



**Rocky View County
Family & Community Support Services (FCSS)**

2022 FCSS GENERAL FUNDING APPLICATION

(FUNDING PERIOD: January 1 – December 31, 2022)

ALL INFORMATION PROVIDED IS PUBLIC

APPLICATION DEADLINE IS 4:00 P.M. AUGUST 30, 2021 NO EXCEPTIONS

1. ORGANIZATION INFORMATION	
Organization Name	North Rocky View Community Links Society
Program Name	Community Connections (previously named Outreach and Communications Program)
FCSS Funding Request (over \$7,500) (from Section 9.6 C Proposed Budget)	\$105,500.00
E-Mail Address and Website	info@nrvc.ab.ca and www.nrvc.ab.ca
Mailing Address (include postal code)	#211, 125 Main Street NW, Airdrie, AB, T4B 0P7
Street Address (for courier purposes)	Same as above
Agency Telephone Number	403-945-3900
Agency Fax Number	403-345-3901
Executive Director Name	Brenda Hume
Program Contact Name	Trudy Wilson/ Laurie Jacob-Toews
Phone Number (If different from above)	403-945-3932/ 403-945-3955

2. CERTIFICATION OF COMPLIANCE
<p>This is to certify that to the best of my knowledge and belief, the information included in this application complies with the requirements and conditions set out in the Family and Community Support Services Act and Regulation. (https://www.alberta.ca/family-and-community-support-services-fcss-program.aspx)</p> <p align="center">A program outcomes evaluation is required by February 28, 2023 if your application is successful</p>

Brenda Hume

Signature (Agency Signing Authority)

Executive Director
Title

Brenda Hume

Print Name

8/25/2021

Date

Submit Completed Documents to, or for further assistance contact:

Dimitri Dimopoulos, FCSS Coordinator
Rocky View County
262075 Rocky View Point
Rocky View County, AB T4A 0X2

For further assistance, please call 403.520.1289 or email fcss@rockyview.ca

Please note that faxed or e-mailed copies of the application will not be accepted. It is strongly recommended that you courier or hand deliver your proposal (printed single sided pages only) and request confirmation of receipt.
APPLICATION DEADLINE IS 4:00 P.M. AUGUST 30, 2021 - APPLICATIONS NOT RECEIVED BY THIS DEADLINE WILL NOT BE ACCEPTED.

☐ Please email confirmation of receipt of this application to: lori@nrvc.ab.ca



Please indicate how you heard of the Rocky View County FCSS Program:

☐ newspaper ad
 ☐ social media
 ☐ website visit/search
☐ word of mouth
 ☒ other (specify) Previous recipient

3. SOCIETY MEMBERSHIP (current)	
Number of Members	26
Membership Fee Per Member	\$1.00

4. TYPE OF ORGANIZATION		
Alberta Societies Act Registration Number:	5013937874	
Charitable Number (if have one):	106690241 RR0001	<input type="checkbox"/> Government Agency

5. DAYS AND HOURS OF OPERATION OF THE PROGRAM							
OPERATING HOURS	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
	Airdrie Office 8:30 am-4:30 pm Beiseker Office Closed	Airdrie Office 8:30 am-4:30 pm Beiseker Office 9:30 am-3:00 pm	Airdrie Office 8:30 am-4:30 pm Beiseker Office Closed Crossfield Satellite Office 10:00 am-1:00 pm (2 nd Wed of each month) Irricana Satellite Office by appointment	Airdrie Office 8:30 am-4:30 pm Beiseker Office Closed	Airdrie Office 8:30 am-4:30 pm Beiseker Office 9:30 am-3:00 pm	Closed	Closed
Dates not Open:	On week between December 25 th and January 1 st						
Statutory Holiday:	Closed			Other	Our Airdrie office is closed from 12:00- 1:00 pm daily. The agency is closed the 3 rd Wednesday of each month from 12:00- 4:30 pm for staff meeting		

6. DOCUMENTATION REQUIREMENTS:	ATTACHED
<u>Do not provide other attachments unless requested to do so.</u>	
List of current agency Board of Directors by name and Board position (Board information is requested to ensure sufficient governance and make members accessible to administration, if required.) Do not include personal contact information (home addresses, emails, or phone numbers).	<input checked="" type="checkbox"/>
Fee Policy and Schedule (if applicable)	<input type="checkbox"/>
Organizational Chart of Agency	<input checked="" type="checkbox"/>
Certificate of Incorporation under the Societies Act if new applicant. (Not applicable to other municipal governments and associated departments)	<input type="checkbox"/> Included <input type="checkbox"/> Not Applicable

Constitution and Bylaws (first time applicants only unless changes were made by previously funded groups)	<input checked="" type="checkbox"/>
Job description(s) for County FCSS funded positions requested (first time applicants only unless changes were made by previously funded groups)	<input type="checkbox"/>
Most recent Audited Financial Statement	<input checked="" type="checkbox"/>

The personal information on this form is being collected for the purpose of determining eligibility of an applicant to receive FCSS funding; to assist in administering the FCSS funding; and to monitor, assess, and evaluate your program. This information is collected under the authority of Section 33 (c) of the Freedom of Information and Protection of Privacy Act and may become public information once it is submitted to the FCSS program. Questions regarding the collection of this information can be directed to the Manager, Recreation and Community Services at 403.520.6307.

