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INTRODUCTION

Edmonton Region Children's Services (CS), Edmonton Family and Community Support Services (FCSS), United Way of the Alberta Capital Region (UWay) and numerous funded community agencies work together to provide a continuum of programs and services to meet the needs of all community members. In order to provide a summary of the social impact and outcomes these partners are achieving, funders and funded agencies continue to work together to implement a common outcomes reporting form aimed at simplifying data collection and highlighting the positive difference programs are making in the community. The contents of this report are based on information provided to the Common Outcomes Initiative.

For the first time in 2018, the *overall* common outcomes summary and the *program area* summaries are in separate documents. To view the common outcomes overall summary please visit:

edmonton.ca/FamilyCommunitySupportServices

COMMON OUTCOMES INITIATIVE (COI)

The Common Outcomes Initiative is a partnership between CS, FCSS, UWay and over 100 funded community agencies working together to streamline and improve reporting and evaluation for the social services sector in the Alberta Capital Region.

COMMON OUTCOMES REPORT (COR)

The Common Outcomes Report is a form used to collect data from multiple community programs on different outcomes. The data is collected annually and rolled up to share the story of the social services sector and its impact in the community.

HOW COR IS ORGANIZED

Program area – Each funded program reports to 1 of 19 program areas.

Outcome – Each program must report on at least 2 and up to 5 additional outcomes.

Indicator – Each program must report on at least 1 indicator for each outcome.

In this Report

Throughout this report you will see the following elements for each program area;

- Word Clouds were created from all the success stories submitted for each program area.
- ↑ Represents an increase from 2017 data submitted.
- \downarrow Represents a decrease in this number from 2017 data submitted.
- = Represents no change in the number from the 2017 data submitted.

Adult Support Summary

Adult Support programs focus on providing individual support for personal issues that will improve the quality of life of adults.

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17 Agencies Reported 个

28 Programs Reported 个

\$6,530,694 Total Funding Invested ↑

56% of the funding was provided by COI funders

There were...

85 Full Time Equivalents 个 2,089 Volunteers 个(providing 72,494 hours) 个

90 Students ↑ (providing 13,553 hours) ↓

Working together to support...

349 Unique Participants 0-5

621 Unique Participants 6-12

366 Unique Participants 13-17

2,035 Unique Participants 18-24
19,811 Unique Participants 25-64
890 Unique Participants 65+
1,454 Unique Participants Age Unknown
25,526 Total Unique Participants ↑

Programs collected self-reported data from...

11,355 Indigenous Participants \uparrow (collected by 20 programs) \uparrow 3,194 Immigrant & Refugee Participants \uparrow (collected by 18 programs) =

Data was collected...

Mostly during the program (36%) and pre, during & post (32%), using surveys/questionnaires (46%) and direct observations (29%). Data collection was attempted 33,722 times with a response rate of 81%.

Engaging in Reflection

Programs reporting to the Adult Support program area reflected on their data and continued to build on the learnings reported in their 2017 COR.

- Further developed and modified programming based on evaluation findings (examples included: changing intake processes, reaching out to participants to maintain supportive relationships, identifying the impact of participant expectations on the success of activities).
- Implemented new evaluation tools and processes to improve data quality and results (including engaging staff teams in data evaluation to improve work, & using a formalized measure to reduce bias).
- Revised communication materials and tools to simplify content and language used.
- Developed new training and orientation materials.

Prominent & Important Trends

Adult Support programs reported the following trends in their work:

- Increased need for mental health and addictions supports, especially related to trauma.
- Increased need to identify and address barriers or gaps in service to reduce the number of people falling through the cracks.
- Increased need for basic needs supports such as food, housing, medical care and clothing.
- Increased need for support to strengthen interpersonal relationships.
- Increased need for programs and supports related to family violence.
- Increased demands on services to be more responsive to the changing demographics.

Increased awareness and discussion around systemic racism and its impacts.

"...The linkage between mental health, poverty and criminalization is never more apparent than it is right now in our criminal justice system. While there are improvements in our community, for example the 24/7 mobile mental health response team, we continue to see gaps and of course those gaps are captured in the justice system. While the mental health diversion court room is up and running, it is still in its infancy and we haven't been able to measure outcomes from our perspective yet." - Program Staff

A significant and positive trend reported by Adult Support programs highlighted the:

 Impacts of provincial policy changes (such as the increase to minimum wage and Assured Income for the Severely Handicapped, Act to End Predatory Lending, Safe Spaces Certificate, \$25/day daycare and Alberta Child Benefit) on many individuals and families.

Barriers to Participant Success

Individual, community or systems level challenges were described as limiting participants' success. Examples were as follows:

- Mental health concerns including social anxiety, depression, suicidal ideation and addictions.
- Precarious living situations as a result of limited permanent supportive housing options.
- Transportation.
- Language and literacy levels.
- Wait lists for services.
- Lack of social support & connection.
- Lack of time (due to excess family, work or social obligations).
- Lack of finances.
- Lack of identification to access services.
- Increased stress and apprehension related to job security and fear of job loss.

Summary of Adult Support Program Area Outcomes

The following is a summary of the Adult Support program area outcomes. The number of programs that reported to each outcome is in brackets.

97% of 148 parents/caregivers reported that they developed the (a) knowledge and (b) skills needed to provide a nurturing environment for their children (1).

97% of 148 parents/caregivers reported that they had positive parenting skills (1).

100% of 36 participants reported that they were connected to community resources (1).

100% of 50 participants reported that they were educated about social issues in the community (1).

100% of 23 participants reported that they were involved positively in the community (1).

100% of 1,144 participants reported that they felt supported (2).

100% of 49 participants reported having healthy relationships (2).

77% of 204 participants reported improved family functioning (2).

93% of 148 participants reported that they had knowledge of child development (1).

94% of 47 participants reported knowledge of community resources (1).

87% of 13,172 participants reported that they had the skills needed to address identified issues (15).

86% of 11,978 participants reported an increase in their network of social support (15).

84% of 169 participants reported that they were able to make informed choices about their living situation (2).

100% of 37 participants reported enhanced collaborative efforts (1).

Top Reported Outcomes & Indicators

87% of 13,172 participants reported they had the skills needed to address identified issues (15 programs).

- 90% of 1,251 participants reported an increased capacity to solve day-to-day problems and challenges (problem solving skills).
- 87% of 12,819 participants demonstrated skills in one or more of the following areas: money management/financial; self-care; community involvement; socialization; self-advocacy; interpersonal/relationships; parenting; literacy; refusal skills.

Positive change in this outcome area was described in a variety of ways. Participants reported feeling more confident and control to address the problems they were facing, they indicated greater willingness to take risks, felt more optimistic and hopeful about the future, and reported new skills to better meet their needs.

"Best outcomes are those that see people reintegrating themselves within their social world and community, as well as having the strength and resiliency to be able to function at a job that provides material support for them and their loved ones." Program Staff

86% of 11,978 participants reported an increase in their network of social support (15 programs).

- 100% of 183 participants reported making new friends or maintaining friendships through their involvement in the program (these could be friends within the program or friends they make in the broader community with support from the program).
- 86% of 11,795 participants reported making new social connections with peers in the program or in the broader community.
- 100% of 183 participants reported that they had one or more new people that they
 could turn to for help (may include program staff, other program participants as well as
 others).

Positive change for this outcome included feeling valued. Participants became engaged as volunteers in their community, and gained a sense of autonomy and purpose. In many cases the participants formed strong bonds and relationships with volunteers, other program participants and community members and found that they had more people that they could depend on.

"Participants share experiences and stories about connections they have formed in their community, and report feeling less isolated with reduced periods of depression. Participants form hobbies and join recreational activities, which also increases the likelihood of meeting new peers and augments the vibrancy of their relationships through shared activities and interests."

Program staff

100% of 1,144 participants reported that they felt supported (2 programs).

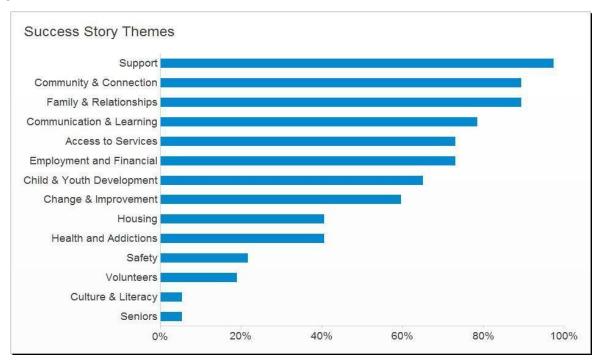
• 100% of 1,144 participants reported feeling (1) heard/understood and (2) that their needs were met, by program staff, volunteers and/or other participants.

Positive change for participants was described as gaining insight, direction and tools for addressing problems. Participants reported that they left the program with tools that would help them address their immediate issue and others, and that they were able to get to the "root of the problem".

"This makes me feel important and a part of something great." Program Participant

Success Stories

Below is a summary of the themes that emerged from all the success stories submitted to COR in 2018.



Agency: Boyle Street Community Services

Program: Inner City Recreation and Wellness Program (ICRWP)

This year, a new community member joined our floor hockey program, after attending the program twice they pulled me aside. They told me their story and about how they were on house arrest in the supportive housing building close to the gym the program runs out of. I arranged to connect with their parole officer in order to ensure that the community member would be allowed to continue participation in the program with permission. This community member became a leader at the program, continuously advocating for fair treatment among peers and fair play on the court. Through his connection to the program he later became connected with the Shenanigans project, a film project lead by the Boyle Street Community Services Youth Unit, which provided opportunities for paid work for inner city youth and produced films focused on opioid awareness.

In an interview with staff he commented on his identity before the program and the change his involvement made "before this I was just the drug dealer everyone knew but now all these people I never knew before now know me as an awesome defense player and I come here because it's something to do given the fact that I'm on house arrest. I get to play hockey because it's fun, gives me something to do, I get to meet new people, make new friends". He also commented on how social interactions at programming supported his growth "it makes me very tolerant towards other things that I used to not be able to stand being around before" and how peers act as support networks when individuals are dealing with difficult barriers and emotions. "Everybody carries their problems around with them, a lot of times during hockey and they get mad because something is happening they end up bringing those problems up that have nothing to do with anybody here, but throwing them at people like it's a problem that they helped create or that they need to help deal with when its has nothing to do with them, and there is two ways of dealing with that. You can shut them down and ignore them when that doesn't help or help create solutions, you can empathize with them try to figure out how to help even though it's not your problem you might know something about it they don't know, like they are showing you things that you don't know, you might be able to help them deal with it... so it's always a give and take process." (program participant)

This community member developed leadership, tolerance, self-advocacy, refusal skills, confidence and new support networks via his engagement at ICRWP programming. He went from facing the isolation of house arrest, to accessing opportunities to gain meaningful and legal employment, participating in regular physical activity and connecting with his community in supportive and fun ways. During a time when this individual would have otherwise been isolated from society, the services offered by ICRWP offered them an alternative opportunity to, instead, cultivate connection and capacity.

Agencies & Programs Reporting to this Program Area

Alberta Caregivers Association

Caregiver Connections

Ben Calf Robe Society

Awasis, Papoose & Parent, Family Resource Worker

Bent Arrow Traditional Healing Society

New in Town

Transitions To Success

Bissell Centre

Bissell Community Centre

Boyle Street Community Services

Community Support Program

ID Services

Inner City Outreach & Liaison (Drop-In)

Inner City Recreation and Wellness Program

Urban Counseling Network

Candora Society of Edmonton, The

Family and Community Resource Centre

Catholic Social Services

Cross-Cultural Counselling and Outreach

Saturday and Evening Counselling

Centre to End All Sexual Exploitation (CEASE)

(COARSE) Creating Options Aimed at Reducing Sexual Exploitation

Edmonton Immigrant Services Association

New Neighbours Program

Elizabeth Fry Society of Edmonton

Adult Court Support

Indigenous and Community Support Program

Family Centre of Northern Alberta, The

Education Services

Jewish Family Services

Community Links

Edmonton Healing Centre for Grief and Loss

Integrity Counselling

Momentum Walk-In Counselling Society

Wrap Around Drop In Counselling (WADIC)

P.A.L.S. - Project Adult Literacy Society

Literacy

Literacy for English Language Learners

Math Literacy

Parents Empowering Parents Society

MEDD-X (Motivational Education & Experiences for Ex Drug Dealers)

St. Albert Village and Food Bank

Rental Assistance Program

YWCA Edmonton

Counselling Services

At-Risk Youth Summary

At-Risk Youth programs work with youth who are in environments in which they may engage in high risk behaviours.



13 Agencies Reported ↑

19 Programs Reported 个

\$6,383,840 Total Funding Invested \downarrow

53% of the funding is provided by COI funders

There were...

82 Full Time Equivalents ↓

168 Volunteers ↑(providing 7,146 hours) ↑

56 Students ↑(providing 8,589 hours) ↑

Working together to support...

O Unique Participants 0-5

94 Unique Participants 6-12

2,069 Unique Participants 13-17

1,706 Unique Participants 18-24

124 Unique Participants 25-64
0 Unique Participants 65+
25 Unique Participants Age Unknown
4,018 Total Unique Participants ↓

Programs collected self-reported data from...

1,747 Indigenous Participants \uparrow (collected by 19 programs) \uparrow 113 Immigrant & Refugee Participants \uparrow (collected by 8 programs) \downarrow

Data was collected...

Mostly during the program (58%), and pre, during & post (16%) using surveys/questionnaires (42%) and direct observations (26%). Data collection was attempted 5,312 times with a response rate of 55%.

Engaging in Reflection

Programs reporting to the At-Risk Youth program area reflected on their data and:

- Identified new ways to let youth know about their programs and services.
- Explored new partnerships to better serve youth within their programs.
- Confirmed the importance of taking a youth-centered approach when delivering services.
- Improved evaluation design and processes to ensure they heard from and were better able to meet the needs of youths attending their programs and services.
- Committed staff time to further develop evaluation, data, and policy/procedures within their program.

Prominent & Important Trends

At-Risk Youth programs reported the following trends in their work:

- Lack of detox beds and rigid structures for detox/treatment centres creating barriers for youth success, when they were ready to participate in treatment.
- High levels of staff turnover impacting programming and formation of relationships with youth. When this takes place, even with high levels of communication, youth demonstrate a time when they will "disconnect" from programs/services.
- Increased youth attending programming with prior Children Services involvement.
- Overrepresentation of indigenous youth in programming.
- Increased online and social media negative influences on youth (for example: bullying, sharing photos, false identities, pressure to engage online, anxiety and depression that comes with social media, "girl hate", victimization etc.).
- Impact of stigma and stereotypes on at-risk youth.

Barriers to Participant Success

Individual, community or systems level challenges were described as limiting participants' success. Examples were as follows:

- Low income, living in poverty, lack of financial literacy or budgeting awareness.
- Lack of access to affordable and adequate housing and/or homelessness.
- Mental health, addictions and intergenerational/childhood trauma.
- Lack of access to transportation.
- Lack of education or support for education and functional illiteracy.
- Lack of support from family and community, unhealthy relationships and social stereotypes leading to social isolation/exclusion.
- Distrust of formal institutions and authority figures.
- Underdeveloped social skills such as problem solving, conflict management, coping, and asking for help.
- Lack of familiarity with the urban context, services available and the way to access services.

Summary of At-Risk Youth Program Area Outcomes

The following is a summary of the At-Risk Youth program area outcomes. The number of programs that reported to each outcome is in brackets.

100% of 177 youth accessed support to meet their needs (2).

87% of 127 youth were connected to community resources (3).

92% of 100 youth were educated about social issues in the community (1).

85% of 130 youth were involved positively in the community (2).

75% of 330 youth were supported in meeting their basic needs (4).

99% of 207 youth felt supported (3).

100% of 65 youth felt they contributed to positive change in the community (or agency) through volunteer activities (1).

100% of 125 youth had healthy relationships (1).

83% of 72 youth had knowledge of community resources (1).

87% of 913 youth had the skills needed to address identified issues (11).

84% of 621 youth had increased their network of social support (6).

100% of 16 youth made an informed choice about their living situation (1).

100% of 12 participants had strengthened individual skills within organizations (1).

Top Reported Outcomes & Indicators

87% of 913 youth had the skills needed to address identified issues (11 programs).

- 83% of 100 participants reported being able to cope with day-to-day stress.
- 92% of 338 participants reported an increased capacity to solve day-to-day problems and challenges.

- 95% of 61 participants demonstrated skills in one or more of the following areas: money management/financial; self-care; community involvement; socialization; self-advocacy; interpersonal/relationships; parenting; literacy; refusal skills
- 84% of 414 participants reported having personal characteristics that were likely to help them address their identified issues.

Positive change for at-risk youth was described in many ways. For some, communicating thoughts and feelings, setting goals or making plans for the future, strengthened relationships, and increased self esteem/confidence were indicators of success. For others, success included having increased stability/control within their life (ie reduced instances of crises, fewer relapses) and developing tools to deal with problems/challenges. For many youth, participating in the programs helped them to gain voice and choice, become decision makers in their own life, and engage in self-advocacy.

"[Participant] comes to [agency] to feel a sense of belonging... a place where her decisions are respected and supported without judgement." - Program Staff

84% of 621 youth had increased their network of social support (6 programs).

- 90% of 197 participants reported that they had one or more new people that they could turn to for help (may include program staff, other program participants as well as others in the community).
- 81% of 424 participants reported (1) making new friends, or (2) maintaining friendships, through their involvement in the program (these could be friends within the program or friends they made in the broader community, with support from the program).

Positive change for this outcome was demonstrated through youth having adults as positive and healthy role models in their life. By attending the programming, getting connected to new resources/supports and building a network with their peers, the youth expanded their natural and professional supports. The programs supported youth in diversifying their network and ensuring all needs were met. With positive peer groups to share their stories and experiences, plus positive role models through the program staff, youth experienced unconditional support from a diverse network when challenges arose or mistakes were made.

75% of 330 youth were supported in meeting their basic needs (4 programs).

- 80% of 258 youth reported that they had access to nutritious food for themselves or their children.
- 57% of 72 youth reported that they accessed resources that addressed safety.

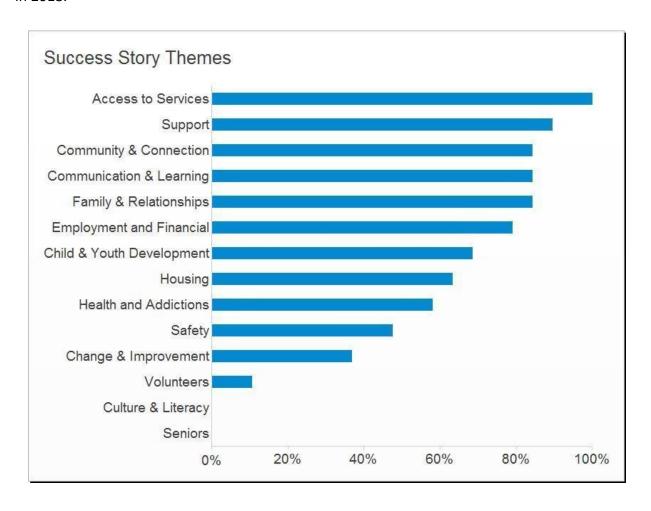
Similar to what we see as overall themes in the broader social services sector, youth in this program area continued to be supported to access food and to increase their experience of

safety. Programs have found ways to incorporate food into the programming for youth as they have observed that food increased the youths' ability to focus, willingness to participate and improved their overall demeanour. By providing youth with a safe place where they can access supports, programs reported a decrease in youths' risky behaviours and unhealthy relationships, and an increase in the youths' comfort to reach out.

"When our youth first hit the streets, they are headed down a path of trauma-induced survival. The desperate and unhealthy co-dependence on other traumatized street youth leads the youth down a dark path that will forever be difficult and harmful. Our daytime program offers the youth a safe, warm, clean alternative to make sure their basic needs are met. Once they are through our doors, we are able to change their decision making abilities, refocus on positive and healthy goals and find the inner strength and successes needed to move into a more healthy and positive trajectory. We are providing the stability needed to role-model healthy independence and still meet their emotional and mental health needs." - Program Staff

Success Stories

Below is a summary of the themes that emerged from all the success stories submitted to COR in 2018.



Agency: Gordon Russell's Crystal Kids Youth Centre

Program: Crystal Kids Youth Centre

One young female program participant presented with very risky behaviours for several consecutive years. She was repeatedly diagnosed with multiple STI's, was an active user of street drugs, and struggled with mental health and addictions. In her words, she "hit rock bottom" and self-identified a need for admission to rehab program. She struggled and withdrew early, returning to street life including the sex trade. While she continued to attend the program, behaviours from drug use were very erratic and she repeatedly had to be asked to leave when she was disruptive to other youth present. She continued to come back and we continued to let her participate. We were her safe place. After repeating the above cycle six times, she asked why we continued to let her attend Crystal Kids? Staff told her she mattered, and she was worth investing in.

Within the last year, she attended rehab successfully, graduated from high school, and entered post-secondary education. She is unclear if she wants to go into social work or vet tech but is leaning toward social work because she "won't have to euthanize anyone in social work." She has come in to check in with us a few times and is doing well. She reports that although she is quite sexually active, she is being smart and not taking risks. She reports she is no longer in the sex trade but has had two stable healthy relationships after leaving the sex trade. She also reports that her street drug use was due to needing to numb out the experiences of being a sex trade worker. To us if she had been able to successfully defeat one of the above symptoms of her victimhood of poverty, we would have considered it a major victory. The fact that she has completely altered her path and is stable and happy puts us over the top and words can't describe our joy for her and the feeling that we had a great impact on her life.

Agencies & Programs Reporting in this Program Area

Boyle Street Community Services

Aboriginal High-Risk Youth Project

High Risk Youth Unit

Youth Unit

Edmonton John Howard Society

REE*START

Elizabeth Fry Society of Edmonton
Girls Empowered and Strong Program

Fort Saskatchewan Boys & Girls Club

Youth Employment Program

Gordon Russell's Crystal Kids Youth Centre

Crystal Kids Youth Centre

iHuman Youth Society

Authenticity Program / iSucceed

Inner City Youth Development Association

Youth Support

Métis Child and Family Services Society

PSECA Support

Native Counselling Services of Alberta

Cunningham Support Worker

Youth Navigator Program

Next Step Senior High II - Fort Saskatchewan

Breakfast and Lunch Program

Old Strathcona Youth Society

Get Connected

YMCA of Northern Alberta

Alternative Suspension

Youth Transitions Program

Youth Empowerment and Support Services

Armoury Resource Centre

Nexus and Graham's Place

Shanoa's Place

Basic Needs Summary

Basic Needs programs focus on providing the necessities of life (e.g. food, clothing, shelter) to members of the community who are unable to access these needs themselves.

