

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	City of Chestermere
Program Name	Langdon and SE Rocky View Community Support Services
FCSS Funding Request (over \$7,500) (from Section 9.6 C Proposed Budget)	\$89,065.00
E-Mail Address and Website	mpolachek@chestermere.ca tradloff@chestermere.ca www.chestermere.ca
Mailing Address (include postal code)	105 Marina Road, Chestermere AB, T1X 1V7
Street Address (for courier purposes)	As Above
Agency Telephone Number	403-207-7050
Agency Fax Number	403-569-0512
Executive Director Name	Tracey Radloff (Director, Community & People)
Program Contact Name	Marla Polachek (Team Lead, Community Support Services)
Phone Number (If different from above)	As 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)

Click here to enter text.

Title *Director, Community & People*

Click here to enter text.

Print Name *Tracey Radloff*

Click here to enter a date.

Date *Sept 29/20*

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: mpolachek@chestermere.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) prior recipient of grant funding

3. SOCIETY MEMBERSHIP (current)	
Number of Members	n/a
Membership Fee Per Member	n/a

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

5. DAYS AND HOURS OF OPERATION OF THE PROGRAM							
OPERATING HOURS	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
	8:30am – 4:30pm	8:30am – 4:30pm	8:30am – 4:30pm	8:30am – 4:30pm	8:30am – 4:30pm	As required	As required
Dates not Open:	Statutory holidays and days determined by City of Chestermere Administration						
Statutory Holiday:	Closed			Other	Limited services between Christmas Day and New Year's Day		

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 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 checked="" 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 Langdon and SE Rocky View Community Support Services program provides preventive programming to improve individual, family and community social wellbeing, inclusion, and cohesion. Programming focuses on: access to resources through providing information and referrals; connection to social supports; advocacy and support in navigating systems to meeting basic needs; enhancing community relations to strengthen personal social capital through community connections; facilitating financial empowerment workshops as a poverty reduction strategy; delivering social programming for targeted groups, primarily increasing awareness and skill development oriented; coordinating workshops and services; and, bridging partnerships to enhance the social safety net for community residents in Langdon and SE Rocky View through networking and collaborative approaches.

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 checked="" type="checkbox"/>
	Outcome 5: Families have social supports. Indicators: Extent and quality of social networks; family accesses resources as needed.	<input checked="" 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	10	%
Youth	10	%
Families	30	%
Adults	15	%
Seniors	15	%
Volunteerism	5	%
Community Development	15	%
Total	100	%

7.4 SOCIAL SERVICE CONTINUUM

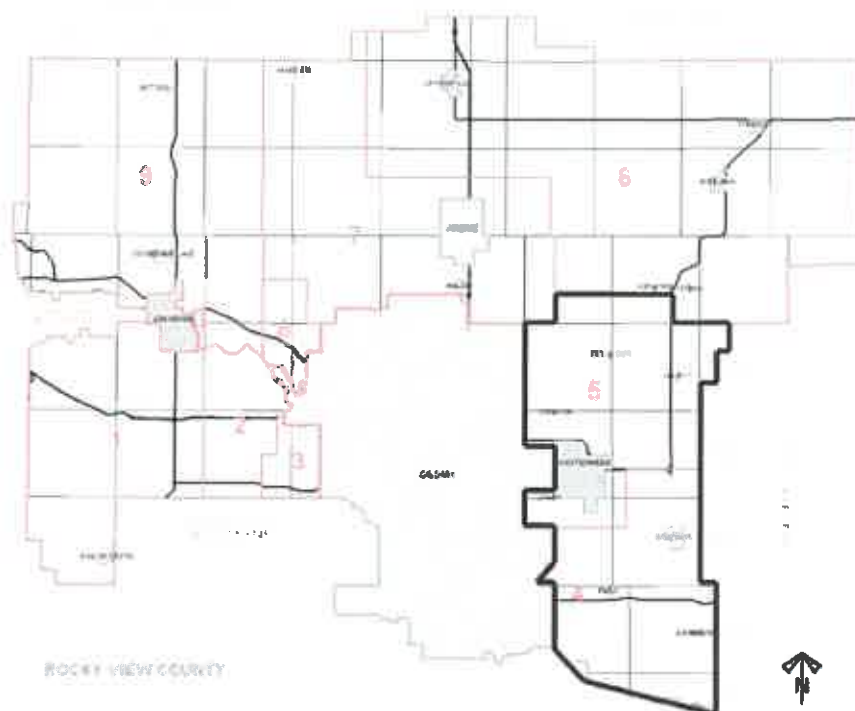
Please indicate the percentage of each section below that your program provides.