7.1 PROGRAM DESCRIPTION

Provide a brief program description in a few sentences (to be used for publication by FCSS)

The Community Connections Program provides services and supports to all ages (children, youth, adults, seniors, and families) as well as referrals to other agencies and organizations. The Community Connections Program helps individuals and families identify appropriate resources to assist them to increase community participation and promote social inclusion and to build capacity which fosters resilience. Support is provided to address various primary prevention concerns which include, but are not limited to, education, employment, forms assistance, special needs resources, legal referral, parenting support and connections, outreach, assistance with projects/ initiatives, and information on community and agency services (including childcare options and volunteer opportunities). In addition to being a resource for community residents, various other service providers contact Community Links for consultation and information about programs available to assist the community members they are supporting.

7.2 PREVENTION

In what way(s) is your program preventive in nature? Check the appropriate items from the following list. You will be required to report on each of the Outcomes that you have selected.

Provincial Outcome	Rocky View County Outcomes	
Improved social well-being of individuals	Outcome 1: Individuals experience personal well-being. Indicators: Resilience; self-esteem; optimism; capacity to meet needs; autonomy; competence; personal engagement; meaning and purpose.	<input checked="" type="checkbox"/>
	Outcome 2: Individuals are connected with others. Indicators: Quality of social relationships; social supports available; trust and belonging.	<input checked="" type="checkbox"/>
	Outcome 3: Children and youth develop positively. Indicators: Developmental assets.	<input type="checkbox"/>

Provincial Outcome	Rocky View County Outcomes	
Improved social well-being of families	Outcome 4: Healthy functioning families. Indicators: Positive family relationships; positive parenting; positive family communications.	<input type="checkbox"/>
	Outcome 5: Families have social supports. Indicators: Extent and quality of social networks; family accesses resources as needed.	<input type="checkbox"/>

Provincial Outcome	Rocky View County Outcomes	
Improved social well-being of the community.	Outcome 6: The community is connected and engaged. Indicators: Social engagement; social support; awareness of the community; positive attitudes toward others and the community.	<input checked="" type="checkbox"/>
	Outcome 7: Community social issues are identified and addressed. Indicators: Awareness of community social issues; understanding of community social issues; agencies and/or community members work in partnership to address social issues in the community.	<input checked="" type="checkbox"/>

7.3 PRIMARY TARGET

Indicate the Primary target at whom the program is aimed by estimating the percentage of the program's FCSS allocation that is directed to services in the following categories.

Children	5	%
Youth	10	%
Families	30	%
Adults	25	%
Seniors	5	%
Volunteerism	15	%
Community Development	10	%
Total	100	%

7.4 SOCIAL SERVICE CONTINUUM

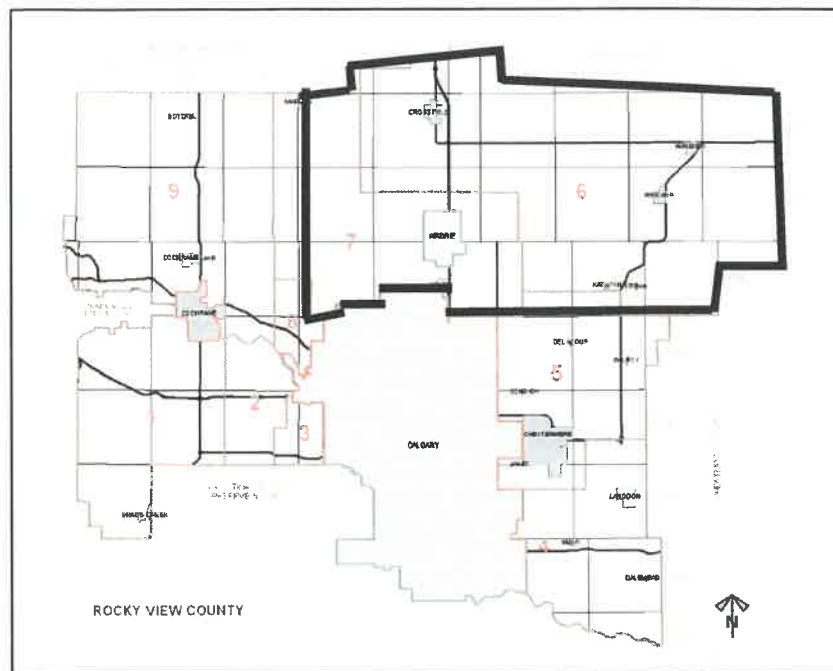
Please indicate the percentage of each section below that your program provides.

• Promotion: Programs and services that promote public education and awareness of social needs.	20	%
• Prevention: Programs and services focused at the earliest opportunity on individuals and families whose social well-being in community life is at risk.	80	%
• Early Intervention: Programs and services focused on individuals and families with identified early signs of unmet needs, who require support to enhance their social well-being.		%
• Specialized Services: Programs and services for individuals and families focused on emerging social needs not yet sufficiently addressed by community support.		%
• Remediation Services: Programs and services for individuals and families with clearly defined unmet needs, who require assessment, intervention, and treatment to enhance their social well-being.		%
Total	100	%

8. COORDINATION AND COMMUNICATION

A. Identify organizations within the program's catchment area (define your region of operation; include towns and border of service area and also clearly mark it on the map with thick black lines) that provide similar services.

Community Links serves Airdrie, Balzac, Beiseker, Crossfield, Irricana, Kathryn, and surrounding North Rocky View Region. There are other organizations that support the schools in North Rocky View (i.e., Boys and Girls Club of Airdrie, Closer to Home- Viewpoints, Stepping Stones to Mental Health), although the specific programs offered are not the same as those offered through Community Links. The Highland Primary Care Network also has Social Workers who are connected with each physician's office in North Rocky View.



B. What cooperative and coordinative steps has the program taken with these agencies?

In order to avoid duplication and to maintain a collaborative relationship with these partner agencies, we promote inclusive discussions about what programming and supports are being offered by each agency. We offer to meet with staff in these agencies to share information about what we do and to find out more about what services they provide. We work together to promote one another's programs. When possible, we get permission from mutual program users so we can work collaboratively with partner agencies to ensure the program users needs are being met.

