

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

2021 FCSS GENERAL FUNDING APPLICATION

(FUNDING PERIOD: January 1 – December 31, 2021)

ALL INFORMATION PROVIDED IS PUBLIC

APPLICATION DEADLINE IS 4:00 P.M. SEPTEMBER 30, 2020 NO EXCEPTIONS

1. ORGANIZATION INFORMATION	
Organization Name	Big Brothers Big Sisters of Calgary and Area
Program Name	Mentoring in Rocky View County
FCSS Funding Request (over \$7,500) (from Section 9.6 C Proposed Budget)	\$90,050.00
E-Mail Address and Website	Jillian.dowding@bigbrothersbigsisters.ca www.bbbscalgary.ca
Mailing Address (include postal code)	5945 Centre St S, Calgary AB, T2H 0C2
Street Address (for courier purposes)	5945 Centre St S, Calgary AB, T2H 0C2
Agency Telephone Number	403-777-3535
Agency Fax Number	403-777-3525
Executive Director Name	Gurpreet Lail
Program Contact Name	Jillian Dowding
Phone Number (If different from above)	

2. CERTIFICATION OF COMPLIANCE
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)


Signature (Agency Signing Authority)

Director, Service Delivery
Title

Jillian Dowding
Print Name

9/30/2020
Date

Submit Completed Documents to, or for further assistance contact:

Randy Ell, FCSS Coordinator 403.520.1289

Rocky View County,

262075 Rocky View Point

Rocky View County, AB T4A 0X2

Please note that faxed or e-mailed copies of the application will not be accepted. All proposals (printed single sided pages only) must be received in the Rocky View County main administration building by 4:00 p.m. SEPTEMBER 30, 2020. It is strongly recommended that you courier or hand deliver your proposal and request confirmation of receipt. APPLICATIONS NOT RECEIVED BY THIS DEADLINE WILL NOT BE ACCEPTED.

☒ Please email confirmation of receipt of this application to: jillian.dowding@bigbrothersbigsisters.ca

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

_____ newspaper ad _____ social media _____ website visit/search

_____ word of mouth X other (specify) Long-time funder

3. SOCIETY MEMBERSHIP (current)	
Number of Members	N/A
Membership Fee Per Member	N/A

4. TYPE OF ORGANIZATION		
Alberta Societies Act Registration Number:	506 223 395	
Charitable Number (if have one):	14015 1259 RR0001	<input type="checkbox"/> Government Agency

5. DAYS AND HOURS OF OPERATION OF THE PROGRAM							
OPERATING HOURS	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
	9-8	9-8	9-8	9-8	9-5	Closed	Closed
Dates not Open:	December 24 th – January 2 nd						
Statutory Holiday:	11			Other			

6. DOCUMENTATION REQUIREMENTS:	ATTACHED
Do not provide other attachments unless requested to do so.	
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 checked="" type="checkbox"/> Not Applicable
Constitution and Bylaws (first time applicants only unless changes were made by previously funded groups)	<input 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)

Big Brothers Big Sisters of Calgary and Area provides access to positive developmental relationships for at-risk children and youth who are facing adversity. We support children and youth to become resilient and build social-emotional competence by matching them with trained volunteer mentors who have completed a rigorous application process. Activities to run our mentoring programs include promotion, recruitment, interviews and training of volunteers, child and youth pre-match training, support and monitoring of mentors and their mentees as well as family support as needed.

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 type="checkbox"/>
	Outcome 3: Children and youth develop positively. Indicators: Developmental assets.	<input checked="" type="checkbox"/>
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"/>
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 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 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	35	%
Youth	60	%
Families		%
Adults		%
Seniors		%
Volunteerism	5	%
Community Development		%
Total	100	%

