COMMON OUTCOMES INITIATIVE
ANNUAL SUMMARY
2018

TABLE OF CONTENTS

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

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 vulnerable community members. In order to provide a summary of the social impacts 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.

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.

NEW IN 2018

Modified age categories reported to closer align with Statistics Canada demographics and better reflect supports to children and youth (e.g., 0 - 5, 6 - 12, 13 - 17, 18 - 24, 25 - 64 and 65+).

Expanded funding categories to capture what had previously been reported in "Other" funding sources, allowing for a more comprehensive understanding of social services funding.

Implemented a new on-line reporting platform, Co-Lab. Among its many features, it enabled us to auto populate basic information (i.e.. program name), saving our funded partners time and effort on reporting.

Hosted multiple training opportunities for funded agencies including: evaluation ethics training, grant writing etc. These low cost opportunities help to strengthen staff capacity and improve programs and services.

Introduced COI 2.0 Model, co-created with funders and funded agencies. This model fine-tuned COR outputs, outcomes and indicators within five impact areas that coincide with the overall goals of each funder. All program areas align under these impact areas. This alignment will streamline our annual report back to the community and allow us to report on community impacts instead of program areas. The model will be used for the 2019 COR.

OVERVIEW

NUMBER OF PROGRAMS REPORTED ON COR

249	218	226	236	224	252	246	250
2011	2012	2013	2014	2015	2016	2017	2018

YEAR REPORTED
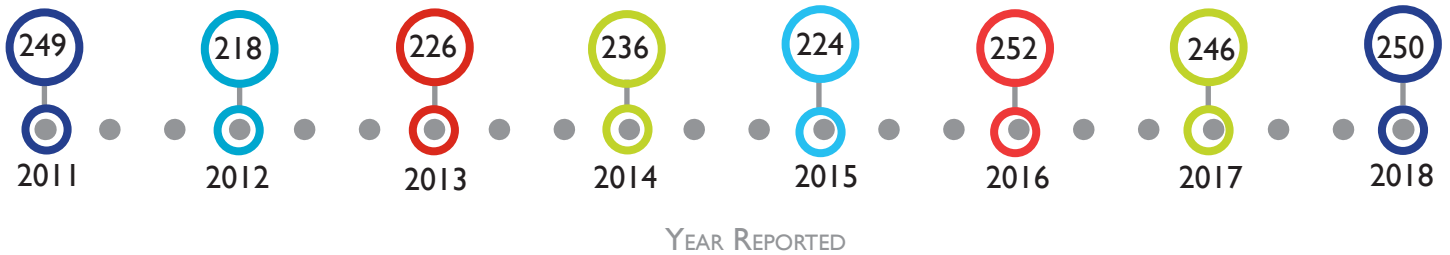
@commonoutcomes joined Twitter in October of 2017! Since then, we have gained over 200 followers and sent out over 300 tweets with thousands of impressions each month. Are you #following us yet? Keep an eye out for new **#2018CORdata** tweets!
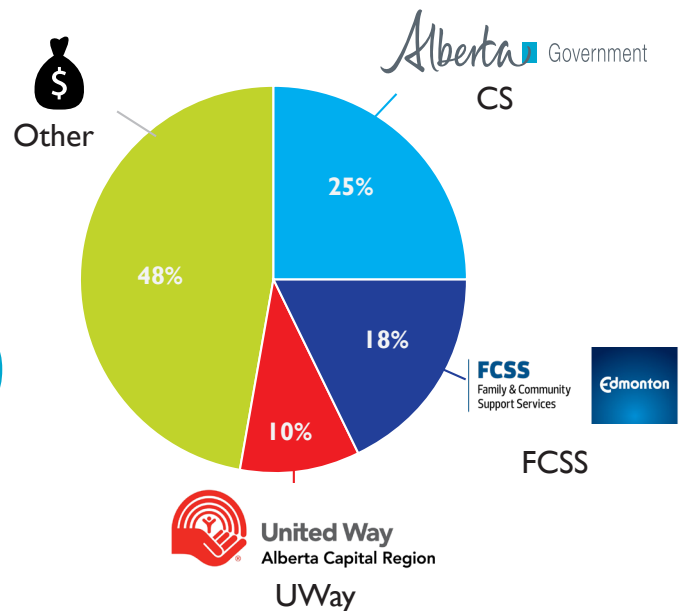
There are 26,200 non profit/voluntary sector organizations in Alberta. 10% or 2,620 of those are social service organizations[1]. The **116** Agencies that reported to COR in 2018, represent roughly **4%** of the social service organizations in Alberta.

FUNDING

Total funding reported

$105,177,277.10

- Other 48%
- Alberta Government CS 25%
- FCSS Family & Community Support Services 18%
- UWay United Way Alberta Capital Region 10%

50% of programs operate with an annual budget between $101,000 and $500,000. A small percentage of programs, 2%, operate with more than a $1 million budget.

Number of programs funded by each funder.