C. Describe the similarities and differences between the proposed program and those identified as being delivered by other organizations.

The Boys and Girls Club, Closer to Home, Stepping Stones to Mental Health and Community Links are all available to provide supports in the schools. We work with the individual schools and these partner agencies to determine which programs are best suited for each of us to facilitate and where partnership opportunities exist. We are willing to co-facilitate these groups in the schools, should the request arise. A monthly school supports group is hosted as a means to share information and maintain collaboration; an outcome of this group is a combined programs document.

Staff from each agency bring their own unique experience and expertise to programs. Staff from the Boys and Girls Club are familiar with resources and supports relevant to youth. Stepping Stones staff are based in the school and have a good understanding of the school culture. Community Links staff have a broad understanding of community supports available for all ages. The combined skills and staff from different agencies offer program participants a rich and diverse experience.

The HPCN Social Workers provide assessments and forms assistance, however, they focus on those applications which require a physician's support. Community Links staff are able to provide support with all types of applications. We have a very collaborative working relationship with HPCN Social Workers and staff to ensure our common clients are being referred when necessary and experience a seamless transition as they move between the different supports they require to meet their needs.

OUTCOMES MODEL

(For further information on the outcomes model contact the County FCSS program for a copy of a toolkit.)

9.1 AGENCY/PROGRAM VISION

Desired social condition. May be your agency's existing vision statement.

Strong Individuals Strong Families Strong Communities

9.2 AGENCY/PROGRAM MISSION

Unique role in working towards the desired social condition. What are you currently doing to achieve your mission (e.g. other programs and services that are not a part of this application for funding)?

To inspire hope, support healthy development, strengthen wellbeing and resiliency by connecting individuals and families to services, supports, and resources in our communities.

In addition to the supports provided through the Community Connections Program, our agency provides a wide variety of services that span from birth to seniors. Some examples of this are: Counselling, Family Child Care, Family Resource Services, Respite and the Toy Library.

9.3 STATEMENT OF NEED

Problem statement; description of the situation you wish to change.

If we can provide information to residents, increase their awareness and access to community resources, and increase their social skills, we can create a more active and engaged community.

9.4 STRATEGY/ACTIVITIES

How will the program address the specified need? What goal or long-term change or impact do you want to achieve? What are you going to do in the program to achieve your goal(s)?

Program Goal: To provide Rocky View County residents with information, education and connections to community resources and supports that will improve their community participation and competence.

Strategies:

The Community Connections Program addresses primary prevention concerns Monday to Friday by providing information and facilitating connections to help individuals and families identify appropriate resources and natural supports that can assist them to increase social inclusion. By getting people connected to their community and the supports they require, the Community Connections Program is providing them with the tools they need to address their situation as well as increasing the individual's resilience and ability to address future concerns.

Preventative educational groups and workshops are offered in the community and in collaboration with community partners to build skills and competence of program participants and increase awareness of community supports. Thirty group/workshop sessions will be offered in 2022 for adults and youth. These groups/ workshops will be offered in the community, in collaboration with local community groups, and local schools. The groups/workshops will range from 1-8 sessions.

The Community Connections Program provides opportunities for community members to be empowered to take ownership of their personal situation and encourages them to take the lead in problem solving. Our process of working with people is client-driven; decisions being made are always in the best interest of the person who is seeking service. We use a strengths-based approach, focusing on the assets of the person seeking service. We utilize these approaches with a goal of having the community member achieve an increased sense of self confidence and well-being that will increase their capacity for the future.

Program staff participate in community engagement; they attend community events, network with staff from partner agencies, to ensure collaboration between services, which contributes to a more streamlined service delivery for program users. In addition, awareness of events helps to promote community participation.

Residents can connect with the various support options as a continuum of care to increase their community participation and competence.

Pre and post-surveys are implemented to evaluate program effectiveness and for quality assurance purposes. Participant input provides valuable feedback about the services provided.

Volunteerism

Program Goal: To build capacity and strengthen the community by providing engaging and meaningful volunteer opportunities for Rocky View County residents

Strategies:

Rocky View County residents of all ages are recruited as volunteers. These individuals are interviewed and matched to suitable volunteer placements, based on their interests, skills, experience, personal goals and agency needs. Volunteer opportunities are available throughout the year and are communicated through the Community Links website and social media, as well as through local media, Volunteer Airdrie and word of mouth. The required length of commitment for volunteers can vary from a few hours to long term. An agency and role orientation are provided during volunteer onboarding and job-specific training as well as ongoing support is provided through Program staff. A minimum of two training sessions will be hosted in 2022. Annual satisfaction surveys and ongoing volunteer appreciation are integral parts of the program to ensure a rewarding experience for participants.

The Volunteer component of the program strengthens community residents as well as the entire community by connecting people and building social cohesion. Through volunteering, citizens develop a sense of common identity, confidence in one's neighbour and a feeling of community support and safety.

Surveys are implemented to evaluate program effectiveness and for quality assurance purposes. Participant testimonials also provide valuable feedback about the services provided.

Recruitment is a continual process. Our Volunteer Program offers volunteer opportunities that are flexible and episodic (i.e. during summer months when children and the senior "snow birds" are at home). This flexibility is a planned retention strategy that ensures the development of a healthy balance for our volunteers and demonstrates our respect for our volunteer's commitments and priorities. Community Links' Mission, Vision and Guiding Principles are also reflected through this strategy.

9.5 RATIONALE

An explanation of why you believe this strategy or approach will work; include research if possible.

