COMMON OUTCOMES INITIATIVE

Annual Summary

2019

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 summary 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
Impact area – Each funded program reports to at least 1 of 5 impact areas.
Outcome – Each program must report on at least 2 and up to 5 outcomes.
Indicator – Each program must report on at least 1 indicator for each outcome.

New in 2019!
This year's annual summary is presented using the five Impact Areas to summarize information:
Resilient Individuals, Thriving Families, Welcoming & Engaged Communities, Strong Sector, and Strong Relationships & Connections.
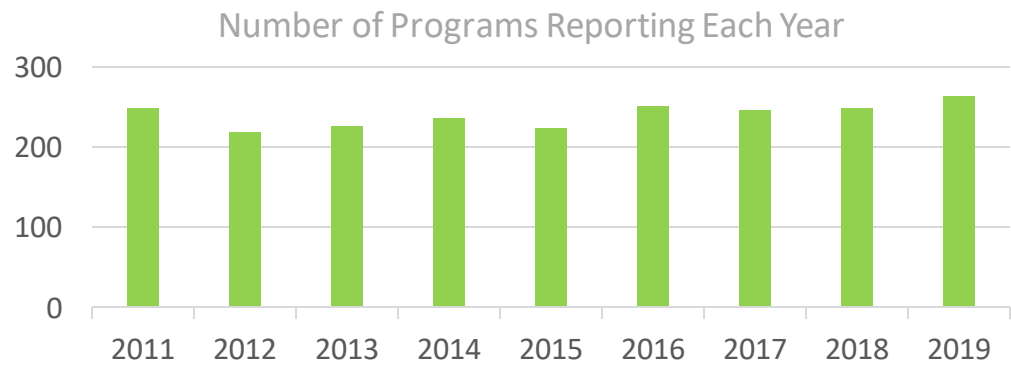
2019 OUTPUTS

REPORTING

While not exhaustive of the Social Services sector, this Summary report represents a significant volume of accomplishment.

Total Agencies: **116**
Total Programs: **263**

Number of Programs Reporting Each Year

The shift in the number of agencies and total programs reporting to COR can be attributed to changes in how programs report, the number of programs funded, and the introduction of non-COR funded programs reporting from one agency.
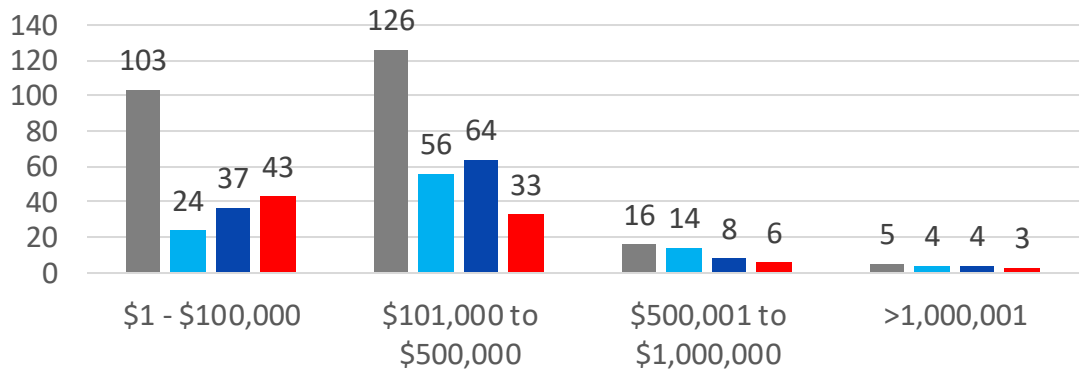
FUNDING

Agencies report the total amount of program funding by funding source.

$

Total Funding: **$104,931,446**
CS: **25%**   United Way: **15%***
FCSS: **19%***   Other: **44%**

PROGRAM REVENUE RANGE

Total program revenue reported ranges from under $100,000 to over $1,000,000. The following graph shows the total number of programs in each range (grey bar) followed by a breakdown of the number of programs funded by each funder as colour-coded above.


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

PROGRAM PARTICIPANTS

Programs aimed to count each participant once during the time period covered regardless of the number of program-related services that the participant received. In some programs tracking this number is difficult. Examples of programs where tracking unique participants is most difficult included: drop-in, information and referral, and public education programs. Information and referral calls account for **18%** of the total unique participants reported. Despite these limitations, the number of total unique participants does represent the significant volume of work occurring in the social services sector.
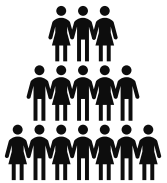
399,917 Unique Participants

A unique participant is a participant in a program who receives direct services. Year over year, funded programs report that they are seeing an increase in demand for services and supports as participants are presenting with increasingly complex challenges. The 2019 data showed a slight (**10%**) decrease in the total number of unique participants reported. This decrease in unique participants could be explained by more accurate reporting, program restructuring, changes in funding and staffing changes.

CULTURAL IDENTITY

For this report, Indigenous populations are those who **self-identify** as First Nations, Métis or Inuit. In 2019, sixty-one percent of programs gathered this demographic data.

- 2019 - **26,183** participants identified as Indigenous as reported by 161 programs.
- 2018 - **27,199** participants identified as Indigenous as reported by 158 programs.
- 2017 - **31,164** participants identified as Indigenous as reported by 174 programs.

For this report, a Newcomer is defined as someone who **self-identifies** as dealing with the challenges of being new to Canada regardless of how many years they have lived in Canada. Fifty-five percent of programs gathered this demographic data.
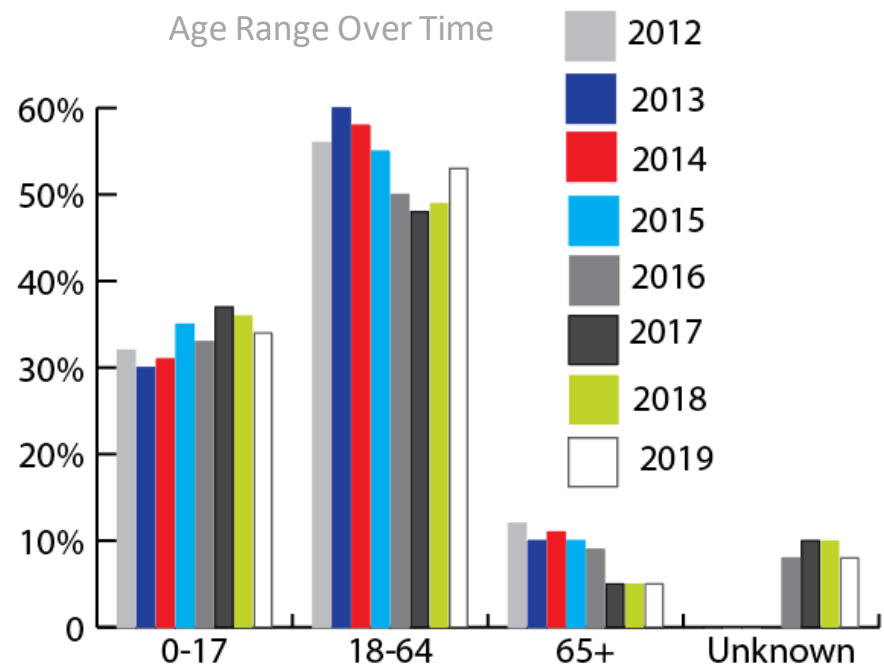
- 2019 - **25,586** participants identified as Newcomer as reported by 145 programs.
- 2018 - **29,724** participants identified as Immigrant and Refugee as reported by 149 programs.
- 2017 - **41,345** participants identified as Immigrant and Refugee as reported by 165 programs.