• Promotion: Programs and services that promote public education and awareness of social needs.	15	%
• Prevention: Programs and services focused at the earliest opportunity on individuals and families whose social well-being in community life is at risk.	65	%
• 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.	15	%
• Specialized Services: Programs and services for individuals and families focused on emerging social needs not yet sufficiently addressed by community support.	5	%
• 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.	0	%
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.

Alberta Health Services (Addictions and Mental Health)
 Accredited Supports to the Community (Healthy Families)
 Aspen Commons Family Resource Network Chestermere/Strathmore Hub
 Calgary Catholic Immigration Society – Rocky View Immigrant Services
 Calgary Rural Primary Care Network
 Camp Chestermere
 Children's Services (Strathmore and Forest Lawn Offices)
 Indus Livewires
 Langdon Community Association
 Langdon Community Collaborative
 Langdon OK Club
 Professional Medic Training & Events Ltd.
 Rocky View Schools (Rocky View Adult Learning, Stepping Stones to Mental Health)
 Rocky View and Wheatland Career and Employment Services (Prospect)
 South East Rocky View Food Bank
 Synergy



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

	Collaborative Ongoing Communication	Information Sharing	Joint Programming	Space Sharing
Alberta Health Services (Addictions and Mental Health)	X	X	X	
Accredited Supports to the Community (Healthy Families)	X	X		
Aspen Commons Family Resource Network	X	X		
Chestermere/Strathmore Hub				
Calgary Catholic Immigration Society – Rocky View Immigrant Services	X	X	X	
Calgary Rural Primary Care Network	X	X	X	
Camp Chestermere	X	X		
Children's Services (Strathmore and Forest Lawn Offices)		X		
Indus Livewires		X		
Langdon Community Association	X			X
Langdon Community Collaborative		X		
Langdon OK Club	X	X	X	X
Professional Medic Training & Events Ltd.	X		X	X
Rocky View Schools (Rocky View Adult Learning, Stepping Stones to Mental Health)	X	X	X	

Rocky View and Wheatland Career and Employment Services (Prospect)	X	X	X
South East Rocky View Food Bank	X	X	
Synergy	X	X	

We take these agencies' programs and activities into consideration through consultation when planning and delivering our own programs and establish partnerships, as required. Frontline staff are in regular contact with these agencies as a result of new program developments, collaborative approaches to serving shared clients, and by coordinating Inter-Agency area meetings throughout the year. Our partnership approach is strongly representative of collaboration and strong information sharing practices.

These cooperative and coordinated steps have resulted in strengthened partnerships and new/improving projects being established to meet the needs of individuals, families and communities throughout the service area. We regularly collaborate with Langdon Medical Clinic, Calgary Rural Primary Care Network, and AB Health Services to share referrals to programming and for information on upcoming programs. Synergy is an agency partner, as well as, a service provider we grant funding to for the provision of services to Chestermere residents. Our strategic planning and review of our outreach service delivery to S.E. Rocky View residents included a discussion with Synergy to determine their programming plans for the community of Langdon in order to coordinate service delivery and programming plans and avoid duplication of effort.

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

As partnership and collaboration are key elements in delivering an outreach model service to residents in SE Rocky View, there are overlapping population groups we are targeting and partnering with other social agencies to support. In respect to Langdon's demographics in particular, there are higher percentages of families with young children and youth residing in the community, which would influence the types of social programming being offered. This can include offering programs that look at the development of positive self esteem, youth as resources, responsibility, and personal power. For seniors who are looking to age in place, there are similar outcomes related to increasing opportunities for social engagement. This can include hosting a variety of information sessions or creating meaningful volunteer opportunities.

The program proposal being delivered differs from the above identified agencies based on the scope of demographics and variety of preventive social programming we offer to community residents in the SE Rocky View area. There are a few agencies whose service delivery strategy is focused on addressing medical, recreational, employment, or education needs. Our organization has the experience of delivering social programs for children, youth, families, adults, and older adults who are facing barriers related to: positive development of children and youth, families feeling connected and supported in the community, navigating complex systems with information and referral services, and isolation due to geographic location or socio-economic needs. In addition, we use community development approaches to work with the larger community to initiate neighbourhood connections and coordinate opportunities for service providers to reduce working in isolation and possible duplication of services and programs.

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.

The Community Support Services department, of the City of Chestermere, includes the following divisions who will be carrying out program activities outlined in this application – Family and Community Resource Centre and Parent and Caregiver Support Services. Our department's vision statement is, "An Active, Healthy, and Connected Community" within an organization that strives for AMAZING quality of life, partnerships, relationships, opportunities, and neighbourhoods. Additionally, our work strives to improve the social conditions for individuals, families, and communities by advancing social inclusion and equity principles in service delivery model. As neighbours to our County counterparts, we would like to continue offering services to South East Rocky View residents through our main site and through outreach approaches in rural areas to ensure residents have local supports in place.