Intake

A foundational component of the Community Connections Program is providing information, education and connection to community members. Through our work in other communities, we know a lack of information on services available is often a barrier to people accessing services. Based on information gathered related to community members accessing services at Community Links between January 1 and December 31, 2020 it is noted 22% of community members reported "information needed" as the presenting issue. In addition to providing information, 7366 referrals were completed with a goal of connecting community members with appropriate resources.

Michael Under, PhD, provides insight into the significance of facilitating connections to resources. Throughout his book *Change Your World*, he repeatedly stresses that having personal skills and motivation are not enough; it is critical to have access to external resources to foster resilience. He makes specific statements like: "It is true as human beings, we have internal resources to help us thrive... but that internal resources are seldom of much use unless we are also given the external resources we need to succeed." and, "They (his clients) needed to be able to navigate their way to the resources they needed while negotiating for those resources to be provided in ways that were meaningful to them." Unger, Michael. (2018). *Change Your World. The Science of Resilience and the True Path to Success*. Sutherland House.

The Community Connections Program supports individuals of all ages and recognizes the importance of supporting seniors in North Rocky View. This support is provided one on one and through participation in groups. This work is supported in the research found in the *Age Friendly and Remote Communities: Guide*, "Social networks, social participation and feelings of belonging are important to health living, disease prevention and the prevention of isolation among seniors. Older people who remain active in society and socially connected are happier, physically and mentally healthier, and better able to cope with life's ups and downs." Federal/ Provincial/ Territorial Ministers Responsible for Seniors. (2018). *Age- Friendly Rural and Remote Communities: Guide*, retrieved from https://www.phac-aspc.gc.ca/seniors-aines/alt-formats/pdf/publications/public/healthy-sante/age_friendly_rural/AFRRRC_en.pdf.

Groups and Workshops

The Community Connections Program promotes healthy communities through the delivery of educational groups and workshops, providing a safe place for social connection, skill building, and support which promotes future resilience. Groups and workshops are provided in the community, in collaboration with community partners, and in schools.

Over the last year we have experienced the value of online connection; it is our goal to continue to explore the suitability of online groups and workshops and the potential development of webinars as a way to increase access and promote social inclusion.

The success of the Community Connections Program in assisting residents to increase their knowledge of resources, fostering connections, and building skills between January 1, 2020 and December 31, 2020 is demonstrated by the following:

- 100% of participants in the Budgeting Basics workshop reported feeling better about their ability to solve problems, and 89% reported knowing more about how to access resources in the community.
- 71% of participants in the Girls/Guys Circles reported feeling better about ability to take action towards improving their life. When asked what they learned reported: “making friends and improving my life”, “to be kind”, and “how to solve problems”.
- 100% of participants in Pregnancy & Beyond reported feeling better about their ability to solve problems, 100% reported knowing more about how to access the community resources in the community.
- 88% of PRYSM participants reported feeling better about their ability to take action towards improving their life.

Information provided in the FCSS Research Brief 5, related to community development, highlights some key components of capacity building, which align with the work of Community Links. The report suggests, “Although there is no single model for neighbourhood development or capacity building, in generally it involves:

- Equipping people with skills and competencies they would not otherwise have.
- Realizing existing skills and developing potential.
- Promoting increased self-confidence.
- Promoting people’s ability to take responsibility for identifying and meeting their own needs. Encouraging people to become more involved in the neighbourhood and in the broader society.” Calgary Neighbourhoods. 2020. Community Development. (Calgary, AB: Family & Community Support Services, The City of Calgary).

This research not only supports the work of the Community Connections Program, but also the underlying values of the program including empowerment, being client driven, and strengths based.

Engagement

Community Links works hard to build relationships with other service providers to ensure we are providing the most up-to-date and accurate information possible regarding other programs being operated in our community and/or available for residents. These relationships not only facilitate increased awareness but create opportunity to advocate on behalf of community members to reduce barriers to accessing services.

Community Links Beiseker Office hosts a rural Interagency Meeting for service providers in Beiseker, Irricana and surrounding areas for networking and information-sharing with the desired outcome being a more connected and cohesive social support system in these communities. We participate in the Crossfield Interagency Committee which has a similar goal and purpose to the Beiseker Group. The Circle of Supports document for the Beiseker community, which is updated annually, is a valuable tool to increase awareness of what programs and services are available in that community and surrounding areas.

As a community agency that is often a first point of contact for new residents and those wishing to get information about community resources, Community Links plays an integral role in ensuring people feel connected in their community. In addition to providing support and resources to meet the identified needs to those who access the Community Connections Program, we provide information about how new residents can connect in the community through community events and social activities.

Through our continued involvement with the Welcoming Airdrie Committee, we are working with other service providers to ensure the needs of newcomers are being addressed in Airdrie and surrounding areas. The Welcoming Airdrie Committee created a Newcomer’s Guide which focuses on the most-needed resources for the first 30 days when

someone re-locates to Airdrie. Community Links continues to work closely with the Rocky View Immigrant Services Coordinator through Calgary Catholic Immigration Society, making referrals and working together to address community member needs. This worker provides settlement services to those in Airdrie, Cochrane, Chestermere and in the Rocky View School Division and has been an invaluable resource for Community Links staff. Staff are connected with the Worker to create a more stream-lined referral process for clients to ensure a more seamless service delivery between our two agencies.