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successful voluntee
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7 Agencies Reported ↓

8 Programs Reported ↓

\$2,910,859 Total Funding Invested ↓

29% of the funding is provided by COI funders

There were...

38 Full Time Equivalents 个

2,882 Volunteers ↑ (providing 79,508 hours) ↑

353 Students 个(providing 9,035 hours) 个

Working together to support...

9,979 Unique Participants 0-5

9,046 Unique Participants 6-12

7,090 Unique Participants 13-17

10,836 Unique Participants 18-24

36,886 Unique Participants 25-64

3,379 Unique Participants 65+
6,219 Unique Participants Age Unknown
83,435 Total Unique Participants ↑

Programs collected self-reported data from:

6,628 Indigenous Participants ↑(collected by 3 programs) ↓ 4,466 Immigrant & Refugee Participants ↑(collected by 3 programs) ↓

Data was collected...

During the program (100%) due to the drop-in nature of many of these programs. The primary method for data collection was reported as direct observation by 50% of programs followed by interviews (25%). Data collection was attempted 22,008 times with a response rate of 85%.

Engaging in Reflection

Programs reporting to the Basic Needs program area reflected on their data and:

- Updated and changed their intake forms to increase their ability to be responsive to participant and staff needs.
- Engaged in conversations focused on developing a database to collect outcome data.
- Changed how they were planning and delivering their program to more efficiently use their food budgets.

Prominent & Important Trends

Programs in the Basic Needs program area reported the following trends:

- High rates of unemployment and underemployment continued to impact people's ability to meet their basic needs or that of their family. For many older adults, this affected their overall well-being.
- Increased health and mental health needs.
- Increased stress in already distressed communities often due to lack of supports, loss of family members, weather, lack of sleep etc.

Barriers to Participant Success

Individual, community or systems level challenges were described as limiting participants' success. Examples were as follows:

- Lack of education.
- Lack of knowledge of community resources and how to access them.
- Limited access to childcare, due to cost and hours of operation.
- Lack of transportation.
- Mental/physical health challenges and addictions.

Summary of Basic Needs Program Area Outcomes

The following is a summary of the Basic Needs program area outcomes. The number of programs that reported to each outcome is in brackets.

78% of 4,782 participants had the knowledge, skills and resources needed to attain financial stability (1).

99% of 65,573 participants were able to access and maintain their basic needs (5).

85% of 9,353 participants had the skills needed to address identified issues (1).

100% of 9,353 participants increased their network of social support (1).

Top Reported Outcomes & Indicators

99% of 65,573 participants were able to access and maintain their basic needs (5).

- 99% of 65,425 participants reported that they accessed nutritious food for themselves and/or their children.
- 100% of 148 participants reported that they accessed housing that was safe, adequate, affordable, permanent in either independent or supported living arrangements, as appropriate to their needs.

85% of 9,353 participants had the skills needed to address identified issues (1).

 85% of 9,353 participants demonstrated skills in one or more of the following area: money management/financial; self-care; community involvement; self-advocacy; interpersonal/relationships; parenting; literacy; refusal skills.

100% of 9,353 participants increased their network of social support (1).

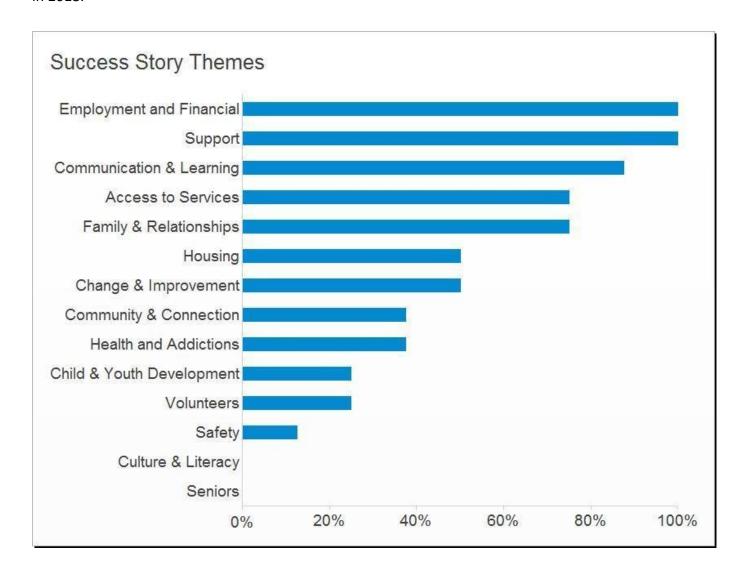
• 85% of 9,353 participants reported making new social connections with peers in the program or in the broader community through their involvement in the program.

Ensuring that basic needs of food and housing are met has enormous impact on individual and family social and emotional well-being. For participants accessing services in this program area, positive change was described as: participants experiencing increased self-esteem, reduced stress and anxiety, and improved interpersonal relationships with their children, family and friends. For many participants, they experience a sense of autonomy, hope and belonging as a result of these programs.

"Because of the Nutritional Enhancement Program people have hope. Hope because if supper is served they can bring their children to a program. Hope because they know that, at least for the time being, they and their children won't be hungry. Hope because while they are at Families First they are not people "living in poverty", people who are "poor" or people with any other number of labels. They are simply people who are enjoying a meal and a snack just like all of the other families here." - Program staff.

Success Stories

Below is a summary of the themes that emerged from all the success stories submitted to COR in 2018.



Agency: Leduc & District Food Bank Association

Program: Food Hamper Program

A very stressed older female client wanting to access our services was extremely guarded and not very happy with having to answer our intake questions. She was very emotional and angry. She had been laid off and was desperately seeking employment but had never needed services before. We were the first point of contact. In our inquiries it was discovered that she needed a resume to help her seek employment. We were able to connect her with income support and connect her with the food bank life skills center where she worked with them in creating a new resume. She received her food hamper and left angry.

She returned the next week a totally different person to apologize for her behavior and wanting to thank us very much for the food but especially the resume that she felt was moving her forward in getting a new job. It was not the same person we had done the intake with and she wanted us to know how much she appreciated what we were able to do for her.

We had a young male who became the sole guardian of his young kids but was not aware that he could access the Child tax credit. He received a food hamper and returned the next month for what he felt would be his final need for our services. He had followed through with all the info we gave him and was going to get \$7,000.00 the following month in back Child Taxes.

A young mother was registered with the Bread Basket program and was very thankful. It allowed her to access those basic few items she needed more regularly to help her get lunches made, etc. for her family. She is the only breadwinner as her husband struggles with cancer and she has to deal with raising 4 small children and take care of a very sick spouse."

Agencies & Programs Reporting in this Program Area

Boyle Street Community Services

Inner City Outreach & Liaison (Drop-In)

Edmonton City Centre Church Corporation (e4c)

Make Tax Time Pay

Edmonton John Howard Society

Adult Support Services

Edmonton's Food Bank: Edmonton Gleaners Association

Warehouse Program

Fort Saskatchewan Families First Society

Nutritional Enhancement Program

Leduc & District Food Bank Association

Food Hamper Program

Kitchen Learning Center (KLC)

Direct Energy Emergency Fund

Capacity Building Summary

Capacity Building organizations enhance programs and services by offering supports that build and maintain the knowledge, skills, infrastructure and resources needed for community impact in the social services sector.



7 Agencies Reported 个
9 Programs Reported 个

\$3,206,857.04 Total Funding Invested ↑

61% of the funding is provided by COI funders

There were...

36 Full Time Equivalents 个

103 Volunteers ↑ (providing 1,479 hours) ↑

23 Students ↑ (providing 3,086 hours) ↓

Working together to support...

Unique Participants aged 0-24

251 Unique Participants aged 25-64

132 Unique Participants aged 65+

5,423 Unique Participants Age Unknown **5,806** Total Unique Participants

Unique Participants in this program area refers to organizational staff or volunteers, as well as organizations and/or collaboratives.

Data was collected...

Predominantly during program implementation (33%) through surveys/questionnaires (89%). Data collection was attempted 4,022 times with a response rate of 61%.

Engaging in Reflection

Programs reporting to the Capacity Building program area reflected on their data and:

- Identified ways that their committee structure and function improved the learning and results of collaboratives.
- Recognized that relationships, trust and network building represented an important impact of their work.
- Reported changes to how evaluation data was collected and reviewed.
- Reported changes to organizational program practices, decisions and policies based on the work hosted and coordinated by the Capacity Building programs.

Prominent & Important Trends

Capacity building organizations identified the following trends in their work:

- Increased demands on organizations to
 - Measure and report on impacts,
 - Engage in trauma-informed practice,
 - Learn from other jurisdictions and share learnings,
 - o Be flexible and collaborative, and
 - Support employee wellness.
- Increased informal volunteering.
- Increased complexity of issues being addressed and the need for collaborative approaches across organizations.
- Increased use of different forms of evidence.

"It is just as important to care for those doing the work. A healthy and competent workforce lends itself to better outcomes for all." Program Quote

Participant Barriers to Achieving Success

Individual, community or systems level challenges were described as limiting participants' success. Examples were as follows:

Time

- To participate in research,
- To take action,
- O To apply learning to enhance program practices and policies, and
- To strengthen relationships and build trust amongst partners.
- Retention of the right people (based on skills, perspective, and project need) engaged at the right time.
- Turnover of membership and the loss of history.
- Commitment changes.

Summary of Capacity Building Program Area Outcomes

The following is a summary of the Capacity Building program area outcomes. The number of programs that reported to the outcome is in brackets.

- 93% out of 1,120 organization staff or volunteers reported strengthened individual skills within organizations. (6)
- 85% of 389 organizations staff or volunteers reported more effective community organizations. (7)
- 73% of 202 organization staff or volunteers reported enhanced collaborative efforts. (4)
- 100% of 19 participants feel educated about social issues in the community. (1)
- 89% of 26 participating communities strengthened their capacity to address issues or create opportunities for engagement. (2)

Top Reported Outcomes & Indicators

The following outcomes and indicators had the highest reported rates for organizational staff or volunteers:

93% of 1,120 organizational staff or volunteers respondents reported strengthened individual skills within organizations (6 programs).

- 96% of 470 organization staff or volunteers reported commitment to and/or confidence in implementing knowledge and/or skills.
- 96% of 437 organization staff or volunteers reported enhanced relationships/connections.
- 95% of 958 organization staff or volunteers reported new knowledge to serve their participants.
- 92% of 507 organization staff or volunteers reported new skills to address identified needs.

Positive change for this outcome area included organization staff and volunteers feeling better equipped to do their jobs, having new insight and a stronger foundation for new ideas. This allows the staff and volunteers to expand their tools and practice.

"In particular, the online resources and articles have revived our volunteer culture, and we are getting more volunteers to improve our community and spirit." ECVO Participant

"Developing relationships with other organizations is the biggest boost to our capacity."

ECVO Participant

In addition, organization staff reported on the impact of Capacity Building program area for community organizations:

85% of 389 respondents reported more effective community organizations (7 programs).

- 99% of 93 organizations reported training has strengthened organizational capacity.
- 83% of 179 organizations reported resources that have strengthened organizational capacity.
- 73% of 172 organizations reported making improvements to their practice/policy.

Themes that emerged across the reports included: organizations seeing the effectiveness of partnership for social change; transforming their organizational culture; building relationships; changing their practices and how they offer their services; use of evidence to inform planning, practice and decision making; and responsive programming. Additionally organizations indicated that at times it can be difficult to track the adoption of new practices when changes don't occur immediately.

For those reporting on collaborative outcomes:

83% of 202 respondents reported enhanced collaborative efforts (4 programs).

- 83% out of 387 organizations reported increased capacity to engage in collaborative efforts.
- 81% of 679 participants of the collaborative reported that they are better able to meet community needs due to working together.

Themes that emerged from the collaborative outcome area included: improved coordination of services resulting in improved participant access to programs and services; strengthened relationships amongst service providers; increased efficiency and effectiveness of service provision; and the creation of safe spaces for conversations and support for organizational leadership and staff.

Capacity Building Co-Analysis

Capacity Building organizations met in 2018 to identify common outcomes, indicators and measures to represent the critical work that they do in the not-for-profit sector. In January 2019, seven organizations (M.A.P.S. Alberta, Early Childhood Development Support Services, Mental Health Action Plan, Edmonton Chamber of Voluntary Organizations, Edmonton Seniors

Coordinating Council, Community-University Partnership and Edmonton Social Planning Council) reported on nine programs using these new outcomes and indicators. The following month these organizations gathered to analyze and discuss their data.

Web of Supports

Collectively, Capacity Building organizations and programs work towards supporting individual staff and volunteers, organizations, community members and the not-for-profit sector as a whole to understand community issues, collaborate, and to remain current and aware of local demographics and research. By supporting the sector to be responsive to changing circumstances, context and research, people living in the Alberta Capital Region will have access to a coordinated and collaborative web of knowledgeable and effective supports.

Did you know? A spider web is five times stronger than steel. This strength comes from its ability to respond differently to outside forces by becoming flexible with a light wind and stiffer when a larger force is applied. When one part of the web breaks, the remaining web compensates (www.planet-science.com).

Creationships

Similar to direct program service providers, the Capacity Building organizations build networks and support the formation of strong, trusting relationships. This important process is known as "creationships": creating relationships between organizations that support effective community work. A significant amount of time in this sector is dedicated to forming relationships that bridge and bond organizations and service providers, a concept that is supported by social capital research (www.socialcapitalresearch.com/literature/definition/). Capacity Builders reported that although tracking their role in brokering relationships is not reflected in their reports, it represents a significant role.

Having engaged people who are passionate, committed and active within a collaborative is key. When there are members of a collaborative who are not fully engaged, social change efforts are hindered.

The Capacity Building organizations highlighted the importance of investing the time for relationship building at the beginning of a collaborative effort to create a strong foundation for working together. These relationships enhanced individual organizations' ability to successfully meet their mission, better understand the work of other organizations and develop strong connections with colleagues. As a result, supported referral processes have improved.

Ripple Effect for Practice, Program and Policy

While COR allows Capacity Building organizations to report the initial impact of their work (i.e. a drop of water), it does not reflect the impacts that occur over time (i.e. the ripple effect). For

organizations that report to the Capacity Building program area, illustrating the process of change that occurs after an initial interaction or service is challenging, if not impossible.

A story from Early Childhood Development Support Services (ECDSS) shows the complexity and difficulty in capturing the ripple effect of training and supports: in the summer of 2017, Heather Boonstra, Executive Director at Fort Saskatchewan Parent Link Centre, decided to train all of the staff in Trauma-Informed Care. ECDSS did two separate 2-day training sessions with over 40 of their staff, including many from administration and support. By winter of that year, staff were already seeing the added benefits of a trauma-informed approach with clients, families, as well as other staff members. Small modifications to build a more welcoming space made a difference to the individuals coming in for support, and to general staff morale.

Heather decided that the larger community also needed this lens on the vulnerable population they worked with, and so with financial support from the Early Childhood Coalition, offered two more trainings, opening it up to the greater community to allow professionals from across sectors (schools, RCMP, Victim Services, FCSS, Boys and Girls Club etc.) to participate. ECDSS also hosted two community screenings of the movie *Resilience* with the support of a staff facilitator who lead discussions afterwards. The underlying idea was to create a community that shared a common language and understanding of how to support individuals through a trauma-informed lens. Heather also wanted other professionals to benefit from working in an organization that was not only trauma-informed with its clients but also with its workforce.

Two years later this "community experiment" has shown how small shifts can have ripple effects throughout a community: the RCMP now meets with families at the Parent Link Centre, a warmer and less stigmatized environment where children can be cared for while parents have meetings with officers. This additional attention to creating safety and trust is the pinnacle of a trauma-informed care approach. The community works more cohesively and closely together and reports having increased their cross referral process and warm hand-offs. They know that when they refer a client or family to a community resource that is trauma-informed, those individuals will be well cared for and respected.

The following quotes are from participants who took the training:

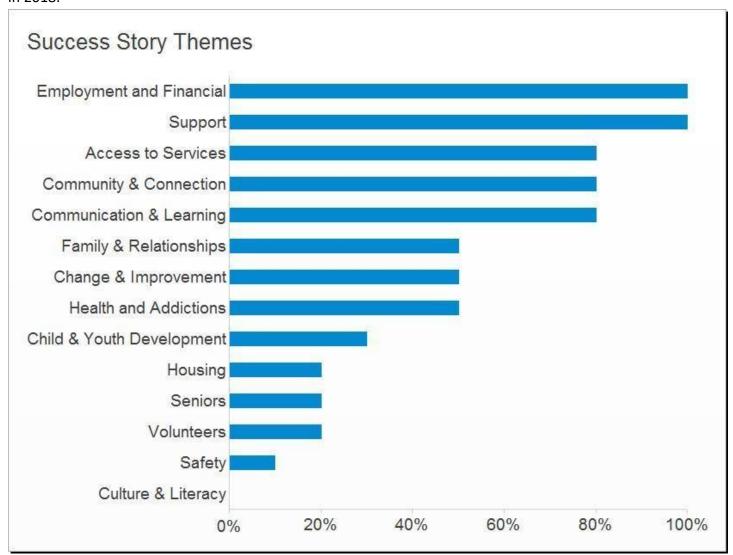
"I have more tools in my toolbox and my understanding of the effects of trauma on individuals has completely changed. I feel more knowledgeable and confident dealing with families that have experienced trauma."

"This course will help me bring empathy and respect into my practice, all aspects. It will help me to support and advocate for trauma informed practices in my classroom and profession." "The brain development section was very eye-opening and helped me change my focus. I feel better equipped to support families and children who have experienced trauma."

"I've learned how to react differently towards trauma and how to approach / listen/ and use all the techniques talked about during the course towards the children and also take that knowledge and use towards the staff to support them too."

Success Stories

Below is a summary of the themes that emerged from all the success stories submitted to COR in 2018.



Agency: Mental Health Action Plan Program: Mental Health Action Plan

When we think about downtown, many different images come to mind: tall glass buildings; the museum, art gallery, and arena as places of excitement and learning; the urgency of traffic during rush hour; a stream of busses that trickle people in and out from the sidewalks. In our image of downtown, there is always a vibrancy of people who animate the community and who bring with them all kinds of hopes, dreams, losses, and sometimes mental health and addiction challenges. There are times when we want to ignore people with mental health and addiction challenges in the downtown community, perhaps because we don't know what to do or say, or we are rushing to our next destination, or maybe we have judgments and stigma about people who face these challenges.

City Centre Mall, managed by Oxford Properties, is one of the few places in the downtown core where all downtown community members can pass through. In fact, there are about 1 million visitors to City Centre Mall each year. It might just be a mall to some, but there are innovative changes occurring that are compassionate and trauma-informed as a way to better serve those with mental health and addiction challenges. The Community Mental Health Action Plan and Oxford Properties developed a relationship through the Edmonton Suicide Prevention Strategy Implementation Planning Committee, and through discussions with the Action Plan Project Lead and committee, the idea of developing a training program for mall security staff, and ultimately business owners in the mall began to grow. The overall goal of the training is to increase connections and relationships between City Centre Mall and nearby community health and social service providers that could collaborate to meet the needs of the population. Training will address the following topics: teaching basic mental health literacy to reduce stigma; reducing the isolation and criminalization of vulnerable people in the city core who are impacted by mental health and addiction issues; and increasing respectful and safe interactions on the property. By making this training content available to the various stakeholders on site, beginning with the security staff, they will then be better equipped to:

- Know and understand more about mental health,
- Connect with collaborative partners,
- Protect and connect visitors and property, and
- Create a culture of compassion and connection.

Oxford Properties is a worldwide property manager, meaning that this training has the potential to be transferable to Oxford sites across Edmonton and, literally, the world. The first round of training will be piloted in March 2019. This work is an example of how the Mental Health Action Plan collaborates with non-traditional providers of mental health support. It also highlights the role we all have to play in treating members of the communities we live and play in as valuable human beings who are worthy of being listened to and cared for.

Agencies & Programs Reporting in this Program Area

Community-University Partnership for the Study of Children, Youth, and Families (CUP),

University of Alberta

Early Childhood Development Support Services

Early Intervention Support Services

Edmonton Chamber of Voluntary Organizations

Edmonton Chamber of Voluntary Organizations

Governance and Leadership

Volunteerism Program

Edmonton Seniors Coordinating Council

Edmonton Seniors Coordinating Council (ESCC)

Edmonton Social Planning Council

Edmonton Social Planning Council

M.A.P.S. (Mapping and Planning Support) Alberta Capital Region

M.A.P.S. (Mapping and Planning Support)

Community Mental Health Action Plan

Children & Youth Summary

Children & Youth programs seek to improve the lives of children and youth by meeting their developmental, social and basic needs.

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28 Agencies Reported ↑
37 Programs Reported ↑
\$16,817,628 Total Funding Invested ↑
64% of the funding is provided by COI funders

There were...

188 Full Time Equivalents ↓
3,032 Volunteers ↓ (providing 220,854 hours) ↓
132 Students ↑ (providing 16,339 hours) ↑

Working together to support...

752 Unique Participants 0-5
11,459 Unique Participants 6-12
5,839 Unique Participants 13-17
2,756 Unique Participants 18-24
3,410 Unique Participants 25-64
170 Unique Participants 65+
1,422 Unique Participants Age Unknown

25,808 Total Unique Participants ↓

Programs collected self-reported data from...

2,322 Indigenous Participants \downarrow (collected by 18 programs) \uparrow **5,146** Immigrant & Refugee Participants \downarrow (collected by 16 programs) =

Data was collected...

Mostly during the program (51%) and post (19%) using surveys/questionnaires (38%) and direct observations (35%). Data collection was attempted 21,683 times with a 60% response rate.