UNIQUE PARTICIPANTS BY AGE

41,110 participants were 0 - 5 years old
42,170 participants were 6 - 12 years old
53,620 participants were 13 - 17 years old
39,067 participants were 18 - 24 years old
171,333 participants were 25 - 64 years old
21,065 participants were 65 + years old
31,552 participants were Age Unknown

Age Range Over Time

Legend:
- 2012
- 2013
- 2014
- 2015
- 2016
- 2017
- 2018
- 2019

X-axis: 0-17, 18-64, 65+, Unknown
Y-axis: 0, 10%, 20%, 30%, 40%, 50%, 60%

PEOPLE POWER

Funded programs represent an essential part of the social services sector and our community. Below is a summary of the people power that goes into supporting our community.
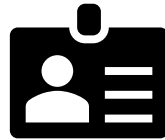
1,210 Full Time Equivalents
17,864 Volunteers
711,976 Volunteer Hours
1,187 Students/Practicum Students
122,458 Student/Practicum Student Hours

For every **1 FTE** position working in the sector there were **15.7** volunteers or students!
If each was paid Edmonton's living wage ($16.51), as calculated by
Edmonton Social Planning Council,
their contribution would total close to **$14 million dollars**!

PEOPLE POWER CONTINUED

Volunteers
95 programs reported that they do not use volunteers
61 programs had 1 to 10 volunteers
24 programs had 11 to 25 volunteers
23 programs had 26 to 50 volunteers
31 programs had 51 to 100 volunteers
15 program had 101 to 250 volunteers
14 programs had 251+ volunteers
168 Total Programs reported using volunteers (**64%** of programs use volunteers)

Programs reported a range of **1 - 1,736** volunteers per program. Of the **168** programs that reported using volunteers, most of these programs (**64%**) reported between **1 - 50** volunteers per program.

Students
126 Programs reported that they do not use Students
111 Programs had 1 to 10 Students
22 Programs had 11 to 25 Students
2 Programs had 26 to 50 Students
1 Programs had 51 to 100 Students
0 Program had 101 to 250 Students
1 Programs had 251+ Students
137 Total Programs using Students (**52%** of programs use students)

Programs reporting to *Strong Connections & Relationships* reported the largest number of volunteers and volunteer hours, as well as the largest number of students and student hours. However it was *Resilient Individuals* that had the highest contribution of hours per student.

FTE's
212 programs employed 0 to 5 FTEs
26 programs employed 6 to 10 FTEs
19 programs employed 11 to 25 FTEs
5 programs employed 26 to 50 FTEs
1 programs employed 51 to 100 FTEs
0 programs employed over 100 FTEs

Full Time Equivalents (FTEs) are the total number of paid staff positions that provide direct services or support. Programs reported a range of 0 (volunteer led) - **69.0** FTEs per program. Estimated hours supporting program delivery (based on a 35 hour work week for 50 work weeks): **2,117,500**

The average number of FTE's per program was 4.7, however, the median of 2.5 is more reflective of program staffing. The majority of programs (**81%**) reported **5** or fewer FTEs for their program.

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. In 2019, data collection was attempted **368,070** times. There was a **73%** response rate, which meets and exceeds standard data collection rates.

Legend: ↑Increase from 2018 report; ↓Decrease from 2018 report

Data collected…

During program: **40%** (↓)
Post: **23%** (↓)
During & Post: **15%** (New)
Pre, During & Post: **11%** (↓)
Pre & Post: **6%** (↓)
Follow Up: **4%** (↑)
Pre: **1%** (↓)

The majority of the data continued to be collected through surveys/questionnaires **66%** (↑), followed by direct observation **11%** (↓) and interviews **9%** (↓). Less frequent forms of data collection remained the same: group discussions/focus groups **6%**, review of charts or other documentation **5%** and administrative statistics **4%**.
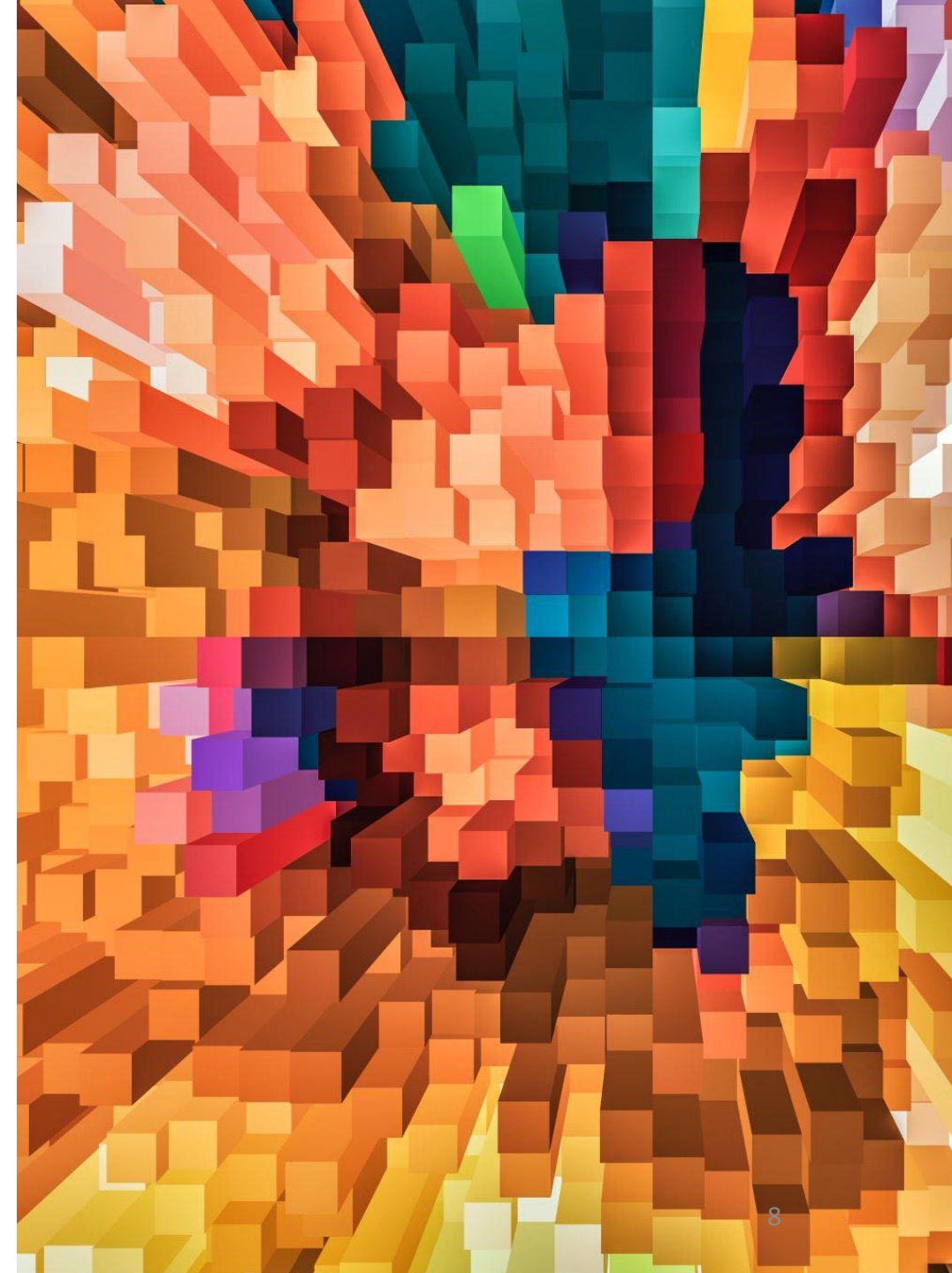
2019 IMPACT AREAS

In 2018, COI introduced Impact Areas. The five Impact Areas allow for streamlined reporting themed around intended program impact instead of the previously used 18 program areas that aggregated data aligned with the nature of program delivery. The following is a summary of outcomes reported for each Impact Area.