Volunteering

It is becoming increasingly recognized that social connectedness is important to people's health and well-being. "Just as human beings have a basic need for food and shelter, we also have a basic need to belong to a group and form relationships." Smith, Emily. (2013). Social Connection Makes a Better Brain. *Atlantic*, retrieved from https://www.theatlantic.com/health/archive/2013/10/social-connection-makes-a-betterbrain/280934/?utm_source=copy-link&utm_medium=social&utm_campaign=share. Through the work we do at Community Links in the Community Connections Program, we provide a safe and welcoming place for community residents to connect. We provide information for residents on how to engage in their community through community events and volunteer opportunities, thereby increasing their opportunities to build relationships with other community residents and hopefully build on their natural supports.

The Volunteer Coordinator consults with others in the field and utilizes research material to ensure that best practices are utilized in the Volunteer Program. The Volunteer Coordinator continually works towards building collaborative relationships through involvement with other Volunteer Coordinators to share information and awareness of how volunteer programs are managed and delivered. The Coordinator also collaborates with Volunteer Alberta's staff, as needed, to ensure best practices are being utilized.

The Volunteer Program is an essential part of the quality of a community. It is a community-driven initiative that offers opportunities for personal and/or professional growth to community residents. Based on past success, we feel confident that our Volunteer Program will continue to succeed in the future. We regularly receive letters of thanks from individuals using our Senior Transportation and Income Tax Programs, noting how being able to access these programs have made a difference in their lives, allowing them to move forward feeling confident and competent.

According to Volunteer Alberta, "99% of volunteers for Social Services organizations are motivated by the opportunity to make a contribution to the community" ("Who Are Alberta's Volunteers" tip sheet). The success of the Community Links Volunteer Program, and its positive impact on the volunteers involved in meeting this need, is demonstrated by the fact that in a random sample of Community Links volunteers in 2020:

- 97.7% (42/43) reported that as a result of their volunteer experience, they feel that they are making their community a better place;
- 93% (41/44) reported that as a result of their volunteer experience, they believe they are making a difference;
- 86% (37/43) reported that they feel supported as a volunteer with Community Links.

9.6 INPUTS

***Please see end of application for budget shell. Budget sheet(s) MUST follow the template as provided.**

A. Have you researched or sourced other methods of funding? How do you propose to sustain this program?

The Community Connections Program is funded with support from the Rocky View County FCSS, City of Airdrie FCSS, individual donations, and fundraising.

In order to accommodate the continual growth of our programs and the need for increased and sustainable funding, Community Links continues to work on goals that: create awareness in the community about the needs of the agency, identify opportunities to participate in third party fundraising events, and secure donations from a number of new and existing donors with a focus on ongoing versus one-time support. We hold annual fundraising events. These efforts, although critical to sustain and expand programming for the community, add to already heavy workloads of Board of Directors, staff, and volunteers.

Community Links continually explores and submits applications to various foundations that meet the criteria of the specified program.

B. Has this budget been authorized by your Board of Directors? Yes ☒ No ☐ If no, please explain:

N/A

9.7 PROJECTED OUTPUTS (*Count of products and services delivered to the target group. For definitions, see the end of the report*)

Please report the projected direct product of your activities, usually measured by volume of work accomplished. Must include projected number of individual participants, volunteers and volunteer hours. Other outputs may include projected number of training sessions, workshops, and community development programs. Include projected number of County residents utilizing services. Rocky View County residents do not include people who reside in Airdrie, Beiseker, Chestermere, Cochrane, Crossfield, Irricana or Redwood Meadows. It does include those who live outside of these municipalities and within the hamlets located within the County's borders.

A. PROJECTED NUMBER OF INDIVIDUAL PARTICIPANTS SERVED:

People served should only be counted once unless they are part of a family being served (see definitions). DO NOT include group participants, contacts, or community development initiatives if counted below.

Provide general summary of outputs here:

To provide intake services including assessment of need, the provision of information, and referrals to appropriate supports and services for individuals and families. To continue to network with other service providers to exchange current information about services and to create space for collaboration and advocacy..

Number of Children/Youth (0 to 18 years) 1400 Number of County Residents: 35

Number of Adults (19 to 64 years) 1550 Number of County Residents: 50

Number of Seniors (65+ years) 450 Number of County Residents: 20

Number of Families 3000 Number of County Families: 65

B. PROJECTED NUMBER OF GROUPS SERVED:

(e.g. workshops, training and/or education groups)

Provide general summary of outputs here:

To facilitate preventative educational groups and workshops in the community and in collaboration with community partners and local schools. These groups may include:

Money Talks

Girls and Guys Circle

Pregnancy and Beyond (in partnership with Alberta Health Services) (Airdrie)

PRYSM (in partnership with Airdrie Pride Society)

Seniors social/ education meet up groups (Beiseker and Crossfield)

Income Tax clinics (Beiseker, Crossfield, Irricana)

Rural Interagency Meeting (Beiseker, Irricana and surrounding area service providers)

Other

Number of Groups: 30 Total Number of Participants: 350 Number of County Residents: 25

C. PROJECTED NUMBER OF CONTACTS PROVIDED:

(e.g. providing assistance with forms/referral; telephone, mail outs, email, and social media)

Provide general summary of outputs here:

To have contacts with community members through a variety of means: in person support; public access to phone/ fax/ computer; social media; Program and Services Guide; community events; donor mail outs; website hits; awareness campaigns; agency newsletter.