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)?

The responsibility of the department is extensive in addressing the needs of the community and can be defined as:

- **Core Business:** FCSS will work preventatively to help residents develop independence, strengthen coping skills and become more resistant to crisis, increase awareness of social needs, help individuals and the community to assume responsibility for decisions and actions which affect them, promote volunteerism, and support people as active participants in the community.
- **Identification of Community Concerns and Trends:** We have the responsibility of identifying emerging concerns and trends that could threaten the quality of life of residents and the community overall, and often take the lead in bringing together others to develop collaborative strategies to preserve and enhance the quality of life that is so valued by residents.
- **Brokerage:** We serve an important brokerage role with organizations that provide necessary community services that fall outside of the City's mandate, brokering the provision of services in the community and negotiating relationships with funders.
- **Consultation and Support:** We support a number of committees and provide consultation and support to community organizations. These roles benefit everyone through sharing information and resources and creating awareness which are vital to the success of programs and services throughout the area
- **Support of Healthy Family Functioning:** As residents move through the life cycle, from child to senior, we must ensure that support is available to help them master the challenges that come with the different stages of one's life. This might include techniques for parents dealing with a 'spirited' toddler, guidance on how to support a youth who is being bullied, or assistance to find out what benefits are available to seniors in this province.
- **Community Development:** We have the responsibility to ensure a high quality of life for every citizen in our service area. One of the ways we do this is by building the capacity of the community to respond to existing issues including oppression and systematic barriers to development, as well as to address common issues and interests of community members. We must create an environment that encourages the community to connect with each other, grow, empower, and achieve the strength to protect themselves from challenging and often unexpected situations that arise from natural, economic, or environmental crises.
- **Community Investment:** We provided funding to eligible community agencies to carry out prevention and early intervention strategies to help achieve goals outlined in the Social Investment Framework.
- **Social Planning and Development:** We are involved in community research and planning to best strategize the overall impact of community programs. This includes: community social profiles, asset mapping, needs assessment, living wage, and age friendly strategies.

9.3 STATEMENT OF NEED

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

- Individuals and families require assistance to navigate the multiple systems that impact their overall wellbeing, including healthcare systems, social service systems, housing systems, financial systems, etc. Residents have many needs that require them to navigate these systems, such as limited financial resources, low financial literacy, unemployment or underemployment, physical and/or mental health needs, lack of transportation options, social isolation, landlord/tenant issues, and training/education needs.
- Service providers require networking opportunities to collaborate, build relationships with one another and across organizations, and coordinate information sharing, strategic planning, resource development, and program and service delivery. Examples include lack of awareness or understanding of social programs and services being offered between agencies, lack of awareness of agencies offering supports locally – information dissemination, challenges with information sharing in rural and remote areas, and lack of physical social infrastructure and spaces to use.
- Seniors often feel vulnerable, isolated, and unable to access resources that would improve their quality of life. They may lack family support, transportation options, an ability to navigate technology, clarity regarding medical conditions/resources, meaningful social opportunities, or connection to other members of their community. This demographic may also experience more frequent financial concerns, difficulty addressing complex or chronic medical conditions, isolation, caregiver burnout, and challenges coping with stressful situations.
- Residents are seeking opportunities to connect and deepen relationships with their neighbours. Living in a large rural and remote area can create challenges when trying to find meaningful opportunities to connect with others. These challenges may result in restricting residents from feeling a sense of belonging, social engagement, and social support. Creating options for neighbours to connect that are welcoming and inclusive can improve the social well-being of communities.

- **NEW Area of Focus** – Families, regardless of their definition and composition, need support in fostering a caring environment that encourages positive relationships and strengthens family communication. They may be unsure where to access information and support regarding increasing family cohesion and resilience during these changing and challenging times. Families in rural areas may lack access to amenities or the means to transport to affordable and quality resources. Access to these resources can lead to strong family connections.

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)?

Community Support Services endeavors to provide early intervention and preventative programming. This is achieved through knowledge and skill building courses, programs for children and families, programs that connect people together, promoting collaborative community leadership in the service sector, fostering community capacity building, and developing volunteerism.

Below are Projected Activities and Goals for 2021. Please note we have updated our roster of programming and services. New additions for 2021 are included for review.

