



MEAT 2

**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**

<b>1. ORGANIZATION INFORMATION</b>	
Organization Name	Helping Hands Society of Cochrane and Area
Program Name	Helping Hands
FCSS Funding Request (over \$7,500) (from Section 9.6 C Proposed Budget)	15,000
E-Mail Address and Website	<a href="mailto:executivedirector@helpinghandscochrane.ca">executivedirector@helpinghandscochrane.ca</a> <a href="http://www.helpinghandscochrane.ca">www.helpinghandscochrane.ca</a>
Mailing Address (include postal code)	Box 1045 Cochrane AB T4C 1B1
Street Address (for courier purposes)	
Agency Telephone Number	587-580-9448
Agency Fax Number	N/A
Executive Director Name	Chairra Nicolle
Program Contact Name	Chairra Nicolle
Phone Number (If different from above)	

<b>2. CERTIFICATION OF COMPLIANCE</b>
<p>This is to certify that to the best of my knowledge and belief, the information included in this application complies with the requirements and conditions set out in the Family and Community Support Services Act and Regulation.</p> <p align="center"><a href="https://www.alberta.ca/family-and-community-support-services-fcss-program.aspx">https://www.alberta.ca/family-and-community-support-services-fcss-program.aspx</a></p>

  
**Signature (Agency Signing Authority)**

Chairra Nicolle  
**Print Name**

Executive Director.  
**Title**

September 28, 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

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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.***

X Please email confirmation of receipt of this application to: [executivedirector@helpinghandscochrane.ca](mailto:executivedirector@helpinghandscochrane.ca)

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

☐ newspaper ad
 ☐ social media
 ☐ website visit/search  
☐ word of mouth
 ☒ other: Previous recipient of Rocky View FCSS funding

3. SOCIETY MEMBERSHIP (current)	
Number of Members	0
Membership Fee Per Member	0

4. TYPE OF ORGANIZATION		
Alberta Societies Act Registration Number:	5018292648	
Charitable Number (if have one):	816893564	<input type="checkbox"/> Government Agency

5. DAYS AND HOURS OF OPERATION OF THE PROGRAM							
OPERATING HOURS	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
	8:30 - 4:30	8:30 - 4:30	8:30 - 4:30	8:30 - 4:30	8:30 - 4:30	Closed	Closed
Dates not Open:	Weekends and Statutory Holidays						
Statutory Holiday:				Other			

6. DOCUMENTATION REQUIREMENTS:	ATTACHED
<b><u>Do not provide other attachments unless requested to do so.</u></b>	
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).	X
Fee Policy and Schedule (if applicable)	N/A
Organizational Chart of Agency	X
Certificate of Incorporation under the Societies Act if new applicant. (Not applicable to other municipal governments and associated departments)	<input type="checkbox"/> Included X 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	X

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## 7.1 PROGRAM DESCRIPTION

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

Helping Hands Society links people who help with people who need help. Our volunteers fill unmet human needs and strengthen community.

## 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	<b>Outcome 1: Individuals experience personal well-being.</b> Indicators: Resilience; self-esteem; optimism; capacity to meet needs; autonomy; competence; personal engagement; meaning and purpose.	<b>X</b>
	<b>Outcome 2: Individuals are connected with others.</b> Indicators: Quality of social relationships; social supports available; trust and belonging.	<b>X</b>
	<b>Outcome 3: Children and youth develop positively.</b> Indicators: Developmental assets.	<input type="checkbox"/>
Improved social well-being of families	<b>Outcome 4: Healthy functioning families.</b> Indicators: Positive family relationships; positive parenting; positive family communications.	<input type="checkbox"/>
	<b>Outcome 5: Families have social supports.</b> Indicators: Extent and quality of social networks; family accesses resources as needed.	<input type="checkbox"/>
Improved social well-being of the community.	<b>Outcome 6: The community is connected and engaged.</b> Indicators: Social engagement; social support; awareness of the community; positive attitudes toward others and the community.	<b>X</b>
	<b>Outcome 7: Community social issues are identified and addressed.</b> 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"/>

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### 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		%
Youth		%
Families	25	%
Adults		%
Seniors	25	%
Volunteerism	50	%
Community Development		%
Total	100	%