Number of Clients: 15000 Number of County Residents: 400

D. PROJECTED NUMBER OF COMMUNITY DEVELOPMENT INITIATIVES:

(E.g. community assessment, mobilization, and/or advocacy committees. Do not include service to individuals)

Provide general summary of outputs here:

Number of Initiatives:

Number of Clients:

Number of County Residents:

E. VOLUNTEERISM	
<p>a) What are the roles of volunteers in the program?</p> <p>Board work, child care, crafting activities, donation sorting, errands, Friendly Visiting, Fund Development, Income Tax preparation, Lawn Angels, newsletter production and distribution, office/household repairs, program assistance, Roots of Empathy, Snow Angels, special events, toy washing, and Senior Transportation.</p>	
<p>b) How does the program promote, encourage, and facilitate the use of volunteers?</p> <p>Community Links takes proactive measures to minimize volunteer turnover by building strong relationships with volunteers. Every effort is made to ensure that volunteers feel connected and part of the team. An important part of this is by encouraging all staff, not just those directly connected to the volunteer role, to engage with volunteers. Staff are encouraged to introduce themselves to volunteers, address volunteers by name and thank volunteers for their commitment to the agency and the community.</p> <p>To promote volunteerism in the agency, staff are encouraged to review their roles and determine where volunteer positions can be created, allowing staff more time to increase the delivery of direct services to community residents.</p> <p>Volunteers are recognized verbally and through hand-written thank you cards, as well as through Certificates of Appreciation, coupons for local businesses, letters of recommendation and a Volunteer Appreciation Event held annually. Volunteers who exceed expectations are recognized with a special gift such as a gift card or a lunch. Volunteers are also recognized through the opportunity to attend volunteer conferences and workshops that are offered within the agency (1-2 times per year) and within the community. These retention strategies ensure that volunteers feel that they are part of the team and they feel more positive and energized as a result of their connection with our agency.</p> <p>Community Links attracts volunteers through:</p> <ul style="list-style-type: none"> • Community Links website • Community Links quarterly newsletter • local media: radio, community newspapers and community newsletters • Volunteer Airdrie website • social media – Facebook, Instagram, Twitter and LinkedIn • agency booth at community events • presentations to local faith community groups and Service Clubs • targeted recruitment to seek volunteers with specific skills and qualities • word of mouth <p>Community Links retains qualified volunteers by:</p> <ul style="list-style-type: none"> • presenting the agency as enthusiastic and prepared to utilize volunteers • touring new volunteers through the agency, introducing staff, and explaining how each department contributes to a strong, supportive work environment • preparing accurate and thorough job descriptions • recognizing and helping volunteers to develop individual skills, such as leadership, social skills and self-esteem • appreciating and recognizing volunteers both informally and formally • building solid relationships through caring conversations and constant engagement • representing volunteerism as a fun activity that helps oneself, makes a difference to others and strengthens and sustains community • setting up a formal interview, orientation, and selection process for prospective volunteers, indicating our commitment to professionalism • connecting volunteer opportunities to the agency's Mission and Vision • clarifying the nature of the social change that the agency is seeking • developing clear short-term goals that relate to the desired outcome • communicating volunteer initiatives throughout the community • providing volunteers with training opportunities that are appropriate to their volunteer position • creating opportunities where volunteers take on a mentorship role with other volunteers. This increases their sense of well-being and personal growth 	
c) Total number of volunteers in agency/program/RVC:	133/115/2
d) Total number of volunteer hours in 2020 (agency/program/RVC):	5227.75/3869.25/1206
e) Estimated number of volunteer hours until the end of 2021 (agency/program/RVC):	5000/3500/25

9.8 EXPECTED OUTCOMES

Statements, which describe the difference the agency/program intervention will make with clients in the short term, mid-term, and long term. These must logically connect to the Provincial and Rocky View County Outcomes in Section 7.2.

Improved social well-being of individuals (Provincial)

Short Term Outcomes:

Individuals have increased competence
Individuals experience increased access to resources in the community

Mid-Term Outcome:

Individuals and families will have increased support and connections to improve their competence and address their needs

Long Term Outcome:

Community residents will have enhanced quality of life and the community will be stronger

Improved social well-being of the community (Provincial – long term)

Short Term Outcomes:

Individuals experience increased awareness of resources in the community
The community is connected and engaged

Mid-Term Outcome:

Individuals and families will have increased connection to their communities

Long Term Outcome:

Community residents will have enhanced quality of life and the community will be stronger

Volunteerism

Improved social well-being of individuals (Provincial)

Short Term Outcomes:

Individuals experience personal well-being

Mid-Term Outcome:

Volunteers feel they are making a difference and are more connected to their community

Long Term Outcome:

The community is strong and connected

Improved social well-being of the community (Provincial – long term)

Short Term Outcomes:

Volunteers are engaged in their community

Mid-Term Outcome:

The community is strengthened by volunteer engagement

Long Term Outcome:

The community is strong and connected

9.9 OUTCOME INDICATORS

List the specific items of information that you will track to measure your program's success on outcomes. These are generally in the form of a cluster of questions or surveys and relate directly to the Rocky View County Outcome Indicators listed in Section 7.2. Copies of the Provincial FCSS Measures Bank are available upon request.

Individuals have increased competence

*75% of individuals surveyed report feeling better about their ability to solve problems

*75% of individuals surveyed report feeling better about their ability to overcome life's challenges

Individuals experience increased access to resources in the community

*75% of individuals surveyed report feeling supported by Community Links

*75% of individuals surveyed report knowing more about how to access community resources

Individuals experience increased awareness of resources in the community

*75% of individuals surveyed report knowing more people they can rely on for help

*75% of service providers report being more aware of what is happening in the communities they serve

*75% of service providers report that they have developed better working relationships with other community agencies

Volunteerism

Individuals experience personal well-being

- *80% of volunteers surveyed report that Community Links has helped them feel recognized for what they do
- *80% of volunteers surveyed report believing that they are making a difference
- *80% of volunteers surveyed report that they are making their community a better place

Volunteers are engaged in their community

- *80% of volunteers surveyed report they help out more in their community by volunteering

Program Outputs:

- Number of unique individuals served
- Number of families served
- Number of client contacts
- Number of referrals into Community Links
- Number of referrals from Community Links to agency and/or community supports
- Number of supported referrals
- Number of workshops and presentations hosted
- Number of groups facilitated

Program Outputs (Volunteerism):

- Number of volunteers
- Number of volunteer hours
- Number of events to promote or recognize volunteers
- Number of workshops/training opportunities hosted for volunteers
- Number of volunteers who attended workshops/training opportunities

10. ADDITIONAL INFORMATION

Please provide a brief agency/program history.