- **Access to Basic Needs through Community Resources:** Completing intakes and referrals for hampers throughout the year, including the winter holiday season. This would primarily be available for residents living on modest incomes in the Conrich, Delacour, and Dalemead areas. We accept referrals from SE Rocky View Food bank for County residents seeking support to secure basic needs resources, as well as, improve their social wellbeing. Through this process, individuals and families are able to access our other services that can help alleviate some of the financial pressures they are facing either through programming or with a supported referral. Due to COVID-19, intakes can be completed over the phone to decrease risks associated with in person contact with residents. The intake and assessment process allow program participants to also be connected to additional resources beyond food needs. This becomes a jumping point to supporting the household in moving from a crisis situation to stabilized, thus, improving their socio-economic status.
- **Community Access Program:** Provides residents living on a low income with access to resources around the community that would otherwise be hard to access or be inaccessible as a result of their income level. Partnerships with agencies (e.g., Camp Chestermere, Chestermere Public Library, Synergy, Chestermere Regional Community Association) have been established to subsidize membership/programming fees. In 2021, partnerships with specific SERV organizations will be pursued to improve access to the most relevant community resources (e.g., Langdon OK Club, Indus Recreation Centre) for SERV residents. Activities will primarily be partnership development, promotion, assessments, and referrals. By working with local businesses and community groups to make services more accessible improves equitable outcomes for individuals and families who face financial or social barriers to community participation.
- **Community Connections:** Neighbourhood and community wide initiatives to help initiate and deepen social connections amongst neighbours throughout smaller towns and rural areas. These programs continue to run with physical distancing and sanitation procedures in place.
 - **Soup Party Program, Block Party, Play Streets:** Neighbourhood connections are made through social gatherings led by a community organizer. This is a great opportunity for neighbours to get to know others on their block while enjoying fun activities together.
 - **Rural Community Garden:** Bringing residents together to connect and providing social opportunities to build a sense of community and belonging. Small gatherings, observing COVID standard protocols, are some of the ways the Coordinator facilitates connection amongst program participants. Volunteers help care for the garden plots and grow produce for food bank clients.
- **Community Volunteer Income Tax Program:** This program is coordinated by the Community Resource Specialist who oversees the activities of volunteers who assist low-income residents file their taxes to ensure they are receiving the appropriate government benefits. This is a poverty reduction strategy that has been amended to be completed without in-person interactions in response to COVID-19. This program would be offered throughout the year.
- **Information and Referrals:** This service provides people with the information necessary to make informed decisions regarding their economic and social wellbeing. This may include supporting residents in completing applications to government benefit programs, referring to local resources such as the food bank, providing connections to career and employment specialists, supplying information on affordable housing options, and completing applications or referrals to subsidized children's programs for families with modest incomes.
 - **Referral to subsidized programs our agency administers for the area:** Canadian Tire Jumpstart, Kids Up Front, Telus Sparks. Our agency can also provide support with applications to the KidSport program. Primarily for families with children and youth under the age of 18 to access referrals to

recreational, sporting, and cultural activities. Eligibility is determined by an assessment of socio-economic status.

- **Seniors Lunch & Learns:** Information sessions bringing seniors together to learn about topics relevant to their everyday lives. Sessions are delivered in-person by local professionals on topics such as healthy aging, seniors' benefits, handi-bus services, etc. There is a networking opportunity built into this program before and after the presentation. This in person program is currently paused due to COVID-19 and our organization is awaiting approval to resume in person sessions with physical distancing protocols in place. In 2020 seniors teleconference sessions were established as a means of continuing to facilitate these connections.
 - **Seniors Teleconference:** Information sessions offered virtually using teleconferencing and video calling technology. Offered bi-weekly from Fall through Spring, this program enables individuals of all abilities to participate in sessions that may otherwise be inaccessible to them. There are opportunities for participation embedded in the program to help participants build relationships with one another.
- **Outreach and Promotions:** Increasing awareness of the FCSS program will result in residents being able to access and inform the delivery of social programs that will best meet their needs. Proposed activities to achieve these goals include: attendance at community events (i.e., Energizer Nights Langdon Days), updating community bulletin boards, offering 1-1 meetings at the Medical Clinic, working closely with non-profit and charitable agencies to connect clients to community resources, preparing informative handouts for distribution, etc. These will be attended either virtually or in-person as needed.
 - **School Liaison (Administration, Parent Council, Family School Liaison):** The Community Development Facilitator will be working with the schools each year in respect to information gathering and sharing, collaboration in programming and community development initiatives, and connecting professional and families to client support services.
 - **Online awareness campaigns** will be planned to address any service gaps presented by in person programming. Campaigns can bring about awareness and calls to action in relation to seniors, volunteerism, neighbourhood connection, domestic violence, grief and loss, and healthy relationships. Campaigns will connect residents back to resources that are free or low cost.
- **Rural Interagency Meetings:** Regular coordination of service providers in the area to connect and share information about resources and programs available for Langdon and SE Rocky View residents.
- **Seniors Week:** In June, a committee of professionals and volunteers come together to plan a week-long schedule of activities for seniors in Langdon, SE Rocky View, and Chestermere to celebrate this demographic. Activities are focused on social engagement, trialing of hobbies and programming (e.g., community kitchen, ukulele), and social supports (resource fair). For the event in 2021, this celebration will be planned according to relevant Alberta's Relaunch Guidance documents to ensure all safety protocols and measures are in place.
- **Vital Skills:** A variety of essential skill building workshops targeting adults in the community. Topics may include financial literacy workshops and 1-1 support, managing stress and anxiety, resume writing, Canada Revenue Agency information, etc.
- **NEW Program - Family Wellness Toolkit and Facilitated Groups.** The intent of this new program proposal is to adapt the successful Noodle Do program that was historically administered by our Parent and Caregiver Support Services staff into an expanded family program focusing on family wellness for a wider age group. Using a Family Wellness Toolkit that will be piloted in Fall 2020, this program will provide information, resources, skills, and activities related to family wellness. The coinciding facilitated groups will allow toolkit recipients the opportunity to participate in regular sessions where they will learn to apply the toolkit information and skills in their daily lives as a family unit. The toolkit and sessions will focus on enhancing family cohesion and resilience through positive family communication, improved relationships among family members, and increased access to available resources. Presentations from local serving agencies will aid in strengthening connections between residents and service providers. Groups will be in-person when possible, and online until that time.