103 programs $1 - $100,000	126 programs $101,000 - $500,000	16 programs $500,001 - $1,000,000	5 programs >$1,000,000
CS 24	CS 56	CS 14	CS 4
FCSS 37	FCSS 64	FCSS 8	FCSS 4
UWay 43	UWay 33	UWay 6	UWay 3

FUNDING

COR Funders (UWay, FCSS, CS) represent **$55,504,165 or 52.8%** of all funding reported.

148 Programs provided additional detail for $49,673,112 of other funding sources.

Government of Alberta $25,408,248 or 24.2%
Other Funding Sources $5,956,130 or 5.7%
Donations $5,182,868 or 4.9%
Fundraising $2,375,633 or 2.3%
Government of Canada Funding $2,123,390 or 2.0%
Memberships and/or Fees $1,564,453 or 1.5%
AGLC/Casinos $1,230,687or 1.2%
Other City of Edmonton Funding $1,185,553 or 1.1%
Edmonton Community Foundation $991,954 or 0.9%
Other Municipal Government Funding $944,406 or 0.9%
Other Foundation Funding $923,907 or 0.9%
Other Nonprofit Organizations $759,992 or 0.7%
In-Kind $393,980 or 0.4%
Sponsorship (Corporate) $308,877 or 0.3%
Other Provincial FCSS Funding $203,469 or 0.2%
Canada Summer Jobs $119,567or 0.1%

- -

UNIQUE PARTICIPANTS

415,639

Unique Participants were supported by programming in 2018.

The Edmonton census metropolitan area (CMA) population as of 2016 was 1,321,426 people.[2] This is "the second highest population growth among the country's major urban areas."[3] COI-funded programs support close to one third of the Edmonton CMA population.

Programs aim to count each participant only once during the time period covered, regardless of the number of program related services that the participant receives. In some programs, tracking this number is difficult. Examples of types of programs where tracking unique participants is most difficult include drop-in, information and referral and public education programs. Information and referral calls account for **26%** of the total unique participants reported. Despite these limitations, the number of total unique participants does represent the significant volume of work undertaken by the social services sector.

INDIGENOUS AND IMMIGRANT & REGUEE PARTICIPANTS

27,199 unique participants identified as Indigenous compared to 31,164 unique participants that identified as Indigenous in 2017.

Indigenous populations are those who self-identify as First Nations, Métis or Inuit.

29,724 unique participants identified as Immigrant and Refugee compared to 41,345 unique participants that identified as an Immigrant or Refugee in 2017.

For COR, an Immigrant or Refugee is someone who is dealing with the challenges of being new to Canada regardless of how many years they have lived in Canada.

To better understand who was being served by programs, some agencies invited participants to identify their cultural background. Because this information was voluntarily collected and self-reported, and because the definitions are specific to COR, the number of Indigenous, Immigrant and Refugee participants reported were low when compared to population-level data.

• • • • • • • • •

In 2018, fewer programs collected data on the cultural background of their participants. **158** (compared to 174 in 2017) programs collected data for Indigenous participants and **149** (compared to 165 in 2017) programs collected data for Immigrant & Refugee participants.
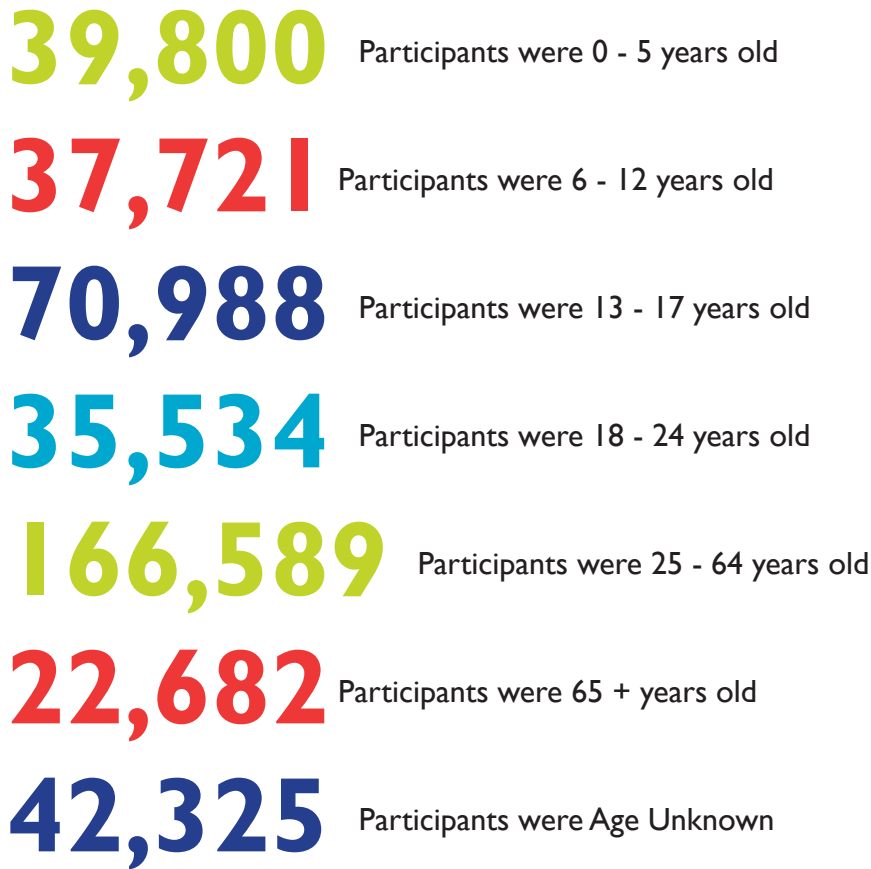
• • • • • • • •

