



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, 2025



DEPARTMENT GOALS AND INITIATIVES

Focus Area: Aging Well in Community							
#	Department Initiative	Strategic Plan Goal Alignment	Funded	Upcoming	3-Year Forecast		
			2023 - 2026 Strategic Plan		Future Strategic Plan		
			2025	2026	2027	2028	2029
1.1	Support senior serving organizations to increase connection opportunities for seniors	3					
1.2	Create and implement age well in community series	3					

Focus Area: Family Violence Prevention							
#	Department Initiative	Strategic Plan Goal Alignment	Funded	Upcoming	3-Year Forecast		
			2023 - 2026 Strategic Plan		Future Strategic Plan		
			2025	2026	2027	2028	2029
2.1	Collaborate with the Family Violence Prevention Coalition to introduce a focused online prevention campaign	3					
2.2	Develop gender specific supports for family violence prevention	3					

Focus Area: Poverty Reduction							
#	Department Initiative	Strategic Plan Goal Alignment	Funded	Upcoming	3-Year Forecast		
			2023 - 2026 Strategic Plan		Future Strategic Plan		
			2025	2026	2027	2028	2029
3.1	Collaborate with community partners on implementation of the poverty reduction strategy	3					
3.2	Develop Building Bridges to have community governance role	3					

Focus Area: Youth Capacity Building-Employment, Mental Health							
#	Department Initiative	Strategic Plan Goal Alignment	Funded	Upcoming	3-Year Forecast		
			2023 - 2026 Strategic Plan		Future Strategic Plan		
			2025	2026	2027	2028	2029
4.1	Provide in school workshops for all schools, equipping youth with mental health and resiliency tools	3					
4.2	Collaborate with the region on youth initiatives	3					
4.3	Create and impement mental health program for recreation/sport groups in collaboration with minor sports	3					
4.4	Additional capacity for Youth Supports	3					



Focus Area: Social Planning & Community Development							
#	Department Initiative	Strategic Plan Goal Alignment	Funded	Upcoming	1-Year Forecast		
			2023 - 2026 Strategic Plan		Future Strategic Plan		
			2025	2026	2027	2028	2029
5.1	Implement Community Social Development Framework with community partners-Phase 1	3					
5.2	Collaborate with industry, business and agency partners on equity and accessibility initiatives	3					
5.3	Implement Board supports to include training and resources	3					
5.4	Develop DEI Department Support Plans to enhance City service delivery	3					
5.5	Partner with community agencies, industry and business to launch community excellence awards	3					
5.6	Formal engagement with partners and residents to assess community social needs and move into phase 2 of the Community Social Development Framework	3					
5.7	Identify municipal opportunities to advance policies and programs that are reflective and responsive to the well being of Fort Saskatchewan residents.	3					
5.8	Develop community information sharing network for the social sector, to include residents and Council	3					
5.9	Review the Grants to Organizations Policy and Procedure	3					

Focus Area: Navigation and Referral Supports							
#	Department Initiative	Strategic Plan Goal Alignment	Funded	Upcoming	3-Year Forecast		
			2023 - 2026 Strategic Plan		Future Strategic Plan		
			2025	2026	2027	2028	2029
6.1	Create coordinated service access at remote locations	3					
6.2	Lead coordinated access of subsidized City services	3					
6.3	Clerk position review	3					

Focus Area: Operational							
#	Department Initiative	Strategic Plan Goal Alignment	Funded	Upcoming	1-Year Forecast		
			2023 - 2026 Strategic Plan		Future Strategic Plan		
			2025	2026	2027	2028	2029
7.1	Review Apricot software and consider alternative providers	5					
7.2	Create a 3 year schedule to review of existing policies and procedures	5					
7.3	Update training schedule	3					
7.4	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.

