

2020-22

FAMILY AND COMMUNITY SUPPORT SERVICES

Department Business Plan

Overview

The quality 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 nurtures the City's underserved populations. 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.



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Program	Description
Community Development, Planning, Engagement and Support	Working in partnership with volunteers, organizations, agencies and government to build community capacity. Partner with other human service agencies to advocate and increase public awareness on social issues. Planning and engagement to address current and emerging community needs, gaps and trends.
Community Events	Coordinating and delivering annual City led events, such as, Seniors Tea and Youth Fest. This would also include partnering with other human service agencies to deliver community events to the public.
Home Support	Home Support Services provides subsidized practical, in-home support services to individuals and families. Assistance is provided on an on-going basis to seniors and those with chronic medical conditions requiring assistance for their housekeeping needs. The provision of Home Support Services enables individuals to retain and / or improve their quality of life by enhancing independent living, reducing isolation and promoting a safe, quality home life. Cost of service is determined on a sliding fee scale.
Seniors Support Programs	Provide support, information, referral and advocacy to enable seniors to maintain their wellness and independence. There are also programs available to support residents in areas such as yard and snow maintenance when other options are not accessible. Additionally, throughout the year there are educational sessions arranged for the public on topics aimed to support the overall well-being of seniors.
Counselling Services	The FCSS Counselling Program is an affordable, professional service designed to address short-term counselling needs and focuses on resolving client concerns. Counsellors use solution focused, cognitive behavioural approaches to assist clients in meeting their counselling goals. Cost of service is determined on a sliding fee scale.
Family School Liaison (FSL) Program	The FSL program provides short-term support for students and their families who are experiencing challenges that prevent the student's ability to remain focused at school. Family School Liaisons work in collaboration with children, parents, community agencies and schools to identify goals in order to address issues in a number of areas, such as, emotional, relational, behavioural, parenting challenges and mental health.
Youth Support Programs	Education and awareness presentations on youth and family social issues, and on local resources to students, parents, social agencies, businesses, and the public within a variety of community settings. Short-term solutions focused on intervention, support and advocacy in an outreach capacity to youth and young adults or families at risk. Resource for local youth and family programs. Support for teens to pursue areas of leadership, community opportunities, education, life skills, and social events. Establishing connections between youth and the community.

Information and Referral	Provide information and referral to existing clients, as well as, the general public to the appropriate social serving programs and agencies based on level of need and urgency of issue.
Educational Workshops, Support Groups, Information Sessions	Provide public education to a variety of demographics in numerous settings throughout the year on a variety of social issues. Education to support families and individuals and build resiliency. The focus is on prevention, problem solving and empowerment.
Volunteer Engagement	Recruit, screen, train, support and provide recognition to volunteers assisting with City led programs and events.
FCSS Grants to Non-Profit Organizations	Provide financial support to non-profit organizations that are delivering a program or event that is preventive in nature and enhances the social well-being of individuals and families through prevention or intervention strategies provided at the earliest opportunity.
Municipal Grants to Non-Profit Organizations	Provide financial support to non-profit organizations that deliver community services in the areas of social support, culture, recreation, tourism and environmental stewardship. To encourage non-profit organizations and support the work they do, the City may offer financial assistance in the form of an operating grant to assist with operating costs and / or staffing.

My Fort: Engaged People, Thriving Community

OUR COMMUNITY VISION

We are a welcoming, compassionate City.

We are a friendly, multi-generational community and there is a strong sense of pride and ownership in what we have accomplished together.

As a community, we are stewards of the environment and are committed to using our resources wisely.

We have a deeply rooted respect for our place and celebrate the river valley.

The Fort is a leader in sustainable eco-industrial development with a flourishing local economy.

We support every aspect of life in Fort Saskatchewan from local business to social services.

We know our history, and have a dynamic vision for our future.

Arts, recreation and culture thrive.

Downtown is the heart of the community; it is a vibrant destination for business or play and an attractive place to live.

Fort Saskatchewan is home with a small-town feeling at heart and where a strong sense of community thrives.

OUR MISSION

Working together to create a sustainable and thriving community through exemplary leadership and management.

OUR CORE VALUES

Our commitment to each other and to our citizens

LEADERSHIP – Take ownership in achieving results

INNOVATION – Embrace new ways of doing things

SERVICE EXCELLENCE – Deliver “WOW” service to our community

FUN – Enjoy what we do and bring passion to our work

OUR GUIDING PRINCIPLES

Just as our values are reflected in everything we do, our decisions and actions are aligned with the following guiding principles.

CONTINUOUS IMPROVEMENT	We constantly look for ways to improve our services, refining our daily practices, keeping the leading edge in sight and being open to change.
COLLABORATION	We work collaboratively with our colleagues, residents, partners, regional neighbours, and stakeholders.
STRATEGIC THINKING	We use a strategic and forward thinking mindset and consider the impact of decisions on others.
STEWARDSHIP	We are good stewards, accountable for our community's resources, managing costs and investing for the future.

Department Goals and Initiatives

Legend

	Project or phase complete
	In progress, upcoming

Goal 1: Programs and services address the needs of all residents in a growing and changing community.

Linkages: Positioned for Growth

Initiatives:

		Timeframe		
		2020	2021	2022
1.1	Implementation of the Apricot case management software			
1.2	Collaboration with community partners to develop a Community Suicide Risk Response			
1.3	Collaboration with Seniors Working Group agencies to create a Coordinated Community Response to address elder abuse			
1.4	Assess Home Support service delivery needs to maintain required service levels			
1.5	Create a process to support vulnerable and at-risk adults			
1.6	Work with community partners to address service gaps to support at-risk youth			

Goal 2: Promote and enhance volunteerism in the community

Linkages: A Vibrant and Thriving Community

Initiatives:

		Timeframe		
		2020	2021	2022
2.1	Implement volunteer recognition opportunities			
2.2	Develop volunteer engagement strategies to improve recruitment and retention			

Goal 3: Department philosophy is that all residents feel engaged and included in the community.

Linkages: A Vibrant and Thriving Community

Initiatives:

		Timeframe		
		2020	2021	2022
3.1	Increase Pride Week awareness and community initiatives			

3.2	Community engagement to expand Seniors Week initiatives			
3.3	Shape Your Community grant program review and enhancement			
3.4	Create a policy and framework to guide diversity and inclusion work			
3.5	Support the implementation of a diversity and inclusion action plan			
3.6	Creation and implementation of a Neighbourhood Connectors program			

Goal 4: Create opportunities to support staff mental health and wellness

Linkages: Excellence in Government

Initiatives:

		Timeframe		
		2020	2021	2022
4.1	Provide and support annual mental health wellness training opportunities for staff			
4.2	Provide and support annual team building activities			