Edmonton Social Planning Council reported that the Indigenous population calling Edmonton home "has been growing at over twice the rate of the overall population."[4] This increase in population is reflected in the entire Alberta Capital Region, particularly St. Albert and Strathcona County.[5]
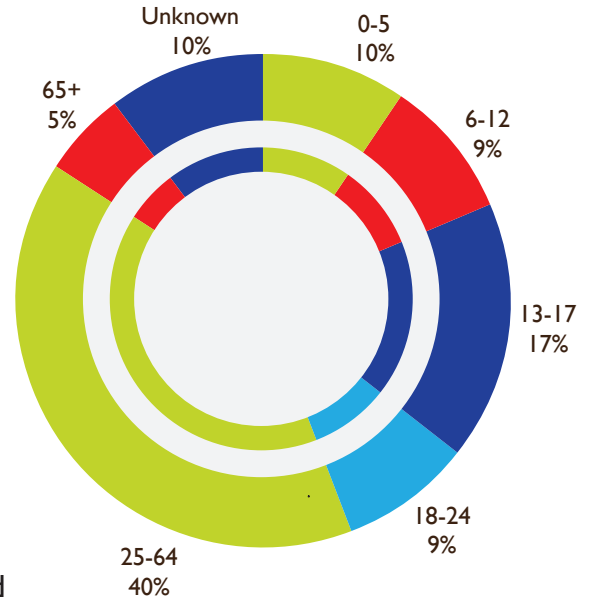
• • • • • • • •

The Alberta Capital Region is also continuing to grow in diversity with the number of new residents calling Edmonton home. As a proportion of the total population, Europeans declined by 14.4% over a 10 year period. In contrast, the total population of Edmontonians with visible minority backgrounds increased by 14.2% in the same 10 year period.[6]
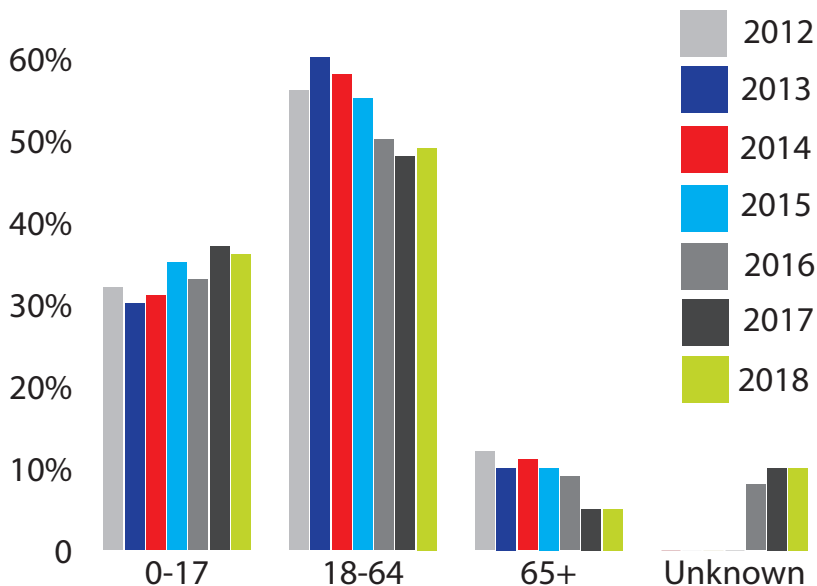
Unique participants by Age

39,800 Participants were 0 - 5 years old

37,721 Participants were 6 - 12 years old

70,988 Participants were 13 - 17 years old

35,534 Participants were 18 - 24 years old

166,589 Participants were 25 - 64 years old

22,682 Participants were 65 + years old

42,325 Participants were Age Unknown

Age range of all program participants

Unknown 10%
0-5 10%
6-12 9%
13-17 17%
18-24 9%
25-64 40%
65+ 5%

Age range over time*

Legend: 2012, 2013, 2014, 2015, 2016, 2017, 2018

X-axis categories: 0-17, 18-64, 65+, Unknown

*A category for unknown was introduced for the first time in 2016. 2018 saw the number of age ranges reported expand for the first time, for comparison purposes, previous age categories reported were used.

Edmonton Social Planning Council reported that Edmonton is continuing to grow year over year, and in the past five years Edmonton CMA has grown by 14%.[7] This is particularly true for young children who account for 13% of the population, and older seniors who account for 5% of the population (based on 2016 census data). With Edmonton representing the youngest city in Canada (at a median age of 35.7 years old), it's no surprise that the majority of program participants (49%) still fall within the 18-64 category.