7.4 SOCIAL SERVICE CONTINUUM

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

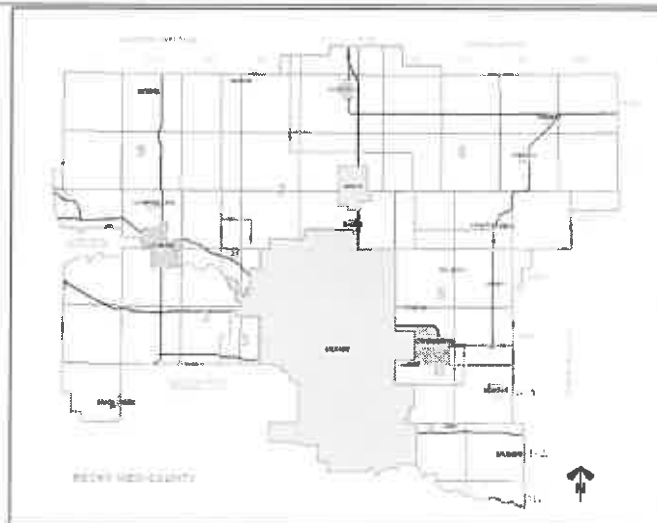
• Promotion: Programs and services that promote public education and awareness of social needs.	10	%
• Prevention: Programs and services focused at the earliest opportunity on individuals and families whose social well-being in community life is at risk.	10	%
• Early Intervention: Programs and services focused on individuals and families with identified early signs of unmet needs, who require support to enhance their social well-being.	80	%
• 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.

BBBS Calgary and Area is the only organization providing one-to-one mentoring for young people in the northeast and southeast areas of Rocky View County, Cochrane and Airdrie, both in schools and the greater community. The Seniors for Kids program that runs in Cochrane includes a mentoring component, but the intended outcomes for this program are quite different from those of BBBS' programs. Boys and Girls Club in Cochrane and Airdrie provide success coaches in a school setting which offer instrumental support for youth; this agency sometimes refers youth to us for more specific mentoring services.

We are connected to several Children's Services FRN Hubs (seven in total), through which we are building partnerships with Hubs and other Spokes. We are a Spoke partner for FRN 10, serving Airdrie and the surrounding area. We are also open to local partnership opportunities to support vulnerable children and youth in Cochrane and area, although we are not connected formally to that FRN.



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

The BBBS Mentoring Coordinators in these communities maintain regular contact with local community resources through interagency meetings and volunteer manager meetings to ensure there is no duplication of services within the area. BBBS staff in Cochrane and Airdrie continue to work with other child and youth serving agencies in order to enhance existing processes and practices, streamline services and share valuable resources and information through community networking meetings.

Staff from BBBS recently presented to more than 50 representatives connected to FRN 10, serving Airdrie and surrounding communities, and through this connection we anticipate forming valuable partnerships with other agencies for referrals, training, and service delivery.

We have also been meeting with other volunteer coordinators through Airdrie Community Links, and are exploring for ways to share resources and collaborate, and to identify trends in the volunteer sector that are impacting young people and families. We have also connected with Volunteer Airdrie and the Youth Volunteer Corps, both who mobilize the volunteer sector in the area. Particularly now, we recognize the importance of decreasing duplication in service and ensuring that the needs of the community can be met.

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

Big Brothers Big Sisters is the only organization whose sole mandate is the provision of effective, quality mentoring for children and youth. BBBS is the only mentoring organization that provides both community and school based one-to-one mentoring for young people and volunteers through a variety of unique approaches to programming. It is also the only program to offer services designed to address the negative impacts of toxic stress and adverse childhood experiences (ACEs) in vulnerable children and youth, based on the research into the science of the developing brain. In order to effectively deliver these evidence-based programs, all our staff take a thirty-hour course in brain science developed by the Alberta Family Wellness Initiative.

Viewpoints by Closer to Home Community Services, one of our FRN 10 partners, recently announced a new program for youth aged 8-17. During the 2020-2021 school year, Walk'n Talk Child and Youth Mentoring is a skill-building preventative program that is based on scheduled sessions that take place in community areas such as parks, cafes, etc. or online. We are interested to learn more about this program as it evolves.