Across all impact areas, **88%** of **267,178** participants experienced some form of positive change as a result of participating in 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, population being served, complexity of the challenges being addressed and the availability of community resources can all impact these results.

RESILIENT INDIVIDUALS

Resilient individuals have the ability to bounce back from challenges and stress that they face. According to Michael Ungar, resilience is, "the capacity of individuals to navigate their way to the psychological, social, cultural, and physical resources that sustain their well-being, and their capacity individually and collectively to negotiate for these resources to be provided in culturally meaningful ways (Ungar, 2008 and Ungar, 2011,https://resilienceresearch.org/resilience/

84% of **12,346** children and youth reported improved developmental skills.
82% of **21,493** participants reported improved skills to address identified issues.

THRIVING FAMILIES

Thriving families work together to overcome challenges, learn, and develop. Caregivers within the family have the capacity to support the physical, social, psychological, emotional and spiritual development of the children, youth, adult or senior. Creating stable environments that promote quality interactions support achieving the goals of the family group.

88% of **8,443** participants reported improved family functioning.
93% of **4,117** caregivers reported increased knowledge of child development.
94% of **2,645** caregivers reported increased knowledge of positive parenting skills.
97% of **458** caregivers reported improved positive parenting skills.

WELCOMING AND ENGAGED COMMUNITY

Welcoming and engaged communities are open, diverse, and inclusive. They ensure that all community members are active, connected and supported in achieving their goals. They can be geographic or interest based depending on the program focus area.

88% of **55,352** participants reported increased awareness regarding social issues in the community.
96% of **11,708** participants reported increased positive involvement in the community.

STRONG SECTOR

Individuals, families and communities exist and function within society. Within Edmonton and area the not for profit sector is critical to creating an integrated and connected web of supports to reduce and eliminate people falling through the cracks. Ensuring that the individuals and organizations working within the sector have the knowledge, skills and attitudes required to be successful and healthy is critical.

91% of **2,771** respondents reported strengthened individual skills within organizations.
95% of **307** respondents reported more effective community organizations.
95% of **280** respondents reported enhanced collaborative efforts.

STRONG CONNECTIONS AND RELATIONSHIPS

Strong Connection and Relationships are the glue between individuals, families and communities and the not for profit sector. It is through relationships that we can achieve a strong and supportive community where all people can thrive and contribute. Individuals and families have access to a network of community and social supports that can address their needs.

87% of **19,434** participants reported increased knowledge of community resources.
88% of **93,707** participants reported that they accessed community resources that met their needs.
89% of **34,117** participants reported improved networks of social support.
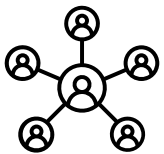
2019 Overall Themes and Findings

OVERALL THEMES

In 2019, a number of participant, program, and system level themes and findings were noted by programs in COR. The following is a summary of key themes that emerged across all programs.

Participant Level Findings

Participant level findings that were highlighted across all impact areas are below.

- Living in poverty continued to impact participants' ability to meet their basic needs (ie., housing, food, clothing, and transportation). Job insecurity, underemployment and unemployment all impacted the level of poverty while also impacting participants' mental health and wellbeing.
- Reports across all impact areas indicated that participants were presenting with high levels of anxiety, depression and impacts of historic trauma. Further, programs reported an increase in family violence. This highlights the continuing complexity of the presenting issues facing individuals, families, and communities.
- Participants' were reported to have increased levels of isolation. The isolation being experienced included not only social but also emotional, cultural and community isolation. These levels of isolation were compounded by stigma, racism, and discrimination.
- Addictions remained an ongoing concern for many participants. A number of programs reported losses caused by drug overdoses. These losses impacted both the staff and other participants involved.
- Specific life and social skills deficits were identified for some participants that resulted in focused efforts to support them in developing some of the following skills including: learning how to budget, how to shop for groceries, pay bills, create and follow a routine, emotional regulation, conflict management, communication skills, building self esteem and confidence, setting boundaries and understanding, and identifying healthy and unhealthy relationships.
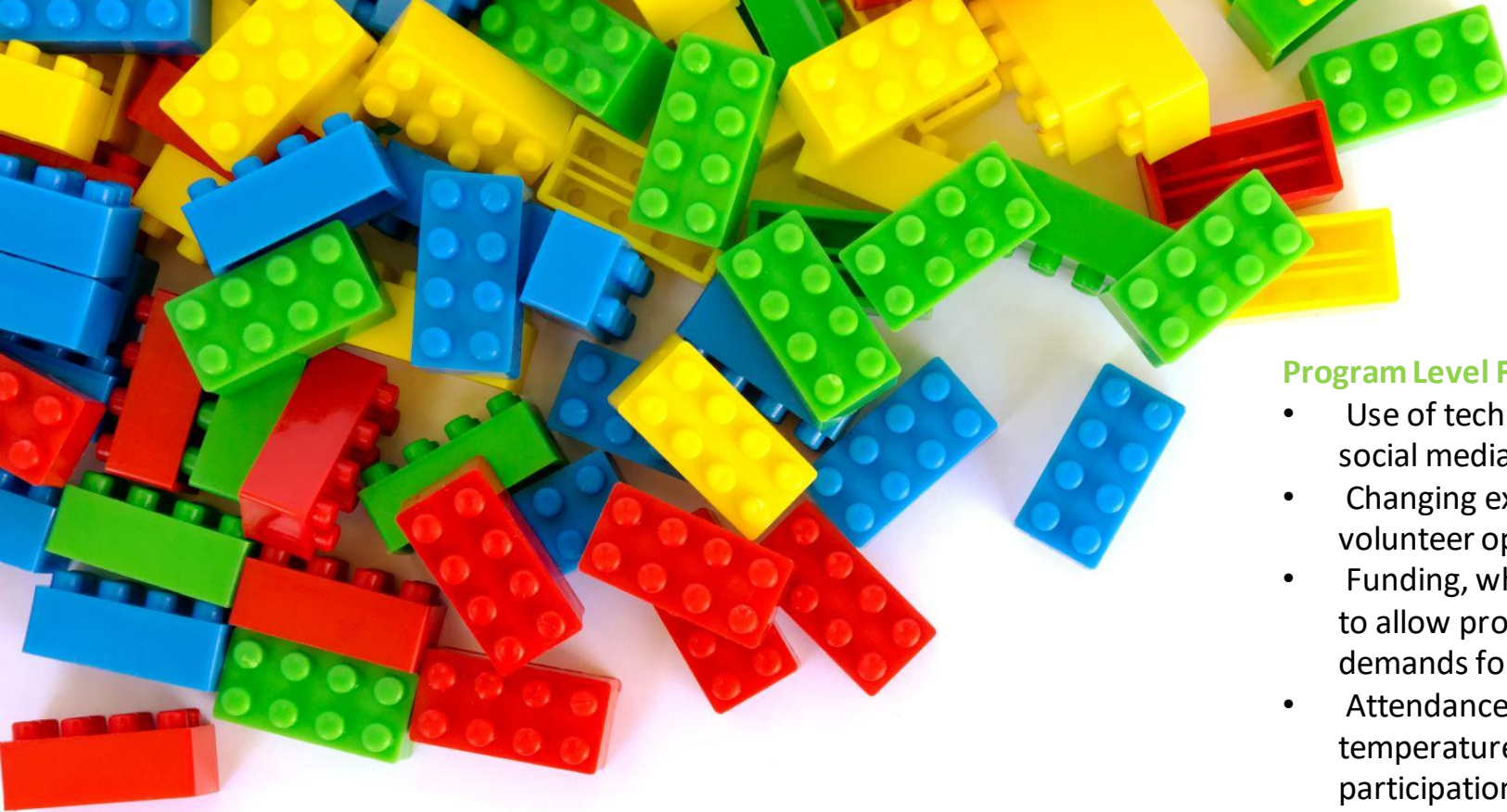
Participant level findings continued