• • • • • • • • •

According to the 2016 Edmonton Municipal Census, 22% of the reported population was between the ages of 0 and 24. According to the 2018 COR, 44% of the unique participants served were within that particular age range. Given that prevention and early intervention are strategic mandates for COI, the high proportion of young people served is not unexpected.
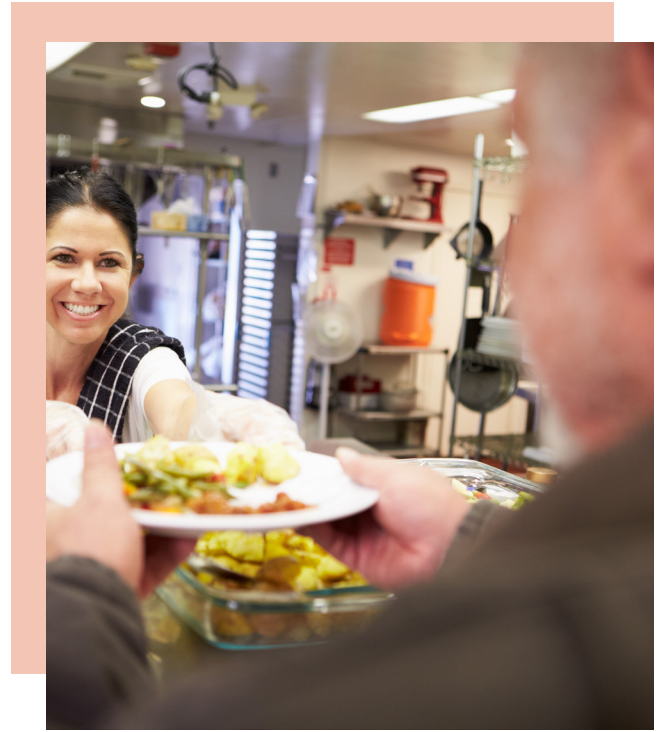
PROGRAM VOLUNTEERS

Program volunteers are the number of unique volunteers who have offered their time at no cost to the program. Programs reported a range of 1 - 1,633 volunteers per program. However, most programs (64%) reported between 1 - 50 volunteers per program.
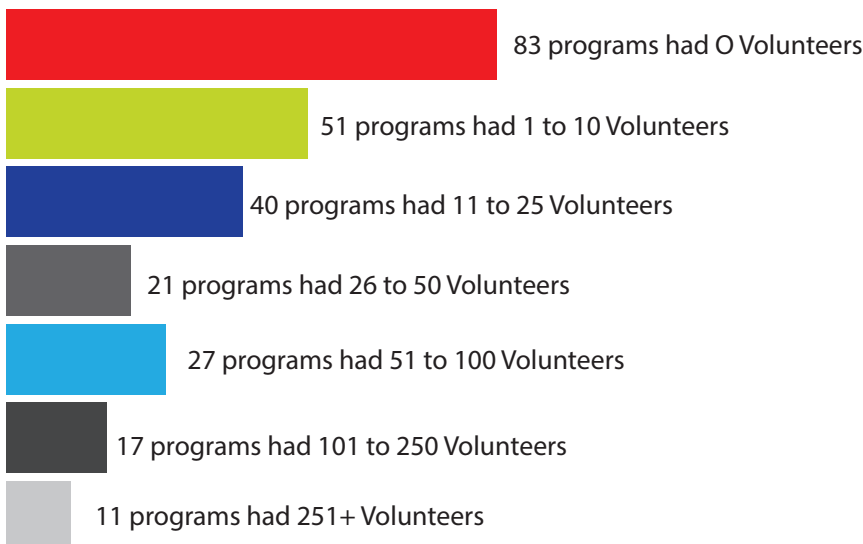
16,891 Total Volunteers

663,333 Volunteer Hours

$10,931,727.80[8]
Contribution to the Sector.

The latest data provided by the City of Edmonton's data dashboard, reported the volunteerism rate in Edmonton to be 44% (slightly below the target of 55%).[9] The Alberta government released statistics in 2015 which indicated 60.9% of Albertans volunteered and the sector most frequently volunteered in was Human Services (28.8%)[10]. The top reasons reported for not volunteering was lack of time (55.4%) and disability or health problems (14.0%). With the shift in the economy and individuals/families working harder to make ends meet, it is not surprising to see our volunteering numbers less than what was reported in 2017.

NUMBER OF VOLUNTEERS PER PROGRAM

83 programs had 0 Volunteers

51 programs had 1 to 10 Volunteers

40 programs had 11 to 25 Volunteers

21 programs had 26 to 50 Volunteers

27 programs had 51 to 100 Volunteers

17 programs had 101 to 250 Volunteers

11 programs had 251+ Volunteers

Over the past three years we have seen a decrease in the number of volunteers reported. In 2018, funded partners reported **16,891** total volunteers. In 2017 that number was **19,462,** and in 2016 it was **23,765**. Of note, 2017 reporting saw a *student* reporting category included for the first time. This may explain the difference between 2016 and 2017 volunteer numbers.

PRACTICUM STUDENTS

In an effort to capture the contribution of students and/or practicum placements, an additional question was added for funded partners to demonstrate the significant contribution of students to the social services sector as well as the impact of the social services sector on student learning and growth. Programs reported a range of 1 - 353 students.