While there are similarities between BBBS' programs and the Seniors for Kids program, the long-term goals of each organization are quite different. Seniors for Kids is focused on engaging senior citizens in relationships with young people, whereas the BBBS focus has always been on creating and enhancing opportunities for children and youth through mentoring relationships. A large component of Seniors for Kids is intended to result in positive outcomes for the seniors who are participating as mentors. While BBBS does conduct evaluations of the positive outcomes for adult volunteers, it is not the agency's primary focus. The BBBS focus is and always has been on supporting children and youth to develop their full potential through meaningful mentoring relationships. We are also working towards an effective framework to evaluate our Teen Mentoring program which takes into account both the effects on the child mentees and also the Teen mentors, who we know also learn valuable skills through their participation in the program.

Boys and Girls Club provides after-school programming and in-school success coaches. Success coaches are located in local schools and provide instrumental help like bus tickets, connections to other services and help navigating systems. They also offer an education and employment program, Raise the Grade. Boys and Girls Club does not provide the kind of focused social-emotional learning as available through 1:1 mentorship.

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.

All young people realize their full potential

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)?

BBBS Calgary and Area seeks to enable life-changing mentoring relationships to ignite the power and potential of young people. We work to facilitate meaningful, professionally supported developmental relationships between adult

volunteer mentors and children/youth mentees aged 6 through 24, in order to promote resilience and social-emotional competence.

This mission guides the agency in designing, developing and implementing a wide spectrum of quality mentoring programs and services, tailored specifically around geographical location, volunteer capacity and community demographics. The agency continues to explore potential for new mentoring models and programmatic changes, with the long-term strategy of continuous improvement to best support growing and changing communities. Most recently, the COVID-19 pandemic has precipitated discussion about how best to adapt our service delivery to account for physical distancing requirements and restrictions on group gatherings.

9.3 STATEMENT OF NEED

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

Mentoring is a critical, preventative and strength-based support for children and youth in our community, many of whom are living in poverty. Many of the young people we serve come from vulnerable backgrounds and are identified as those for whom mentorship will have the greatest impact. These young people often experience difficulties at school or at home, have challenges relating to peers and have a lack of social support. Our internal data shows that many of the children and youth we serve on a daily basis have experienced trauma and are struggling to deal with toxic stress in their lives; as a result, they experience serious negative impacts on their cognitive functioning abilities - potentially even into adulthood. Toxic stress occurs when a child is exposed to prolonged adverse childhood experiences (ACES), such as family violence, addiction, mental illness of a caregiver or chronic neglect. According to the Harvard Center on the Developing Child, one of the most successful and important strategies for mitigating the risk of toxic stress in young people is to provide them with a healthy relationship - even just one positive and supportive adult.

Young people in Rocky View County are living in a remarkable and historical period of enforced social isolation. COVID-19 has applied significant pressure to a region already greatly impacted by an economic downturn, and young people in particular are under great stress as they lack access to their regular routines and their school and community supports. Although some areas of public life are opening up again, there remains an enormous amount of doubt and uncertainty for the future. Children and youth are in great need of developing and maintaining healthy coping mechanisms. The Government of Alberta has identified that social isolation at this time can exacerbate vulnerabilities and perpetuate mental health challenges (<https://www.albertahealthservices.ca/topics/Page16997.aspx>).

We need to find innovative ways to continue to nurture the 1:1 mentoring relationships that we provide. Most commonly on our caseloads, we see youth who have difficulty relating to peers or who lack friends (84% of Littles in our community programs) and who have difficulty controlling their emotions (90% of Littles in our community programs). For these young people, maintaining their supports is vital, particularly at a time when they are likely to be less connected to peers, extended family, community sites, and schools. We are committed to supporting vulnerable children and youth with these and other mental health concerns, as well as those who are exposed to increased challenges in their home environment - reportedly over 70% of our community matches in the 2020 fiscal year.

BBBS mentoring programs help children and youth to build relationships, increase their confidence, become engaged in their communities and develop the necessary skill sets to keep them safe, healthy and resilient; these outcome areas align with the emerging needs in Rocky View County as it continues to experience steady growth.

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)?