- Interestingly, services for men continued to be identified as a gap. Specifically, men reported that support for them as caregivers were often available during the day when they were unable to attend. As a result some programs have responded by changing the time of their programs. Additionally, men who are fleeing domestic violence often have nowhere to go for safety as emergency accommodations are typically limited to women and their children.
- As the community continued to grow and diversify with new immigrants and refugees, navigating the immigration, residency and citizenship systems became an emerging need and challenge for both the individual participants and service providers. Increased need for language supports and services was required.
- Literacy of all types was identified as a continuing area of support. This included not only reading and writing literacy but also digital literacy, financial literacy, and math literacy.
- Finally, relationships were highlighted as critical to program participation and effectiveness. Specifically focusing on the relationship between the program provider and the participant, between participants and between parent/caregiver and child.

Program Level Findings

A number of findings emerged that were at a program level.
- Evaluation learnings resulted in changes to:
    - program logistics (e.g., location, time of day, day of the week, delivery mechanism),
    - program content (e.g. types of activities, delivery of activities),
    - evaluation methodology (e.g., survey, observation, interview etc), and
    - when data was collected (pre and post, post, during, etc).
- The importance of relationships between service providers and between the service provider and the participant was noted as being invaluable in terms of providing effective service delivery, along with coordinating community wide responses. Forming trusting working relationships and seeing the value of interagency teams was highlighted.
- Common areas of training that were identified included: trauma informed practice, cultural competency, case management, mental health & wellness, intersectoral practice.

Program Level Findings Continued

- Use of technology continued to be a trend and the impact of social media on programming and on participants was noted.
- Changing expectations of volunteers who want meaningful volunteer opportunities with flexible scheduling.
- Funding, while appreciated, was noted as not being at a level to allow programs to continue to be able to meet the increasing demands for service.
- Attendance at programs was impacted by weather. Cold temperatures and snow was found to limit program participation at times.

System Level Findings

A number of policy changes were highlighted as being detrimental to participant well-being and success. Examples included changes to:

- Kinship Care subsidy
- Alberta Health Services drug coverage for seniors
- Alberta Supports funding
- Education funding
- Early Childhood Development initiative funding
- Edmonton Transit Service routes
- Lack of affordable quality child care

OVERALL THEMES

Funded partners were asked to report on barriers participants faced that were outside of core programming. They indicated whether or not they were able to address these barriers through additional program planning, activities and/or budget or not. The following is a summary of program barriers reported by 259 programs. The number represents either the percentage of programs addressed additional barriers (green) or were not able to address them (blue).

The majority of funded programs provided supports in addition to their core programming. Top additional barriers addressed were *transportation*, *food, connection to community resources* and *mental health & addictions*.

Participant Barriers

Legend: ■ Barriers not able to address ■ Barriers addressed in addition to programing
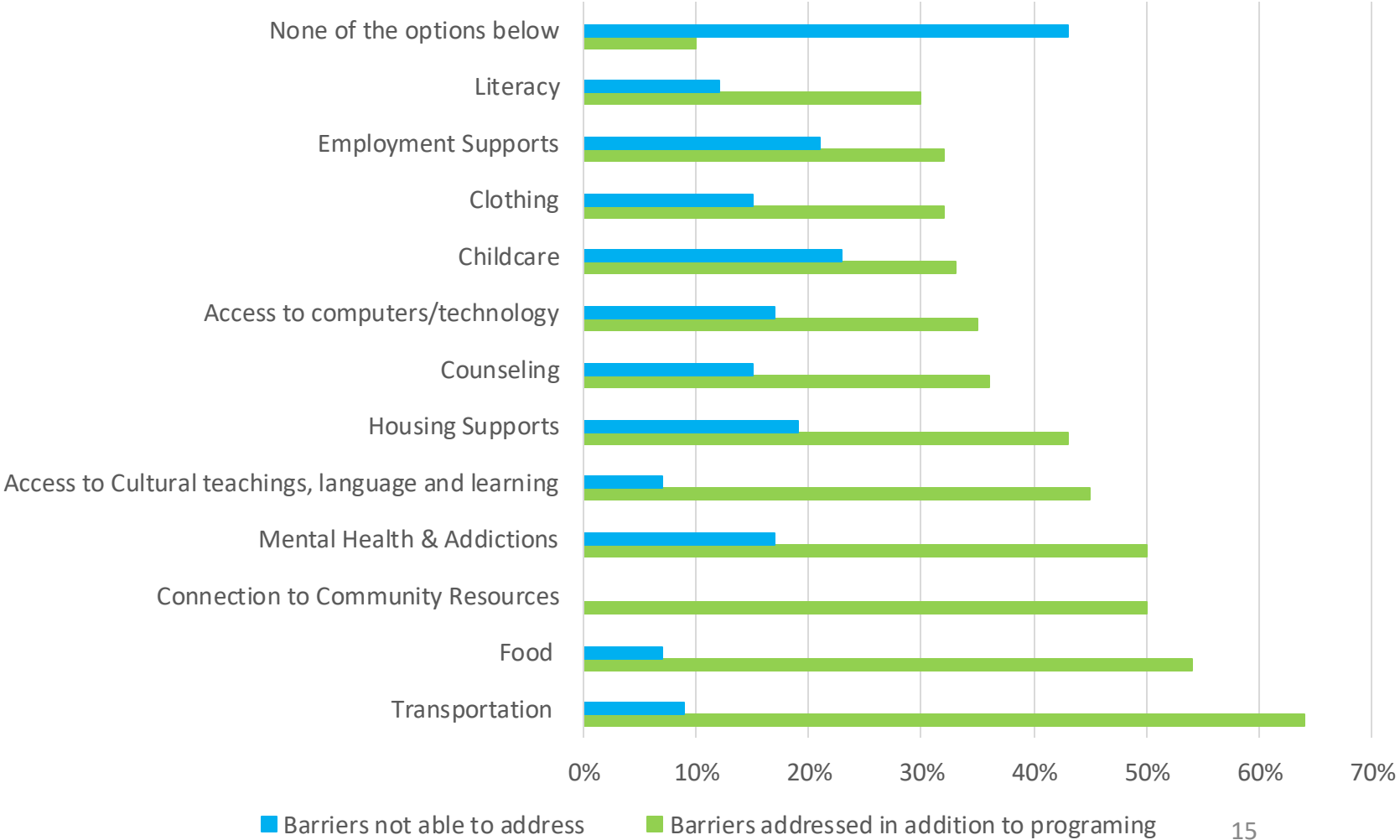
Impact Area Summaries
2019