***Please note:** All programs being offered from our home office in Chestermere are open to all residents from Langdon and SE Rocky View. The programs listed above are programs we will also be delivering directly in Langdon and Area throughout 2021.

Personnel Overview – Job descriptions are attached for further details.

- **Community Development Facilitator:** Primary position from the Family & Community Resource Centre that will be conducting outreach to Langdon and SE Rocky View. This position will be coordinating programs such as: Inter-Agency, Community Garden, Community Connections, and new social programming initiatives.
- **Community Resource Specialist:** Working with individuals and families to meet their basic needs through person in environment and anti-oppressive approaches. In this role, there has been an increase of complex cases arising requiring additional follow-up meetings, advocacy, and in some cases, coordinated case planning

with other service providers. This includes an overall assessment of needs and referrals to agencies and programs that are accessible and affordable.

- **Seniors & Community Development Facilitator:** Focusing on outreach and community development work with seniors in the community, including Lunch & Learns, completing government applications, and Seniors Week.
- **NEW Position – Caregiver Support Facilitator:** Will be responsible for the coordination, planning and delivery of the Family Wellness program to Langdon and SE Rocky View. Activities will focus on resiliency in individuals and families, healthy communication and strengthening family units (however they may be defined in a household). This will include the connection to information and referral services.

Long Term Change and Impact

- Connect individuals and families to preventive social programs and services vital to a caring community.
- Build supportive networks and positive and healthy relationships.
- Engagement and collaboration with partners, stakeholders and organizations to improve the overall well-being of Langdon and SE Rocky View residents.

9.5 RATIONALE

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

Creating opportunities for agencies and community members to come together allows the collective group to address community social issues that are challenging to address in silos. Collaboration between agencies and/or community members helps facilitate awareness and understanding of issues while deepening overall levels of engagement and mobilization. This leads to the development and implementation of effective, sustainable approaches to address community issues. Supporting material: Asset-Based Community Development, <http://www.deepeningcommunity.org/abcd-canada-home>

Supporting individuals and families navigate the multiple systems that govern their wellbeing leads to increases in overall health and wellness, including self-efficacy, self-management, and empowerment (Carter et al., 2017). Facilitating residents' access to the services and resources required to meet their needs improves the social and health outcomes of those individuals who are disadvantaged due to structural issues such as race, class, and gender (Carter et al., 2017). Addressing these needs allows community members more room to participate in community life and increases their ability to meet future needs as they arise.

If families are provided with resources and supports to help strengthen the family unit, they will be more resilient when faced with crises such as the COVID-19 pandemic. By improving skills and abilities related to family wellbeing including how to communicate effectively and build positive relationships, each individual family member gains additional skills and abilities. These improved skillsets may enhance a family's economic and social stability, increasing their ability to withstand future setbacks and challenges and collectively contributing to a stronger community (Government of Alberta, 2019).

Opportunities to participate in social activities tend to decrease as people age, particularly in rural contexts (Clement et al., 2018). This decrease can lead to impaired executive functions, disrupted sleep, and reduced mental and physical well-being (Cacioppa & Cacioppa, 2014). By creating ways for senior residents to engage in community life, the negative impacts of social isolation can be mitigated. Making educational information and resources accessible to this demographic can further improve the quality of life of aging community members, while helping them to age in place. See [Report on the State of Public Health in Canada 2010: Growing Older – Adding Life to Years](#) for additional information.