BBBS Calgary and Area runs both community and school based mentoring programs in Rocky View County. These programs are flexible and adaptable, targeting different segments of youth with evidence-based interventions. Mentors, schools, parents and young people involved in BBBS mentoring programs in Rocky View County are therefore engaged in a variety of models that best suit their different needs. All of BBBS' mentoring programs achieve the overarching goals of building healthy developmental relationships that give youth risk-mitigating and wellbeing-enhancing skills. The results of these mentoring relationships are increased resilience, enhanced natural supports, expanded social connections and improved cognitive and social-emotional competence. As Rocky View County continues to grow, supporting young people through mentoring will build strong communities and a foundation of prosperity and social infrastructure for the future. The following mentoring program models are available to residents of Rocky View County:

All of our mentoring programs are 1:1, intentional relationships between a vulnerable child or youth and a caring adult mentor. Littles and Bigs build a developmental relationship, which are close connections that help young people

discover who they are, cultivate abilities to shape their own lives, and learn how to engage with and contribute to the world around them.

Mentoring in the Community

In our community based program, matches meet once a week and plan their own outings based on activities they like to do together, like reading, playing games, visiting local parks, or talking over ice cream. This program offers unique opportunities for mentors to impact the life of a young person, such as helping a high school youth discover their passions and set goals for the future, or being a consistent source of support for a child who is living in care. Within our community based program, volunteers can even mentor with a spouse or partner.

However, we have been struggling for some time with recruiting enough caring adult mentors for our community-based programming, particularly in the smaller, rural communities we serve. Our waitlist data shows that children in Rocky View County, Cochrane and Airdrie outnumber the number of available mentors. For the 50 children currently waiting for a mentor and in process, we have only 11 mentors coming through the process. And there is, of course, no guarantee that these mentors will be the right fit for our waitlist children.

This year, therefore, we aim to shift our strategy in this area based on the results of a recently completed pilot program with a group of our staff, in which each staff person mentored several children virtually for a ten-week session. Our staffing levels and intake and training procedures will not change, as the supports required to recruit, onboard, train and oversee matches remains the same. However, children in our community-based programming have the option of being mentored virtually. This will open up a larger mentor pool to these children and youth who are in need of a caring adult in their lives as we will not be limited by geographical constraints. We know, based on the results of our pilot work, that with the right training and support a mentor can build a developmental relationship with a young person through virtual methods.

Mentoring in a Virtual Environment

Working with our National office as well as the Canadian Mentoring Partnership (CMP), we have been exploring ways to create and sustain strong mentoring relationships even when social distancing makes in-person meetings impossible. CMP is currently developing a virtual platform that will facilitate mentor-mentee communication in a way that can be supervised by staff if necessary. This strategy is supported by research that shows e-mentoring, when properly executed, can be an effective strategy for child and youth development. As well, early work from our own pilot project on e-mentoring has shown some promising results.

In our 10-week virtual mentoring pilot project, we paired 36 Littles with some of our own staff to be mentored over a 10-week period. We wanted to gauge the effectiveness of a virtual environment in building a developmental relationship and in impacting social-emotional wellness of vulnerable children and youth. We are currently wrapping up the project and are still awaiting survey results from some participants, but our preliminary analysis is very encouraging.

- 83% of parents surveyed so far considered their child's experience with the program to be extremely valuable or valuable
- The highest percentage of parents stated the improvement in their child was in confidence and positive thinking (86%) and promoting and maintaining positive connections with others (75%)

Parents commented about their children:

- He seems engaged more when talking to myself and his siblings
- He found a good friend in this pandemic and enjoyed a lot
- A. has been much happier since the program started. He really enjoyed meeting with his mentor week

Our final summary report and recommendations will be ready in the coming weeks.

Mentoring in School

In our school based mentoring program, mentors spend time with their mentees in a school setting throughout the school year. Bigs and Littles work on homework together, play games or simply share stories with one another. In addition to the traditional one-to-one in school matches, our school-based program offers opportunities for teens to mentor elementary-aged kids. Teen Mentoring has demonstrated very positive outcomes for mentees, and we are also confident in the positive impact on the teens as mentors, on their self confidence, self esteem, and leadership skills.

Our school-based mentoring programs are in flux as school boards and the province navigate the impact of the pandemic on education. We have been in ongoing contact with each school that we deliver programming in throughout Rocky View County, and are confident that we will be able to serve vulnerable children and youth in some capacity. It

is likely that we will implement an in-person/virtual hybrid service delivery model that will allow us the flexibility to adapt to possible health restrictions.