RESILIENT INDIVIDUALS

Resilient individuals have the ability to bounce back from challenges and stress that they face. According to Michael Ungar, resilience is, "the capacity of individuals to navigate their way to the psychological, social, cultural, and physical resources that sustain their well-being, and their capacity individually and collectively to negotiate for these resources to be provided in culturally meaningful ways (Ungar, 2008 and Ungar, 2011, https://resilienceresearch.org/resilience/

64 Agencies Reported
113 Programs Reported
$55,760,467 Total Funding Invested
49% of the funding was provided by COI funders

There were...
614.76 Full Time Equivalents
5,703 Volunteers (providing **303,428** hours)
366 Students (providing **63,650** hours)

Working together to support...
7,843 Unique Participants 0-5
14,755 Unique Participants 6-12
10,244 Unique Participants 13-17
9,646 Unique Participants 18-24
42,484 Unique Participants 25-64
2, 480 Unique Participants 65+
6,941 Unique Participants Age Unknown
94,393 Total Unique Participants

Programs collected self-reported data from...
16,080 Indigenous Participants (collected by 78 programs)
10,350 Newcomer Participants (collected by 75 programs)

Data was collected...
Mostly during the program (**42**%) and post (**20**%), using surveys/questionnaires (**60**%) and direct observations (**14**%). Data collection was attempted **91,7087** times with a response rate of **70**%.

ENGAGING IN REFLECTION

Programs reporting to the Resilient Individuals Impact area reflected on their data and:
- Developed and modified programming based on evaluation findings (examples included: offering complementary programming, if a program was developed for children and youth the agency offered a parenting program and vice versa, provide programming in the evening to accommodate work schedules, offering a drop in program for those that have completed a program).
- Multiple funded partners emphasized the importance of trauma-informed practices and provided training opportunities for agency staff.
- Increased time before and after a program to allow participants to interact more and build positive relationships with each other.
- Implemented new evaluation tools and processes to improve data quality and results (including standardized measurement tools, switched from filling out a survey to a phone call or online, moved final evaluation from the last day to second last day).
- Looking into ways to support staff wellness.
- Partnerships with agencies that work with diverse clients to support diverse clients.

SUMMARY OF OUTCOMES

The following is a summary of outcomes for programs reporting to the Resilient Individuals impact area. The number of programs that reported to each outcome is in brackets.

84% of 12,346 Children & youth had improved developmental skills (56).
82% of 21,493 Participants had improved skills to address identified issues (65).
86% of 977 Participants had improved family functioning (15).
96% of 727 Caregivers had increased knowledge of child development (11).
95% of 1,385 Caregivers had increased knowledge of positive parenting skills (11).
97% of 299 Caregivers had improved positive parenting skill (5).
86% of 62 Participants developed increased awareness regarding social issues in the community (1).

92% of 906 Participants had increased positive involvement in the community (14).
97% of 167 Participants strengthened individual skills within organizations (5).
100% of 57 Participants enhanced collaborative efforts (5).
92% of 1,317 Participants had increased knowledge of community resources (14).
99% of 5,957 Participants accessed community resources that meet their needs (15).
88% of 18,066 Participants had improved networks of social support (50).

Programs reporting to the Resilient Individuals impact area also reported in the Strong Connections and Relationships impact area (61%), Thriving Families (23%), Welcoming and Engaged Communities (13%), Strong Sector (7%).

TOP REPORTED OUTCOMES & INDICATORS

82% of 21,493 Participants had improved skills to address identified issues (65 programs).
- **86% of 1,514** participants demonstrated being able to positively cope with day to day stress.
- **88% of 2,698** Participants demonstrated an increased capacity to solve day-to-day problems and challenges (problem-solving skills).
- **82% of 13,767** Participants demonstrated skills in one or more of the following areas: money management/financial literacy (i.e. knowledge related to budgeting, asset building, financial literacy, government benefits and subsidies, savings, decreasing debt.); self-care; community involvement; socialization; self-advocacy;

interpersonal/relationships; parenting; literacy; refusal skills.
- **89% of 1,427** Participants demonstrated characteristics that are likely to help them address their identified issues - e.g., resiliency (ability to 'bounce back' from setbacks), optimism (positive outlook for future), positive self-esteem (feeling good about self, seeing own strengths), sense of meaning/purpose - e.g., pertaining to family/friends, broader community, belief systems (e.g., spiritual), healthy sense of identity.
- **78% of 2,271** Participants reported being involved in activities that supported or assisted with education (degrees, certificates, credentials or qualified for continuing education) or employment readiness (job relevant licences, resume writing support, interview skills, accessing proper equipment, skills training, gaining proper ID).
- **81% of 112** Participants demonstrated that they had the capacity to navigate the options and resources available to them (i.e., understand the information and how it could apply to their situation, feel they have the 'tools' to make an informed decision).
- **18% of 177** Participants increased their wages or found employment.

84% of 12,346 Children & youth had improved developmental skills (56 programs).
- **81% of 6,649** Participants demonstrate developmentally appropriate skills in one or more of the following areas: personal/social skills, communication skills, gross motor skills, fine motor skills, problem solving skills, coping skills, literacy, numeracy.

- **88% of 5,697** Participants demonstrate/report behaviours or feelings that are consistent with some of following of the eight developmental assets: support, empowerment, boundaries & expectations, constructive use of time, commitment to learning, positive values, social competencies, positive identity.

Positive change for participants in this impact area was described as participants making better life choices, having increased self confidence and improved social and emotional wellbeing, and feeling a sense of belonging and reporting improved relationships. Clients increased their web of support and benefited from the supportive relationships formed as a result of programming. Increased skills were reported and covered a wide spectrum from improved literacy and numeracy to parenting and relationship skills. Support with mental health and coping skills resulted in more stability for clients and improved functioning in all areas of life.

"Before coming to this program I didn't believe I was smart enough to return to school and take a certificate program. Now I am accepted and registered and feel good about my future". - Program participant

SUCCESS STORY

Agency: Connect Society
Program: Building Bridges

Sally had a chaotic life. As a young Deaf woman with no prospects for a job she looked for a sense of connection in all the wrong places. She found herself in an abusive relationship, with a baby she struggled to care for, never knowing exactly where she was staying from week to week.

