan			Future Strategic Plan	
			2024	2025	2026	2027	2028
4.1	Create coordinated service access for community social services sector	3					
4.2	Review subsidy programs	3					
4.3	Clerk position review	3					

Focus Area: Operational							
Department Initiative				Timeframe			
#	Description	Strategic Plan Goal Alignment	Funded	Upcoming	3-Year Forecast		
			2023 - 2026 Strategic Plan			Future Strategic Plan	
			2024	2025	2026	2027	2028
5.1	Review Apricot software	5					
5.2	Create a schedule to review of existing policies and procedures	5					
5.3	Create a schedule for review of digital and print communication materials. Review annually.	5					
5.4	Update training schedule	3					
5.5	Standardize evaluation tools used to meet FCSS reporting requirements	5					

Legend:

- Operational Initiative
- One-time Operating Initiative
- Capital Initiative

Strategic Plan Goals:

- 1 - Well-Planned Community and Resilient Economy
- 2 - Strategically Managed Infrastructure
- 3 - Welcoming, Compassionate and Active Community
- 4 - Environmental Stewardship
- 5 - Operational Excellence and Continuous Improvement

*Asterisk denotes a department initiative that is directly linked to a strategic initiative within the 2023 – 2026 Strategic Plan.