History

North Rocky View Community Links Society was formed through the amalgamation of Airdrie Family Services and North Rocky View Community Resource Centre on April 1, 2008. Community Links is a non-profit agency that serves the North Rocky View Region including Airdrie, Beiseker, Crossfield, Irricana, Balzac, Kathryn and the surrounding areas in the County of North Rocky View. Community Links provides services from birth to seniors that are guided by its Vision of *Strong Individuals Strong Families Strong Communities* and Mission, "To inspire hope, support healthy development, strengthen wellbeing and resiliency by connecting individuals and families to services, supports, and resources in our communities". The agency's purpose is to serve and promote the welfare of people in the North Rocky View community and to ensure all people have access to services, resources, and opportunities they require to promote their well-being. The core services provided by Community Links are: Community Engagement Services, Family Resource Services, Counselling Services and Support Services (Intake and Seniors Services), with Outreach being a key component of each area.

Community Links with its 41 employees, offers a variety of services and programs that address many needs and issues within the communities it serves. Residents that are served can be facing one or multiple issues such as: basic needs (housing, clothing, food, household items, medication, transportation or recreation), financial and/or emotional strain, family dynamics, employment issues, bullying, family violence, special needs, and legal issues. Through support and advocacy, residents are connected to our programming or with other programs/services/resources that build on their abilities to address needs and growth. Residents can receive assistance with connecting to childcare options, respite, parenting, counselling, seniors support and volunteer opportunities. The agency works collaboratively with community members and partners to address identified gaps in service delivery or projects that promote healthy growth and development. In addition, the agency is a Family Resource Network which provides additional programs and supports with a focus on families.

Community Links Statistics

Some of the facts we are proud to report for April 1, 2020 – March 31, 2021

- Supported 5650 individuals (11% children 0 – 6, 18% children/youth 7 - 18, 59% adults and 12% seniors) through various programs and services. (Over a twelve-year period, we have worked with an average of 10,990 individuals annually).
- Worked with 3750 families.
- Connected residents over 7381 times with various additional supports.
- Provided 9046 referrals to individuals for additional support.

- 133 volunteers provided 5228 hours of support to the agency.
- 56% of staff have been with the agency over 5 years which speaks to the dedication that staff have towards the agency.

These statistics are a testament that we continue to work towards our Vision of *Strong Individuals Strong Families Strong Communities* and together we can make a positive difference in the well-being of the community by meeting many of the social needs.

Request.

The Community Connections Program current staff members support each person who connects with the agency through the intake process by conducting an assessment and then providing relevant information and connecting them with appropriate services. Through the Community Connections Program we helped 3172 unique individuals between January 1- December 31, 2020. Judging from the number of people who are accessing the agency to get additional information and referrals, we know we are achieving our goal of being a “hub” in the community, where people feel safe to ask questions and know they can get the information they need to become more active contributing community members. This is validated through the testimonials and survey feedback we receive.

In order to continue to best meet the needs of the community and to take advantage of future opportunities, we are respectfully asking for the Rocky View County FCSS to fund:

- a) Increased financial support for lease costs of \$5,000.00

The other component to the Community Connections Program is the vital connection of volunteerism. All aspects of volunteer services include screening, recruitment, recognition and retention of volunteers. This person is responsible for the administration of Volunteerism, including the creation of policies and procedures and a volunteer handbook. At the present time, the staffing situation for the Volunteerism component is sufficient.

Efforts to reach County residents

In an effort to increase our numbers of County residents, we are offering the following opportunities:

- Our satellite office in Beiseker will continue to be open Tuesday and Friday from 9:30 am to 3:00 pm.
- Supports for Irricana residents will continue to be available “by appointment”. We continue to work with municipal staff and local media to promote these programs and look forward to reaching an increased number of County residents through these locations.
- Our satellite office in Crossfield will continue one Wednesday each month from 10:00 am to 1:00 pm. It will continue to be located at the Library.
- Rural schools will again be contacted about the possibility of having groups and workshops set up for the 2022 school year. When possible we will continue to participate in community events hosted by the schools.
- We continue to offer information sessions for seniors in the rural areas. These have been well received in the past and will continue to be offered in Beiseker, Irricana and Crossfield in 2022. In addition, we will be hosting ongoing senior support/education groups in Beiseker and Crossfield.
- Staff continue to attend community events in Beiseker, Irricana and Crossfield to promote the agency programs and services.
- Staff have participated in the Crossfield Interagency meetings since they started in 2018 and look forward to continuing to attend this meeting and working with the municipality and other service providers to identify how we can best support Crossfield and surrounding area.
- We continue to host events at the Beiseker office, throughout the year, to provide an opportunity for community residents to drop by the Beiseker Community Links office to connect, find out what is happening at Community Links and network with other community residents.
- Income Tax Clinics will be hosted in Beiseker, Irricana and Crossfield.
- Continued partnerships with Alberta Health Services and the Village of Beiseker to use space in the Beiseker Office to offer services.

11. STORIES

Please provide 1 or 2 short anecdotal stories about some of your County rural clients who have received services from your organization, and how their situation has improved as a result of their involvement in this program. This story may be used for publication by FCSS. Please do not include any client identifying information.