Engaging in Reflection

Programs reporting to the Children and Youth program area reflected on their data and:

- Modified program locations, offerings and targeted age ranges.
- Provided youth and families with referrals to additional programs and services. The referrals were well received and appreciated.
- Explored different data collection tools and techniques to improve feedback.
- Learned that youth do not always retain information presented in a workshop format, instead, incorporated a review, practice, visuals and role plays to help participants retain information during times of heightened emotions.
- Built in more informal socializing during programming to increase learning, sharing and social connections based on participant feedback and facilitator observation.
- Provided childcare during evening programming to increase participation.

Prominent & Important Trends

Programs reporting to the Children and Youth program area identified a number of trends impacting participants, including:

- Poverty and the impact on children and youths ability to have their basic needs met, specifically related to food, housing, clothing and transportation.
- Increased mental health challenges (e.g., stress, anxiety, depression, PTSD etc.) and addictions.
- The complexity of navigating the cultural norms and expectations of their families and integrating into Canadian culture.
- Discrimination.
- The economy which continued to impact program participants ability to participate in programs.

Participants Barriers to Achieving Success

Individual, community or systems level challenges were described as limiting participants' success. Examples were as follows:

• Inability to consistently attend programming due to life circumstances.

- Impact of historical trauma.
- Issues related to poverty (e.g. lack of basic needs, transportation, housing insecurity)
- Stigma associated with the need to access services.
- Inability (lack of financial resources) of families to deal with issues surrounding head lice and bed bugs.
- Language and communication challenges.

Summary of Children & Youth Program Area Outcomes

The following is a summary of the Children & Youth program area outcomes. The number of programs that reported to each outcome is in brackets.

78% of 997 children had developmentally appropriate skills (6).

89% of 159 parents developed the a) knowledge and b) skills needed to provide a nurturing environment for their children. (3)

83% of 486 participants accessed support to meet their needs. (4)

94% of 53 participants were connected to community resources (2).

88% of 122 participants were educated about social issues in the community (2).

94% of 78 participants were involved positively in the community (2).

94% of 1,158 participants were supported in meeting their basic needs (4).

98% of 138 participants felt supported (3).

96% of 106 participants had healthy relationships (2).

92% of 200 participants had improved family functioning (3).

84% of 263 participants had the skills needed to address identified issues (4).

89% of 7,632 participants increased their network of social support (22).

Top Reported Outcomes & Indicators

89% of 7,632 participants increase their network of social support (22 programs).

- 86% of 1,007 participants reported that they had one or more new people that they could turn to for help (may include program staff, other program participants as well as others in the community).
- 88% of 6,919 participants reported making new social connections with peers in the program or in the broader community through their involvement in the program.
- 86% of 5,160 participants reported (1) making new friends, or (2) maintaining friendships, through their involvement in the program (these could be friends within the program or friends they made in the broader community, with support from the program).

For this program area, positive change included: participants being able to identify the characteristics of a healthy relationship and how their behaviours contributed to creating and maintaining these relationships; participants feeling increased confidence to express their

emotions with others (including their parents and other caring adults) and feeling heard and understood as a result. Additionally, children and youth reported improved interpersonal relationship skills such as problem solving, conflict management, decision making.

"You taught me how to talk to mom about my feelings and you also helped me solve my problems at school and home." - Program Participant

78% of 997 children had developmentally appropriate skills (6 programs).

- 74% of 778 participants demonstrated age/developmentally appropriate skills in the following areas: personal/social skills, communication skills, gross motor skills, fine motor skills, appropriate problem solving skills, coping skills.
- 61% of 479 participants reported behaviours or feelings that were consistent with some
 of the following eight developmental assets: support, empowerment, boundaries &
 expectations, constructive use of time, commitment to learning, positive values, social
 competencies, positive identity.

Within this outcome area, examples of positive change included children and youth being able to regulate their emotions, improved self-esteem and improved sense of belonging and self-worth. Children were more engaged in school and, overall school achievement had improved.

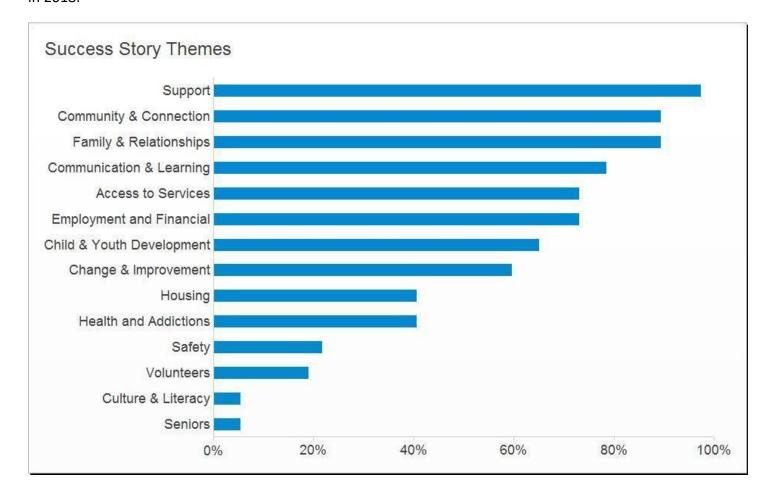
94% of 1,158 participants were supported in meeting their basic needs (4).

- 96% of 1,058 participants reported that they accessed nutritious food for themselves or their children.
- 65% of 100 participants reported that they accessed resources that address safety.

Participants who reported improvements in this program area reported improved school and program attendance, appearance, focus and attention. Additionally, participants were reported to have a more positive demeanour.

Success Stories

Below is a summary of the themes that emerged from all the success stories submitted to COR in 2018.



Agency: Family Futures Resource Network Society

Program: Child and Youth Program / Kids with Confidence

In September 2018, Family Futures Resource Network started running the Youth Nights program out of the Heritage Valley Library (one of the newest community partners). Right from the first week at this new site the staff knew that this would be a successful location to run this program. Community members and library patrons seemed so incredibly happy to have the agency offering this type of program in their local storefront library, so much so that the program reached capacity within the first week.

One library patron was a single mother who was at the library studying (as she is currently enrolled in University classes). As soon as she saw the activities the agency offered, she registered her 9 year old daughter into the Youth Nights program. Although the child was incredibly shy and lacked confidence to speak with her peers, she slowly grew out of her shell and has now attended 5 of the Youth Nights in a row. It is a pleasure to see her interact and

become comfortable with her peers as well as ask questions and fully participate in group discussions. The mother has expressed on many occasions how happy she is that we offer this no-cost youth program & has since then registered her daughter in the Girls Inspired Program as well as the Youth Night Programs that the agency will be running in November & December 2019.

Agencies & Programs Reporting in this Program Area

Abbottsfield Youth Project (AYP) Society

Community Outreach and Living Skills

Aboriginal Counseling Services Association of Alberta

Early Intervention Counseling Program

Action for Healthy Communities

Healthy Active Community Kids (HACK)

Alta Care Resources

3R's Resiliency

ASSIST Community Services Centre

Towards A New Generation (T.A.N.G.)

Ben Calf Robe Society

Awasis, Papoose & Parent, Family Resource Worker

Breakfast/Lunch

Youth Intervention Program

Boys & Girls Clubs Big Brothers Big Sisters of Edmonton & Area

Mentoring

Neighbourhood Clubs

Boys and Girls Club of Leduc

After School Program

Healthy Boys, Healthy Girls (Leduc Youth Movement)

Boys and Girls Club of Strathcona County

After School Programs

Canadian National Institute for the Blind, The

Early Intervention, Beyond the Classroom, Youth Leadership

Council for the Advancement of African Canadians operating as Africa Centre

Africa Centre Prevention Services Program

Leadership Training and Mentorship enhancements to YEG program

Creating Hope Society of Alberta

Aboriginal Mother Advocacy

Edmonton City Centre Church Corporation (e4c)

ArtStart

School Nutrition (Helping Kids Succeed in School)

Edmonton Mennonite Centre for Newcomers

Journey To Belonging

Securing Hopeful Futures

Family Centre of Northern Alberta, The

Action for Teens (Cultural Coaches)

Family Futures Resource Network Society

Child and Youth Program / Kids with Confidence

Fort Saskatchewan Boys & Girls Club

Youth & Family Support/Youth Development

Youth Employment Strategy

iHuman Youth Society

Authenticity Program/iSucceed

Inner City Youth Development Association

Youth Support

Institute for Sexual Minority Studies and Services (iSMSS)

Family Resilience Project (FRP)

Islamic Family & Social Services Association (IFSSA)

The Green Room

Métis Child and Family Services Society

Choices

PSECA Support

Multicultural Family Resource Society

Ethno-cultural Parent/Child, Family and Youth Programs

Pride Centre of Edmonton, The

Youth Transitions

St. Albert Community Information and Volunteer Centre

Sidekicks Mentoring

Stop Abuse in Families (SAIF) Society

New Directions

Terra Centre for Teen Parents

Youth Leadership

All in for Youth

Community Development Summary

Community Development programs are unique in that they engage members of the community to become involved and participate in community improvement and capacity building.

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workshops
                                                                                                           opportunity
                               better **
                                        registered
                                                                       second
plan learned including
           knowledge
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10 Agencies Reported =
10 Programs Reported =
\$2,040,849 Total Funding Invested ↑
73% of the funding is provided by COI funders

There were...

53 Full Time Equivalents ↑
401 Volunteers ↓(providing 16,819 hours) ↓
40 Students ↑(providing 3,550 hours) ↑

Working together to support...

103 Unique Participants 0-5
192 Unique Participants 6-12
311 Unique Participants 13-17
3,206 Unique Participants 18-24

3,188 Unique Participants 25-64
451 Unique Participants 65+
791 Unique Participants Age Unknown
8,242 Total Unique Participants ↑

Programs collected self-reported data from...

204 Indigenous Participants ↑ (collected by 4 programs) = 4,269 Immigrant & Refugee Participants ↓ (collected by 7 programs) =

Data was collected...

Mostly pre and post (30%) and during the program (30%), using surveys/questionnaires (70%) and direct/group discussions (20%). Data collection was attempted 6,925 times with a response rate of 74%.

Engaging in Reflection

Community development is founded in taking action and reflecting on it or adding processes to respond to the reflective learnings. Engaging participants and listening to their needs is at the core of this process. Programs reporting to the Community Development program area reflected on their data and:

- Better understood the importance of intentionally providing participants (individuals and families) with informal time to connect and get to know one another to facilitate opportunities for lasting relationships.
- Have identified specific individual skills that support program participants in becoming stronger more engaged leaders.
- Established new programs or activities that met the emerging needs of the populations they were serving (for example, English language classes or business development training, continuity in support staff, engagement strategies).
- Incorporated new processes or plans for future evaluation of the program.
- Adapted the evaluation process to better meet the needs of the program, participants, organization, and to increase response rates.

Prominent & Important Trends

A number of community trends were identified by Community Development programs for 2018. These included:

- An increase in adults returning to school to improve their English and/or further their employment prospects as they became more aware and connected to resources. This was reported to have increased the overall program effectiveness and participant success.
- An increase in support for cross-cultural collaborations and intercultural approaches.

- The experience of discrimination (particularly in workplaces), racism and social isolation creating challenges for successful integration.
- An increase in the complexity of participants' mental health needs impacting the level of mental health supports required.
- Stressful social and political climates impacting relationships, leadership and community engagement.

Participants Barriers to Achieving Success

Individual, community or systems level challenges were described as limiting participants' success. Examples were as follows:

- Lack of flexible and adequate childcare.
- Experience of living in poverty (unable to meet basic needs such as food, clothing & housing) and facing unemployment or underemployment and the associated stress. This resulted in people limiting their level of community engagement.
- Mental health and addictions.
- Transportation.
- Overwhelming challenges while raising children.
- Lack of awareness of resources available and how to access them.
- Lack of programming specifically for older youth to help them find space and place in their community to lead, share ideas, integrate and develop.

Summary of Community Development Program Area Outcomes

The following is a summary of the outcomes across all programs reporting in the Community Development program area. The number of programs that reported to each outcome is in brackets.

81% of 270 participants accessed support to meet their needs (1).

100% of 48 participants were involved positively in the community (1).

77% of 150 participants were supported in meeting their basic needs (1).

100% of 66 participants felt supported (1).

98% of 173 participants had the skills needed to address identified issues (2).

98% of 2,392 participants increased their network of social support (8).

99% of 2,000 participating communities strengthened their capacity to address issues or created opportunities for engagement (6).

100% of 16 participants reported enhanced collaborative efforts (1).

Top Reported Outcomes & Indicators

98% of 2,392 participants increased their network of social support (8 programs).

• 91% of participants reported that they have one or more new people that they can turn to for help.

• 98% of participants reported making new social connections with peers in the program or in the broader community (through the program).

The community development programs, projects, partnerships and collaborations created opportunities for new connections with a diverse group of people from their neighbourhood and community. New networks and webs of support resulted in participants building awareness about different events or services in the community. Different cultures and communities, with multiple ages and generations, collaborated and learned from each other and other community leaders. Families got to know each other and supported each other. Participants learned new foundational skills and met new people.

99% of 2,000 participating communities strengthened their capacity to address issues or created opportunities for engagement (6 programs).

• 99% of 2,000 participants' communities created opportunities for people to get involved in issues/opportunities of interest to them.

The new connections and relationships facilitated an eagerness to engage and participate in the community, as volunteers or leaders. It fostered a sense of belonging and commitment to the community, engaged participants and encourages all ages to be active and civically involved from a culturally relevant lens. The programs created safe and comfortable spaces to welcome community members. The supports provided to individuals (financial, resources, facilities, leadership development, integration, communication) strengthened the community as a whole. Members of the community worked together and collaborated to address complex social or community concerns.

"[Organization] is very welcoming and open - helped in developing needed leadership skills to effectively formulate programs that empower my community and organization." - Program Participant

98% of 173 participants had the skills needed to address identified issues (2 programs).

• 98% of participants demonstrated skills in one or more of the following areas: money management/financial; self-care; community involvement; socialization; self-advocacy; interpersonal/relationships' parenting; literacy; refusal skills.

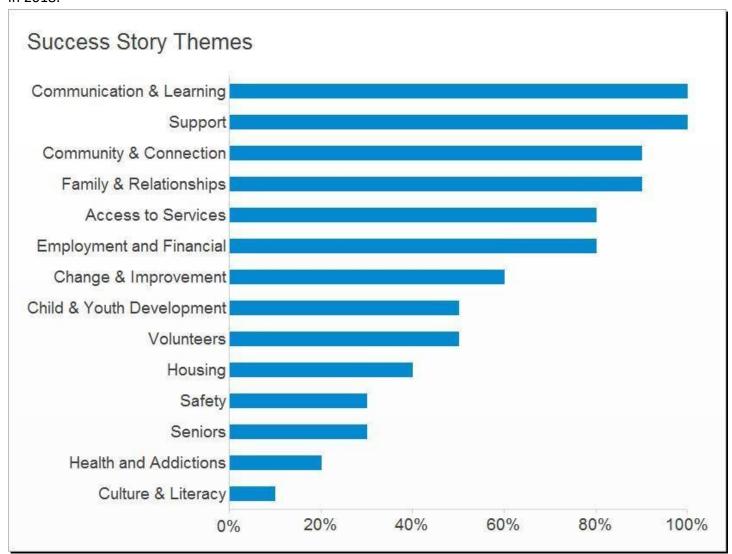
While expanding networks and community engagement are often goals of the community development programs, many of these programs also supported skills development for individuals. This often involved strengthening financial empowerment and literacy and providing opportunities to learn budgeting, building or rebuilding credit, managing debt and planning for the future. Getting some financial relief often resulted in overall improvement in health, sleep, more social connections, improved mood, more focus and increased stability.

Some of the activities in these programs are tailored to meet individual needs and goals of these individuals so their voice is empowered and they are better able to lead and build their community.

"The money I saved through this program helped me to pay for driving lessons, which has helped me find a better job." - Program Participant

Success Stories

Below is a summary of the themes that emerged from all the success stories submitted to COR in 2018.



Agency: Council for the Advancement of African Canadians operating as Africa Centre Program: Africa Centre Prevention Services Program

The Africa Centre uses an asset-based approach to draw upon the leadership within the African community to identify elders, mentors and members of the community that are well suited to support programs and services within the community. The aim is to work in collaboration to integrate the use of professionally-based services, and family and other informal community supports for our preventive program. To accomplish this we provide resource on issues impacting the Community. We do this by conducting community café sessions with various groups from the community (women, youth, elders, leaders). These Café sessions are designed to support the community members to share perspectives on what is important to them, issues facing the community and how best to work collaboratively to address emerging issues and trends. This information positions the Centre well to work in collaboration with professionals to best design collaborative ways to address both community and family issues.

Through the program's conversation cafes, workshops and engagement sessions, several youth have gained employment, many seniors got support for needed services, families received support with their children and youth got engaged in positive activities such as youth conferences, workshops and sports events. The Africa Centre provides program and services to over 40,000 people including children, youth, seniors and families. The Centre uses findings of the qualitative, quantitative and mixed methods approach evaluations of previous projects, programs and needs assessment data from multiple community conversation cafés and community engagements to support its program and service delivery. Through connection with the larger African community, the Centre collaborates with the various communities to bring participants to its programs and services. Using the PanAfrican approach, the Centre is able to tap into a larger pool of assets in the African community to carry out its mission through volunteers, board members, community leaders, employees and members of specific professions whose skills may be required for a specific project or role. Despite the size of the population it represents and serves, the Africa Centre places a very high priority on maintaining close ties with its grassroots and ensuring they benefit from the programs and service we offer. Participants in the program were helped to attain their basic needs through the following activities:

- We held Conversation Cafés, helping community members to meet their specific needs through information sharing, referrals and direct support.
- We held a minimum of three special events in the year that are open to the general public: Black History Month (February), Africa Day (June), and African Soccer Tournament attracting over 3000 people to the events. The events created an opportunity for social integration for community members."

Agencies & Programs Reporting in this Program Area

Action for Healthy Communities

Community Capacities

Candora Society of Edmonton, The

Community Economic Development

Catholic Social Services

Cross-Cultural Counselling and Outreach

Council for the Advancement of African Canadians operating as Africa Centre

Africa Centre Prevention Services Program

Edmonton Mennonite Centre for Newcomers

Putting Down Roots

Edmonton Multicultural Coalition Association

All Together Now

Family Centre of Northern Alberta, The

Neighbourhood Empowerment Team (NET)

Metis Child and Family Services Society

Aboriginal Senior Support

Terwillegar Riverbend Advisory Council

Brander Gardens ROCKS

Empower U - Building Confident Futures Initiative

Disability Support Summary

Disability Support programs focus on supporting individuals with disabilities to overcome barriers.



- 2 Agencies Reported ↓
- 2 Programs Reported ↓

\$572,889 Total Funding Invested ↓

44% of the funding is provided by COI funders

There were...

- **6** Full Time Equivalents ↓
- 4 Volunteers (providing 520 hours) ↓
 - 1 Students (providing 250 hours) ↓

Working together to support...

- O Unique Participants 0-12
- 5 Unique Participants 13-17
- 58 Unique Participants 18-24
- 184 Unique Participants 25-64

49 Unique Participants 65+
5 Unique Participants Age Unknown
301 Total Unique Participants ↓

Programs collected self-reported data from:

24 Indigenous Participants ↑ (collected by 2 programs) = 14 Immigrant & Refugee Participants ↑ (collected by 2 programs) ↑

Data was collected...

Pre, during & post (50%) and during the program (50%), using review of charts or other documentation of participant progress (100%). Data collection was attempted 420 times with a response rate of 89%.

Engaging in Reflection

Programs reporting to the Disability Support program area reflected on their data and:

- Adapted and enhanced their programming. While programs continued to focus on employee readiness and preparation, they also expanded to include employer readiness activities.
- Identified new research opportunities and enhanced connections to researchers, policy makers and administrators.

Prominent & Important Trends

Programs reporting to the Disability Support program area noted a number of community trends including:

- High unemployment rates, which are further pronounced for people with disabilities who experience discrimination and stigma when job seeking.
- The ongoing belief that people with disabilities do not need paid work but can volunteer.
- A lack of inclusive human resource practices across all sectors of the community, private, public and not-for-profit.
- High rates of poverty, which created additional challenges for people with disabilities to meet their basic needs, secure appropriate equipment and support to ensure they were able to live independently.
- A lack of affordable and accessible apartments to rent and/or funding to modify housing.

Participants Barriers to Achieving Success

Individual, community or systems level challenges were described as limiting participants' success. Examples were as follows:

• Lack of access to the necessary equipment and medical supplies.

- Lack of transportation options or funding to modify vehicles.
- Lack of flexible employment opportunities which have reduced environmental barriers.
- Lack of supports available for work experience and practicums, which are recognized as important for gaining employment.

Summary of Disability Support Program Area Outcomes

The following is a summary of the outcomes across all programs reporting in the Disability Support program area. The number of programs that report to each outcome is in brackets.

54% of 187 individuals had improved capacity to obtain and retain employment that provided for basic economic security (1).

90% of 188 individuals and families could access a network of community supports to address their needs (1).

Top Reported Outcomes & Indicators

54% of 187 individuals had improved capacity to obtain and retain employment that provided for basic economic security (1).

- 27% of 113 participants reported that they had increased their wages or found employment.
- 100% of 6 participants surveyed earned job relevant licenses, certificates, credentials or qualified for continuing education.
- 81% of 68 participants reported that they had improved their job readiness.

Supporting participants in identifying their employment goals based on their interests and strengths, creating plans of action and implementing these plans represented the primary focus for this program area. Positive change was described as participants feeling better prepared and confident in their ability to secure employment in their chosen career path. For some participants participation in the program allowed them to see themselves as employable. They reported feeling valued and respected in the programs.

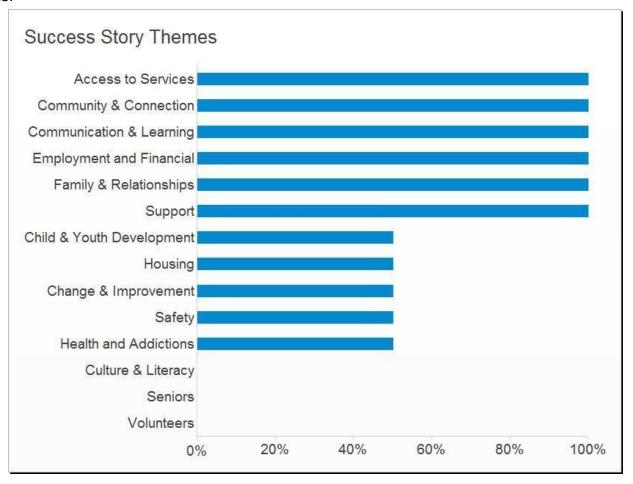
90% of 188 individuals and families accessed a network of community supports to address their needs (1).