When her daughter was born, a condition of her release from the hospital was that she and the baby be placed with guardians. Her adoptive parents willingly took the two of them in to help Sally manage the effects of her FASD but the power of the abusive relationship she was in took over. Her partner constantly reminded her that she was an adult and had rights. He missed her and didn't know what he would do without her and threatened to end his life. Sally was conflicted because she wanted to stay with her baby but she cared for her partner and didn't want him to die. She also resented the rules and control that she faced everyday living with her adoptive parents and eventually decided to live with her boyfriend. Her boyfriend and friends liked to party and Sally found the alcohol and drugs a way she could escape her depressing life for a while. She thought about bettering herself by going back to school or getting a job but there were so many obstacles as a Deaf person and dealing with the chaos of abuse and subsequent evictions kept her busy. One night, everything changed when the drunken party turned into violence. Her best friend tried to shield her from the oncoming blow and she ended up in the hospital with serious head injuries.

Sally recognized she was going to end up dead if she continued down this path. With the help of a Connect Society resource worker Sally was able to get safe housing, addictions treatment, and file for a restraining order. She enrolled in an employment program and found a job that she has kept for over a year. She started to feel good about the direction of her life and eventually found a good guy who treated her with respect. The result was a baby made with love. This time she wanted to embrace being a mother.

Her community resource worker suggested involving the Family Support consultant at Connect Society who supports new and expecting Deaf mothers by providing a "Health for Two" program. She visited Sally's home and answered her questions about her pregnancy. As a fluent signer, she was a wealth of information about how to make sure the baby was growing and healthy. She talked about nutrition and what to expect for weight gain which was something Sally worried about. In addition she explained what to expect pre- and post-delivery which made Sally understand what was actually happening with her body this time. She had access to prenatal vitamins at no cost and free toothbrushes for dental care. She didn't realize how important dental care was while she was pregnant. She also could receive milk coupons to make sure she and the baby were healthy. Sally is due in April and is excited about her new life.

THRIVING FAMILIES

Thriving Families work together to overcome challenges, learn, and develop. Caregivers within the family have the capacity to support the physical, social, psychological, emotional and spiritual development of the children, youth, adult or senior. Creating stable environments that promote quality interactions support achieving the goals for the family group.

45 Agencies Reported
79 Programs Reported
$35,102,691.96 Total Funding Invested
60% of the funding is provided by COI funders

There were…
459 Full Time Equivalents
1,213 Volunteers (providing **20,914** hours)
181 Students (providing **23,873** hours)

Working together to support…
18,320 Unique Participants 0-5
5,327 Unique Participants 6-12
1,988 Unique Participants 13-17
2,708 Unique Participants 18-24
20,681 Unique Participants 25-64
651 Unique Participants 65+
4,457 Unique Participants Age Unknown
54,132 Total Unique Participants

Programs collected self-reported data from…
6,229 Indigenous Participants (collected by 61 programs)
11,350 Newcomer Participants (collected by 56 programs)

Data was collected…
Mostly during the program (**46**%), and post (**29**%) using surveys/questionnaires (**75**%) and direct observations (**7**%). Data collection was attempted **42,939** times with a response rate of **72**%.

ENGAGING IN REFLECTION

Programs reporting to the Thriving Families impact area reflected on their data and:
- Developed additional program supports, explored new collaborations, and piloted and evaluated new methods based on participant feedback.
- Developed new family engagement opportunities to support building meaningful connections between families.
- Updated or implemented new evaluation measures. Examples included: implementing measures to increase response rates; emphasizing the importance of evaluation across the staff team; reflecting on evaluation as a synergistic and holistic practice; reaching out to parents by email or telephone to discuss how their children were doing, resulting in a greater response rate and parent engagement; implementing standardized measurement tools and direct goal monitoring.
- Multiple programs worked to adjust practices through a lens of trauma-informed care.
- Identified staff wellness as a priority.

SUMMARY OF OUTCOMES

The following is a summary of outcomes for programs reporting to the Thriving Families impact area. The number of programs that reported to each outcome is in brackets.

88% of 8443 participants had improved family functioning (45).
93% of 4117 caregivers increased their knowledge of child development (35).
94% of 2645 caregivers increased their knowledge of positive parenting skills (22).
97% of 458 caregivers had improved positive parenting skills (12)
52% of 1645 children and youth had improved developmental skills (15).
71% of 1910 participants had improved skills to address identified issues (13).
58% of 133 participants had increased positive involvement in the community (2).
100% of 4 participants strengthened individual skills within organizations (1)
100% of 4 participants enhanced collaborative efforts (1)
92% of 2077 participants had increased knowledge of community resources (16).
83% of 561 participants accessed community resources that met their needs (6).
88% of 9064 participants had improved networks of social support (42).

Programs reporting to the Thriving Families impact area also reported in the Strong Connections & Relationships impact area (**72**%), Resilient Individuals (**33**%), Welcoming and Engaged Communities (**3**%) and Strong Sector (**1**%)

TOP REPORTED OUTCOMES & INDICATORS

88% of 8443 participants improved their family functioning (45 programs).

- **92% of 705** participants reported a positive change in their family's routine (more structure & stability).
- **87% of 7341** participants demonstrated increased positive interactions among family (e.g., listening to each other, accepting each other for who they are, praising each other, solving problems together, supporting other family members to feel good about themselves/each other).
- **96% of 397** participants reported doing more activities together as a family.

93% of 4117 caregivers increased their knowledge of child development (35 programs).

- **91% of 1615** caregivers identified activities that are 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).
- **93% of 1064** caregivers identified ways they can interact with their child(ren) in a way that matches their level of development (e.g., read to child(ren), engage in interactive play in home or community).
- **96% of 1438** caregivers identified the developmental stages that can be expected of their child in relation to: communication, physical development, attention, focus.

94% of 2645 caregivers increased their knowledge of positive parenting skills (22 programs).

- **94% of 640** caregivers identified aspects of a nurturing environment for their child(ren) at home (e.g., defining home, have books, toys in the home, play with child(ren), engage in conversations about things of interest to the child, create social opportunities for child(ren with peers).

- **95% of 1994** caregivers identified strategies to apply in one or more of the following areas: providing a nurturing environment, helping their children develop age-appropriate skills, providing positive feedback to children, addressing children's behaviour challenges, setting boundaries, transmission of traditional knowledge or skills
- **82% of 11** caregivers report understanding of positive cultural parenting practices

97% of 458 caregivers had improved positive parenting skills (12 programs).

- **96% of 126** caregivers used developmentally appropriate strategies learned during the program (e.g., healthy attachment behaviours, positive feedback, constructive criticism/behavioural alternatives, etc.).
- **97% of 332** caregivers report using positive parenting strategies at home (e.g., have books, toys in the home, play with child(ren), engage in conversations about things of interest to the child, create social opportunities for child(ren) with peers).

Positive change for families was described in several ways. Caregivers often referred to more effective communication within the family and the development of positive routines within the home. Families found activities that they enjoyed doing together and over time, formed stronger familial bonds. Caregivers gained positive parenting skills, were able to better understand and respond to their child(ren) and their development and behaviour, and felt more confident in their abilities as caregivers. As family functioning improved and families became more resilient, children had more positive outcomes at home and at school.