9.5 RATIONALE

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

BBBS Calgary and Area has almost 30 years of expertise to draw upon when delivering quality mentoring programs, implementing research-based mentoring best practices and developing processes for the recruitment, screening and ongoing supervision of mentors and mentoring relationships.

Social Emotional Learning

Recent work in our organisation to develop a new theory of change has concentrated our focus on building social-emotional skills, in the context of a developmental relationship. A developmental relationship is a close connection that helps a young person learn vital life skills, develop a sense of future orientation, problem solve and engage with the world around them. In a developmental relationship, the adult expresses care, challenges growth, provides support, shares power and expands possibilities. As a result, research shows that young people increase their social-emotional skills. These are a range of skills and abilities that help us to control our emotions and successfully interact with others: skills like self-awareness, goal-directed behavior, self-management, personal responsibility, social awareness, decision making, relationship skills and optimistic thinking.

In addition to the above, we know that academic performance improves in children who are mentored: truancy rates drop, children more readily connect to school and adults, are less likely to drop out of school, and achieve more. Mentoring can then help open doors to higher education, assuring youth a higher earning potential throughout their lives. Young people who were mentored are more likely to attend higher education and more likely to take on professional leadership roles, in addition to earning an average of \$315, 000 more during their working lives than youth who did not have a mentor.

Poverty

Children and youth living in low-income households often lack the opportunity for upward mobility due to the pressures that poverty exerts on mental and physical health, educational achievements and a stable home environment. Although poverty is a complex social phenomenon with multiple causes, research shows that mentoring programs are a successful way to reduce the negative effects of socioeconomic disadvantage and influence a child's future potential. Physical and mental health, school attendance and education outcomes and self-esteem are all positively impacted by mentoring. The effects of mentoring are most significant on youth from low-income and at-risk backgrounds – mentoring is a powerful intervention in these cases. By matching socioeconomically disadvantaged youth with mentors, Big Brothers Big Sisters' programs can effectively improve educational, social and developmental outcomes for children and youth in Rocky View County, alleviating the effects of poverty and breaking the cycle of poverty going forward.

Evaluation

Finally, by conducting pre and post-test surveys with all young people being mentored, BBBS is able to accurately evaluate the impacts of these mentoring programs and apply this expertise when making program amendments and improvements. Mentors, parents and teachers also complete post-test surveys that further demonstrate program impacts. These evaluation methods show how mentoring addresses multi-faceted issues that children and youth face in an organic, timely and responsive way.

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?

BBBS takes a business development approach to funding, securing revenue through a variety of different streams in order to foster organizational growth and sustainability. Funding for Rocky View County services is provided through a number of sources, including the City of Airdrie, the Town of Cochrane and Alberta Children's Services; as well as local businesses, service clubs and individuals.

We also deploy our fund development team to seek donations to support mentoring in Rocky View County. This has been a challenge in recent years due to the economic downturn and now the enormous impact of COVID-19. However, we continue to seek innovative solutions to ensure we can maintain vital supports for children and youth.

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

BBBS operates on a fiscal year which runs from April 1 to March 31. While 4 months of the budget have been approved the remaining months will be approved when the 2021-2022 budget is developed.

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:

Below is a projected number of people who receive services directly through mentoring programs including children, youth, teen mentors and adult mentors. The target group for BBBS mentoring programs is children and youth with the age demographics ranging from 6-24 depending on the program.

Given the difficulties we've experienced in recruiting adult mentors from the small mentor pool in Rocky View County, our growth strategy has been focused on school-based programming, specifically Teen Mentoring. However, with the onset of Covid-19, many schools are suspending our programming until we can resume in-person mentoring. However, with the ramp up of our new virtual service delivery model and with the hopeful expectation that we will be able to comfortably run our programs in person in schools in the second half of 2021, we are optimistic that we will be able to maintain a comparable level of programming in support of Rocky View children and youth. Regardless, we have adjusted our numbers to reflect the realities we are all facing during these unprecedented times. We are also keen to utilize this time to focus on growing our in-school mentoring programs by reaching out to new schools and identify new opportunities so that we are well-positioned to expand as planned in the post-pandemic environment.