If neighbourhood connection opportunities take place within communities and have meaningful avenues for deepening interactions amongst residents, then there is likely to be an increase in social cohesion and social support amongst neighbours. Improved social cohesion can provide protective benefits to communities, including improving people's ability to respond to negative stressors (Robinette et al., 2013). In addition, neighbourhood development at the resident level will decrease feelings of loneliness and social isolation.

Supporting research: See Abundant Community work by John McKnight, Howard Lawrence, and Peter Block, https://www.abundantcommunity.com/home/stories/parms/1/story/20170620_abundant_communities_initiative_update_s_abcd_principles_for_municipalities.html.

Cacioppo, J. T., & Cacioppo, S. (2014). Social relationships and health: The toxic effects of perceived social isolation. *Social and Personality Psychology Compass*, 8(2), 58-72. <https://doi.org/10.1111/spc3.12087>

- Carter, N., Valaitis, R., Feather, J., Cleghorn, L., & Lam, A. (2017). An environmental scan of health and social system navigation services in an urban Canadian community. *SAGE Open Nursing*, 3(1-12).
<https://doi.org/10.1177/2377960816689566>
- Clément, A. P., Djilas, D., Vinet, T., Aubin, A., Demers, K., & Levasseur, M. (2018). Identification and feasibility of social participation initiatives reducing isolation and involving rural older Canadians in the development of their community. *Aging Clinical and Experimental Research*, 30(7), 845-859. <https://doi.org/10.1007/s40520-017-0849-x>
- Government of Alberta. (March 2019). *Well-being and resiliency: Evaluation framework*.
<https://open.alberta.ca/dataset/7d64cad5-f400-4cd3-b7d7-76c3a38ff548/resource/9d3ebd8c-e52f-4964-971e-828d4c3bf21c/download/well-being-resiliency-fwk-evaluation-march2019.pdf>
- Robinette, J. W., Charles, S. T., Mogle, J. A., & Almeida, D. M. (2013). Neighborhood cohesion and daily well-being: Results from a diary study. *Social Science & Medicine*, 96, 174-182.
<https://doi.org/10.1016/j.socscimed.2013.07.027>

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?

Community Support Services receives funding from numerous other sources including: Government of Alberta Children's Services, Provincial Family & Community Support Services and the City of Chestermere. We continually seek and apply for grant opportunities that pertain to any of our core services for Chestermere and SE Rocky View residents, whether to sustain or expand upon our work.

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

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:

Participants of community connections programming, contacts made during outreach activities, family-oriented programs, access programs, and etc. Please note, these numbers are a lower than typical projection due to the worldwide changes to health and safety requirements, which is significantly impacting in person delivery of programming, especially, programs that are conducive to social interactions. While we strive to continuously adapt our programs and practices to meet the needs of participants we do expect to still see residual effects as a result of the current 2020 situation.

Number of Children/Youth (0 to 18 years) 800 Number of County Residents: 100

Number of Adults (19 to 64 years) 1000 Number of County Residents: 150

Number of Seniors (65+ years) 400 Number of County Residents: 60

Number of Families 300 Number of County Families: 75

B. PROJECTED NUMBER OF GROUPS SERVED:

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

Provide general summary of outputs here:

Participants of vital skills (financial literacy, managing anxiety and stress) lunch and learns, Canada Revenue Agency workshops, and etc.

Number of Groups: 15 Total Number of Participants: 400 Number of County Residents: 150

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:

Through the Family and Community Resource Centre, information and referral supported is provided to residents to improve access to resources and services. This program has been successful due to community partnerships, word of mouth, and providing client support for those accessing food bank services.

Number of Clients: 1600 Number of County Residents: 150

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:

The community development initiative that would continue to develop would be the inter-agency specific for non-profits, charities, and community groups to address issues and opportunities related to social wellbeing. This would also capture the expansion activities of the Community Access Program to include South East Rocky View specific resources.

Number of Initiatives: 2 Number of Clients: 25 Number of County Residents: 10

E. VOLUNTEERISM

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

Volunteers are engaged in the community garden program. Volunteers support with the set-up and tear down of community gathering event hosted at the garden, caring and tending to plots for other program participants who are away on holidays, and work with the food bank to grow and harvest vegetables for residents in need of fresh produce.

Through the Community Volunteer Income Tax Program, volunteers play an essential role in getting trained in evaluating and reporting on annual income returns for low income residents. Volunteers then complete the returns for program participants to be assessed for eligible tax benefits in the upcoming year.

Volunteers have assisted during programs and events where appropriate. These can include sorting items for distribution, preparing display boards, connecting with residents during a facilitated activity, set up and tear down.