### 7.4 SOCIAL SERVICE CONTINUUM

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

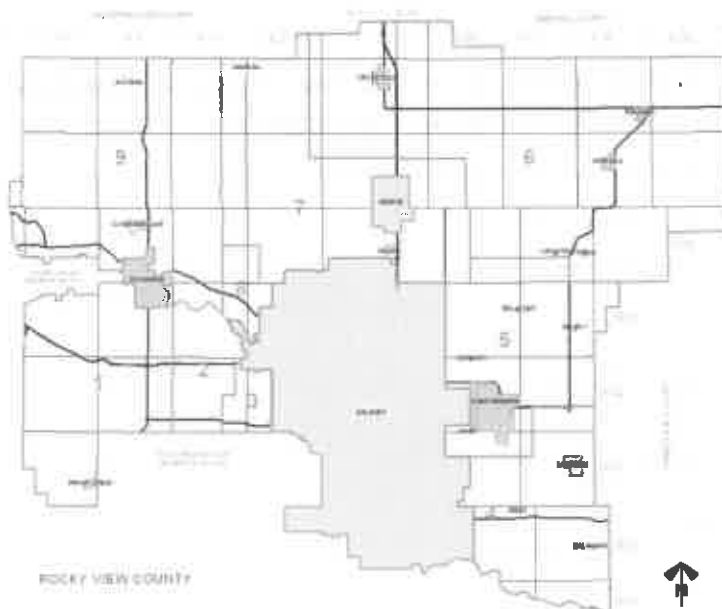
● <b>Promotion:</b> Programs and services that promote public education and awareness of social needs.	10	%
● <b>Prevention:</b> Programs and services focused at the earliest opportunity on individuals and families whose social well-being in community life is at risk.	30	%
● <b>Early Intervention:</b> Programs and services focused on individuals and families with identified early signs of unmet needs, who require support to enhance their social well-being.	20	%
● <b>Specialized Services:</b> Programs and services for individuals and families focused on emerging social needs not yet sufficiently addressed by community support.	30	%
● <b>Remediation Services:</b> Programs and services for individuals and families with clearly defined unmet needs, who require assessment, intervention, and treatment to enhance their social well-being.	10	%
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.**

Western Rocky View ( Springbank, Bragg Creek, Bearspaw, and Westbrook)

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

We cooperate and work with Cochrane FCSS and the FRN to address their clients basic unmet needs, whether social or physical. We also cooperate with Alberta Health Services, Alberta Mental Health, Rocky View Immigrant Services, Cochrane Victim Services, Big Hill Haven Women's Shelter. We partner with service groups including but not limited to; the Cochrane Activettes, Springbank Scouts, Bragg Creek and Redwood Meadows Wellness Committee, Springbank Park for All Seasons, and faith communities within the Rocky View area.

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

Helping Hands aims to fill the gaps that other agencies and/or programs are not able to fill for their clients' social needs. We work to compliment the valuable work they do by assisting their clients when the agencies do not have the connection to human resources or the mandate to do so.

We work to help the residents of western Rocky View to become aware of the needs within their community and engage them to fill those needs through volunteerism.

**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.

Helping Hands Society of Cochrane and Area enables faith groups, community groups and local citizens to serve and connect with their neighbours through volunteerism, making Cochrane and surrounding area a vibrant, caring, supportive community. Volunteers support and assist vulnerable, isolated citizens including those in Western Rocky View by providing services and resources for unmet needs.

**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)?

Helping Hands Society of Cochrane and Area links people who help with people who need help. Our volunteers fill unmet human needs and strengthen community. We work to support vulnerable citizens and social agencies, in

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Cochrane and western Rocky View, with unmet needs by providing human resources. We have a network of caring volunteers to assist where other agencies cannot.

### 9.3 STATEMENT OF NEED

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

As a result of the population growth in Cochrane and western Rocky View, there has been increased pressure on social and community support services. Due to this, there is a need for a community organization to:

- Implement programs and special projects to complement the work of social services and other agencies (ie. Food Drives, Volunteer Driver Program, Meal Teams, Newcomer Helper Program, Snow Helpers, etc.)
- Gives residents interested in helping their neighbours a place to connect with those in need of social engagement and practical assistance
- Reduce demands on social service agencies and social service personnel
- Identify and mobilize human resources to meet human needs not offered by other programs

As a member of the Social Recovery Task Force, Helping Hands has been engaged in the ever changing needs of the community as we navigate through Covid and its effects on the community. By conducting surveys in the community we were able to identify social needs, such as a need for connecting and communication which are supported by our volunteers.

We will continue to be engaged, identify gaps and fill those gaps as they fall within our mandate.

### 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)?

Helping Hands will address specific needs, presented by social agencies and/or individual residents by:

- Recruiting, screening and engaging volunteers in our network
- Designing programs to meet the needs that are not addressed by other agencies, such as Volunteer Driver Program, Caring Neighbours Program, Newcomer Program, Summer Do Crew, Snow Helpers and Movers with Heart.
- Informing volunteers of the needs within the community.
- Offering meaningful volunteer opportunities by matching client needs with volunteer skill sets and interests
- Following up with both volunteers and clients to ensure appropriate match and value.
- Acknowledging and appreciating the volunteers, for their time and commitment to building the community.