Number of Children/Youth (0 to 18 years) 175 Number of County Residents: 20

Number of Adults (19 to 64 years) 65 Number of County Residents: 20

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

Number of Families Number of County Families:

B. PROJECTED NUMBER OF GROUPS SERVED:

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

Provide general summary of outputs here:

BBBS provides program orientation and training to mentees and their families as well as to volunteers. Training is provided by BBBS staff and is mandatory for all participants, and is structured to be in adherence to BBBS Canada's National Standards. While we have recently resumed in-person, small group volunteer training, we have also created a training program that can be delivered virtually should we be faced with mandated restrictions in the future. It may also be beneficial to engaging mentors from throughout Rocky View County to complete training virtually instead on in person.

We also hold monthly matched events to support low- or no-cost activities our matches can participate in. These are done in person or virtually, and are geared towards providing fun, recreational, and educational experiences for Littles and their mentors to do together.

These numbers reflect:

- Monthly training for projected *new* mentors and mentees (and their families). It doesn't include those matches that are in process, as they have already received the required training – Estimate: 12 training sessions x 75 children/youth & their families | 12 training sessions x 30 adult mentors
- Monthly matched events – Estimate 12 events x 25 children/youth | 25 adult mentors (All matches are invited to participate, however, not all attend).

Number of Groups: 36 (unique) Total Number of Participants: 155 (unique) Number of County Residents: 20 (unique)

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:

BBBS staff provides ongoing support to mentors and mentees including initial contact, match support, and referrals. Contact is provided weekly for teen mentoring matches and there is a minimum of monthly contact for community matches. Mentors and mentees have phone or email access to their mentoring coordinator as well as emergency phone support 7 days a week 24 hours a day.

Number of Clients: 175 Number of County Residents: 40

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:

BBBS has historically participated in many local area initiatives including trade shows, presentations, booths at fairs and local markets. The Covid-19 pandemic has impacted many of these events, however we are continuing to engage with community partners in a variety of ways.

Staff will attend all Airdrie Resource Council (ARC) and Cochrane Volunteer Managers meetings that are being held virtually; network with other businesses through our BIG Deal Card program, where BBBS partners with local businesses and provides them with the opportunity to give back to the community through special offers and discounts, exclusive to BBBS mentors and mentees; and hold virtual Open Houses for the greater community to learn about our mentoring programs and the impact. We will also be expanding our BIG Ambassador reach to include mentors that are in the Airdrie and Rocky View area. This program works with Bigs, Littles, and Alumni who believe in the vision and mission, goals and values of Big Brothers Big Sisters of Calgary and Area and are ready to share their stories of what mentoring means to them. We are looking to harness the passion and stories from our greatest advocates and have them raise awareness of the need for more mentors in the area.

As we shift to a virtual/in-person service delivery model, we anticipate ramping up and pivoting our recruitment efforts. The increased community awareness to support this will include social media engagement, local radio and print media, and increased public signage (i.e. bus shelters, road signs).

Number of Initiatives: 20 Number of Clients: will vary Number of County Residents: will vary

E. VOLUNTEERISM

a) What are the roles of volunteers in the program?

Volunteers continue to be the foundation on which BBBS programs are built. Volunteers work directly with the young people or clients enrolled in BBBS programs. These volunteers commit to meeting with their mentees weekly for one calendar or one school year, depending on the program. Volunteers also serve on various committees and boards and provide support in the areas of fundraising, promotions, governance, policy and risk management.

b) How does the program promote, encourage, and facilitate the use of volunteers?

As a voluntary organization, volunteer mentors are essential in the delivery of BBBS mentoring programs. Each adult volunteer participating in community-based programs makes a minimum one-year commitment, and in the course of that year spends an average of 155 hours per year with their mentee. Adult volunteers in school-based programs commit to mentoring for the entire school year and give an average of 40 hours per year. Teen Mentors further commit to at least one semester of volunteer time, with the majority committing to one school year plus to mentoring children in elementary schools. Volunteer mentors are screened, trained and offered ongoing support by BBBS mentoring coordinators.