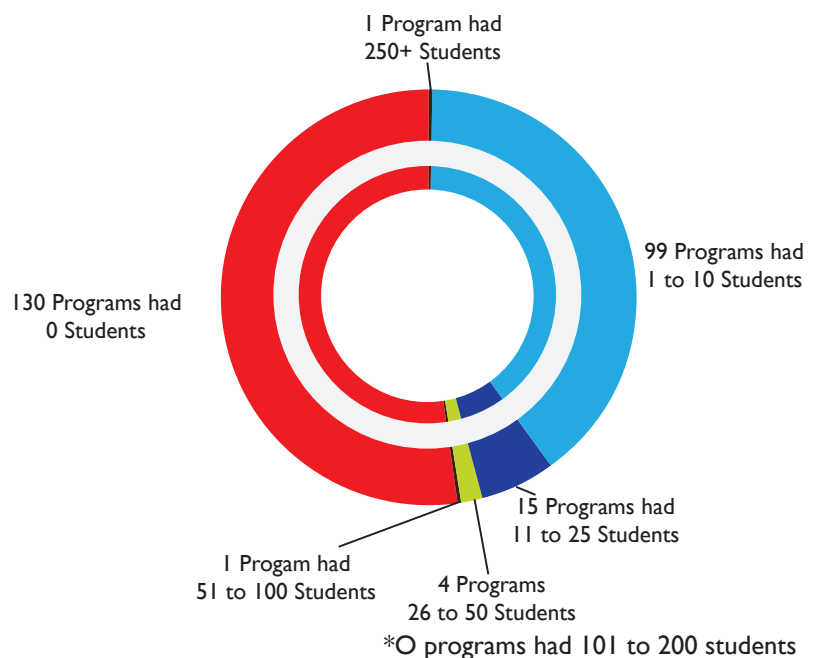## 1,125 Total Students

110,557 Student Hours

In 2017, we indicated that it was difficult to know which programs had zero volunteers versus programs that did not collect the data. By changing how we asked the question, we now know more about these numbers.

For example, **167** out of **250** programs indicated that their programs tracked data on volunteers. **56** programs indicated that volunteers or students were not applicable to their program (often these are counselling programs or programs where volunteers aren't suitable) while an additional **27** programs used students only. It is notable to mention that almost all agencies operate with a volunteer board of directors but this not always captured in the volunteer data reported to COR.

NUMBER OF STUDENTS PER PROGRAM*

1 Program had 250+ Students

99 Programs had 1 to 10 Students

130 Programs had 0 Students

15 Programs had 11 to 25 Students

1 Progam had 51 to 100 Students

4 Programs 26 to 50 Students

*0 programs had 101 to 200 students

FULL TIME EQUIVALENTS

Full Time Equivalents (FTE's) are the total number of FTE staff positions that provide direct services or support. Programs reported a range of 0 (volunteer led) - 84.5 FTE's per program.
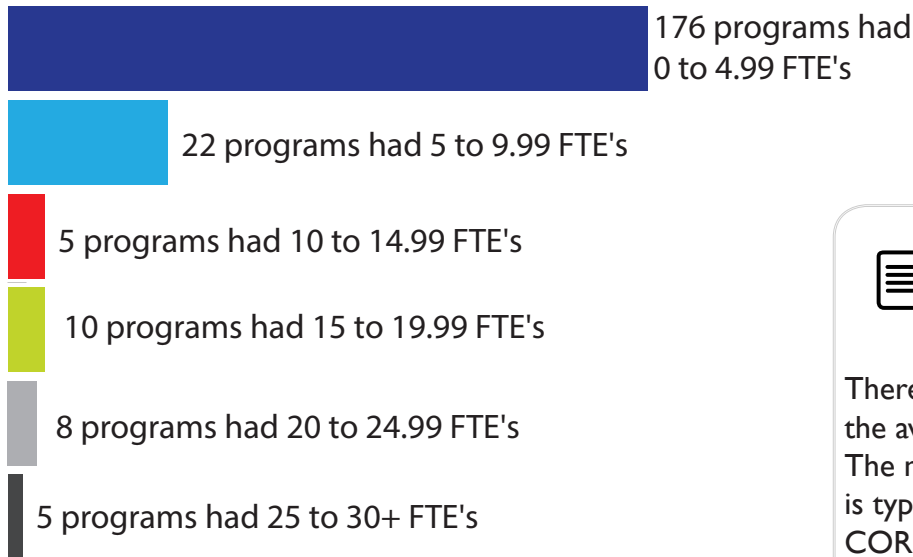
1,312 Total FTE's

2.0 Median FTE's/program

2,296,000[11]

Estimated hours supporting program delivery

NUMBER OF FTE'S PER PROGRAM

176 programs had 0 to 4.99 FTE's

22 programs had 5 to 9.99 FTE's

5 programs had 10 to 14.99 FTE's

10 programs had 15 to 19.99 FTE's

8 programs had 20 to 24.99 FTE's

5 programs had 25 to 30+ FTE's

The majority of programs (70%) report less than 5 FTEs for their program.