### 9.5 RATIONALE

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

When vulnerable citizens are helped through practical assistance and social engagement, they will feel connected to and supported by the community.

When volunteers are given meaningful opportunities to help their neighbours, they feel they are making a difference and feel connected to the community.

Volunteer, partner and client surveys and comments over the years have demonstrated that this strategy works and that Helping Hands is making a difference in the lives of residents of Cochrane and western Rocky View.

### 9.6 INPUTS

\*Please see end of application for budget sheet. 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?

Helping Hands has researched and seeks funding from various grantors, foundations, and corporations. We sustain our program by continually applying for grants, soliciting donations, fundraising and advocating for the important work that we do to potential funders.

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

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**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:

Number of Children/Youth (0 to 18 years)	1250	Number of County Residents:	125
Number of Adults (19 to 64 years)	1550	Number of County Residents:	150
Number of Seniors (65+ years)	150	Number of County Residents:	50
Number of Families	400	Number of County Families:	40

**B. PROJECTED NUMBER OF GROUPS SERVED:**

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

Provide general summary of outputs here: volunteer training, orientations, workshops

Number of Groups:	30	Total Number of Participants:	1250	Number of County Residents:	105
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**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:: Intake Forms, Referrals to other Agencies, Phone and Email, Twitter, Facebook, Instagram, Better Impact Software (Volunteer and Client)

Number of Clients:	800	Number of County Residents:	200
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**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: Seniors Advisory Committee, Social Recovery Task Force, Bragg Creek/Redwood Meadows Wellness Committee, Food Drive Committee, Cochrane Immigrant Services Committee, Seniors Isolation team.

Number of Initiatives:	25	Number of Clients:	3010	Number of County Residents:	110
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**E. VOLUNTEERISM**

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

Volunteers are involved in 100% of our programs. Volunteers fill all requests to assist vulnerable individuals within the community. We inform and link volunteers with those who need help.

- Our volunteer drivers drive clients from Cochrane and Rocky View, to medical and essential appointments in Calgary, Cochrane, Banff and Canmore.
- Our Caring Neighbours support socially isolated individuals through connection, mentorship & assistance in the home.
- Summer Do Crew and Snow Helper volunteers assist with outdoor tasks which clients cannot due to illness, injury or family situation.

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- Our Movers with Heart volunteers help assist, low income and vulnerable clients, with small moves within the Cochrane and Rocky View area.
- Newcomer volunteers assist individuals new to Canada and/or Cochrane & Rocky View to feel included in the community.
- Our volunteers also assist in filling many gaps not outlined above.

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

Helping Hands actively recruits volunteers throughout the year. We use our website, social media, newspapers, signage, volunteer dashboards, and word of mouth.

We have a volunteer recognition program in which we appreciate and encourage our volunteers for the work they do.

c) Total number of volunteers in agency/program:

1050

d) Total number of volunteer hours in 2019:

10767

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

8000

### 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.

As a result of involvement with Helping Hands:

- As a result of volunteering with Helping Hands...
- Volunteers will experience personal well being as they will feel that they are making a difference and that what they are doing in their lives is invaluable and worthwhile. (meaning and purpose)
- Volunteers will have met or reconnected with people in their community improving their social relationships. (connected with others.)
- Volunteers will feel a sense of belonging in the community. (trust & belonging)
- Volunteers will help out more and provide benefit to others in the community (community is connected and engaged.)
- Clients will have needs met and meet people from the community making them feel connected to and supported by their community. (connected with others) (social supports)
- Partner Organizations will feel they are better able to connect their clients with people who can help.

### 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.

Helping Hands utilizes surveys to collect data with regards to the difference we are making. We complete surveys through different formats, such online, paper and verbal. Surveys collect the outcomes for volunteers, clients and partners.

As a result of being involved with Helping Hands:

- Volunteers will experience a sense of purpose and value as they feel they are making a difference. Survey questions and outcomes are as follows:

**Volunteers**

- Volunteering with Helping Hands Society has helped me feel like I can make a difference
- The Helping Hands Society has helped me to feel that what I do in my life is valuable and worthwhile
- As a result of my involvement with the Helping Hands Society, I have helped out more in my neighbourhood/community by volunteering.

**Clients:**

- As a result of the Helping Hands Society, I have met/reconnected with people in my community.
- The Helping Hands Society has helped me to feel a sense of belonging to my community.

**Partners:**

- As a result of the Helping Hands Society I was able to connect another person with something they needed.



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#### **10. ADDITIONAL INFORMATION**

Please provide a brief agency/program history.