Through conversations with our participants we regularly hear how they have an increased confidence in supporting the needs of their families. By using the tools and strategies from our workshops in their daily lives most of our participants experience great success in their existing routines, during transitions and building stronger relationships. One family shared, "We are able to explore ideas that we never would have felt comfortable doing before, like singing and rhyming." (Centre for Family Literacy, Literacy Links)

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SUCCESS STORY

Agency: Canadian Arab Friendship Association
Program: Family & Early Childhood Development

A child in the preschool has a mother who is mute, hence he cannot communicate with his mother properly. She uses sign language with her child & a great sense of frustration is noticed for both. The boy showed aggressive behaviour towards mother who cannot tell him verbally of his behaviour nor guide him the proper way. He cannot classify objects, but focuses well on colours and shapes. Staff analysed the physical and intellectual needs of the child. He receives home visits as well to help him and parents be involved in his education. Staff started teaching him small things, such as training him to go off the pull ups, which increased his self-confidence as he felt like his peers. Staff focused on his passion for colouring and helped him colour pictures for mom for different occasions and the mother was overwhelmed with the pictures the child did for her. The bond between the child and mother got stronger over time. The boy now runs to the door when mother comes to pick him up; the behaviour of aggressiveness changed into warm hugs and kisses to mother, whose face just glows with happiness. The boy follows instructions as mother points for him to pick up his coat, put shoes on, carry his lunch backpack...etc. Although the communication between the boy and mom have improved slightly, a relationship of love and respect seem to be much stronger. This change in the child's behaviour has definitely created positive influence in class and at home.
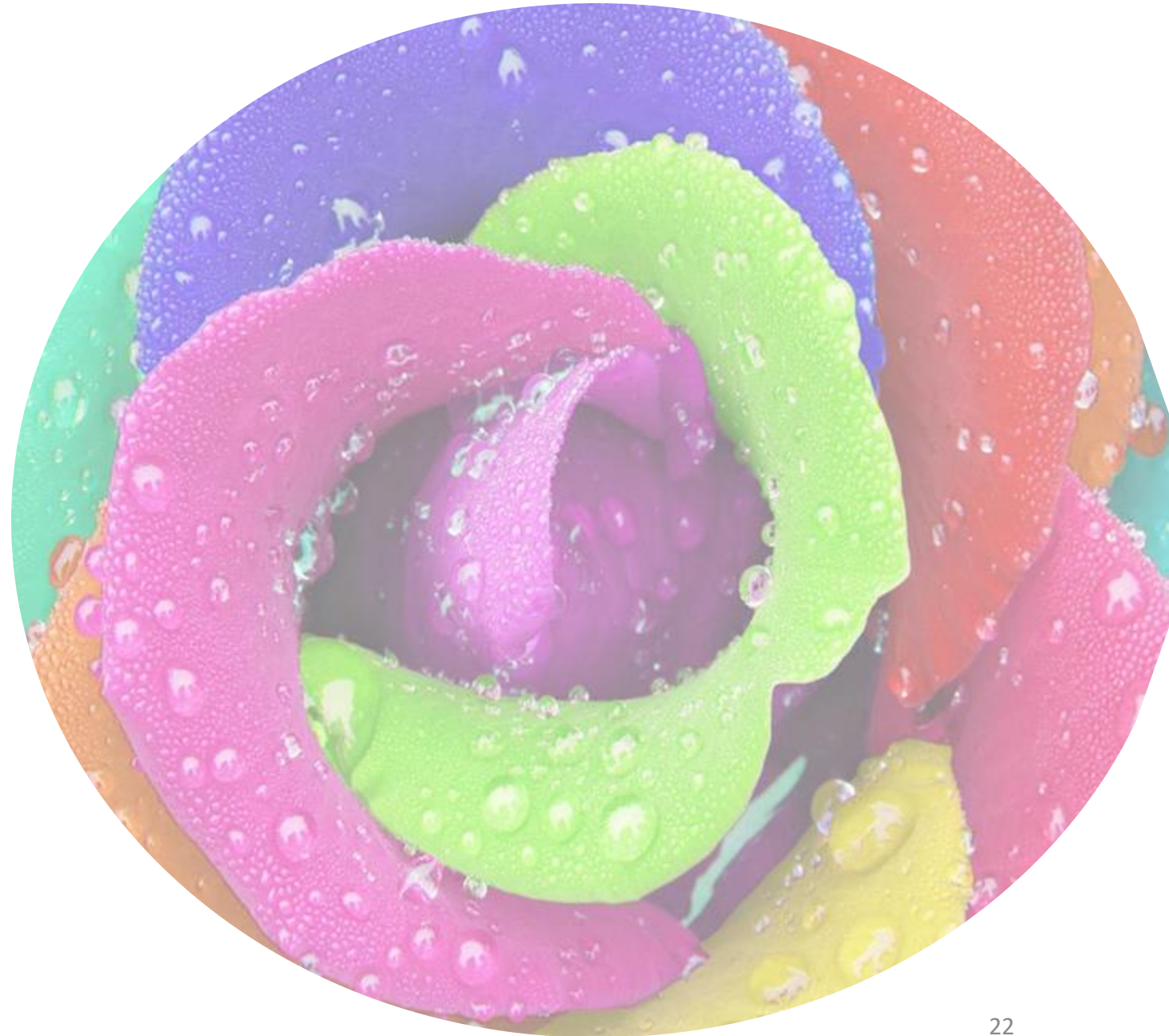
WELCOMING AND ENGAGED COMMUNITIES

Welcoming and Engaged Communities are open, diverse and inclusive. They ensure that all community members are active, connected and supported in achieving their goals. They can be geographic or interest based depending on the program focus area

35 Agencies Reported
44 Programs Reported
$10,276,445 Total Funding Invested
60% of the funding is provided by COI funders

There were…
172 Full Time Equivalents
5,989 Volunteers (providing **268,333** hours)
256 Students (providing **34,970** hours)

Working together to support…
1,897 Unique Participants 0-5
11,357 Unique Participants 6-12
32,595 Unique Participants 13-17
14,109 Unique Participants 18-24
24,879 Unique Participants 25-64
8,076 Unique Participants 65+
5,484 Unique Participants Age Unknown
98,397 Total Unique Participants

Programs collected self-reported data from…
1,795 Indigenous Participants (collected by 19 programs)
3,374 Newcomer Participants (collected by 17 programs)

Data was collected…
Mostly during the program (**38**%) and post (**22**%) using surveys/questionnaires (**59**%) and direct observations (**17**%). Data collection was attempted **138,831** times with a **67**% response rate.

ENGAGING IN REFLECTION

Programs reporting to the Welcoming and Engaged Communities impact area reflected on their data and:
- Updated and changed their evaluation tools to ensure that they were appropriate to the participant.
- Identified and implemented program changes based on feedback gathered.
- Some programs reported enhancements made to programs (e.g., incorporating training opportunities, flexibility in programming throughout the year, changing how they communicated with participants based on trends),

    "We have learned that providing workshops 'en masse' in group settings is a starting point to capacity building, but to really achieve meaningful outcomes, individualized coaching and follow up support is required." Putting Down Roots, Edmonton Mennonite Centre for Newcomers

- Some programs maintained programs based on feedback suggesting that they were continuing to achieve outcomes, while others stopped program components based on feedback suggesting that program components were less effective. As one program reported,

    "Our internal evaluation of the program suggested to us that our program goals, outcomes, activities and timelines were not as aligned as we thought." All Together Now, Edmonton Multicultural Coalition Association.