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

We leverage the City of Chestermere's Diversity and Inclusion Strategist to best utilize and support positive opportunities for volunteers to participate in. We ensure we are connecting volunteers to meaningful opportunities, provide recognition in a timely manner, and provide information to participate in any formal or informal trainings to further their skills development.

c) Total number of volunteers in agency/program:

98

d) Total number of volunteer hours in 2019:

389

e) Estimated number of volunteer hours until the end of 2020:

250

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.

The Individual Outcomes we are addressing are:

- Individuals experience personal well-being
- Individuals are connected with others
- *Community members feel connected to their community.*
- *People are aware of resources to meet their social needs.*
- *People are better able to access the resources they need to meet their social needs.*
- *Seniors are connected to others.*
- *Seniors feel a sense of belonging to their community.*

The Family Outcomes we are hoping to achieve are:

- Families have social supports
- *Families know what resources are available for their family.*

The Community Outcomes we are looking to address are:

- The Community is connected and engaged

- Community social issues are identified and addressed
- *Neighbourhood residents experience a sense of belonging*
- *Agencies are knowledgeable of (community social issue)*
- *Agencies are aware of (community social issue)*

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.

Surveys are created and adapted based on type of strategy being used, the targeted population group, and with the duration of the programming being implemented. Surveys are designed with an agreement scale methodology.

Improved Social Well-Being of Individuals

Optimism, The Family & Community Resource Centre staff has helped me to believe I have the ability to improve my life.

Meaning and Purpose, As a result of being involved (volunteer activity), I make my community a better place.

Capacity to Meet Needs, As a result of (activity), I know more about how to budget my money. As a result of (activity), I know more about how to get by financially on my monthly income.

Quality of Social Relationships, As a result of (activity), I am more connected with others in my neighbourhood/community.

Trust and Belonging, (Activity) has helped me to feel a sense of belonging to people in my neighbourhood/community.

Improved Social Well-Being of Families

Family Accesses Resources as Needed, As a result of accessing the Family & Community Resource Centre, I have more information on what resources are available for my family and I. As a result of accessing the Family & Community Resource Centre, I am better able to access the resources available for my family when we need them.

Extent and Quality of social networks, As a result of (activity), my family is connected to a group of people who share our beliefs and values.

Positive Family Relationships, As a result of (activity), my family had improved at turning to each other for support. As a result of (activity), my family takes the time to listen to each other more often.

Improved Social Well-Being of Community

Social Engagement, The (activity) has helped me to know what is happening in my community. The (activity) has helped me to feel a sense of belonging to my neighbourhood/community.

Agencies and/or community members work in partnership to address social issues in the community, As a result of (activity), I have more of the necessary skills required to help address this community social issue. As a result of (activity), I have more of the necessary knowledge to help address this community social issue. As a result of (activity), I am better able to serve (population group) in my community. As a result of (activity), I have developed better working relationships with other community agencies.

10. ADDITIONAL INFORMATION

Please provide a brief agency/program history.

FCSS Chestermere/South East Rocky View has been in existence for 20 years, beginning with one part time staff member who returned messages that were left on an answering machine by people looking for resource information. Over the years, we have grown to maintain pace with the rapidly growing population in our catchment area. We have ventured outside of FCSS funding to gain the financial means to provide additional programs and services that complement our FCSS programs (Parent & Caregiver Support Services, Community Development, United Way Partnership funding etc.). Today, we offer scheduled preventative programs for children, adults and families, volunteer development, resource information and referral, seniors social supports, community development, and social planning and development. Since 2015, our agency endeavoured into a mixed model approach (FCSS) where we offer local funding to community groups and agencies to deliver social programming to residents in Chestermere.

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.

A rural resident, over the age of 60, accessed the Family & Community Resource Centre (FCRC) upon referral from one of the medical clinics after losing his business and finding himself experiencing homelessness as a result of the current economy. He was feeling suicidal and did not have any future plans for his life. He was emotionally and mentally broken. The FCRC staff were able to give him several options including help for financial and government application support, housing, counselling service information and guidance. They worked out a breakdown action plan to give him hope for the future by provided basic needs including food hampers, gas cards and assisting with locating a place to live. The client was also helped with his taxes through the Community Volunteer Income Tax Program. This program helped improve his financial situation tremendously in gaining accessing to the appropriate benefits and credits as he had not filed his taxes for the past 8 years. Since his first meeting with the FCRC he is caught up on his taxes, receiving AISH, found a place to live and has a reason to live. The staff continues to connect with him on a regular basis with upcoming events and programs that he can participate and feel integrated in his community.