Helping Hands was formed in 2007 to act as a network group, initiated by Cochrane FCSS and a local organizational development facilitator to link volunteers from the faith communities with opportunities to fill unmet needs that were identified by Resource Workers. A community group of volunteers took over the initiative and in 2014 the group formalized by becoming a society. In 2015, a part time Executive Director came on board to improve the efficiency of making connections between the clients and volunteers, broadening the scope of work for Helping Hands. In 2017 Helping Hands was granted Registered Charity status by Canada Revenue Agency. In May of 2019 we moved to two full staff which include a Program Manager and Executive Director. Helping Hands now runs 7 programs: Community Food Drives, Caring Neighbours Program, Snow Helpers, Summer Do Crew, Meal Teams, Volunteer Driver Program and Newcomer Helpers Programs, all of which have been reworked to support COVID 19 protocols.

#### **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.

An individual, living on an acreage in Rocky View county, contacted us as her husband was in the hospital for open heart surgery. She could not drive to visit him as she had fallen and broken her ankle. She very much wanted to be by his side to support him prior, during and post surgery. We paired her up with two different drivers, who were able to take her to the hospital regularly to visit her husband. Her husband ended up passing shortly after the surgery. The drivers helped the client through the grief of losing her husband by visiting with her on a regular basis and continuing to take her to appointments. The client continues to have our volunteers visit her and check in, reducing her isolation and increasing her social/emotional wellbeing.

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

Item F-2  
Page PAGE  
MICROSOFT  
EXCEL

<b>f. TOTAL REVENUE</b>	<b>135,2000</b>
<b>g. FCSS REQUEST (DEFICIT = Total of Column 3 Expenditures – Total Revenue)</b>	<b>15,000</b>

Microsoft Excel  
Worksheet

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

<b>12. 2021 FUNDING INCREASE REQUEST EXPLANATION</b>	
<b>A. 2020 County FCSS Grant</b>	<b>12,500</b>
<b>B. 2021 County FCSS Request</b>	<b>15,000</b>
<b>C. Does this request result from a decrease in other funding support? Specify.</b>	
No	
<b>D. Identify requested funding increase. List each category and the amount of increase (e.g. Personnel, Materials and Supplies).</b>	
There has been a significant increase in requests for Helping Hands volunteers over the past few years and we continue to see this grow. The increase in requests has created an increase in required staffing hours. COVID-19 has also increased isolation amongst our vulnerable population and an increased demand for support from the community.	
<b>E. Provide a rationale together with supporting data, using demographics as necessary.</b>	
In 2018 we received 278 requests for our volunteer driver program, in 2019 we saw this jump to over 460. We have also seen an increase in our other programs year over year. We continue to run our programs with all proper pandemic protocols in place and provide PPE for our volunteers and clients.	
<b>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?</b>	
Our organization would have to cut back on program hours and would be unable to meet the needs of our growing community, nor fill future identified gaps as we move through the pandemic.	
<b>G. Outline the efforts already taken to accommodate the proposed program adjustment.</b>	
Helping Hands continues to research and apply for grants and funding to support the growing need within our community	
<b>H. How many years have you received County FCSS funding?</b>	
6	

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

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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.

<b>9.6 C. INPUTS (Resources dedicated to the program. Include staff and budget for one year.)</b>			
<b>2021 PROPOSED BUDGET</b> (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)
<b>EXPENSES</b>			
<b>PERSONNEL</b> (specify positions and hours per week)			
Executive Director 37.5 hr/wk	\$ 42,500	\$ 7,500	\$50,000
Programs Manager 37.5hr/wk	\$ 32,500	\$7,500	\$40,000
Food Security Programs Manager 17.5hr/wk	\$ 18,200	0	\$18,200
Benefits	5,000	0	
<b>a. SUBTOTAL PERSONNEL</b>	98,200	\$15,000	113,200
<b>TRAVEL &amp; TRAINING</b> (specify)			
Mileage	1000		1000
Staff Development	1500		1500
<b>b. SUBTOTAL TRAVEL &amp; TRAINING</b>	2,500	0	2,500
<b>MATERIALS AND SUPPLIES</b> (specify)			
Supplies	4,500		4,500
Postage	2000		2000
Rent	4000		4000
Advertising	4000		4000
<b>c. SUBTOTAL MATERIALS AND SUPPLIES</b>	14,500	0	14,500
<b>OTHER</b> (specify)			
Program Costs	20,000		20,000
<b>d. SUBTOTAL OTHER</b>	20,000	0	20,000
<b>e. TOTAL EXPENDITURES</b> (e=a+b+c+d)	135,200	15,000	150,200
<b>REVENUE</b> (specify other sources of funding including fundraising, fees for service, other grants, etc.)			
FCSS/UW (Town of Cochrane and United Way)	15,000.00		
Other Non Profits	3,000.00		
Foundations	36,600.00		
Fundraising	20,600.00		
Community Initiative Program (Alberta Government)	60,000.00		