There are a handful of programs that pull the average FTEs per program up to 5.18. The median, 2.2, is more reflective of what is typical for those that are reporting to COR.

Approximately 211,562 Albertans work full-time in the charitable sector and 238,503 work part-time. Further to that, charitable organizations spend approximately $18.4 billion on salaries and contribute $33.4 billion in total expenditures to our economy.[12]

The program areas that reported the most volunteers were:

1) Family Support
2) Children & Youth
3) Adult Support
4) Seniors Support
5) Early Childhood

• • • • • • • • • • •

The program areas that reported the most student placements were:

1) Basic Needs
2) Seniors Support
3) Family Support
4) Children & Youth
5) Adult Support

• • • • • • • • • •

The program areas that reported the most FTEs were:

1) Family Support
2) Children & Youth
3) Early Childhood
4) Head Start
5) At-Risk Youth

PEOPLE POWER

For every 1 FTE position working in the sector, there were **13.7 volunteers/students.**

Without these contributions, this sector could not provide adequate supports to participants.

Volunteers & students together, contributed **773,890** hours to the social services sector. If each were paid a living wage, their contribution would total close to

$13 million dollars!

• •

DATA COLLECTION

Programs were asked to report on their primary data collection methodology. Information gathered included: when and how the data was collected and the number of times that programs attempted to collect data.

During the Program - 50% (↑ from 2017)
Follow-Up - 3% (↓from 2017)
Post - 26% (= no change from 2017)
Pre - 0.4% (↓ from 2017)
Pre & Post - 9% (↑ from 2017)
Pre, During & Post -12% (= no change from 2017)

The majority of the data continued to be collected through survey/questionnaires (56%), followed by direct observation (20%) and interviews (10%). Both methods of direct observation and interviews saw an increase in 2018 when compared to 2017. Less frequent methods of data collection included review of charts or other documentation (9%) and group discussions/focus groups (4%).

Programs may collect data more than once with each participant. Funded programs reported that data collection was attempted **395,307** times in total. Programs reported a **80%** response rate, which meets and exceeds standard data collection completion rates.

OVERALL THEMES & FINDINGS

Many funded programs described efforts to bridge systemic gaps using culturally sensitive and data driven models of program service delivery. Although this is not new for the funded programs that report to COR, what is becoming increasingly common is an emphasis on partnership and collaboration to achieve impacts when addressing complex social issues.

The 2018 Common Outcomes Reports continued to highlight the complexity of the issues that program participants were facing.

Poverty

Across all program areas in 2018, the issue of poverty and income affected program participants' ability to fully participate in programming. Often barriers related to basic needs such as housing, transportation, food security, and access to clothing. Additionally, for many participants a lack of income further compounded issues of social isolation. Understanding their rights to income supports and how to navigate both the provincial and federal income subsidy programs was often a way that service providers would work towards supporting program participants in order to promote their full participation in programs.

Mental Health & Addictions

Mental health and addictions remained a significant challenge for many program participants. In some cases, agencies reported participants were self-medicating to address trauma in their lives. Additionally, when ready for treatment, lengthy wait-lists or a lack of detox beds created barriers. Criteria for accessing mental health and/or addictions services contributed to service gaps and barriers.

Positively, the Community Mental Health Action Plan represents a collaborative effort to identify and address gaps in services. This work is helping to improve the coordination and collaboration of services for participants. Further, in 2018 a number of supervised consumption sites opened in Edmonton that provide harm reduction supports, connects people to health and social services and can help to prevent opioid overdoses.

Transportation

Transportation remained a challenge for many program participants throughout 2018. The challenges related to transportation vary based on population served, and location of services within the Alberta Capital Region. For example, transportation needs were different for a family with young children versus a youth crossing the city on a daily basis versus a senior with mobility challenges. Further, transportation particularly in remote or rural settings and in areas further away from the urban core of Edmonton posed additional challenges. While many services were provided locally or centrally, some services required participants to travel and access to

The Nonprofit/Voluntary Sector tackles complex issues with efficiency, empathy and innovation. Through customized and high quality services, nonprofits aim to contribute to the province's overall collective wellbeing and common good.[13]

transportation (time, resources, services) became limiting.

With Edmonton Transit Services (ETS) changes, such as the introduction of the Ride Transit Program, children under 12 ride free when accompanied by an adult, Providing Accessible Transit Here (PATH) and the Bus Network Redesign, it will be interesting to observe how these policy and practice changes may impact program participants in the future.

Food Security

The inability to address basic needs was frequently cited in the 2018 Common Outcomes Reports, with particular focus on food insecurity. Funded programs reported that due to extremely limited resources, individuals and families were not able to access healthy, nutritious and balanced meals for their families. In some cases, access to any food was a challenge.

Innovative Approaches to Programs and Services

Through the Common Outcomes Reporting, funded agencies reported new ways of providing services to best meet the needs of their participants. Through evaluation findings, research and some risk taking, flexibility and adaptability were identified as key to encouraging innovation within the social services sector.

An example of data that supports the food insecurity finding was provided by the Multicultural Family Resource Centre sharing their sister organization (Multicultural Health Brokers Cooperative) internal scan.

