

2021

## **FAMILY AND COMMUNITY SUPPORT SERVICES**

### Department Service Levels

#### **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 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.



CITY OF  
FORT SASKATCHEWAN

## DEPARTMENT SERVICE LEVELS

Service level documentation includes Priority Based Budgeting (PBB) data to support service level understanding and enhance understanding of program costs.

PBB is a business planning and budgeting tool to help better understand City programs. Prioritization through results and attributes scoring shares new information about programs and the budget.

Results are drawn from the City's strategic plan and other guiding documents.

Attributes are additional characteristics that also affect a programs overall relevance and prioritization.

Individual results/attributes are scored 0 to 4 with score of 4 being critical in achieving result/attribute and score of 0 not having influence.

The total combined score of results and attributes places individual programs in a quartile grouping with quartile 1 and 2 programs more aligned with strategic goals, results and attributes and quartile 3 and 4 programs less aligned.



## Community Development, Planning, Engagement and Support

### **PBB Program Area Description/Overview:**

Working in partnership with volunteers, organizations, agencies and government to build community capacity and resiliency. Partner with other human service agencies and allied stakeholders to advocate and increase public awareness and understanding on social issues. Planning and engagement to address current and emerging community needs, gaps and trends. Assist community members by giving them the tools and resources needed to bring ideas forward and build relationships with their neighbours.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

**Reason for Offering:** Increase social awareness on issues that impact the community. Collaboration with other social agencies to address any potential service gaps that may impact the ability to support residents in an effective way. Support residents to feel more connected to the community by providing volunteer opportunities and programming led by residents at the neighbourhood level.

### **Inventory/Volume/Demand:**

FCSS collaborates with over 40 local and regional organizations, groups and agencies for assessing, planning, and programming related to social issues.

**Standard Operating Procedures/Specifications:** Administrator of Apricot case management software.

**Service Levels (Customer Service Levels and/or Technical Service Levels):** 1 Full-time Community Development Coordinator oversees program area.

**Profile of Users:** Non-profit organizations, local and regional government social agencies, Fort Saskatchewan residents, volunteers.

## Community Events

### **PBB Program Area Description/Overview:**

Coordinating and deliver annual City led events that facilitate community awareness and understanding such as, Youth Fest and Family Violence Prevention Month. This would also include partnering with other human service agencies to deliver community events to the public.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

**Reason for Offering:** Provide education on social issues. Provide opportunities for residents to connect with the community.

**Inventory/Volume/Demand:** Youthfest, Pride Week, Family Violence Prevention Awareness

**Frequency or Response Timing:** Annually

**Standard Operating Procedures/Specifications:** Public engagement, collaboration with community partners and/or other City departments.

**Profile of Users:** Residents of Fort Saskatchewan and area, community groups.

## Home Support

### **PBB Program Area Description/Overview:**

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.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

**Reason for Offering:** Home support provides assistance for seniors, the chronically ill, and individuals recovering from surgery with basic house cleaning. Home Support enables individuals to retain and /or improve their quality of life by enhancing independent living, reducing isolation and promoting a safe and quality home life.

**Inventory/Volume/Demand:** Demand is increasing as our population ages.

**Frequency or Response Timing:** Home Support clients are provided service on a weekly, biweekly, bimonthly, or monthly basis dependent on need and preference.

**Standard Operating Procedures/Specifications:** The clients that access the program adhere to a program policy to outline the perimeters and scope of the program. This sets clear expectations for the staff and the clients they support. Home Support staff must adhere to the procedures outlined in program Hazard Assessment and must ensure they are familiar with SDS sheets as they are handling cleaning products on a daily basis.

**Service Levels:** There are over 100 active clients in the program. One Home Support Coordinator oversees the program consisting of 5 permanent part-time and 1 casual Home Support Aides.

**Profile of Users:** Primarily seniors with the majority being 75 years and up.

## Seniors Support Programs

### **PBB Program Area Description/Overview:**

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.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

**Reason for Offering:** To provide information, referral, support and advocacy to seniors and their families.

**Inventory/Volume/Demand:** Demand is increasing as our population ages. On average, we assist 50+ seniors per month in person and over the phone. On average, we conduct 6 home visits per week.

**Frequency or Response Timing:** Respond to calls for assistance within one business day.

**Service Levels:** One temporary part-time Seniors Resource Navigator and one full-time Inclusion & Seniors Coordinator providing seniors supports half time.

**Profile of Users:** Seniors, community partners that support seniors, family members, and volunteers.

## Counselling Services

### **PBB Program Area Description/Overview:**

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.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

**Reason for Offering:** Support is provided for a variety of concerns including anxiety, depression, loss, marital and relationship issues, stress, family conflict, parenting challenges, self-esteem and others.

**Inventory/Volume/Demand:** Demand is increasing due to presenting stressors and overall poor mental health of residents. Average 48 counselling appointments per month.

**Frequency or Response Timing:** Intake for appointments are completed within one business day.

**Standard Operating Procedures/Specifications:** Counselling Program Administrative Procedure

**Service Levels:** Two part-time contracted psychologists administer the program with one full-time FCSS Clerk providing administrative support with appointment bookings and payments.