• 90% of 188 participants identified one or more specific community resources that addressed their information or service needs.

Participants developed goals and action plans. Action plans included a range of activities such as furthering their education or employment, obtaining financial resources, transportation, home care supports and others. Positive change in this program area was noted when participants achieved their goal(s) and connected to the specified community resources.

Success Stories

Below is a summary of the themes that emerged from all the success stories submitted to COR in 2018.



Agency: Spinal Cord Injury Alberta Program: Adjust Adapt Thrive

Peer support: virtual monthly peer support meetings are hosted with an average of 10 Edmonton based participants. These facilitated meetings explore challenges and solutions from others with lived experience or may involve a guest speaker.

Group activity success: In 2018 we hosted a provincial peer conference in Edmonton which was attended by 69 persons in the region and 50 additional participants from outside the region. The peer conference included an equipment trade fair and 4 panel presentations which each involved 3 peer/lived experience experts and 1 clinical or research expert. The panel topic themes were: adaptive technology to facilitate independence: adapted recreation; aging with SCI; and learning from participation in research clinical trials; more than 90% of participants rated the conference as excellent in content and benefit to them.

Individual story: J is a 36 year old high level quadriplegic living in Edmonton. He remained in Edmonton after his injury since his home of origin was in a remote rural location. He has no family support in Edmonton. He aspires to rebuild his life but was limited because of the amount of funding he received from Home care for the self-managed care option. His previous experience with hiring care providers has been frustrating since his budget did not allow him to find suitable accessible accommodation and trained care providers. Care providers did not feel safe coming to his apartment at night. His situation deteriorated and he was hospitalized for a pressure sore which resulted from no night time caregiver to offer him fluids and to turn him to take the pressure off his joints . He contacted SCI to see if we could help him find better accommodation and appeal to home care for an increase to his self-managed care funding which he had initially been denied.

During his two months of hospitalization his SCI AB client service coordinator sought out an appeal with home care and coached J how to describe his challenges to the appeal panel. The coordinator also provided data on the extent of his care needs and comparisons to other with similar level of injuries. The appeal resulted in his self-managed care funding being increased to a level that lifts him just above the poverty line. The coordinator also helped him find a more suitable apartment close to public transportation so that he was able to attract more qualified care providers. He has also been made aware of our online care-provider training courses that are very affordable which he can require his care providers to take to increase their level of competence. J is now 3 months post discharge from hospital and reports feeling safer and healthier from a physical and emotional standpoint, since he can now hire intermittent care on a 24/7 basis. He is developing a social network by participating in a young men's peer group which meets in the community. J is also exploring post secondary education with this significant improvement in his day to day quality of life.

Agencies & Programs Reporting in this Program Area

Gateway Association
Inclusive Employment Supports
Spinal Cord Injury Alberta
Adjust Adapt Thrive

Early Childhood Summary

Early Childhood programs focus on supporting young children in our community and enhancing early childhood development.



19 Agencies Reported ↑

21 Programs Reported 个

\$9,853,213 Total Funding Invested 个

39% of the funding is provided by COI funders

There were...

115 Full Time Equivalents ↓

361 Volunteers ↓ (providing 5,298 hours) ↓

21 Students \downarrow (providing 1,971 hours) \downarrow

Working together to support...

5,073 Unique Participants 0-5

1,016 Unique Participants 6-12

159 Unique Participants 13-17

484 Unique Participants 18-24

4,495 Unique Participants 25-64
90 Unique Participants 65+
129 Unique Participants Age Unknown
11,446 Total Unique Participants ↓

Programs collected self-reported data from...

999 Indigenous Participants \downarrow (collected by 13 programs) = **2,619** Immigrant & Refugee Participants \downarrow (collected by 13 programs) \downarrow

Data was collected...

Mostly during (57%) and post (38%), using surveys/questionnaires (67%) and direct observation (19%). Data collection was attempted 4,432 times with a response rate of 78%.

Engaging in Reflection

Programs reporting to the Early Childhood program area reflected on their data and:

- Modified their programming. Examples included, changing how programs were delivered in the rural vs. urban context, partnering with other organizations to meet the needs of caregivers, and others.
- Changed data collection from paper surveys during the program (attendees would miss filling out evaluations for various reasons) to online surveys emailed to caregivers.
- Incorporated time to reflect on evaluations with staff, this has allowed staff to see the value in the information they are gathering.

Prominent & Important Trends

Programs reporting to the Early Childhood program area noted a number of community trends including:

- Mental health challenges in both caregivers and children.
- Children having trouble with self-regulation.
- Access to transportation.
- Shifting family dynamics (i.e. grandparents as caregivers, custody, cohabitation).
- Wait lists for programs and a lack of additional program funding, which limited agencies ability to hire more staff and increase programming.

Participants Barriers to Achieving Success

Individual, community or systems level challenges were described as limiting participants' success. Examples were as follows:

- Weather (e.g., cold weather in Edmonton makes it hard for caregivers and small children to attend programming).
- Transportation.
- Feelings of isolation.

Summary of Early Childhood Program Area Outcomes

The following is a summary of the outcomes across all programs reporting in the Early Childhood program area. The number of programs that reported to each outcome is in brackets.

96% of 792 children had developmentally appropriate skills (9).

94% of 1,033 parents developed the (a) knowledge and (b) skills needed to provide a nurturing environment for their children (9).

97% of 31 parents had positive parenting skills (2).

92% of 118 participants accessed support to meet their needs (4).

84% of 118 participants felt supported (4).

91% of 299 participants had improved family functioning (2).

91% of 244 participants had knowledge of child development (6).

89% of 189 participants had knowledge of community resources (2).

88% of 563 participants increased their network of social support (7).

100% of 44 participants were connected to community resources (1).

100% of the 25 participants were educated about social issues in the community (1).

Top Reported Outcomes & Indicators

94% of 1,033 parents developed the (a) knowledge and (b) skills needed to provide a nurturing environment for their children (9 programs).

- 94% of 452 parents identified aspects of a nurturing environment for their child(ren) at home.
- 94% of 1,033 parents identified strategies they could apply at home, to providing a nurturing environment for their child(ren).
- 83% of 134 parents modeled healthy attachment behaviours during the program.
- 98% of 49 parents reported enhanced family interactions.

Positive change for this outcome included parents who reported feeling more confident in their parenting skills, using techniques in the home environment and sharing them with grandparents who implemented them. Parents reported that they were able to better support their children in the home environment by being more patient, yelling less, and establishing routines.

"I read to my child, and help them make the right choices." - Parent Program Participant

96% of 792 children had developmentally appropriate skills (9 programs).

- 97% of 712 participants demonstrated age/developmentally appropriate skills in the following areas: personal/social skills, communication skills, gross motor skills, fine motor skills, appropriate problem solving skills, coping skills.
- 88% of 80 participants reported behaviours or feelings that were consistent with some
 of the following eight developmental assets: support, empowerment, boundaries &
 expectations, constructive use of time, commitment to learning, positive values, social
 competencies, positive identity.

Positive change in this area included children making more friends, having better communication skills, demonstrating improved self-confidence and better relationships with siblings. Additionally, program staff noted that children were fully engaged in summer and afterschool programming and demonstrated the most growth and improvement in their personal and social skills.

"My child is very happy. Learned to interact and socialize with other children." -Parent of child in the program.

88% of 563 participants increased their network of social support. (7 programs)

• 88% of 563 participants reported making new social connections with peers in the program or in the broader community through their involvement in the program.

Positive change for this outcome included: parents who became more aware of community resources available to them and their children and who were able to build a supportive relationship with other parents in the program finding support outside of the program.

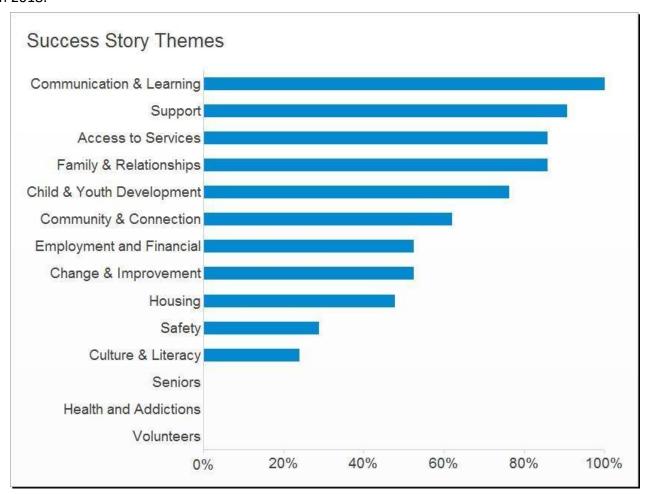
Success Stories

Agency: The Centre for Family Literacy Program: Multicultural Rhymes that Bind

(Letter to staff regarding Rhymes that Bind program) "Dear staff, I hope you are well. I wanted to send you an email to let you know how my daughter is doing in Kindergarten. As I'm sure you remember, we attended the Rhymes that Bind program consistently until she was about 3 and a half years old. Her literacy skills are now well above those expected of a kindergarten student, and she is already reading at the "I" to "J" level in her guided reading. I can't thank you and the Centre for Family Literacy enough for providing the Rhymes that Bind program. Through it, I learned about the importance of oral literacy, and how to help her acquire language skills. I think it made a big difference in her early education, and that difference can be seen in how fast she has picked up and improved her reading skills. Rhymes that Bind is fantastic program

that I recommend to any new parent looking for something fun and educational to do with their children. Thank you again."

Below is a summary of the themes that emerged from all the success stories submitted to COR in 2018.



Agencies & Programs Reporting in this Program Area

Alberta Parenting for the Future Association

Aboriginal Making Connections

Bissell Centre

Early Childhood

Canadian Arab Friendship Association

Family & Early Childhood Development

Canadian National Institute for the Blind, The

Early Intervention, Beyond the Classroom, Youth Leadership

Candora Society of Edmonton, The

The Discovery Centre

Centre for Family Literacy

Edmonton Literacy Classroom on Wheels

Multicultural Rhymes that Bind

Rhymes That Bind

Community Options - A Society for Children and Families

Preschool Education

Connect Society

Building Bridges - Child & Family Services

Council for the Advancement of African Canadians operating as Africa Centre

Rotary Early Learning and Family Programs

Dickinsfield Amity House

Teaching Tots

Edmonton City Centre Church Corporation (e4c)

e4c Early Head Start

Family Futures Resource Network Society

Early Education Program

Fort Saskatchewan Families First Society

Early Childhood Programming

Leduc County - Family and Community Support Services

Early Childhood Resource Program

Lobstick Successful Kids & Families Society

Parents Time Out and Early Childhood Program

Norwood Child and Family Resource Centre

Early Start

St. Albert Family Resource Centre

St. Albert Family Resource Centre

Strathcona County Family and Community Services

Early Childhood Development

Town of Gibbons

Early Childhood Development Initiative - Sturgeon Region

Family Support Summary

Family Support programs focus on providing individual support for personal issues that will improve the quality of life of adults.



37 Agencies Reported ↑
44 Programs Reported ↑
\$26,330,162 Total Funding Invested ↑
44% of the funding is provided by COI funders

There were...

260 Full Time Equivalents ↓
1,508 Volunteers ↑(providing 37,925 hours) ↑
179 Students ↑(providing 26,864 hours) ↑

Working together to support...

8,174 Unique Participants 0-5 **4,549** Unique Participants 6-12 **2,336** Unique Participants 13-17 **1,682** Unique Participants 18-24 11,997 Unique Participants 25-64
511 Unique Participants 65+
5,889 Unique Participants Age Unknown
35,138 Total Unique Participants ↓

Programs collected self reported data from...

6,018 Indigenous Participants \downarrow (collected by 33 programs) \uparrow 9,667 Immigrant & Refugee Participants \downarrow (collected by 27 programs) \downarrow

Data was collected...

Mostly during the program (42%) and post (28%), using surveys/questionnaires (49%) and review of charts or other documentation (19%). Data collection was attempted 20,426 times with a response rate of 81%.

Engaging in Reflection

Programs reporting to the Family Support program area reflected on their data and:

- Adjusted programs and services to reduce duplication, increase accessibility for participants, and address service gaps.
- Explored using technology to collect, store and analyze data.
- Considered different methods of tracking and evaluation (including both quantitative and qualitative approaches) to increase response rates, be responsive to different types of programs, and increase consistency.
- Explored new and different evaluation questions to uncover the needs of individuals and families attending programs and how to best respond to their needs.
- Expanded how evaluation data was shared within (staff, volunteers, boards) and outside of the program (participants, general public, etc.)
- Re-evaluated program and agency goals and priorities, revised the evaluation plans, and adjusted the cycle to gather appropriate data to better demonstrate impact.

Prominent & Important Trends

Programs reporting to Family Support program area reported an increase in:

- Families struggling to ensure their basic needs were met (e.g., food, clothing, shelter, health) due to income insecurity, underemployment and unemployment or job loss.
- The need to better understand the impact of trauma on parenting.
- Families accessing multiple supports and services to address increasingly complex issues (such as employment, medical/health, learning, addictions, mental illness, isolation, etc.).

- Mental health concerns (specifically: stress, relationship conflict, anxiety, depression and suicide) and difficulties accessing/navigating supports (particularly for children and youth, those who are isolated or in need of long-term supports).
- The need to ensure that policies and practices were responsive to participants' life circumstances (e.g. for counselling, no show doesn't always mean not interested, it can just mean that things are not going well).
- Single dad's attending parenting programs. Program providers recognized the need to specifically design programs recognizing dad's unique and distinct struggles.
- Reports of family and/or domestic violence, and increasing onus on the survivor to navigate the system.
- Families, parents and children wanting to socialize, connect and learn from others in similar neighbourhoods, communities, or situations, as themselves. This was also identified as a way to overcome transportation barriers.
- The diversification of the communities and the families attending programming which required the need to understand the population, their needs, and how they can be best supported. Some examples of these changes that were described included: the changing family structure and dynamic (where caregivers may include biological parents, adopted parents, foster parents, grandparents, etc.), changes in family interactions, relationships and child development due to increased use of technology and social media and an increase in the number of refugees calling Edmonton home.
- Reports from families feeling a sense of belonging, support, safety, and welcome at programs.

Participants Barriers to Achieving Success

Individual, community or systems level challenges were described as limiting participants' success. Examples were as follows:

- Accessing programs and services (due to changes in locations, hours, costs, eligibility, transportation, wait lists etc.).
- Lack of available long term mental health supports.
- Lack of out of school time and/or childcare, limiting caregivers ability to attend programming.
- Lack of access to basic needs supports, which then limited participants' ability to fully participate and benefit from programming.
- Impacts of trauma, family violence or abuse, and anxiety/stress/depression.
- Extreme weather conditions impacting participants ability and interest to attend programming (especially if they do not have a vehicle or reliable transportation).
- Isolation and lack of awareness of services available and how to navigate the systems/supports.

Summary of Family Support Program Area Outcomes

The following is a summary of the outcomes across all programs reporting in the Family Support program area. The number of programs that report to each outcome is in brackets.

95% of 154 children had developmentally appropriate skills (3).

96% of 786 parents developed the (a) knowledge and (b) skills needed to provide a nurturing environment for their children (4).

95% of 577 parents had positive parenting skills (4).

82% of 492 participants accessed support to meet their needs (3).

87% of 77 participants were connected to community resources (2).

100% of 17 participants were involved positively in the community (1).

77% of 158 participants were supported in meeting their basic needs (4).

81% of 832 participants felt supported (9).

97% of 127 participants had healthy relationships (3).

89% of 4,372 participants had improved family functioning (27).

100% of 442 participants had knowledge of child development (2).

95% of 1,656 participants had knowledge of community resources (8).

87% of 829 participants had the skills needed to address identified issues (3).

90% of 30 participants increased their a) knowledge and b) skills through their volunteer involvement (1).

87% of 4,949 participants increased their network of social support (28).

99% of 996 participants made an informed choice about their living situation (3).

Top Reported Outcomes & Indicators

87% of 4,949 participants increased their network of social support (28 programs).

- 75% of 104 participants reported that they had one or more new people that they could turn to for help (may include program staff, other program participants, as well as, others in the community).
- 87% of 4,949 participants reported making new social connections with peers in the program or in the broader community through their involvement in the program.
- 82% of 34 participants reported (1) making new friends, or (2) maintaining friendships, through their involvement in the program (these could be friends within the program or friends they made in the broader community, with support from the program).

Positive change in this program area involved families expanding their social network, including connecting with other parents and families, meeting people similar as well as different from them, and both parents and children having the opportunity to create sustainable friendships, bonds, and connections. Families were able to relate to facing similar challenges and also celebrated successes together. Many funded programs noted an increase in families helping and supporting each other by sharing what works for them, other community resources they

had used and learning from each other. Programs supported participants in social network building and practical skills development, while connecting them to resources and supports.

"I found new friends in our community and feel our independence because I know that somebody will help me and my family. My children are so happy every time we come here. In case I need information about our life in Canada, I can ask and receive answers. I hope we can decrease a lot of troubles." - Program Participant

89% of 4,372 participants had improved family functioning (27 programs).

- 92% of 62 participants reported a positive change in their family's routine.
- 89% of 4,310 participants reported increased positive interactions among family.
- 79% of 34 participants reported doing more activities together as a family.

For Family Support participants, positive change in this outcome was reflected in three key areas, 1) positive parenting strategies, 2) positive relationships among family members and 3) individual changes due to the family becoming stronger. Positive parenting strategies brought new skills, more responsive relationships, strengthened routine, participation in activities together and knowledge about long-term impacts of child development. When relationships among family members were strengthened the family spent more time together; everyone in the family was happier, more calm and experienced less stress; the family was more resilient and able to use conflict resolution and problem solving; and there was improved communication. Lastly, as a result of the programming and the family unit being improved, individuals in the family saw positive changes such as: reduction of postpartum depression, improved mood, reduced stress/pressure/conflict, healing from trauma, improved social/relationship/life skills, increased self-confidence and self-esteem, and children academically and socially stronger.

"[The Program], always allows us the opportunity to play together and sing and interact in a supportive environment. These opportunities bring us closer together because of shared experiences, having fun and being playful together." - Program Participant

81% of 832 participants felt supported (9 programs).

- 64% of 289 participants reported having sources of community (e.g., mentor, church leader, etc) or professional support (e.g., within agency or referral) in which they could confide/receive advice (e.g., emotional, instrumental).
- 91% of 543 participants reported feeling (1) heard/understood and (2) that their needs were met by program staff, volunteers and/or other participants.

Positive change in this outcome was demonstrated primarily in the narratives of participants feeling they have a voice and choice in their lives and that they were able to advocate for

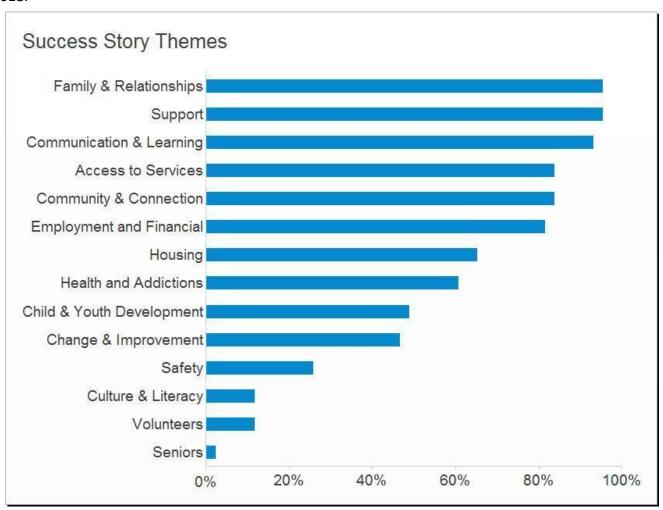
themselves and their families. Building self-confidence and self-esteem to empower participants to take control of their decisions, to access information and support, and to build their own social capital. Positive change was also reflected as participants continued to connect and trust organization staff; this represented a key indicator of a foundational relationship being built so that they felt accepted, welcomed, and comfortable to disclose challenges and personal stories. As a result of these key relationships, participants were able to decrease distress, access services when they needed them, heal from trauma, repair relationships and build trust.

"The thing I appreciate about the program is the way staff treat parents and children. They are always so welcoming. They always communicate and answer my questions." - Program

Participant

Success Stories

Below is a summary of the themes that emerged from all the success stories submitted to COR in 2018.



Agency: Edmonton Mennonite Centre for Newcomers

Program: Toward Full Participation

I moved to Canada with my husband and four children. I became a refugee because I left my country and my family due to civil war in my country. I miss my country but day by day I am learning to like Canada and I appreciate the opportunity to live in a peaceful place that my kids have a future. I developed a lot of health issues because I was alone at home with my kids with no job, friends, family or medical coverage. I needed help with affordable housing, medical coverage, child tax benefit, job for my husband. I heard about a program at the Mennonite Centre for Newcomers.

It has made me more confident with myself and my kids. I learn English; have new friends, and have all the support that I need (emotional and professional). I have loved the attention and dedication from the staff; they help to make my life easy and happy! I got support with all my needs, as I do not have to travel for multiple places. I got all my appointments done when I finish my school. I also made an appointment for my husband to get help with his resume and finding work. Now he has job. I have medical coverage, we moved into better affordable house. This program gives me the opportunity to learn English and feel more confident and independent in everyday life and to do things by myself. Examples are going to the doctor, buying groceries, talking on the phone, meeting new friends, and trying new activities. I love learning activities to do with my children, learning new songs, making crafts, reading books, and making new friends for my kids. Also, things like taking turns and how to share. I also got a lot of other support; I was not receiving child tax benefit, did not have family doctor or medical coverage. I got help with all of these problems. I have medical coverage, receive my child tax benefit; I also have a doctor who speaks my language. I started full time LINC and my children are in day care.