██████████ first attended at Community Links through Intake where he was connected to services across the organization. Based on the initial assessment of his needs, the Intake team referred him to the Seniors Support team. His primary presenting issue was needing financial support. Joseph had been successful in completing application for his seniors’ benefits, however, was finding this was not adequate funding to meet his needs. As short-term support, basic needs

support, including referrals to the food bank, were provided. [REDACTED] identified issues with his cell phone and utility bills which had become unmanageable. Education, support, and advocacy were provided to him to address his bills and to find and secure more affordable service plans. Additionally, information was provided to [REDACTED] related to his financial goals, including information on budgeting and debt consolidation.

A second presenting issue for [REDACTED] was his request for support to access needed medical supplies. Community Links staff worked with Joseph to access required physician letters to secure supplies to address his medical needs.

During interactions with [REDACTED] he indicated a desire to receive counselling for emotional support to manage stress within his relationship and his current situation; a referral was completed to the Counselling Program.

**INSERT BUDGET DETAILS ON THE FOLLOWING PAGE
DO NOT INCLUDE IN-KIND SUPPORTS, ONLY ACTUAL DOLLARS
AN EXCEL SPREADSHEET IS AVAILABLE FOR INSERTION**

2022 Rocky View County FCSS Budget Page

Please ensure that section 9.6 starts on a page(s) with no other sections on the page(s). For consistency purposes, it is **IMPERATIVE** that you use the following template as provided and **NOT** modify it, other than adding additional lines.

9.6 INPUTS (Resources dedicated to the project. Include staff and budget for one year.)			
2022 PROPOSED BUDGET (Ensure all calculations are correct. Use the second column to itemize the program expenses to which you plan to direct County FCSS funds. Column 1 + Column 2 = Column 3)			
ITEM	Column 1 2022 Costs to be paid or contributed by the Applicant and other funding partners (Agency Contribution)	Column 2 2022 Costs to be funded by County FCSS (Program Request)	Column 3 2022 Projected Year End Total Project Budget (Total Cost)
EXPENSES			
PERSONNEL (specify positions and hours per week)			
.18 fte Community Engagement Manager		14,285.45	14,285.45
.82 fte Support Services Manager	41,066.60	17,033.38	58,099.98
1.98 fte Community Support Workers	82,684.94	9,856.61	92,541.55
.11 fte Volunteer Services Coordinator	0.00	5,127.27	5,127.27
.43 fte Librarian	6,676.40	9,714.01	16,390.41
Executive Director & Statistician	5,811.00	9,842.29	15,653.29
Administrative Support (Finance Mgr/Fund Developer/Reception)	20,084.06	11,472.99	31,557.05
a. SUBTOTAL PERSONNEL	156,323.00	77,332.00	233,655.00
TRAVEL & TRAINING (specify)			
Staff Training & Development	1,178.00	875.00	2,053.00
Staff Travel	200.00	3,000.00	3,200.00
Volunteer Training, Recruitment & Appreciation		500.00	500.00
b. SUBTOTAL TRAVEL & TRAINING	1,378.00	4,375.00	5,753.00
MATERIALS AND SUPPLIES (specify)			
Program Advertising	200.00		200.00
Association Dues/ Professional Fees	300.00		300.00
Community Development	150.00	200.00	350.00
Program Evaluation	201.00	180.00	381.00
Program Expenses	1,350.00	500.00	1,850.00
c. SUBTOTAL MATERIALS AND SUPPLIES	2,201.00	880.00	3,081.00
OTHER (specify)			
Accounting & Legal	413.00	500.00	913.00
Bank Charges	0.00		0.00
Insurance	200.00		200.00
Office Supplies/Expenses	835.00		835.00
Rent	10,851.00	18,250.00	29,101.00
Repairs & Maintenance	100.00		100.00
Staff Recognition	125.00	100.00	225.00
Telephone	118.00	1,563.00	1,681.00
Vehicle Expenses	198.00		198.00
d. SUBTOTAL OTHER	12,840.00	20,413.00	33,253.00
e. TOTAL EXPENDITURES (e=a+b+c+d)	172,742.00	103,000.00	275,742.00
REVENUE (specify other sources of funding including fundraising, fees for service, other grants, etc.)			
FCSS : City of Airdrie (Community Connections)	171,530.00		
Donations & Fundraising	1,212.00		
f. TOTAL REVENUE	172,742.00		
g. FCSS REQUEST (DEFICIT = Total of Column 3 Expenditures – Total Revenue)		103,000.00	

COMPLETE THIS SECTION ONLY IF YOU RECEIVED 2021 COUNTY FCSS FUNDING AND ARE APPLYING FOR AN INCREASE.

12. 2022 FUNDING INCREASE REQUEST EXPLANATION	
A. 2021 County FCSS Grant	98,000
B. 2022 County FCSS Request	103,000
C. Does this request result from a decrease in other funding support? Specify.	
No	
D. Identify requested funding increase. List each category and the amount of increase (e.g. Personnel, Materials and Supplies).	
Lease Costs – respectively requesting an additional \$5000.00 for 2022.	
E. Provide a rationale together with supporting data, using demographics as necessary.	
As an operational cost to deliver programs and services, Community Links is experiencing an increase in lease costs and therefore is requesting support to help meet this need.	
F. How will this increase impact clients and services? How will the change be measured? If the increase is not granted, what effect will it have?	
Programming space is essential for staff to provide services to community residents.	
G. Outline the efforts already taken to accommodate the proposed program adjustment.	
Community Links continues to explore all other options of funding to support operational costs.	
H. How many years have you received County FCSS funding?	
21	