**Legislation, Regulations or Standards:** CAP Standards of Practice

**Profile of Users:** Residents of Fort Saskatchewan and area.

## Youth Support Programs

### **PBB Program Area Description/Overview:**

The concentration on youth and families that are either navigating social issues or want to engage in pro-social activities are the focus of this program area. Through 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 creates positive community outcomes. As well, short-term solutions focused on intervention, support and advocacy in an outreach capacity to youth and young adults or families at risk are available. FCSS supports youth to pursue areas of leadership, community opportunities, education,

life skills, and social events. Establishing connections between youth and to act as a resource for local youth and family programs form a part of this work.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

**Reason for Offering:** Provide short term solution focused intervention, support and advocacy in an outreach capacity to youth and their families. Provide education and awareness on social issues that impact youth. Support youth with leadership and volunteer opportunities.

**Inventory/Volume/Demand:** Demand is increasing as our population grows. Seeing an increase in the amount of intakes for the Youth Outreach program due to growing mental health concerns among youth. Youth Outreach caseload has a maximum of 30 at any given time.

**Frequency or Response Timing:** Youth Outreach intake response time is within two business days.

**Standard Operating Procedures/Specifications:** Youth Outreach Program Policy & Procedure

**Service Levels:** One full time Youth & Family Coordinator, one full time Youth Outreach Worker. The Youth Outreach Program has the capacity to support a caseload of 30 youth at one time.

**Legislation, Regulations or Standards:** Child, Youth and Family Enhancement Act

**Profile of Users:** Local youth and their family members, community partners, volunteers.

## **Information and Referral**

### **PBB Program Area Description/Overview:**

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.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

**Reason for Offering:** Provide information on social services agencies and programs based locally and regionally.

**Inventory/Volume/Demand:** Demand is increasing as the population grows in Fort Saskatchewan and within the region. **In person, phone and email enquires** average 1700 per year.

**Frequency or Response Timing:** Requests are responded to within 1-2 business days.

**Service Levels (Customer Service Levels and/or Technical Service Levels):** Department staff provide assistance with enquiries on available resources, assist with navigating systems, and provide external referrals where appropriate. Proactively work to stay informed of available resources so that we can provide the best referral to those that contact us.

**Profile of Users:** Residents of Fort Saskatchewan and area, community agencies.

## Educational Workshops, Support Groups, Information Sessions

### **PBB Program Area Description/Overview:**

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.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

**Reason for Offering:** Provide education and awareness on social issues that impact the community.

**Inventory/Volume/Demand:** A varying number of workshops are offered per year based on need and available resources.

**Profile of Users:** Residents both local and regional, community partners.

## Diversity & Inclusion

### **PBB Program Area Description/Overview:**

The Diversity and Inclusion program focuses on creating policies, procedures and services that foster an inclusive culture within the organization. The program works with community members, businesses and partnering agencies to promote diverse and inclusive services for the community of Fort Saskatchewan.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

**Reason for Offering:** To support the organization toward a model that incorporates diversity and inclusion in every aspect of its business practice. The approach builds on existing initiatives and acknowledges areas for action.

**Standard Operating Procedures/Specifications:** Inclusion Lens Guiding Framework

**Service Levels:** The Inclusion & Seniors Coordinator dedicates half of their time to lead the program.

**Policy Alignment:** Diversity & Inclusion Policy GEN-007-C

**Legislation, Regulations or Standards:** Canadian Human Rights Act

**Profile of Users:** City staff, community partners, local businesses, and residents.

## FCSS Grants to Non-Profit Organizations

### **PBB Program Area Description/Overview:**

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.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

**Reason for Offering:** To establish a governance framework for disbursement of grant funds and in-kind grant requests from local non-profit organizations.

**Inventory/Volume/Demand:** Demand is increasing as our population increases, the needs of our community groups become more complex and the ability to access secure grant funding is diminished.

**Frequency or Response Timing:** Grant applications are distributed to eligible community groups in May each year. Allocation of grant funds is determined each year through the budget process with Council.

**Standard Operating Procedures/Specifications:** Grants to Non-Profit Organizations Procedure

**Service Levels:** Grant funding opportunity is advertised in May along with application packages distributed to eligible community groups. Applications are reviewed for eligibility and weighted based on determined community need. Recommendations are submitted to be considered as part of the annual budget process for Council's final approval in November.

**Policy Alignment:** Grants to Non-Profit Organizations Policy

**Legislation, Regulations or Standards:** Family & Community Support Services Regulation

**Profile of Users:** Community groups

## **Municipal Grants to Non-Profit Organizations**

### **PBB Program Area Description/Overview:**

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 in-kind with City resources, such as, staffing.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

**Reason for Offering:** To establish a governance framework for disbursement of grant funds and in-kind grant requests from local non-profit organizations.

**Inventory/Volume/Demand:** Demand is increasing as our population increases, the needs of our community groups become more complex and the ability to access secure grant funding is diminished.

**Frequency or Response Timing:** Grant applications are distributed to eligible community groups in May each year. Allocation of grant funds is determined each year through the budget process in November with Council.

**Standard Operating Procedures/Specifications:** Grants to Non-Profit Organizations Procedure

**Service Levels:** Grant funding opportunity is advertised in May along with application packages distributed to eligible community groups. Applications are reviewed for eligibility and weighted based on determined



community need. Recommendations are submitted to be considered as part of the annual budget process for Council's final approval in November.

**Policy Alignment:** Grants to Non-Profit Organizations Policy

**Profile of Users:** Community groups