In order to ensure a strong recruitment pipeline during COVID-19, we have had to reimagine our recruitment efforts. In order to match young people with committed mentors, we have been working hard to recruit and engage volunteers virtually. We have struck an internal committee, supported by an external consultant, and have begun work on innovations in recruitment, engaging stakeholders to address the gap in numbers between our waitlist and our incoming volunteers. We will be running an extended recruitment campaign that will begin in November and runs through January to coincide with National Mentoring Month. This campaign will capitalize on new learnings emerging from an "innovation engineering process", including using technology to engage potential volunteers in a more streamlined fashion and launching a number of virtual strategies to entice new volunteers to mentoring. For example, we launched our new BIG Ambassador network with virtual orientation sessions in May and June. Eighteen volunteer Ambassadors (including Bigs, alumni and staff) will work on direct recruitment, as we recognise that word of mouth is one of the most common ways in which new mentors come to our agency.

c) Total number of volunteers in agency/program:	117
d) Total number of volunteer hours in 2019:	7764
e) Estimated number of volunteer hours until the end of 2020:	5100

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.

Outcome 1: Children and youth form a developmentally significant relationship with a mentor.

- Children and youth feel supported by another adult relationship.

Outcome 2: Individuals experience personal well-being.

- Mentors feel that what they do in life is valuable, worthwhile and valued by others.
- Mentors participate in volunteerism with BBBS for the benefit of themselves and their community

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.

Outcome 1: Children and youth form a developmentally significant relationship with a mentor.

- At BBBS I feel my mentor cares about me
- At BBBS I feel supported by my mentor

Outcome 2: Individuals experience personal well-being.

- As a result of volunteering with BBBS I believe I am making a difference.

10. ADDITIONAL INFORMATION

Please provide a brief agency/program history.

Big Brothers Big Sisters of Calgary and Area (BBBS Calgary) is a donor-supported, volunteer-driven organization, recognized for our mentoring programs for children and youth in schools and communities. BBBS Calgary and Area provides direct service to children and youth facing adversity by matching them with caring volunteers in quality mentoring relationships. Each mentoring relationship is monitored and supported to ensure a positive and meaningful match that fosters resilience and social emotional competence.

BBBS believes passionately in the right of every child to fulfill their potential and has been working to make that vision a reality since 1994. Children and in Calgary, Airdrie, Okotoks, Cochrane and surrounding rural communities benefit from a strong developmental relationship with a caring adult trained in a trauma-informed approach. Partners include Rocky View Schools, Foothills School Division and the public, Catholic, and Francophone school boards of Calgary. BBBS Calgary is supported by Big Brothers Big Sisters of Canada and adheres to BBBS Canada National Standards. BBBS Calgary has also contributed significantly to the growing mentoring movement throughout the province of Alberta.

Our long history of leading-edge program and training adaptations has served us well in recent months as we all reckon with the social changes brought about by COVID-19. As you know from our update to you in June, we have been exploring and testing ways of enabling training so that we can continue to make mentoring matches. We have also made the fullest possible use of technologies available to us to support existing and new matches. Where possible, vital in-person relationship-building has resumed. However, we are aware that the public health situation is still subject to change and flux, and we are building new flexibility for a virtual/in-person hybrid into our programming. We believe these program enhancements may actually contribute to the growth of mentoring in Rocky View County in the long term.

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.

After being matched in the Big Sisters program for just over four years, Big Sister Anya and Little Sister Ashley decided that it was time to transition their match away from the agency and into a natural and informal relationship. With Ashley moving away for University in just a few short months, it made sense for the pair to step away from BBBS and continue exploring their relationship more organically. Anya and Ashley have been able to build a strong friendship and a close connection throughout their time together.

Particularly during their last few months within the agency, Anya and Ashley saw a lot of progression and development in their relationship. Ashley is transitioning into her adult life and making a lot of big decisions about her future. Anya has been able to step up and support Ashley through these major changes, including helping her to prepare for her high school graduation and getting her set up with her University registration and scholarship applications. These tasks have been challenging Ashley's growth and helping her to explore her independence and responsibility. Ashley has described Anya as being like a "part of the family" and like the "mom [she] got to choose." Anya identifies their relationship as having become more two-sided, with equally shared power, as Ashley has been growing and maturing into her adult life.