A grandmother who currently has custody of her two grandchildren accessed the FCRC during the pandemic in May. The family was trying to complete homeschooling but did not have access to a laptop and we struggling to stay on top of school work. Through our Backpack Program a laptop was provided to the family so that both grandchildren would be able to complete their required schoolwork. The client was also assisted through the Community Volunteer Income Tax Program where it was determined that she would be eligible to start receiving her disability tax credit. The client has repeatedly informed the FCRC staff that "her Angels have come through for her" once she connected with our team.

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 program. Include staff and budget for one year.)			
2021 PROPOSED BUDGET (Ensure all calculations are correct. Use the second column to itemize the program expenses to which you plan to direct the 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 Program Budget (Total Cost)
EXPENSES			
PERSONNEL (specify positions and hours per week)			
Community Development Facilitator = .51FTE/20.4 hrs per week	7,380.00	41,821.00	49,201.00
Community Resource Specialist = .22FTE/8.2 hrs per week	69,606.00	19,484.00	89,090.00
Seniors & Community Development Facilitator = .08FTE/3.2 hrs per week	82,275.00	7,123.00	89,398.00
Caregiver Support Facilitator = .15FTE/5.5 hrs per week	59,463.00	10,220.00	69,683.00
a. SUBTOTAL PERSONNEL	218,724.00	78,648.00	297,372.00
TRAVEL & TRAINING (specify)			
b. SUBTOTAL TRAVEL & TRAINING			
MATERIALS AND SUPPLIES (specify)			
Program Supplies		700.00	700.00
Food & Beverage		300.00	300.00
c. SUBTOTAL MATERIALS AND SUPPLIES		1,000.00	1,000.00
OTHER (specify)			
Cell Phone – Community Development Facilitator		420.00	420.00
Space Rental & Additional Cleaning		600.00	600.00
Advertising & Promotion		300.00	300.00
10% Administrative Fee		8,097.00	8,097.00
d. SUBTOTAL OTHER		9,417.00	9,417.00
e. TOTAL EXPENDITURES (e=a+b+c+d)	218,724.00	89,065.00	307,789.00
REVENUE (specify other sources of funding including fundraising, fees for service, other grants, etc.)			
Chestermere Annual FCSS Grant	139,768.00		
Children's Services FRN Grant	78,956.00		
f. TOTAL REVENUE	218,724.00		
g. FCSS REQUEST (DEFICIT = Total of Column 3 Expenditures – Total Revenue)		89,065.00	



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	\$81,000 original grant approval \$ 4,553 Noodle Do special project \$ 8,044 COVID-19 additional in August 2020 \$93,597 allocated overall to our organization for 2020
B. 2021 County FCSS Request	\$89,065.00
C. Does this request result from a decrease in other funding support? Specify.	
No, this request is not from any decrease to existing funding sources. The increase is as a result of our intent to consolidate the special project grant our former Parent Link Centre had been receiving for the Noodle Do Program. The additional funds would allow for the program to be expanded to include a wider age range while only requesting a slight overall increase.	
D. Identify requested funding increase. List each category and the amount of increase (e.g. Personnel, Materials and Supplies).	
<i>Family Wellness Toolkit and Facilitated Groups costs:</i> Personnel Costs (adjustment of personnel allocated to the grant with an overall increase of \$5,449) Program Supplies (\$355) Additional categories were decreased to assist with accommodating our requested increase.	
E. Provide a rationale together with supporting data, using demographics as necessary.	
Families are "two or more individuals who depend on one another for emotional, physical and economical support" and its members are self-defined. As a result of the COVID-19 Pandemic we have seen families who are struggling to maintain healthy family relationships due to the stress and financial hardships they are currently enduring. Many SERV County residents are looking for supports to help them navigate the road to recovery. This expansion of a current program is intended to empower families and build their capacity to develop and maintain their family wellness and resiliency. Focus areas within the toolkit include: communication, parenting style, personal wellness, mindfulness, gratitude, growth mindset and partner relationships.	
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?	
This increase will allow a member of our new Parent & Caregiver Support Services functional area to reach a broader range of clients, specifically families. Presentations from local serving agencies as part of the facilitated groups portion of the program will aid in strengthening connections between residents and service providers. The change will be measured through administration of surveys, facilitator observation (when applicable), and feedback from local serving agencies who are working in collaboration on the program. If the increase was not to be granted the program would be removed and the personnel costs adjusted accordingly. As the City will not be submitting a special project application for the current Noodle Do program, please be advised this will also no longer be available for SERV County residents due to limited personnel capacity.	
G. Outline the efforts already taken to accommodate the proposed program adjustment.	
This program is being piloted as a limited series offering for the Fall of 2020 with some of the additional COVID-19 funding that was allocated in August 2020. Discussion amongst interagency partners was completed to assist with identification of gaps and opportunities.	
H. How many years have you received County FCSS funding?	
19+ years	