Multicultural Health Brokers Cooperative (MCHB) conducted an internal scan of 213 women and families to better understand their current household realities in 2017. 96% of the families scored between moderate to severely food insecure. Of the 213 families, 85% did not have enough money to eat balanced meals; 43% had to skip meals or reduce meal sizes because there wasn't enough money for food. But more troubling, 31% of children did not eat for a whole day because there wasn't enough money for food. This has devastating consequences for the children's overall development. The lack of employment opportunities added to the deeper levels of poverty as families struggled to find sustained employment to financially support their families' basic needs.

An example of innovation shared by the Family Centre of Northern Alberta's Therapy & Counselling Service Program.

People need help when they are distressed. We have continued to remove barriers to services with our hard-to reach families. We had to understand and redefine what no-show meant. Traditional therapy would assume that people are no longer interested in the services when they don't show up for their appointment. We see no-shows as an indicator of things not going well. We approach initial appointments creatively by meeting with clients in the community to build relationship, or offering phone counselling when life is too complicated or hard to make it to another appointment. We also changed our intake model. We were experiencing a no-show rate of 30% when we were booking appointments for our clients. We eliminated this number by changing to a Continuous Intake model in which clients that show for therapy have access to services without a booking for a first appointment. We launched our Continuous Intake model in July of last year. Clients access therapy when they need it by coming through our door. Our no-show rate that was at 30% is now non-existent! And we have been able to provide more services with this new model compared to the previous year.

COMMON OUTCOMES

In 20__ the model was released, that streamlines the outcomes into [impact areas]. Below is a *sample* of 20__ outcomes reflected in the new 2.0 model; for this example outcomes from the previous COR model were collapsed into the new impact areas.

Resilient Individuals

71% of 2,__ __ individuals had developed socially appropriate skills.
88% of 18,652 participants reported that they had the skills needed to address identified issues.

Thriving Families

__% of 4,8__ participants reported that they had improved family functioning.
__% of 2,723 caregivers reported that they had increased knowledge of child development.
94% of 2,692 caregivers reported that they had increased knowledge of positive parenting skills.
91% of 1,405 caregivers reported that they had improved positive parenting skills.

Welcoming and Engaged Communities

83% of 12,502 participants reported that they developed increased awareness regarding social issues.
94% of 3,766 participants reported that they had increased positive involvement in the community.

Connections and Relationships

62% of 24,718 participants reported that they had increased knowledge of community resources.
92% of 4,333 participants reported that they accessed community resources that meet their needs.
86% of 49,997 participants reported that they had improved networks of social support.

Strong Sector

93% of 1,132 participants reported strengthened individual skills within organizations.
84% of 389 participants reported more effective community organizations.
79% of 256 participants reported enhanced collaborative efforts.

COR SUMMARY & NEXT STEPS

The Common Outcomes Initiative (COI) committed to the following four actions throughout 2018 & 2019.

1. Develop / identify a variety of evaluation training opportunities that meet the diverse evaluation needs and capacities of program staff. This may include the development of communities of practice, tools & resources, connecting to community evaluation supports and others.

2018 - COI provided Project Ethics Training, Grant Writing Training, and Common Outcomes Report Training. Agencies created their own Communities of Practice and a handful of agency evaluators attended the Canadian Evaluation Society conference and networked together.

What's Next? As part of the Prevention and Early Intervention Sector Meeting, agency staff will have the opportunity to attend evaluation workshops provided by Policywise. Continued efforts are being made to develop a basic evaluation 101 training for those new to evaluation.

2. Develop a COI orientation process & guide for new staff and programs.

In 2018, extensive work was done to the Common Outcomes User Guide to make it more user-friendly and comprehensive for those that were new to the Common Outcomes Report. We also hosted two Common Outcomes Report training sessions where we walked through the forms and had all funders available to answer any specific questions.

What's Next? We will continue to explore how we best on-board new Executive Directors and evaluation or program staff to the Common Outcomes Report. We will continue to provide Common Outcomes Report training annually.

3. Develop common measures and tools to strengthen data collection and reporting across the various program areas.

In 2018, the Common Outcomes funder group and the Common Outcomes Advisory Group (COAG) focused on updating the common outcomes and indicators. Agency representatives provided valuable feedback and helped shape the model we will proceed with in 2019.

What's Next? The Common Outcomes 2.0 Model builds off the work already done. Outcomes and indicators were updated and grouped around impact areas to better demonstrate how the outcomes are feeding into larger goals. The updated model includes a measures bank. We look forward to continuing to grow this model and strengthen data collection.

4. Co-analysis of the COR data and co-creation of the COR summary report.

COI worked with the Capacity Building program area to create the Capacity Building Program Area Summary in 2017 and we did so again for 2018. We focused on co-analyzing the data and developing the capacity building story.

What's Next? Looking ahead, the Capacity Building program providers identified a theme for 2019 that will provide a more comprehensive and cohesive story of the impact they are having in supporting the efforts towards a "Strong Sector". In addition, during the fall 2019 Prevention and Early Intervention Sector Meeting, Capacity Builders will attempt to gather additional data to help capture their story. For 2019, the COI team may look at how we might do additional co-analysis with other interested program areas.