I am happy because of your help. I am so thankful to be part of this class! Thank you Mennonite Centre and staff for all that you did for me and my family!!

Agencies & Programs Reporting in this Program Area

Aboriginal Counseling Services Association of Alberta Early Intervention Counseling Program

Ben Calf Robe Society

Traditional Parenting - Otenaw lynuik Program

Beverly Day Care Society & Family Resource Centre

ACCESS Program

Bissell Centre

Family Support Services

Boyle Street Community Services

Family Outreach Program

Canadian Arab Friendship Association

Family & Early Childhood Development

Candora Society of Edmonton, The

Family and Community Resource Centre

Catholic Social Services

Saturday and Evening Counselling

Centre for Family Literacy

Literacy Links

City West Childcare and Community Support Society

Family Support

Community Options - A Society for Children and Families

Preschool Education

Creating Hope Society of Alberta

Aboriginal Mother Advocacy

Dickinsfield Amity House

Kilkenny Community Centre

Neighborhood Drop In Resource Centre

Edmonton City Centre Church Corporation (e4c)

e4c Early Learning Program

Edmonton Mennonite Centre for Newcomers

Toward Full Participation

Family Centre of Northern Alberta, The

Drop in Single Session Counseling (DISSC)

Roots and Wings

Therapy & Counselling Service

Family Futures Resource Network Society

Family Support Program

Fulton Child Care Association

Supports and Advantages for Children and Families Program

Jasper Place Child and Family Resource Society

West Edmonton Parent Link

Jasper Place Wellness Centre

Family Group/Community Centre Services

KARA Family Resource Centre

Connecting Parents Program

Kids Kottage Foundation

Kids Kottage Crisis Nursery

Lansdowne Child Care & Family Centre Society

Lansdowne Early Intervention and Resource Program

Leduc & District Food Bank Association

Leduc Regional Community Connections Centre

Métis Child and Family Services Society

Aboriginal Family Services

Choices

Multicultural Family Resource Society

Ethno-cultural Parent/Child, Family and Youth Programs

Multicultural Health Brokers Cooperative

Family Supports to CS

Native Counselling Services of Alberta

Cunningham Support Worker

Family Life Improvement Program

Norwood Child and Family Resource Centre

Relentless Connector

Oliver Centre Early Learning Programs for Children & Families Society

Full Day Head Start/Half Day Head Start

Primrose Place Family Resource Centre

Primrose Place Family Resource Centre

St. Albert Family Resource Centre

Family Support Services

Sturgeon Public School Division

Headstart - Family Support Workers

Terra Centre for Teen Parents

Housing Support Services

Starting Point

The Red Road Healing Society

Child and Family Resource Centre

Yellowhead County Family & Community Support Services

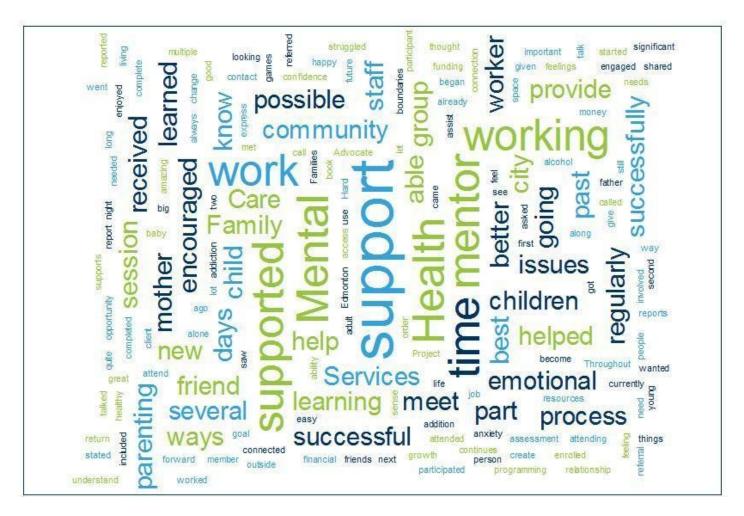
Families First Program

YMCA of Northern Alberta

Family Ties Program

Fetal Alcohol Spectrum (FAS) Summary

FAS programs focus on providing individual support for personal issues that will improve the quality of life of adults.



- 2 Agencies Reported =
- 4 Programs Reported =

\$1,842,378 Total Funding Invested =

86% of the funding is provided by COI funders.

There were...

- 23 Full Time Equivalents ↓
- 2 Volunteers ↓(providing 8 hours) ↓
- 2 Students ↓(providing 300 hours) ↓

Working together to support...

- O Unique Participants 0-17
- 44 Unique Participants 18-24
- 239 Unique Participants 25-64

6 Unique Participants 65+ 289 Total Unique Participants ↑

Programs collected self-reported data from...

166 Indigenous Participants ↑ (collected by 4 programs) ↑
2 Immigrant & Refugee Participant ↑ (collected by 2 programs) ↓

Data was collected...

During the program (75%) or post (25%), using interviews (75%) and direct observations (25%). Data collection was attempted 349 times with a response rate of 87%.

Engaging in Reflection

Programs reporting to the Fetal Alcohol Spectrum program area reflected on their data and:

- Updated their Program Logic Model using a GBA+ analysis.
- Changed workload and content of training.
- Noted that many of the individuals on their caseload were experiencing negative
 interactions with the legal and correctional systems. As a result, the role of staff
 expanded to include both people living with FAS and the legal and correctional systems.
 The focus of the work with the legal and correctional system was to educate and inform
 them of the effects of FAS on decision making, comprehension and other areas of brain
 structure.

Prominent & Important Trends

A number of trends were identified by programs reporting to the Fetal Alcohol Spectrum program area including:

- Wait lists for services and lack of funding to hire more staff to address the wait lists.
- Lack of community supports, such as respite and counseling.
- Lack of awareness and understanding of the effects of FAS.
- Retaining and replacing qualified program staff.

Participants Barriers to Achieving Success

Individual, community or systems level challenges were described as limiting participants' success. Examples were as follows:

- Lack of financial stability.
- Feelings of social isolation.
- Family Violence.
- Increase in addictions and drug use and a lack of available spots for treatment.

Summary of FAS Program Area Outcomes

The following is a summary of the outcomes across all programs reporting in the FAS program area. The number of programs that report to each outcome is in brackets.

86% of 49 participants accessed supports to meet their needs (1).

75% of 122 participants were connected to community resources (3).

38% of 16 participants were supported in meeting their basic needs (1).

97% of 58 participants felt supported (3).

76% of 58 participants increased their network of social support (3).

Top Reported Outcomes

75% of 122 participants were connected to community resources (3 programs).

- 82% of 68 participants reported that they had contacted one or more community resources that addressed their information or service needs (e.g., could be for parenting, relationships, mental health, basic needs, abuse, community connections, or other issues).
- 65% of 54 participants reported that they had used the resources/services of one or more community resources that addressed their information or service needs.

Knowing where and how to access resources and supports and navigate systems created significant barriers for people living with FAS or supporting someone with FAS. Creating a Resource Guide helped families to be able to continue to access appropriate resources as their needs changed over time. Positive change was described as a progression. Initial efforts to connect an individual or family to a resource would involve significant mentor support and, over time, the degree of mentor support required would decrease to the point of the individual or family seeking out support on their own.

"Excellent! lots of great information, understanding and very helpful. They will help you find the direction you need to go with your kids." - Program Participant

97% of 58 participants felt supported (3 programs).

• 97% of 58 participants reported feeling (1) heard/understood and (2) that their needs were met by program staff, volunteers and/or other participants.

Individuals and families that accessed FAS programs often need lifelong support as FAS is a disability that does not get better. The goal of the FAS programs is to assist individuals and families in finding and accessing the long-term supports that are available to them.

"They learn to become more confident in their ability to meet their own needs, while also recognizing that there are supportive people that they can trust." Program Staff

76% of 58 participants increased their network of social support (3 programs).

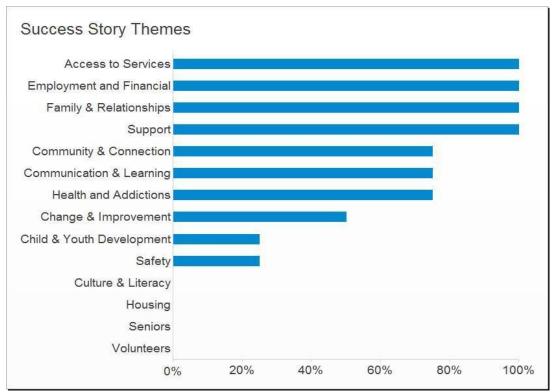
- 70% of 43 participants reported (1) making new friends, or (2) maintaining friendships, through their involvement in the program (these could be friends within the program or friends they made in the broader community, with support from the program).
- 93% of 15 participants reported that they had one or more new people that they could turn to for help (may include program staff, other program participants as well as others in the community).

FAS programs work with individuals directly affected by FAS and their caregivers. Those working in these programs recognized that caregivers needed an opportunity to connect with others, and to build or rebuild natural supports. As a result, a support group was formed to bring caregivers together to teach them about the disability of FAS and to support one another. An indicator of success for this program enhancement was a reported decrease in the level of stress that the caregivers experienced.

"Initially we walk alongside them as they learn to navigate through systems and to develop boundaries. Over time they have a network of support and know how to advocate to meet their own needs." Program Staff

Success Stories

Below is a summary of the themes that emerged from all the success stories submitted to COR in 2018.



Agencies reporting to the FAS program area requested that the stories submitted not be shared publicly.

Agencies & Programs Reporting in this Program Area

Bissell Centre

Fetal Alcohol Spectrum of Services

Catholic Social Services

Coaching Families

First Steps

Step by Step

Head Start Summary

Head Start programs promote school readiness by enhancing child development and engaging parents in their child's learning.



- 4 Agencies Reported =
- 4 Programs Reported =

\$7,506,466 Total Funding Invested 个

27% of the funding is provided by COI funders

There were...

141 Full Time Equivalents 个

241 Volunteers ↓ (providing 2,446 hours) ↓

52 Students 个(providing 3,763 hours) 个

Working together to support...

1,563 Unique Participants 0-5

722 Unique Participants 6-12

163 Unique Participants 13-17

221 Unique Participants 18-24
612 Unique Participants 25-64
27 Unique Participants 65+
913 Unique Participants Age Unknown
4,221 Total Unique Participants ↑

Programs collected self reported data from...

280 Indigenous Participants ↓ (collected by 4 programs) = 1,866 Immigrant & Refugee Participants ↑(collected by 4 programs) =

Data was collected...

Equally (25%) across the 4 different time periods: pre; pre and post; during; and pre, during, post. Data was collected using surveys/questionnaires (50.0%), direct observations (25.0%) and interviews (25.0%). Data collection was attempted 2,082 times with a response rate of 74%.

Engaging in Reflection

Programs reporting to the Head Start program area reflected on their data and:

- Identified specific ways to change programming to better respond to the needs of families.
- Enhanced how they communicated with parents (e.g., increased social media presence, use of learning stories).
- Introduced training opportunities for staff including trauma informed practice and early childhood curriculum framework.
- Explored software for data collection and analysis.
- Expanded partnerships.

Prominent & Important Trends

A number of community trends were identified by programs reporting to the Head Start program area, including:

- A lack of mental health supports for children under 5 and their families.
- Social isolation.
- Marital/family conflict.
- Specific challenges experienced by immigrant/refugees.
- Access to quality childcare for children with higher needs.

Participants Barriers to Achieving Success

Individual, community or systems level challenges were described as limiting participants' success. Examples were as follows:

 Poverty and participants' inability to meet their basic needs (food, clothing, shelter, transportation).

- Mistrust of systems.
- Availability of quality and affordable childcare.
- Racism.
- Social isolation and mental health challenges.
- Lack of social supports.
- Availability of community resources.
- Time to build relationships of trust in order to effectively support the participants.

Summary of Head Start Program Area Outcomes

The following is a summary of the outcomes across all programs reporting in the Head Start program area. The number of programs that reported to each outcome is in brackets.

99% of 968 children had developmentally appropriate skills (4).

100% of 24 parents developed the (a) knowledge and (b) skills needed to provide a nurturing environment for their children (1).

50% of 64 participants were supported in meeting their basic needs (1).

98% of 59 participants had improved family functioning (1).

65% of 424 participants increased their network of social support (3).

Top Reported Outcomes & Indicators

99% of 968 children had developmentally appropriate skills (4 programs).

- 99% of 947 participants demonstrated age/developmentally appropriate skills in the following areas: personal/social skills, communication skills, gross motor skills, fine motor skills, appropriate problem solving skills, coping skills.
- 75% of 21 school-age participants demonstrated school readiness skills (e.g., ageappropriate literacy, numeracy).

Programs reported that children were demonstrating improved fine and gross motor skills, language and communication as well as social competency skills such as following directions, communicating with others and interacting. These are skills that support children to be better prepared to enter kindergarten and how well children do in kindergarten is a good predictor of positive lifelong outcomes.

"Child has basic skills for social interaction with peers and teachers." - Staff at Program

65% of 424 participants increased their network of social support (3 programs).

• 65% of 424 participants reported making new social connections with peers in the program or in the broader community through their involvement in the program.

Positive change for this outcome included: making new friends beyond the program, being more involved in the community, experiencing less boredom, learning about different cultures and experiencing a sense of belonging and acceptance.

"Parents get validated as parents, members of the community and build strong connections with staff, other parents and community agencies." Staff at Program

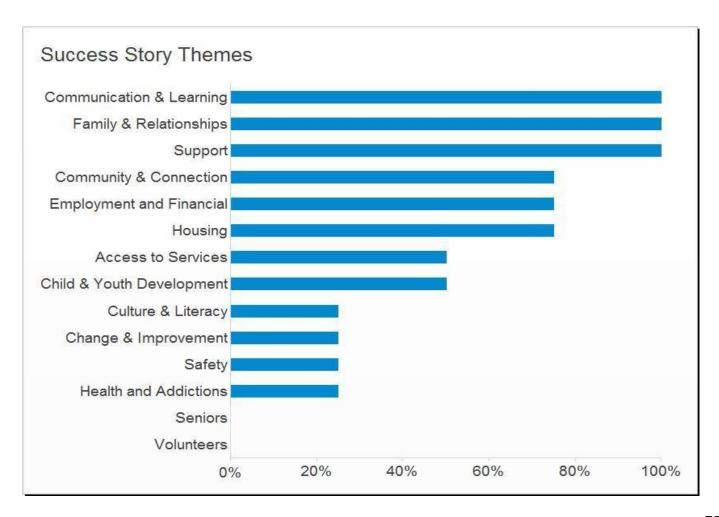
50% of 64 participants were supported in meeting their basic needs (1 program).

• 50% of 64 participants accessed resources that addressed financial issues.

For this outcome, the focus was on increasing the participants financial independence. Providing participants with options that they had not previously considered was key and included support for resume writing, job applications, returning to school, applying for benefits and providing supportive feedback to increase their self-esteem and confidence.

Success Stories

Below is a summary of the themes that emerged from all the success stories submitted to COR in 2018.



Agency: Bent Arrow Traditional Healing Society

Program: White Cloud Head Start

As a program we have been very blessed to have many strong women who despite having struggles throughout their childhood have overcome and are leading the way for others. One such Mom, who is a survivor of being in the foster care system, losing a sibling to murder, losing her grandparent (whom raised her) and is now raising two wonderfully strong and compassionate young girls.

This amazing woman has gone back to school and was in psychology but just recently has changed her education onto a path of governance and growth within the Indigenous population. Her passion to get back to her roots in a way that will support others in their journey and assist them in connecting to their past and be able to move forward in a strong and powerful way. We have supported her when ever we can to ensure that this mom has what she needs to be the amazing role model she continues to be.

Agencies & Programs Reporting in this Program Area

ABC Head Start Society

Head Start

Bent Arrow Traditional Healing Society

White Cloud Head Start

Norwood Child and Family Resource Centre

Head Start

Oliver Centre Early Learning Programs for Children & Families Society

Oliver Centre Half Day Head Start

Home Visitation Summary

Home Visitation programs are services that promote healthy parent-child relationships and the best possible outcomes for vulnerable families.



- 13 Agencies Reported =
- 13 Programs Reported =

\$4,261,260 Total Funding Invested ↓

96% of the funding is provided by COI funders

There were...

- **60** Full Time Equivalents ↓
- 37 Volunteers ↓ (providing 841 hours) ↓
- 14 Students 个(providing 4,910 hours) 个

Working together to support...

- 785 Unique Participants 0-5
- 148 Unique Participants 6-12
- 172 Unique Participants 13-17
- 355 Unique Participants 18-24

697 Unique Participants 25-64
1 Unique Participants 65+
19 Unique Participants Age Unknown
2,177 Total Unique Participants ↓

Programs collected self-reported data from...

711 Indigenous Participants \downarrow (collected by 11 programs) = 354 Immigrant & Refugee Participants \downarrow (collected by 11 programs) =

Data was collected...

Mostly during the program (69%), using surveys/questionnaires (54%) and direct observations (23%). Data collection was attempted 1,895 times with a response rate of 78%.

Engaging in Reflection

Programs reporting to the Home Visitation program area reflected on their data and:

- Recognized how important collaborations were in order to meet the needs of participants which were high and spread geographically across the Alberta Capital Region.
- Learned that prevention work begins prenatally with pregnant women. Programs needed to work to get services and supports in place before the child(ren) are born.
- Highlighted the importance of evaluating programs and services so that they align with program goals
- Learned that using different data collection methods or techniques resulted in more indepth learnings around the successes and challenges of participants and how the program could evolve.
- Revised old or outdated tools to reflect the activities and services being provided and to implement clear, more concise and informative questions for program development, ensuring participants needs were met (reducing vagueness and subjectivity).
- Learned that staff were excelling in supporting parents in a meaningful way that respected their needs, culture, beliefs and values.
- Continued to emphasize the importance and value of relationship building in home visitation programs.

Prominent & Important Trends

A number of community trends were identified by programs reporting to the Home Visitation program area, including:

- Increased use of screen time (for both parents and children) which impacted relationships and child development.
- Increased need for mental health and addiction supports for participants particularly for anxiety and depression.

- An increase in the number of high-risk families seeking support (families struggling with homelessness, addictions, mental health concerns).
- An increase in participants experiencing poverty, social isolation, food insecurity, barriers to transportation and inadequate housing.
- Increased incidences of family violence (often due to stress and pressures on the family).
- An increase in families with cognitive impairment, disabilities or medical diagnosis that were impacting family functioning.
- An increase in collaborative efforts to provide services and meet the needs of participants.

Participants Barriers to Achieving Success

Individual, community or systems level challenges were described as limiting participants' success. Examples included:

- Access to transportation (particularly in remote or rural areas).
- Access to mental health supports (particularly for severe trauma or low income) and the length of time between appointments or supports.
- Stigma around mental health and addictions, which reduced the likelihood of parents reaching out for support.
- Access to affordable and adequate housing for families (particularly for bigger families).
- Lack of access to basic needs.
- Impacts of family violence.
- Negative experiences with programming or supports in the past making participants more closed off to support, services or activities within the program (like counselling).
- Lack of awareness of and confidence to access the supports available to them.
- Lack of affordable or accessible child care.
- Unemployment or underemployment; working multiple jobs to try and make ends meet.
- Systemic racism and unconscious bias working against families accessing programs and supports as well as unconscious bias held by participants about programs and services.

Summary of Home Visitation Program Area Outcomes

The following is a summary of the outcomes across all programs reporting in the Home Visitation program area. The number of programs that report to each outcome is in brackets.

75% of 61 children had developmentally appropriate skills (2).

78% of 78 parents developed the a) knowledge and b) skills needed to provide a nurturing environment for their children (2).

89% of 84 parents had positive parenting skills (5).

100% of 25 participants accessed support to meet their needs (2).

90% of 50 participants were supported in meeting their basic needs (1).

82% of 306 participants felt supported (2).

96% of 415 participants had knowledge of child development (8).

85% of 47 participants had knowledge of community resources (2).

79% of 61 participants had the skills needed to address identified issues (3).

80% of 348 participants increased their network of social support (5).

Top Reported Outcomes & Indicators

96% of 415 participants had knowledge of child development (8 programs).

- 98% of 160 parents identified activities that were appropriate for their child(ren)'s development (e.g., what activities they would encourage children to do, or do with their children, at a particular age/stage).
- 97% of 395 parents identified ways they could interact with their child(ren) in a way that matched his/her level of development (e.g., read to child(ren), engaged in interactive play in home or community).
- 90% of 20 parents identified the developmental stages that could be expected of their child in relation to: communication, physical development, attention, focus.

Success for parents and caregivers was defined by increased knowledge and supports in place to understand their child(ren)'s development, behaviours and what they needed to grow into healthy children and adults. Parents/caregivers demonstrating new activities and interactions with their child(ren) during home visits and exhibiting pride and excitement in their new parenting strategies were described as great indicators of success.

"My child gets the reading box so I know what to do and make sure that she learns good habits and develops healthy." - Parent of a Home Visitation Program

89% of 84 parents had positive parenting skills (5 programs).

- 87% of 23 parents identified strategies to apply in one or more of the listed areas (develop age-appropriate skills, positive feedback to children, addressing children's behaviour challenges, setting boundaries).
- 88% of 41 parents modelled positive parenting strategies learned during the program.

Positive change was described as parents or caregivers reading, playing, and having conversations with their child(ren), as well as, implementing new strategies for addressing behaviour challenges and setting boundaries. Program staff indicated positive change also included when the parents/caregivers were able to replicate strategies learned or modeled by the home visitation worker and were eager to learn more, asking questions and practicing the techniques.

"Now I know a lot about how to raise my son, how to treat him, not to scream to him, when he is not listening." - Parent of a Home Visitation Program

80% of 348 participants increased their network of social support (5 programs).

- 68% of 216 participants reported that they had one or more new people that they could turn to for help (may include program staff, other program participants as well as others in the community).
- 98% of 132 participants reported making new social connections with peers in the program or in the broader community (through the program).