The pair have been able to build a strong, trusting, and supportive developmental relationship throughout their many years together, and they've both agreed that they will be friends for a long time in the future. The transition to a natural support in the community is considered a program success for us. When a relationship is strong enough to continue without agency support, we know that the young person will continue to reap the benefits for years to come.

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

Please ensure that section 9.6 C. 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 C. INPUTS (Resources dedicated to the project. Include staff and budget for one year.)

2020 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 2021 Costs to be paid or contributed by the Applicant and other funding partners (Agency Contribution)	Column 2 2021 Costs to be funded by County FCSS (Program Request)	Column 3 2021 Projected Year End Total Project Budget (Total Cost)
EXPENSES			
PERSONNEL (specify positions and hours per week)			
3.15 FTE Coordinators (Airdrie & Cochrane)	128,277.00	37,400.00	165,677.00
.5 FTE Team Lead	26,818.00	10,000.00	36,818.00
Service Delivery Program Super./Support/Recruiter/Evaluation	47,991.00	14,500.00	62,491.00
Admin & Communications support	25,953.00	10,500.00	36,453.00
a. SUBTOTAL PERSONNEL	229,039.00	72,400.00	301,439.00
TRAVEL & TRAINING (specify)			
Staff Transportation	2,609.00	2,875.00	5,484.00
Staff Training/Recognition/Recruitment	7,242.00	1,500.00	8,742.00
Volunteer Training/Recognition	4,861.00	750.00	5,611.00
			0.00
b. SUBTOTAL TRAVEL & TRAINING	14,712.00	5,125.00	19,837.00
MATERIALS AND SUPPLIES (specify)			
Office, postage, equipment & comp. maintenance	14,546.00	1,250.00	15,796.00
Rent & Storage	8,001.00	2,850.00	10,851.00
Group Activities & Program Supplies	1,825.00	2,375.00	4,200.00
Vol Recruitment Activities & Sup./Prom. Materials/Advertising	7,545.00	2,000.00	9,545.00
c. SUBTOTAL MATERIALS AND SUPPLIES	31,917.00	8,475.00	40,392.00
OTHER (specify)			
Outside Consultants/Audit Fees	13,316.00	1,150.00	14,466.00
Insurance/Evaluation Tools/Marketing	5,225.00	1,750.00	6,975.00
Dues to BBBS Canada/Membership dues	3,482.00	1,150.00	4,632.00
			0.00
d. SUBTOTAL OTHER	22,023.00	4,050.00	26,073.00
e. TOTAL EXPENDITURES (e=a+b+c+d)	297,691.00	90,050.00	387,741.00
REVENUE (specify other sources of funding including fundraising, fees for service, other grants, etc.)			
FCSS City of Airdrie - Mentoring & Teen Programs	160,000.00		
Request from the Town of Cochrane & United Way	26,996.00		
Fundraising & donations	110,695.00		
f. TOTAL REVENUE	297,691.00		
g. FCSS REQUEST (DEFICIT = Total of Column 3 Expenditures – Total Revenue)		90,050.00	

COMPLETE THIS SECTION ONLY IF YOU RECEIVED 2020 COUNTY FCSS FUNDING AND ARE APPLYING FOR AN INCREASE.

12. 2021 FUNDING INCREASE REQUEST EXPLANATION	
A. 2020 County FCSS Grant	(\$84,000+\$8,342) = \$92,342
B. 2021 County FCSS Request	\$90,050.00
C. Does this request result from a decrease in other funding support? Specify.	
No increase requested.	
D. Identify requested funding increase. List each category and the amount of increase (e.g. Personnel, Materials and Supplies).	
N/A	
E. Provide a rationale together with supporting data, using demographics as necessary.	
N/A	
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?	
N/A	
G. Outline the efforts already taken to accommodate the proposed program adjustment.	
N/A	
H. How many years have you received County FCSS funding?	
N/A	

THE FOLLOWING PAGES ARE FOR REFERENCE PURPOSES ONLY.
PLEASE DETACH THEM FROM YOUR APPLICATION