The Common Outcomes Initiative continues to be thankful to all of the funded agencies and community partners that contribute to our goals each year. We look forward to another year of data collection, story telling, and evaluation with the Alberta Capital Region!

The COI Funders Group

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
Governing Council of the Salvation Army, The
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
Red Road Healing Society, The
Riseup Society Alberta
Saffron Centre LTD.
Sage Seniors Association
Senior Citizens Opportunity Neighbourhood Association
Sexual Assault Centre of Edmonton
Shaama Centre for Seniors and Women, The
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
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)

APPENDIX I

It is important to recognize that this report is not exhaustive of the work the social services sector in our region is accomplishing as it only includes data from those programs that utilize the Common Outcomes Report (COR).

Below are a few things to note about the contents of this report and the use of the information submitted:
- Funders and funded agencies continue to work together to revise and refine the data collection tools and methods.
- The funders do not have expectations about the percentage of positive change programs report.
- Funders and funded agencies engage in dialogue and co-evaluate the data.
- While funded agencies are asked to report the number of unique participants in each program, it is important to recognize that for some programs this is challenging. As well, there is no system in place to track unique participants across the spectrum of services.
- It is of value to gather data and report on the number of Indigenous, Immigrant and Refugee participants the funded agencies supported. This data is self-reported by participants of funded programs and not all programs gather this data. For these reasons, funded agencies confirm that this number is underreported.
- The themes included in this report are taken directly from the 2018 Common Outcomes Reports submitted by funded agencies.
- The outcome results provided in this report are based on the number of participants who responded to data collection attempts by the program staff. In most cases, the data collected is from a sample of the total program participants.
- Across all outcome areas, programs report on *positive change* as a result of particpants accessing programs and services. It is important to recognize that positive change is measured in many ways across programs. While it does reflect improvements and changes in knowledge, attitudes and behaviours it does not mean that the participant no longer requires the services being provided. The nature of the program, the population being served, the complexity of the challenges being addressed and the availability of community resources can all impact these results.

Funders and funded agencies continue to improve their work on data collection and evaluation in an effort to improve services to participants. Some ongoing challenges include:
- Collecting demographic data (age, cultural background, etc.).
- Defining "positive change" consistently.
- Collecting data at drop-in programs.
- Collecting data in large groups (particularly for public education programs).
- Collecting data from those with low literacy or for whom English is a second language.
- Collecting data from participants who leave the program unexpectedly.

ENDNOTES

1. Culture and Tourism, Government of Alberta. (2018). Profiling the Nonprofit/Voluntary Sector in Alberta. Accessed via: Profiling-the-nonprofit-voluntary-sector-in-alberta-anvsi.pdf, p.5.

2. Kolkman, J. (2018). Tracking the Trends (2018): 14th Edition. Edmonton, Canada: Edmonton Social Planning Council; page 18.

3. Kolkman, J. (2018). Tracking the Trends (2018): 14th Edition. Edmonton, Canada: Edmonton Social Planning Council; page 3.

4. Kolkman, J. (2018). Tracking the Trends (2018): 14th Edition. Edmonton, Canada: Edmonton Social Planning Council; page 3.

5. Kolkman, J. (2018). Tracking the Trends (2018): 14th Edition. Edmonton, Canada: Edmonton Social Planning Council; page 6.

6. Kolkman, J. (2018). Tracking the Trends (2018): 14th Edition. Edmonton, Canada: Edmonton Social Planning Council; page 10.

7. Kolkman, J. (2018). Tracking the Trends (2018): 14th Edition. Edmonton, Canada: Edmonton Social Planning Council; page 4.

8. Edmonton's 2018 living wage ($16.48), as determined by Edmonton Social Planning Council, was used to calculate this number. For this report, Edmonton's living wage was multiplied by the number of volunteer hours reported.

9. City of Edmonton Dashboard: Reported Volunteer Rate. Accessed via: https://dashboard.edmonton.ca

10. Alberta Official Statistics: Community Volunteerism, Alberta. Accessed via: https://open.alberta.ca

11. For this report, the total number of FTE's reported was multiplied by an estimated 35 hour work week for 50 weeks.

12. Culture and Tourism, Government of Alberta. (2018). Profiling the Nonprofit/Voluntary Sector in Alberta. Accessed via: Profiling-the-nonprofit-voluntary-sector-in-alberta-anvsi.pdf, p. 5.

13. Culture and Tourism, Government of Alberta. (2018). Profiling the Nonprofit/Voluntary Sector in Alberta. Accessed via: Profiling-the-nonprofit-voluntary-sector-in-alberta-anvsi.pdf, p. 7.

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:

Sheilah Pittman
spittman@myunitedway.ca

Kim Turcotte
kim.turcotte@edmonton.ca

Debbie Bryson
debbie.bryson@gov.ab.ca

Tammy Greidanus
tgreidanus@myunitedway.ca

Jasmine Brazil
jasmine.brazil@edmonton.ca

Karen Richards
karen.richards@gov.ab.ca