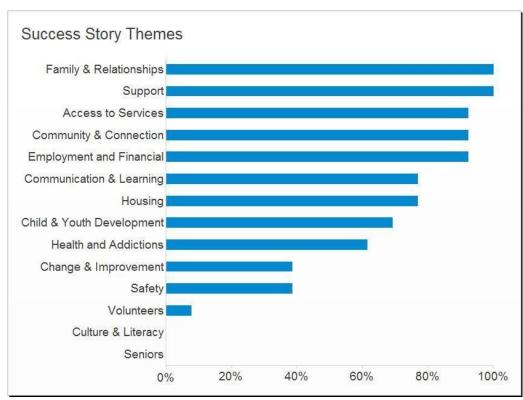
Many families that are receiving home supports, often have little to no connection with other supports in their neighbourhood or community. Starting with the home visitation worker, participants increased their comfort engaging with supports and asking for help. Once the family felt more comfortable with the worker, they were more likely to attend additional programming and meet new connections, other families, and get connected to more programs, resources or additional supports.

"I am a mother of twins and I came to Canada as a refugee, I was raised in an orphanage and have no friends of family here in Edmonton. Through this program I feel that I am coping as a parent, I feel okay now with regular visits. I feel supported. I have hope now." - Program

Participant

Success Stories

Below is a summary of the themes that emerged from all the success stories submitted to COR in 2018.



Agency: Fort Saskatchewan Families First Society

Program: Home Visitation

Client B came to us about 4 years ago. When we first met, the client did not leave the house without a family member and had a great deal of anxiety - very scared of the unknown.

Within the first year of Home Visitation the client began navigating the community with her daughter. She is even able to cross a major highway to access services now! The client set a goal of getting her learner's license. The Home Visitor supported her by helping her with downloading an app and studying and shortly after this the client was successful. She is now practicing her driving! Client shared that she had challenges with getting her child to sleep. Client got support through the Triple P Program with bedtime routines. The client took it seriously, the structure and follow through skills she learned really help her to be consistent with her daughter which has improved their relationship specifically because the child is sleeping an adequate amount in her bed all night. This client's next step was to take the Basic Shelf program and is now able to cook, something she did not do before. She feels proud because she now can look in her pantry and create a meal. She has now invited at least 5 people over and cooked for them, where as before they would have ordered take out food. Client learned about budgeting in the Young Parents Group program, where she followed through by creating her own budget and for 3 years has followed her budget with the greatest of success.

The connections the client has made with agency staff have given her the confidence to make friends with other clients that use the agency. Through the modeling by staff and support from the Home Visitation, the client is able recognize what a healthy relationship should look like and has chosen to end some relationships she felt were unhealthy. She also has learned to believe in herself and her judgement when making decisions."

Agencies & Programs Reporting in this Program Area

Alberta Parenting for the Future Association

Parkland Home Visitation

Bent Arrow Traditional Healing Society

Healthy Families

Boyle Street Community Services

Home Visitation

Family Futures Resource Network Society

Weekly Family Mentorship Program (Home Visitation Program)

Fort Saskatchewan Families First Society

Home Visitation

Healthy Families, Healthy Futures

Home Visitation

Leduc County - Family and Community Support Services

Family Connections

Métis Child and Family Services Society

Aboriginal Child and Family Services

Multicultural Health Brokers Cooperative

Culturally-sensitive Home Visitation

Norwood Child and Family Resource Centre

Healthy Families Home Visitation Program

St. Albert Family Resource Centre

Home Visitation

Strathcona County Family and Community Services

Home Visitation Program

Terra Centre for Teen Parents

Healthy Families

Information & Referral Summary

Information & referral programs identify needs and refer individuals to various community resources.



12 Agencies Reported ↑
14 Programs Reported ↑
\$4,254,893 Total Funding Invested ↑
64% of the funding is provided by COI funders

There were...

66 Full Time Equivalents ↑

1,986 Volunteers ↓ (providing 18,932 hours) ↑

28 Students ↑(providing 5,570 hours) ↑

Working together to support...

744 Unique Participants 0-5
983 Unique Participants 6-12
15,843 Unique Participants 13-17
9,014 Unique Participants 18-24

70,137 Unique Participants 25-64
4,476 Unique Participants 65+
7,955 Unique Participants Age Unknown
109,152 Total Unique Participants ↑

Programs collected self-reported data from...

3,385 Indigenous Participants ↑(collected by 8 programs) ↑
1,398 Immigrant & Refugee Participants ↑(collected by 5 programs) ↑

Data was collected...

Mostly during the program (57%) and post (36%), using surveys/questionnaires (43%) and direct observation (29%). Data collection was attempted 25,638 times with a response rate of 79%.

Engaging in Reflection

Programs reporting to the Information & Referral program area reflected on their data and:

- Identified different ways of collecting data, discussed how data was being collected to develop a more consistent approach.
- Began to ask whether the data being collected was being used for programming,
 evaluation or just because and stopped asking questions if the data was not being used.
- Adapted program delivery methodologies based on the evaluation data.
- Participated in the Canadian Evaluation Society Conference, which expanded their evaluation network.

Prominent & Important Trends

A number of community trends were identified by programs reporting to the Information and Referral program area, including:

- Access to basic needs supports including food, housing, clothing.
- Emergency financial assistance.
- Assistance accessing and navigating the mental health and addictions supports services.
- Increased requests for supports for people leaving violent relationships.

Participants Barriers to Achieving Success

Individual, community or systems level challenges were described as limiting participants' success. Examples were as follows:

- Poverty.
- Homelessness.
- Mental health and addictions.
- Transportation.
- Lack of social supports.

- Social isolation and exclusion.
- Intergenerational trauma.
- Language.
- Childcare during non-traditional hours.
- Lack of service or services with lengthy wait lists.
- Financial eligibility criteria when the individual's income is too high for the subsidy but too low to pay for the needed service.
- Awareness of resources and how to navigate the systems.

Summary of Information & Referral Program Area Outcomes

The following is a summary of the outcomes across all programs reporting in the Information & Referral program area. The number of programs that report to each outcome is in brackets.

86% of 313 participants accessed support to meet their needs (1).

86% of 1,020 participants felt supported (3).

46% of 15,193 participants had knowledge of community resources (7).

91% of 617 participants had the skills needed to address identified issues (3).

96% of 67 participants increased their a) knowledge and b) skill through their volunteering involvement (1).

88% of 2,598 participants increased their network of social support (9).

96% of 470 participants had strengthened individual skills within organizations (1).

Top Reported Outcomes & Indicators

88% of 2,598 participants increased their network of social support (9 programs).

• 88% of 2,598 participants report making new social connections with peers in the program or in the broader community through their involvement in the program.

Many participants reported feeling more connected to "a community of helpers" and connected to others with similar experiences, interests or challenges. These connections resulted in participants reporting feeling less alone and isolated.

"We have seen women appreciate the diversity of backgrounds and experiences of other participants in our workshops. Friendships have been created and women have supported each other, encouraging each other to move forward with the ultimate goal of attending training together." Program staff

46% of 15,193 participants had knowledge of community resources (7 programs).

• 46% of 15,129 participants identified one or more specific community resources that address their information or service needs.

• 39% of 12,681 participants asked for information about or referral to one or more community resources that addressed their information or service needs.

For many participants knowing who and where to call for support is invaluable. Positive change existed when participants indicated that they felt comfortable contacting the original support and other community resources as well.

"We provide these things to help instill hope and show the youth that there are options and things can, and will, get better." Program Staff

86% of 1,020 participants felt supported (3 programs).

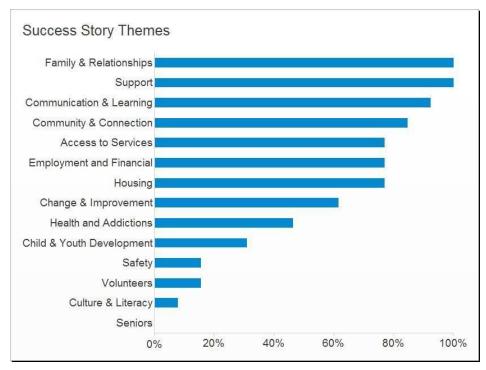
• 86% of 1,020 participants reported feeling 1) heard/understood and 2) that their needs were met by program staff, volunteers and/or other participants.

For individuals accessing Information and Referral services, being able to share their stories and feeling heard (based on their expression of appreciation) was a measure of positive change. When asked if they felt heard and understood, youth responded with more than a quick one word answer, they reported, "Yeah, the staff actually put time into building a support system."

"On the surface participants are accessing resources to meet their needs but deeper than that, participants are gaining community." Program staff

Success Stories

Below is a summary of the themes that emerged from all the success stories submitted to COR in 2018.



Agency: Town of Gibbons

Program: Sturgeon Community Resource Network

Kevin arrived at our office homeless and in need of a shower. He was greeted by a receptionist who told him that she was glad he came in and that she would put together a shower package and grab him a towel. Did he need to grab some fresh clothes from our closet while she gathered those supplies? He had to run a couple of errands he said but he would be back shortly and asked if she would gather some clothes for him for after his shower.

When Kevin returned he was provided all of the supplies he need for a hot shower, to brush his teeth and some fresh clothes to wear. His emotions were raw and his gratitude was easy to see. When a staff member offered him the opportunity to visit and have a cup of coffee, after his shower, he jumped at the opportunity. For the following weeks Kevin stopped in on a consistent basis, sharing stories of his life and of his struggles.

He had frequently found a place to rest his head for a couple of days with friends, in the hallway of the hotel or had found himself in a back alley or a playground. After a particularly rough weekend Kevin decided he needed to do something about his alcoholism and set about trying to complete the paperwork we had given him for a rehabilitation facility. Quickly, the medical he needed for admission became a barrier when he couldn't afford the fee to fill out the paperwork. With persistence Kevin and our staff were able to overcome this barrier over the course of a couple of weeks. It was with great joy that he arrived at the center one day saying that his paperwork was being completed free of charge and he would finally be able to put his name on a waiting list for a rehabilitation centre. Kevin completed rehabilitation and while he is still facing several challenges and, is at times struggling, we have built a strong relationship and have become a part of his community when he needs support. The ending of his story hasn't yet been written and we are thankful to be a part of his journey.

Agencies & Programs Reporting in this Program Area

Bent Arrow Traditional Healing Society

New in Town

Bissell Centre

Family Support Services Program

Canadian Mental Health Association - Edmonton Region

211

Advocacy and Wayfinding

Distress Line

Compass Centre for Sexual Wellness

Counselling

Early Childhood Development Support Services

Early Intervention Support Services

Edmonton City Centre Church Corporation (e4c)

Crossroads Outreach/WEAC

Edmonton Immigrant Services Association

New Neighbours Program

Family Futures Resource Network Society

Outreach Support Program

Fort Saskatchewan Families First Society

Steadfast Connector

Old Strathcona Youth Society

Get Connected

Town of Gibbons

Sturgeon Community Resource Network

Women Building Futures

Community Service Program, Building Connections for Aboriginal Women

Parent Education Summary

Parent Education programs focus on enhancing parent/caregiver practices and behaviours and increasing knowledge of age appropriate child and youth development.



9 Agencies Reported ↑

11 Programs Reported ↑

\$6,675,266 Total Funding Invested ↑

33% of the funding is provided by COI funders

There were...

121 Full Time Equivalents 269 Volunteers ↑ (providing 4,814 hours) ↑ 55 Students ↑ (providing 4,635 hours) ↑

Working together to support...

2,714 Unique Participants 0-51,705 Unique Participants 6-12364 Unique Participants 13-17

624 Unique Participants 18-24
2,651 Unique Participants 25-64
54 Unique Participants 65+
1,103 Unique Participants Age Unknown
9,215 Total Unique Participants ↑

Programs collected self-report data from...

997 Indigenous Participants ↓ (collected by 6 programs) ↓
3,449 Immigrant & Refugee Participants ↓ (collected by 9 programs) ↑

Data was collected...

Mostly during the program (55%) and post (36%), using surveys/questionnaires (55%) and direct observations (36%). Data collection was attempted 3,702 times with a response rate of 73%.

Engaging in Reflection

Programs reporting to the Parent Education program area reflected on their data and:

- Changed aspects of their program delivery to better respond to the needs of program participants.
- Adapted their evaluation tool to better understand how the behaviour changes observed in programs were generalized to the home environment.
- Learned of the continuing importance and value of the program in supporting families in navigational and advocacy support.
- Confirmed the importance of partnership when delivering programs.

Prominent & Important Trends

A number of community trends were identified by programs reporting to the Parent Education program area, including an increase in:

- Children experiencing mental health issues such as anxiety, depression and need for family supports.
- Family sizes.
- Competing needs.
- Generational trauma.
- Challenges in system navigation.
- Need for trauma informed practices in non social service settings, to prevent the retraumatization of participants.
- Unemployment and underemployment.
- Over use and abuse of electronics and technology, and the corresponding negative impact on family relationships and patterns of communication.

Participants Barriers to Achieving Success

Individual, community or systems level challenges were described as limiting participants' success. Examples were as follows:

- Transportation.
- Staffing; child ratio for more focused support to children with higher needs.
- Language.
- Food insecurity.
- Impacts of historical trauma impacting physical and mental health.
- Isolation.
- Grief.
- Violence.
- Addictions.
- Poverty.
- Low self-esteem and self-worth.
- Challenges finding and maintaining a trusted family physician.
- Lack of culturally relevant and appropriate supports.

Summary of Parent Education Program Area Outcomes

The following is a summary of the outcomes across all programs reporting in the Parent Education program area. The number of programs that report to each outcome is in brackets.

100% of 830 children had developmentally appropriate skills (1).

92% of 643 parents developed the (a) knowledge and (b) skills needed to provide a nurturing environment for their children (8).

98% of 95 parents had positive parenting skills (3).

97% of 33 participants accessed support to meet their needs (2).

91% of 34 participants were connected to community resources (1).

97% of 34 participants felt supported (1).

100% of 237 participants had improved family functioning (1).

100% of 12 participants had knowledge of child development (1).

54% of 74 participants had knowledge of community resources (1).

56% of 43 participants were supported in meeting their basic needs (1).

73% of 654 participants increased their network of social support (3).

Top Reported Outcomes & Indicators

92% of 643 parents developed the (a) knowledge and (b) skills needed to provide a nurturing environment for their children (8 programs).

• 89% of 226 parents identified aspects of a nurturing environment for their child(ren) at home.

- 84% of 249 parents identified strategies they could apply at home, to providing a nurturing environment for their child(ren).
- 86% of 160 parents modeled healthy attachment behaviours during the program.
- 99% of 276 parents reported enhanced family interactions.

Parents and caregivers reported improved relationships with their children and within their families. Parents had a better understanding of their role in their child's development and had strategies to respond to them in a positive way. They were able to provide a nurturing environment for their children. The outreach workers and the participants supported by the program, developed relationships that allowed for deeper sharing of information and learnings. This often resulted in parents that were more confident in their parenting ability and reported being better parents.

"[The program] has helped me to cope with family issues and domestic violence. They have helped me with lunch during school time, and prenatal vitamins and milk, we learn to cook during crockpot meetings which is awesome!" - Program Participant

98% of 95 parents had positive parenting skills (3 programs).

- 97% of 66 participants identified strategies to apply in one or more of the following areas: helping their children develop age-appropriate skills, providing positive feedback to children, addressing children's behaviour challenges, setting boundaries.
- 100% of 29 parents modelled positive parenting strategies learned during the program.

Parents and caregivers reported improved relationships at home as a result of learning new tools and strategies, and incorporating improved self-care.

"After these sessions I TALKED to my child: I know his love language now and I feed that through special time just for him. I listen better now and acknowledge my children's triumphs and tribulations instead of dismissing them." - Program Participant

73% of 654 participants increased their network of social support (3).

- 73% of 654 participants reported making new social connections with peers in the program or in the broader community through their involvement in the program.
- 85% of 270 participants reported 1) making new friends, or 2) maintaining friendships, through their involvement in the program.

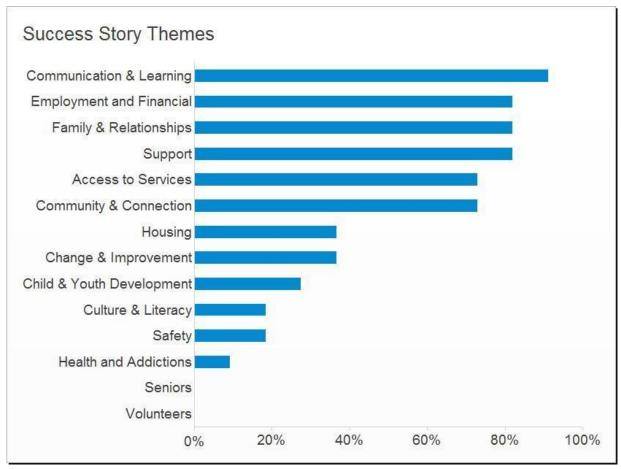
Positive change in this outcome area was noted when participants reported being able to connect with their peers and developed a support network that they could rely on for advice and guidance.

"Overheard at the group..."Are you going?...If you are going I'll go." (regarding an upcoming field trip). They [the participants] are beginning to socialize outside this agency/group."

Program Staff

Success Stories

Below is a summary of the themes that emerged from all the success stories submitted to COR in 2018.



Agency: The Red Road Healing Society

Program: Creating Space for the Spirit of Interdependence in Extended Aboriginal Families

We had a woman attend our program who had been involved years before; however, she was now facing other issues. She was in a mixed blood relationship, isolated, experiencing some extended family issues, and basically feeling low. She was educated and had chats with several of our staff who are specialized in different areas.

In the process, she identified that she wanted to make a moss bag. This is a skill that we have shared over the years that is inclusive of the principle in baby-bonding. Throughout the time she shared what she was experiencing and we shared our various coping skills and strategies to work and live with difficult people. As well, we explored how we focus on ourselves; look after

ourselves; and, where we draw the line between ourselves and others. She also was enrolled in Health For Two during this time. As she was getting close to her delivery date, she was getting bogged down in making the moss bag and looking after herself. One of the workers helped finish the bag in time for her delivery. She and her family were ecstatic.

At our Back to School event, she came by (with the rest of her family) to show off her beautiful newborn and enjoy the event. She still calls, and comes by now and then to let us know how she is doing. We never lose our clients totally and more so now that we are attached to a college. Past clients are moving to the west end; and we are focused on delivering our longhouse program (with a bit more funding) to two other parts of the city where we have been invited.

Agencies and Programs Reporting in this Program Area

ABC Headstart

Head Start Program

Action for Healthy Communities

Healthy Active Kids (HACK)

Alberta Parenting for the Future Association

Early Intervention Parenting

ASSIST Community Services Centre

Multicultural Family Connections

Nobody's Perfect

Jasper Place Child and Family Resource Society

TALKS Program

Multicultural Health Brokers Cooperative

Multicultural Family Connections

Terra Centre for Teen Parents

Educational Support Services

Family Outreach

The Red Road Healing Society

Creating Space for the 'Spirit of Interdependence' in Extended Aboriginal Families

Town of Gibbons

Early Childhood Development Initiative - Sturgeon Region

Parent Link Centres Summary

Parent Link Centres (PLC) are a network of resource centres serving parents, caregivers and children.



10 Agencies Reported =

14 Programs Reported ↑

\$6,377,416 Total Funding Invested ↓

95% of the funding is provided by COI funders

There were...

103 Full Time Equivalents
461 Volunteers ↑ (providing 5,128 hours) ↓
43 Students ↑ (providing 6,154 hours) ↑

Working together to support...

13,574 Unique Participants 0-51,170 Unique Participants 6-12187 Unique Participants 13-17

639 Unique Participants 18-24
9,522 Unique Participants 25-64
228 Unique Participants 65+
1,706 Unique Participants Age Unknown
27,026 Total Unique Participants ↑

Programs collected self-report data from...

1,723 Indigenous Participants \downarrow (collected by 10 programs) \downarrow 890 Immigrant & Refugee Participants \downarrow (collected by 9 programs) \downarrow

Data was collected...

Mostly during the program (57%) and post (43%), using surveys/questionnaires (71%) and interviews (14%). Data collection was attempted 16,043 times with a response rate of 59%.

Engaging in Reflection

Programs reporting to the Parent Link Centres program area reflected on their data and:

- Heard that families were interested in programs outside of regular office hours, including evenings and weekends.
- Learned that youth participants interacted more during "field trips" or outings outside the PLC space.
- Identified creative ways to address food insecurity in programs, for example including a meal with programming, offering a little chef program for children and hosting community kitchens.
- Learned that participants valued the availability of a variety of programs that could be accessed to address their families existing, new and changing needs.
- Experienced increased participation in parent education sessions when they were offered at a local recreation centre where families were already connected.
- Explored different ways of collecting evaluation data for drop-in programs that increased response rates.

Prominent & Important Trends

A number of community trends were identified by programs reporting to the Parent Link Centres program area, including an increase in:

- Families struggling with basic needs such as: food security, income, unemployment or underemployment, reliable transportation, affordable & quality housing, and child care.
- Communication challenges when families did not have landlines but used cell phones with monthly minutes, when the minutes ran out, communication was lost.
- Appreciation for opportunities to spend time with their children.
- Confusion around effective parenting practices as conflicting information was shared.
- Families wanting a place that they could call their own.

Speech and language delays.

Participants Barriers to Achieving Success

Individual, community or systems level challenges were described as limiting participants' success. Examples were as follows:

- Access to mental health and addictions supports.
- Access to transportation.
- Language and comprehension.
- Income and housing.
- Lack of natural supports and social isolation.
- Lack of awareness of community resources.
- Employment challenges or working many jobs.
- Feelings of helplessness and hopelessness.
- Food insecurity.

Summary of Parent Link Centres Program Area Outcomes

The following is a summary of the outcomes across all programs reporting in the Parent Link Centres program area. The number of programs that report to each outcome is in brackets.

100% of 66 children had developmentally appropriate skills (1).

78% of 116 parents developed the (a) knowledge and (b) skills needed to provide a nurturing environment for their children (2).

83% of 474 parents had positive parenting skills (7).

100% of 26 participants accessed supports to meet their needs (1).

100% of 2,094 participants were connected to community resources (3).

94% of 3,960 participants felt supported (8).

87% of 385 participants had improved family functioning (2).

89% of 1,476 participants had knowledge of child development (5).

91% of 522 participants had knowledge of community resources (4).

73% of 410 participants increased their network of social support (2).

Top Reported Outcomes & Indicators

94% of 3,960 participants felt supported (8 programs).

- 95% of 3,210 participants reported feeling (1) heard/understood and (2) that their needs were met, by program staff, volunteers and/or other participants.
- 88% of 750 participants reported having sources of community (e.g., mentor, church leader, etc) or professional support (e.g., within agency or referral) in which they could confide/receive advice (e.g., emotional, instrumental).

Participants in this program area reported that they felt safe, welcomed, and comfortable. Participating in the programming changed participants way of viewing community. Program staff were described as passionate, caring, knowledgeable, and approachable professionals. Funded program staff indicated that positive change was when participants promoted the programs, referred their friends and family and developed relationships and support networks that continued outside the centre or program. Parents expressed appreciation for the space, free programs, staff, positive experience, safe environment, resources and information and support they received.

"I matter." - Program Participant

83% of 474 parents had positive parenting skills (7 programs).

- 86% of 42 parents identified strategies to apply in one or more of the following areas: helping their children develop age-appropriate skills, providing positive feedback to children, addressing children's behaviour challenges, setting boundaries.
- 92% of 189 parents modelled positive parenting strategies learned during the program.

Positive change existed when parents/caregivers described having additional tools and strategies to use, and remained calm and confident when dealing with their child(ren)'s acting out behaviour. Further parents/caregivers reported that they were better able to describe normal child behaviour.

"My life with my kid is improving, since I can deal with him when he acts out." Program participant.

89% of 1,476 participants had knowledge of child development (5 programs).

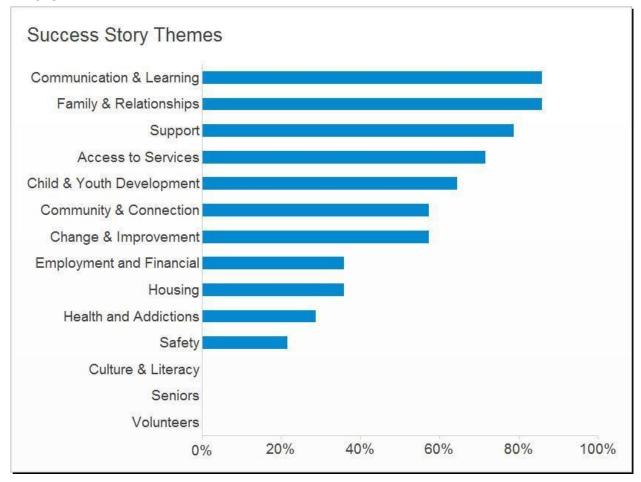
- 89% of 47 parents identified the developmental stages that could be expected of their child in relation to: communication, physical development, attention, focus.
- 89% of 1,387 parents identified activities that were appropriate for their child(ren)'s development (e.g., what activities they would encourage children to do, or do with their children, at a particular age/stage).
- 95% of 42 parents identified ways they could interact with their child(ren) in a way that matched his/her level of development (e.g., read to child(ren), engage in interactive play in home or community).

As a result of attending the programs, participants reported that they were better able to choose developmentally appropriate activities for their child(ren). This strengthened their relationship with the child(ren) and supported their child(ren)'s growth and development.

"I feel more confident in my abilities to teach my children and to provide a nurturing safe environment for them to develop." - Program Participant

Success Stories

Below is a summary of the themes that emerged from all the success stories submitted to COR in 2018.



Agency: Native Counselling Services of Alberta Program: Aboriginal Parent Link Centre (APLC)

We had a young mother of two children attend Group Triple P program. She had utilized a few of the strategies from Triple P. The facilitator had shared their personal story of using books to help their child settle for bedtime. Reading a book to children just before bed helps the child to settle, children enjoyed being read to (having interesting activities that child enjoys), she would warn her child by telling them in 10 minutes we will be getting ready for bed - developed a routine of brushing teeth, pick a book and cuddle with children (activity schedules, spending quality time with child, showing affection). She had much more success with child. This led to less stress putting children to bed.

This mother was attending a young mother's group, women in the group were also enrolled in a classroom and they were all trying to get their grade 12 as well. Mother went onto finish her grade 12 and is now enrolled in her first year of social work program. She attended another Triple P program and shared her story with the young mothers/dads who were attending the triple p group. She shared the positive impact of the Group Triple P program to others and told how successful it was for her, how she was able to put her children to bed earlier and have time for self to complete homework and take care of self. She is much happier, less stressed, looking forward to her future and she is excited to finish her social work degree. She indicated her gratefulness to the agency for helping her attain hope for the future and confidence in being a better parent.

Agencies & Programs Reporting in this Program Area

Alberta Parenting for the Future Association

Parkland Parent Link Centre

Spruce Grove Parent Link Centre

Bent Arrow Traditional Healing Society

Aboriginal Parent Link Center

Family Futures Resource Network Society

South East Parent Link Centre

South West Parent Link Site

Fort Saskatchewan Families First Society

Fort Saskatchewan/Sturgeon County Parent Link Centre (PLC)

Jasper Place Child and Family Resource Society

TALKS Program

West Edmonton Parent Link

KARA Family Resource Centre

KARA Program/Parent Link Centre

Leduc County - Family and Community Support Services

Leduc Regional Parent Link Centre

Native Counselling Services of Alberta

Aboriginal Parent Link Center (APLC)

Norwood Child and Family Resource Centre

Parent Link Central

Parent Link Northeast

Strathcona County Family and Community Services

Strathcona County Parent Link

Prevention of Family Violence and Bullying (PFVB) Summary

The focus of Prevention of Family Violence and Bullying (PFVB), is education, prevention and support to individuals and/or families in the area of abuse, domestic violence and/or bullying.

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10 Agencies Reported ↑
10 Programs Reported ↑
\$5,995,459 Total Funding Invested ↑
20% of the funding is provided by COI funders

There were...

78 Full Time Equivalents ↑
198 Volunteers ↓ (providing 11,104 hours) ↓
6 Students ↓ (providing 2,200 hours) ↑

Working together to support...

261 Unique Participants 0-5
7,844 Unique Participants 6-12
9,231 Unique Participants 13-17
2,528 Unique Participants 18-24

6,285 Unique Participants 25-64
122 Unique Participants 65+
67 Unique Participants Age Unknown
26,338 Total Unique Participants ↓

Programs collected self-report data from...

441 Indigenous Participants \downarrow (collected by 8 programs) \uparrow 115 Immigrant & Refugee Participants \downarrow (collected by 6 programs) =

Data was collected...

Mostly post (30%), pre and post (30%) and during the program (20%), using surveys/questionnaires (80%). Data collection was attempted 505 times with a response rate of 60%.

Engaging in Reflection

Programs reporting to the Prevention of Family Violence & Bullying program area reflected on their data and:

- Changed their intake and assessment processes to better respond to participants.
- Changed aspects of how they delivered programs.
- Changed how they gathered evaluation data which increased their response rate and increased their ability to make effective referrals.
- Invested in a scheduling and management system which improved the quality of the demographic data being collected.

Prominent & Important Trends

A number of community trends were identified by programs reporting to the PFVB program area. Some examples included:

- An increase in the request for services offered by sexaul assault agencies, who
 continued to manage lengthy wait lists, as a result of the increased community
 awareness and conversations around sexual assault.
- An increase in the number of youth (14-18 year olds) in abusive relationships and the lack of age appropriate supports for this population.
- A need for increased mental health supports for people leaving abusive relationships.
- A need to better understand the legal system and how to navigate it.
- A need for the legal system, and professionals within it, to be more responsive to the needs of people leaving violent relationships, reducing the likelihood of survivor's being re-victimized.

Participants Barriers to Achieving Success

Individual, community or systems level challenges were described as limiting participants' success. Examples were as follows:

- A lack of affordable and long-term housing continues to be a barrier for those attempting to leave abusive situations.
- A lack of available child care.
- A lack of mental health and addictions supports.
- Language and cultural barriers.
- A need for access to safe and secure housing, financial supports, and transportation.

Summary of Prevention of Family Violence and Bullying Program Area Outcomes

The following is a summary of the outcomes across all programs reporting in the PFVB program area. The number of programs that report to each outcome is in brackets.

88% of 8 parents developed the a) knowledge and b) skills needed to provide a nurturing environment for their children (1).

100% of 7 participants accessed support to meet their needs (1).

100% of 27 participants were educated about social issues in the community (1).

88% of 86 participants felt supported (2).

88% of 68 participants had improved family functioning (1).

80% of 25 participants had the skills needed to address identified issues (1).

88% of 83 participants increased their network of social support (2).

Top Reported Outcomes & Indicators

88% of 86 participants felt supported (2 programs).

• 88% of 86 participants reported having sources of community or professional support in which they could confide/receive advice.

Supports provided included counselling, emotional support, and safety planning along with referrals to address basic needs such as housing, food, transportation, and clothing.

"Our program provides layers of support...Through the course of this support, we assist individuals with rebuilding and reinvesting into their lives and the lives of their children."

Program Staff

88% of 83 participants increased their network of social support (2 programs).

 88% of 83 participants reported making new social connections with peers in the program or in the broader community through their involvement in the program. The primary theme for this outcome was around connections. Connecting with other participants, connecting to culture and identity, and connecting to other community resources.

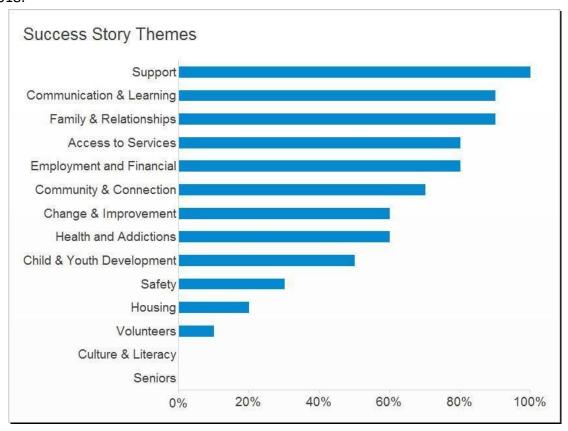
88% of 68 participants had improved family functioning (1 program).

88% of 68 participants reported increased positive interactions among family.

Improved family functioning was the result of improved boundaries and coping mechanisms. Participants also reported that the new skills and supports that they had learned allowed them and their family to heal from abuse.

Success Stories

Below is a summary of the themes that emerged from all the success stories submitted to COR in 2018.



Agency: Fort Saskatchewan Families First Society Program: Family Violence Prevention Program

In addition to individual support, the FVPP provides facilitated group supports to women impacted by Family Violence. The DAWN (Discovery, Affirmation. Wellness and New Beginnings) group began as a weekly support group over 8 years ago. It has provided a forum for women in the community to gather and share their stories, support each other, learn and grow.

Over the course of the last 5 years, the ladies of the DAWN group took it upon themselves to create an external Facebook group of their own which they called "The Geese Collective" (Based on the Wisdom of Geese). The ladies make it a point to meet up outside of group over the summer and during the holidays when the group is not running. They share resources with each other, they send inspiring messages to each other and reach out to each other when they are in need. This has removed significant barriers of isolation for many of the women and they truly feel a sense of belonging. Being a not for profit, we are so proud that the women have created this sustainable forum of connection. Last year when the DAWN group reached capacity, we had to think about how we could still meet the needs of the ladies in the group but also open up space for new participants. We decided to graduate the ladies of the DAWN group into their Self Titled "Geese Collective" group and alternate weeks with DAWN which now consists of a whole new group of ladies. The ladies in the Geese Collective have individually grown in so many ways and now excited to mentor the new group of ladies who are just beginning their journey of self discovery, empowerment and healing.

Agencies & Programs Reporting in this Program Area

Aboriginal Counseling Services Association of Alberta

Circle of Safety Family Violence Program

Canadian Red Cross Society

Respect Education

Edmonton John Howard Society

Family Violence Prevention Centre - Community Outreach Program/The Furniture Program

Fort Saskatchewan Families First Society

Family Violence Prevention Program

Riseup Society Alberta

Domestic Violence Prevention & Intervention - Phase I & Phase II

Saffron Centre LTD.

Making Connections Public Education

Sexual Assault Centre of Edmonton

Clinical Services

Stop Abuse in Families (SAIF) Society

New Directions

Strathcona Shelter Society Ltd.

A Safe Place Shelter

Today Family Violence Help Centre (Today Centre)

Coordinated Community Response for those impacted by Family Violence in Edmonton and Area

Public Education Summary

The programs funded under Public Education play a unique role of disseminating research regarding social issues that affect individuals, families and community.



6 Agencies Reported ↑
7 Programs Reported ↑
\$1,028,458 Total Funding Invested ↑
83% of the funding is provided by COI funders

There were...

15 Full Time Equivalents ↑
113 Volunteers ↓ (providing 2,094 hours) ↓
0 Students (providing 0 hours)

Working together to support...

0 Unique Participants 0-5
763 Unique Participants 6-12
28,373 Unique Participants 13-17
2,458 Unique Participants 18-24

7,144 Unique Participants 25-64
65 Unique Participants 65+
1,184 Unique Participants Age Unknown
39,987 Total Unique Participants ↓

Programs collected self-reported data from...

3 Indigenous Participants (collected by 1 program) ↓
 2 Immigrant & Refugee Participants (collected by 1 program) ↓

Data was collected...

Mostly post (57%) and during the program (43%), using surveys/questionnaires (57%) and group discussions (29%). Data collection was attempted 37,766 times with a response rate of 77%.

Engaging in Reflection

Programs reporting to the Public Education program area reflected on their data and:

- Used learnings to implement train-the-trainer models to better meet the increased demands for facilitators and expand the program reach.
- Recognized the challenge of only collecting data at the end of a short workshop and not over a longer period of time. Programs are considering ways they may be able to do follow ups when logical and suitable.
- Highlighted a need for a variety of wraparound services under one roof to improve system navigation and access to supports.
- Learned that participants are struggling to meet their basic needs (such as housing, food and transportation) and that this impacts their ability to resolve more complex challenges like mental health.
- Learned that handing out post-workshop evaluations at the beginning of the session increased the number of completed evaluations and resulted in more thoughtful and indepth responses (due to more time to complete it).
- Implemented a full review of tools (in partnership with other agencies) for language clarity, accessibility, and appropriateness.
- Changed processes to make registration and access easier for participants of the program.

Prominent & Important Trends

A number of community trends were identified by programs reporting to the Public Education program area, including an increase in:

- Technology based challenges like sexting or online bullying.
- Issues impacting gender and sexual minority youth.
- Questions, conversations and interest in mental health.

- Complex mental health issues requiring specialized services and referrals.
- Requests for education and support services in the area of sexual assault and violence (particularly as a result of #metoo).
- Participants discussing anxiety and depression and needing strategies for improving mental health/access to mental health services.

Participants Barriers to Achieving Success

Individual, community or systems level challenges were described as limiting participants' success. Examples were as follows:

- Debt and/or lack of income.
- Complex mental health issues and/or conditions.
- Availability of time to adequately implement learnings into programs, services or practice.
- Short sessions/learning opportunities resulted in a need for more learning or additional support to truly understand topics and how to address them.
- Resources (money, time, transportation, childcare) to get to workshops.
- Participants lacking basic necessities (housing, food, clothing).
- Lack of support system for those impacted or facing re-traumatization.
- Lack of long-term supports.
- Information and presentations that were culturally relevant, language accessible etc.

Summary of Public Education Program Area Outcomes

The following is a summary of the outcomes across all programs reporting in the Public Education program area. The number of programs that report to each outcome is in brackets.

83% of 12,186 participants were educated about social issues in the community (3).

76% of 3,256 participants felt supported (1).

84% of 7,304 participants had knowledge of community resources (2).

81% of 6,235 participants increased their network of social support (4).

Top Reported Outcomes & Indicators

81% of 6,235 participants increased their network of social support (4 programs)

- 81% of 6,235 participants reported making new social connections with peers in the program or in the broader community (through the program).
- 92% of 60 participants reported (1) making new friends, or (2) maintaining friendships, through their involvement in the program

Participants in Public Education programs and services are not engaged for long periods of time. However, the programs were focused on ensuring participants were able to identify a person or organization they could access if they or someone they knew needed support or was in crisis. It

expanded participants personal and professional supports and created a safe place for difficult conversations. Participants experienced personal growth and development at these learning opportunities and connected with others around important social topics.

83% of 12,186 participants were educated about social issues in the community (3 programs)

- 83% of 12,186 participants identified one or more factors that contributed to a particular social issue that impacts personal and/or community quality of life in their neighborhood/geographic area.
- 83% of 11,998 participants identified ways they could get involved in addressing one or more of the above issues, if interested.

Public Education program area aims to educate people about important topics such as: bystander interference, consent, disclosure, resources and supports, healthy relationships and bullying/harassment. These conversations work to decrease stigma, increase confidence to understand issues and help people identify how they may get involved or connected to additional resources. Committed to building community education, conversation and engagement, these programs help participants leave the session understanding root causes of social issues while breaking down myths and stereotypes about social issues or trends. Positive change is reflected as participants developed an increased understanding of the complexity of social issues impacting individuals, families and communities.

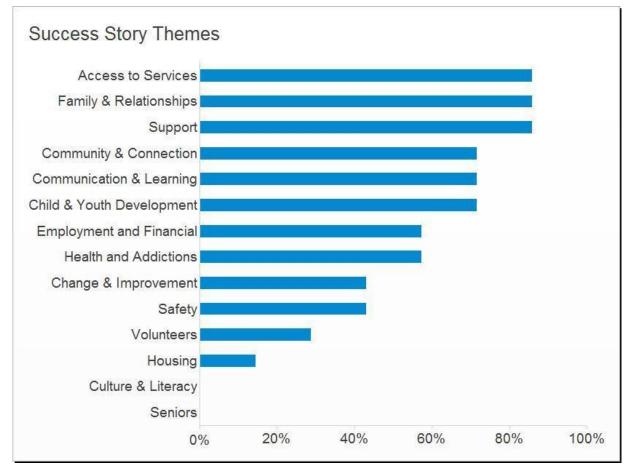
84% of 7,304 participants had knowledge of community resources (2 programs)

 84% of 7,304 participants identified one or more specific community resources that address their information or service needs (e.g., could be for parenting, relationships, mental health, physical health, basic needs, abuse, community connections, or other issues).

Beyond learning about social issues in our community, participants learned about available resources and how they could be accessed. It is hoped that education will empower participants to make better decisions for themselves and will provide them with the knowledge to access appropriate resources/supports in the future.

Success Stories

Below is a summary of the themes that emerged from all the success stories submitted to COR in 2018.



Agency: Financial Pathways Collaborative Program: Financial Pathways Collaborative

A woman attended an Each One, Teach One session through Catholic Social Services. She resides at Katharine Drexel Place, a supportive residence that "serves as an additional resource for women for whom safe, affordable housing is an issue". She attended our workshop "Building a Healthy Credit History" led by one of our volunteers from Canadian Western Bank. At first she said that she was apprehensive because "usually numbers scare me". As the workshop went on, however, she was excited to learn about what her credit history meant, and helpful tidbits like the fact that prepaid credit cards should be seen as cash instead of credit builders. Following the presentation, she told us, "I'm going to make an appointment with my bank today!"

Agencies & Programs Reporting in this Program Area

Canadian Mental Health Association - Edmonton Region

Mental Health and Wellbeing Education

Canadian Red Cross Society

Respect Education

Compass Centre for Sexual Wellness

Multicultural Sexual Health Education Program

Sexual and Reproductive Health Education

Institute for Sexual Minority Studies and Services (iSSMSS)

Family Resilience Project (FRP)

Sexual Assault Centre of Edmonton

Public Education

Financial Pathways Collaborative

Seniors Support Summary

With an aging population, the programs that are funded under the Seniors Support program area primarily focus on seniors care, support and outreach. Although the seniors demographic is frequently shifting and changing, many programs in this area provide support to older adults, as well as, caregivers.

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18 Agencies Reported ↑
22 Programs Reported ↑
\$6,320,466 Total Funding Invested ↑
50% of the funding is provided by COI funders

There were...

81 Full Time Equivalents ↑
4,533 Volunteers ↑ (providing 190,276 hours) ↑
166 Students ↓ (providing 14,871 hours) ↓

Working together to support...

8 Unique Participants 0-5 130 Unique Participants 6-12

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40 Unique Participants 13-17
66 Unique Participants 18-24
4,975 Unique Participants 25-64
12,431 Unique Participants 65+
12,464 Unique Participants Age Unknown
30,114 Total Unique Participants ↑
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Programs collected self-report data from...

925 Indigenous Participants ↓ (collected by 15 programs) ↓
1,188 Immigrant & Refugee Participants ↓ (collected by 15 programs) ↑

Data was collected...

Mostly during the program (55%) and post (23%), using surveys/questionnaires (86%). Data collection was attempted 10,215 times with a response rate of 55%.

Engaging in Reflection

Programs reporting to the Seniors Support program area reflected on their data and:

- Reviewed and enhanced their evaluation processes.
- Changed aspects of their programming, staffing or added new programs.
- Pursued new or enhanced partnerships to better meet the needs of the seniors.
- Reported gaining a better understanding of the needs and circumstances that seniors were experiencing.
- Confirmed past changes to practices were still relevant and helped seniors access programs and services.

Prominent & Important Trends

A number of community trends were identified by programs reporting to the Seniors Support program area, including an increase in:

- The complexity of older adults needs and frailty as people are living longer.
- Need to redefine social supports beyond family supports, to include both formal and informal supports.
- Trauma.
- Seniors seeking employment to help manage financial challenges.
- Wait lists for hard to house seniors.
- Seniors joining community activities.
- Volunteer hours being contributed by fewer volunteers.
- Understanding that community well-being is directly related to the involvement of seniors as active participants in communities.
- Number of referral calls to better understand elder abuse and the supports available.

Ageism and instances of internalized ageism.

Participants Barriers to Achieving Success

Individual, community or systems level challenges were described as limiting participants' success. Examples were as follows:

- Lack of awareness of services and subsidies available to address financial barriers and poverty.
- Transportation affordability and responsiveness when there were last minute changes in schedules.
- Language and cultural differences.
- Health and physical mobility challenges.
- Mental health concerns / addictions.
- Lack of social skills.
- Social isolation and fear of meeting new people.
- Food security.
- Housing and homelessness.
- Systemic barriers such as restrictive criteria which create gaps in service and leads to a need for service navigation and advocacy.

Summary of Seniors Support Program Area Outcomes

The following is a summary of the outcomes across all programs reporting in the Seniors Support program area. The number of programs that report to each outcome is in brackets.

- 97% of 39 participants accessed support to meet their needs (1).
- 74% of 272 participants were connected to community resources (3).
- 92% of 76 participants were supported in meeting their basic needs (1).
- 95% of 426 participants felt they contributed to a positive change in the community (or agency) through volunteer activities (3).
- 94% of 18 participants had the skills needed to address identified issues (1).
- 66% of 162 participants increased their (a) knowledge and (b) skills through their volunteer involvement (2).
- 88% of 4,020 participants increased their network of social support (20).
- 80% of 578 participants were able to make informed choices about their living situation (8).

Top Reported Outcomes

88% of 4,020 participants reported an increase in their network of social support (20 programs).

• 88% of 3,983 participants reported making new social connections with peers in the program or in the broader community.

 88% of 4,020 participants reported that they had one or more new people to turn to for help (may include other program staff, other program participants as well as others in the community).

Positive change was described as participants having more connections, being actively engaged in community, participating in activities with each other outside of the formal agency organized activities. In some instances the friendships formed became like family.

"Interaction with people makes me stronger to help others." Program Participant

80% of 578 participants reported they were able to make informed choices about their living situation(8 programs).

- 96% of 44 participants reported that they accessed the options and resources available to them.
- 92% of 303 participants reported that they had information about the options and resources available to them.
- 61% of 231 participants reported that they had the capacity to decide amongst the options and resources available to them.

In this program area, positive change was defined as participants being aware of resources and services available to them that allowed them to make informed decisions that would support their quality of life. Additionally, participants reported increased confidence and knowledge to navigate the existing systems.

"Participants state that they are once again feeling hopeful of a more secure, safe, and connected life." Program report

95% of 426 participants felt they contributed to a positive change in the community (or agency) through volunteer activities. (3 programs).

• 95% of participants reported at least one way in which their volunteering had made a positive difference in the community.

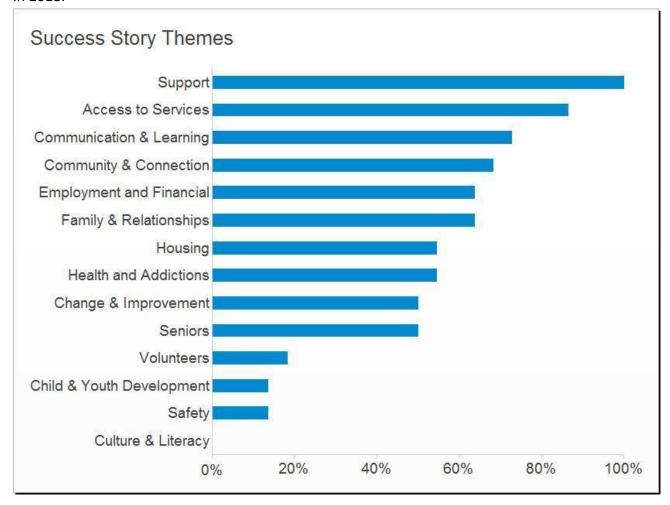
This outcome is tied to multiple aspects of the seniors overall well-being and resilience including sense of purpose, improved social connections, physical and mental health, sharing and gaining new knowledge, and a sense of belonging.

"Having social relationships creates a sense of belonging, building a more meaningful life."

Program report

Success Stories

Below is a summary of the themes that emerged from all the success stories submitted to COR in 2018.



Agency: Senior Citizens Opportunity Neighbourhood Association (SCONA)

Program: SCONA Seniors Center

In 2018 SCONA invited the Kenilworth Community League to partner with us in bringing opportunities for social connection to isolated seniors in their neighborhood. We hoped to develop the same strong relationship we have cultivated with the Ritchie Community League over the past number of years. Ritchie has been proof in the pudding that seniors often find it easier to access activities held at their local community hall; it is within walking distance, physically accommodating, and generally has a bus stop at its door!

The first monthly gathering at Kenilworth saw nine seniors attend. The second saw thirty! That number has remained fairly consistent each month throughout the year. SCONA has been fortunate to watch smiles grow, laughter resonate, and new friendships develop. Seniors who have spent their lives raising their families in the same neighborhood are now becoming friends! Everyone appears to thoroughly enjoy sharing a good meal and getting to know one

another better through relationship building activities, games, and plenty of opportunity to share their life story.

We have also seen our relationship with the Kenilworth Community League blossom. The League Board has invited us to host a fundraising event at their hall in June at no cost to SCONA. They also express excitement at the opportunity to promote the event throughout their community. Participants at the monthly gathering are asking how they might become part of the planning! We recognize that relationship building takes time whether with a group or an individual. It is the hope of SCONA that the relationship with the Kenilworth community league and it's members will continue to grow, resulting in accessible, purposeful, meaningful, and fun connection for increased numbers of seniors; much more often than once a month! Wouldn't it be great to take the "Travelling Seniors Center" to isolated seniors throughout the city by simply opening the doors of their local community league hall?

Agencies & Programs Reporting in this Program Area

Bent Arrow Traditional Healing Society

Pehonan Elder's/Seniors program

Catholic Social Services

Elder Abuse Resource Service (EARS)

Edmonton Meals on Wheels

Edmonton Meals on Wheels

Edmonton Seniors Centre

Outreach/In-reach Program and Volunteer Program

ElderCare Edmonton Society for Adult Day Programs

Caregiver Support Program

Linking Generations Society of Alberta

Linking Generations

Métis Child and Family Services Society

Aboriginal Senior Support

Mill Woods Seniors Association

Outreach

North Edmonton Seniors Association

Outreach Program

North West Edmonton Seniors Society

Outreach and Wellness Program

Operation Friendship Seniors Society

Drop-In Food Program

Helping Hands

Outreach

Sage Seniors Association

Ageing to Sageing (A2S)

Multicultural Seniors Outreach Program

Wellbeing

Senior Citizens Opportunity Neighbourhood Association

SCONA Seniors Center

Society of Seniors Caring About Seniors

Home Support Services

South East Edmonton Seniors Association

Outreach and Volunteer Services

Strathcona Place Society

Strathcona Place 55+ Centre

The Shaama Centre for Seniors and Women

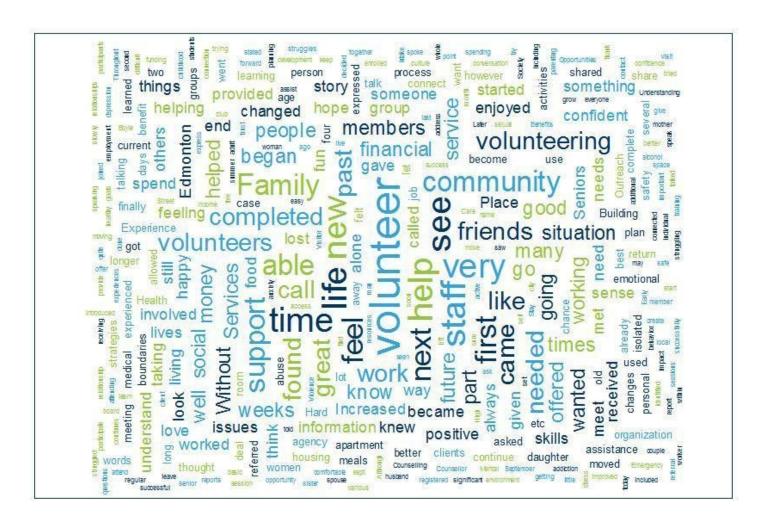
Community Outreach Social and Emotional Wellness for Seniors and Women

Westend Seniors Activity Centre

Community Outreach and Social Wellness

Volunteer Support Summary

Almost all of the funded agencies use volunteers in one way or another. The Volunteer Support programs in this area facilitate volunteer engagement through recruiting, training and utilizing volunteers in the community.



13 Agencies Reported ↑
13 Programs Reported ↑
\$4,720,839 Total Funding Invested ↑
38% of the funding is provided by COI funders

There were...

66 Full Time Equivalents ↑

3,197 Volunteers (providing 163,156 hours) ↑

80 Students (providing 10,925 hours) ↑

Working together to support...

30 Unique Participants 0-5

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210 Unique Participants 6-12
535 Unique Participants 13-17
1,793 Unique Participants 18-24
13,839 Unique Participants 25-64
7,233 Unique Participants 65+
14,919 Unique Participants Age Unknown
38,559 Total Unique Participants ↑
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Programs collected self-reported data from...

221 Indigenous Participants (collected by 6 programs)↑
335 Immigrant & Refugee Participants (collected by 6 programs) ↑

Data was collected...

Mostly during the program (54%) or post (23%), using surveys/questionnaires (69%). Direct observations, group discussions, interviews and review of charts or other documentation were each used 8% of the time. Data collection was attempted 19,519 times with a response rate of 83%.

Engaging in Reflection

Programs reporting to the Volunteer Support program area reflected on their data and:

- Developed a plan to enhance their volunteer program including updating policies and procedures, enhancing handbooks, and strengthening their orientation and training process.
- Changed how they collected and analyzed their evaluation data across staff and programs within organizations and through the implementation of new databases to improve the quality of their data.
- Increased their network of support and skills & capacity in the area of evaluation through training.
- Validated their program approach which included low barriered access and flexibility within volunteer opportunities.
- Gained increased understanding of what motivated and inspired their volunteers.

"Our program bridges people who need help with people who want to help. Our volunteer programs are unique in that volunteers experience direct client feedback, are intergenerational in design and volunteers experience the importance of their role and how they personally impact a person's life. This continues to demonstrate that our organization is on the correct path of enhancing our programs to ensure positive outcomes for our clients."

Agency Quote

Prominent & Important Trends

A number of community trends were identified by programs reporting to the Volunteer Support program area, including:

- Challenges attracting younger volunteers for long-term opportunities, rather these volunteers are more interested in episodic opportunities.
- A need to identify ways to engage in appreciation for episodic volunteers.
- Succession planning for long-term volunteers who are no longer able to volunteer.
- Change management.
- Food security, transportation and housing impacts upon volunteers availability and ability to volunteer.
- Increased efforts to recruit and retain more diverse volunteers reflective of the changing demographics.
- Increased sense of belonging and community as a result of volunteering.

Participants Barriers to Achieving Success

Individual, community or systems level challenges were described as limiting participants' success. Examples were as follows:

- Affordable housing, transportation, poverty, health, and mental health.
- Language.
- Social skills/boundaries.

When people are struggling to meet their basic needs, they are less able to commit to long-term or episodic volunteer opportunities and are therefore less able to enjoy the benefits that come with volunteering.

Other barriers for volunteers included:

- Availability of volunteer opportunities that match the skills/interests of volunteers and at a time when volunteers are available, &
- Awareness of programs/agencies that require volunteers.

Summary of Volunteer Support Program Area Outcomes

The following is a summary of the outcomes across all programs reporting in the Volunteer Support program area. The number of programs that report to each outcome is in brackets.

74% of 213 participants were connected to community resources (1).

94% of 103 participants felt supported (1).

88% of 113 participants felt they contributed to positive change in the community (or agency) through volunteer activities (3).

39% of 12,617 participants had knowledge of community resources (1).

83% of 958 participants had increased (a) knowledge and (b) skills through their volunteer

involvement (9).

87% of 1,908 participants had an increase in their network of social support (11).

77% of 331 participants made informed choices about their living situation (2).

Top Reported Outcomes & Indicators

87% of 1,908 participants had an increase in their network of social support (11 programs).

- 91% of 1,908 participants reported making new social connections with peers in the program or in the broader community (through the program).
- 87% of 1,349 participants reported that they had one or more new people that they could turn to for help (may include program staff, other program participants as well as others in the community.

Positive change in this area was described as meeting new people and being able to socialize with others with similar interests, being more connected and feeling at home and welcomed. For many volunteers, they experienced a sense of belonging, improved quality of life and new social connections.

"I feel connected to a community of helpers and those reaching out!" Program Participant

83% of 958 participants increased their (a) knowledge and (b) skills through their volunteer involvement (9 programs).

- 100% of 5 participants demonstrated skills that contributed to accomplishing the changes they wished to see as volunteers.
- 83% of 953 participants identified what they had learned about their community and/or themselves through volunteering.

Positive change in this program area was described as increased awareness of social issues occurring in the community like domestic violence, poverty, isolation, loneliness and food insecurity. Volunteers reported that they had increased confidence, sense of purpose and appreciation for what they had. Many reported to have increased independence, self-reliance, work ethic, and connections. Volunteering represented a constructive use of the volunteers time.

"I feel like I've been enlightened, and maybe that some of my prejudices have been reduced by volunteering on the Distress Line" Program Volunteer

88% of 113 participants felt they contributed to positive change in the community (or agency) through volunteer activities (3).

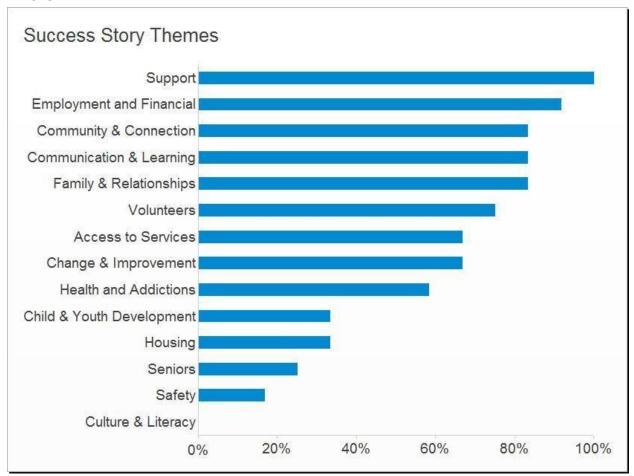
• 87% of 108 participants reported at least one way in which their volunteering had made a positive difference in the community.

• 100% of 5 participants reported that their involvement contributed to the goals that their community members are working to accomplish.

Volunteers reported feeling like they were giving back to the community, expressed having a sense of purpose, and felt that they were a part of something. They gained a sense of inclusion. Volunteering created opportunities for people to know that they were making a meaningful contribution to the community.

Success Stories

Below is a summary of the themes that emerged from all the success stories submitted to COR in 2018.



Agency: The Governing Council of the Salvation Army

Program: Volunteer Services

One of our volunteers who came to us to work off a fine continues to volunteer every week even after her required hours were completed. She has now been here for 13 months. This particular lady has chosen to help others in her community by creating a facebook page where others can donate their used purses, scarves, etc so that she can make "love yourself bags". She

requests excess items such as ladies razors, deodorants, lip balm, nail polish, brush, comb etc from here at the Salvation Army and adds them to the bags then goes out into the community to give them away. She has blossomed from a very timid person who was very much a "follower" into a leader who is now visiting homeless shelters to offer help wherever needed.

Agencies & Programs Reporting in this Program Area

Bent Arrow Traditional Healing Society

Community Parents Program

Boyle Street Community Services

Volunteer Program

Canadian Mental Health Association - Edmonton Region

Distress Line

Community Options - A Society for Children and Families

Volunteer Management

Edmonton Meals on Wheels

Edmonton Meals on Wheels

Edmonton Seniors Centre

Outreach/In-reach and Volunteer Program

Millwoods Seniors Association

Outreach

North Edmonton Seniors Association

Volunteer Program

Operation Friendship Seniors Society

Volunteer Program

Sage Seniors Association

Wellbeing

Sexual Assault Centre of Edmonton

Clinical Services

South East Edmonton Seniors Association

Outreach and Volunteer Services

The Governing Council of the Salvation Army

Volunteer Services

Thank You

Thank you to the following community funded organizations for completing and submitting a common outcomes report for 2018.

Abbottsfield Youth Project (AYP) Society

ABC Head Start Society

Aboriginal Counseling Services Association of

Alberta Action for Healthy Communities Society of

Edmonton

Alberta Caregivers Association (o/a Caregivers

Alberta)

Alberta Parenting for the Future Association

Alberta Somali Community Centre

All in for Youth

Alta Care Resources Inc.

ASSIST Community Services Centre

Ben Calf Robe Society

Bent Arrow Traditional Healing Society

Beverly Day Care Society & Family Resource Centre

Bissell Centre

Boyle Street Community Services

Boys & Girls Clubs Big Brothers Big Sisters of

Edmonton & Area

Boys & Girls Club of Leduc

Boys & Girls Club of Strathcona County

Canadian Arab Friendship Association of Edmonton

Canadian Mental Health Association - Edmonton

Region

Canadian National Institute for the Blind

Canadian Red Cross Society

Candora Society of Edmonton, The

Catholic Social Services

Centre for Family Literacy Society of Alberta

Centre to End All Sexual Exploitation (CEASE)

City West Child Care & Community Support Society

Community Options - A Society for Children &

Families

Community University Partnership - University of

Alberta

Compass Centre for Sexual Wellness

Connect Society

Council for the Advancement of African Canadians

in Alberta (o/a African Centre)
Creating Hope Society of Alberta

Dickinsfield Amity House

Direct Energy Emergency Fund

Early Childhood Development Support Services Edmonton Chamber of Voluntary Organizations Edmonton City Centre Church Corporation (e4c)

Edmonton Immigrant Services Association

Edmonton John Howard Society
Edmonton Meals on Wheels

Edmonton Mennonite Centre for Newcomers Edmonton Multicultural Coalition Association

Edmonton Seniors Centre

Edmonton Seniors Coordinating Council

Edmonton Social Planning Council

Edmonton's Food Bank -Edmonton Gleaners

Association

ElderCare Edmonton Society for Adult Day

Programs

Elizabeth Fry Society of Edmonton

Empower U

Family Centre of Northern Alberta, The

Family Futures Resource Network
Financial Pathways Collaborative
Fort Saskatchewan Boys & Girls Club
Fort Saskatchewan Families First Society

Fulton Child Care Association

Gateway Association for Community Living Gordon Russell's Crystal Kids Youth Centre Healthy Families Healthy Futures Society

iHuman Youth Society

Inner City Youth Development Association

Institute for Sexual Minority Studies and Services -

University of Alberta

Islamic Family & Social Services Association

Jasper Place Child & Family Resource Society

Jasper Place Wellness Centre

Jewish Family Services

KARA Family Resource Centre

Kids Kottage Foundation

Lansdowne Child Care & Family Centre

Leduc & District Food Bank

Leduc County Family and Community Support

Services

Linking Generations Society of Alberta

Lobstick Successful Kids & Families' Society

M.A.P.S. (Mapping and Planning Support) Alberta

Capital Region

Mental Health Action Plan

Métis Child & Family Services Society

Millwoods Seniors Association

Momentum Walk-In Counselling Society

Multicultural Family Resource Society

Multicultural Health Brokers Cooperative

Native Counselling Services of Alberta

Next Step Senior High II - Fort Saskatchewan

North Edmonton Seniors Association

North West Edmonton Seniors Society

Norwood Child and Family Resource Centre

Old Strathcona Youth Society

Oliver Centre - Early Learning Programs for

Children & Families Society

Operation Friendship Seniors Society

Parents Empowering Parents (PEP) Society

Pride Centre of Edmonton

Primrose Place Family Resource Centre

Project Adult Literacy Society - PALS

Riseup Society Alberta

Saffron Centre LTD.

Sage Seniors Association

Senior Citizens Opportunity Neighbourhood

Association

Sexual Assault Centre of Edmonton

Society of Seniors Caring About Seniors in S.E.

Edmonton

South East Edmonton Seniors Association

Spinal Cord Injury Association of Alberta

St. Albert Community Information and Volunteer

Centre

St. Albert Community Village & Food Bank

St. Albert Family Resource Centre

Stop Abuse in Families (SAIF) Society

Strathcona County Family and Community Services

Strathcona Place Seniors Society

Strathcona Shelter Society Ltd. "A Safe Place"

Sturgeon Public School Division

Terra Centre for Teen Parents

Terwillegar Riverbend Advisory Council

The Governing Council of the Salvation Army

The Red Road Healing Society

The Shaama Centre for Seniors and Women

Today Family Violence Help Centre (o/a Today

Centre)

Town of Gibbons

West End Seniors Activity Centre

Women Building Futures Society

Y.M.C.A. of Northern Alberta

Y.W.C.A. Edmonton

Yellowhead County Family and Community Support

Services

Youth Empowerment & Support Services (YESS)

Key Definitions

Below are definitions for terms used on the Common Outcomes Report. These definitions are community developed and specific to COR.

COMMON OUTCOMES

Outcomes that are common between CS, Edmonton FCSS, UWAY and the Agencies they fund.

DATA

Information collected to evaluate CHANGE of participants to function at a level described in the indicator statement.

FTE (FULL TIME EQUIVALENT)

If your work week is 40 hours, then a person who works 40 hours a week is 1 FTE. If a person works 20 hours a week, that equals .5 FTE. Add up the number of FTE's (not the number of staff) who deliver services to program participants.

IMMIGRANT and/or REFUGEE PARTICIPANTS

For the purposes of this report, an immigrant or refugee is someone who is dealing with the challenges of living in Canada regardless of how many years they have lived in Canada.

INDICATORS

Are specific, observable and measurable characteristics or changes that show the impact a program is making toward achieving a specified outcome.

INDIGENOUS PARTICIPANTS

For the purposes of this report, indigenous participants are participants who have self-identified as First Nations, Métis or Inuit.

MEASUREMENT TOOLS

Means by which you collect information to measure your impact.

OUTPUTS

The direct products of program activities, usually measured in terms of numbers.

OUTCOMES

Statements describe desirable changes for people, organizations and communities.

STUDENTS

Students are the number of unique people who, through a formal/informal program of study, are gaining practical not for profit work experience that is designed to further their educational experience. Examples include: Community Service Learning, Co-op, Practicum student placements and others.

UNIQUE PARTICIPANTS

Participants in your program who receive direct services. You may record participants who you have a file for, have collected demographic data for, are supporting to work towards a goal(s) and/or are collecting outcome data for. Each participant is to be counted only once during the time period covered regardless of the number of program related services they receive.

VOLUNTEERS

Number of unique people who have offered their time at no cost to the program. Do not include individuals who are work experience students or those completing community service hours. This is captured in a separate category of the COR report.

CONTACTS

If you are interested in learning more about the Common Outcomes Initiative, the Common Outcomes Report or the contents of this annual summary, please contact any member of the COI working group:

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