- Recognized the importance of ensuring that their outcomes and indicators of success were aligned and matched the participant population and their needs. iHuman's Authenticity Program/iSucceed program shared,

    "...For example, if we counted the measure of success for a goal of 'registering for school' as simply submitting the application, we would lose the success related to the young person identifying their academic interest, searching for the appropriate school ,visiting the school etc. All of these build up activities amplify the development and internal resources of the young person."

- Learned about new ways to engage participants, volunteers more effectively.
- Informed organizational and program strategic planning and staffing training and wellness needs.

SUMMARY OF OUTCOMES

The following is a summary outcomes for programs reporting to the Welcoming and Engaged Communities impact area. The number of programs that reported to each outcome is in brackets.

88% of 55,352 participants developed increased awareness regarding social issues in the community (12).
96% of 11,708 participants reported increased positive involvement in the community (35).

57% of 388 children and youth reported improved developmental skills.

82% of 994 participants reported improved skills to address identified issues (8).

100% of 97 participants reported improved family functioning (1).

98% of 133 caregivers reported increased knowledge of child development (2).

91% of 11 caregivers reported increased knowledge of positive parenting skills (1).

100% of 10 caregivers reported improved positive parenting skills (1).

82% of 300 volunteers / organization staff reported strengthened skills within organizations (3).

100% of 15 organizations reported enhanced collaborative efforts (1).

84% of 9,304 participants reported increased knowledge of community resources (11).

92% of 4,064 participants reported improved networks of social support (30).

10% of 10,022 participants reported that they accessed community resources that met their needs (5).

Programs reporting to the Welcoming and Engaged Communities impact area also reported in the Strong Connections and Relationships Impact area (**84**%), Resilient Individuals (**34**%), Strong Sector (**9**%), Thriving Families (**5**%).

TOP REPORTED OUTCOMES & INDICATORS

88% of 55,352 participants developed increased awareness regarding social issues in the community (12 programs).

- **89% of 39,050** participants identified social issues that impact their quality of life or that of others in their community (e.g., poverty, family violence, bullying, broader personal safety, crime, addictions, mental health, sexual health, healthy relationships, homelessness, physical disabilities/chronic health conditions).

- **83% of 16,240** participants identified ways they could get involved in addressing social issues that impact their quality of life or that of others in their community (e.g., volunteering for or organizing events/activities, advocacy in areas like respect for human rights, policy changes to support or protect people, specific types of programs/services to fill gaps.

- **73% of 62** participants understood the history of colonization and its impact on Indigenous people in Canada

96% of 11,708 participants reported increased positive involvement in the community.

- **98% of 10020** participants reported or demonstrated becoming more interested in community activities or groups (e.g., try activities that are new to them, get involved in volunteering or organizing community activities, become part of a group of people with common interests.)

- **85% of 13** participants reported that they enjoyed spending time in their community.

- **72% of 107** participants reported that they felt a sense of belonging/citizenship in their community.

- **100% of 38** participants reported being involved in cultural events/ceremony/teachings that are meaningful and significant to them.

- **100% of 84** participants reported ways in which their volunteering has made a positive difference in the community (e.g., safety, community connectedness, access to supports (food, transportation, beautification, etc.).

- **88% of 1,358** volunteers identified what they have learned about their community and/or themselves through volunteering (e.g., community issues, how they can match their own interests or skills with volunteer opportunities.

- **100% of 88** volunteers demonstrated skills that could assist or enhance their contribution to other paid or unpaid work.

Welcoming and engaged communities create opportunities for people to better understand community social issues and resources that exist to address them, while creating opportunities to become a part of the solution through volunteerism. Program participants experienced mental, emotional, spiritual, and physical well-being as a result of volunteering in various programs. Being invited to share their skills and strengths to support program success was powerful in creating a sense of community, dignity, and inclusion. Volunteers felt valued, developed a sense of meaning and were more confident and compassionate.

Additionally, as participants learned about community issues, they began to demonstrate increased leadership and used their new knowledge to make healthy informed decisions. Further, they developed improved interpersonal skills such as conflict management, self expression and autonomy. Finally, by accessing community resources such as the Make Tax Time Pay program, participants were able to experience financial well-being as they were able to access other benefits such as the Leisure Access Program and Ride Transit.

Our program is based on relationships. Participants feel welcome, and part of something. They connect to others. Being in a relationship is messy, too. And in this space they can learn to appreciate differences, see things from others' point of view, and resolve conflict. They can access services right in their community and get connected to resources. (Neighbourhood Drop In Resource Centre, Dickinsfield Amity House)

SUCCESS STORY

Agency: Edmonton Mennonite Centre for Newcomers
Program: Putting Down Roots

"We have always had a passion for helping, especially supporting newcomers to settle in Canada but did not know how to start." Several conversations regarding the group's passion with a lot of people within and outside the community were discouraging because of group members' educational level and socioeconomic status. During this period, attrition and loss of commitment shrunk the membership because they were discouraged.

The connection with the Empowered Communities Program of Edmonton Mennonite Centre for Newcomers (EMCN) has fanned the inherent passion in us into realities. The most appealing aspect of our partnership with EMCN is that the team meets us where we are. Thanks to the support of EMCN, our organization is now incorporated under the Alberta Societies Act with clear mandates, values, and vision.

EMCN's first information session with the group was an eye-opener about the various available options. We made an informed decision afterward with the overall goal of obtaining legitimacy and serving our beneficiaries better as an organization. The organization was eventually incorporated under the Alberta Societies Act having received support from EMCN with name selection, name search, bylaw and object development, and board formation. The benefits of incorporating our organization and the partnership with EMCN is unfolding rapidly. Within 4 months of incorporation, about 20 more women have applied for membership. They are willing to contribute membership fees from the date of incorporation, while a car has recently been donated to our organization by a Canadian family. The implication is that we are more confident individually and collectively and are beginning to receive more quality donations to help our community members since the incorporation. The process of collecting and disbursing donations has improved markedly with the use of an electronic inventory system, which was developed with the support of EMCN. Since accountability is one of our core values, we want to ensure financial integrity, which EMCN has initiated by mobilizing community assets towards institutionalizing an electronic accounting system in our organization. An official website is in the process of going live, which will increase the visibility of our organization.

EMCN is guiding us with content gathering and its organization to have a functional website. Along with supporting our small grassroots organizations growth and ability to help others- we also brought up needs that many of our group leaders and their family members and friends were having. We talked about needing help with employment, settlement, information on sponsoring family members to come here- and all of this as supported by our connection with EMCN. They helped us as a group and as individuals- with group and personal support. They brought people to our homes for a workshop- so people didn't have to worry about going far away in the cold. These things make a difference in small and big ways.

STRONG SECTOR

Individuals, families and communities exist and function within society. Within Edmonton and area the not for profit sector is critical to creating an integrated and connected web of support to reduce and eliminate people falling through the cracks. Ensuring that the individuals and organizations working within the sector have the knowledge, skills, and attitudes required to be successful and healthy is critical.

16 Agencies Reported
22 Programs Reported
$11,288,988.22 Total Funding Invested
79% of the funding is provided by COI funders

There were…
40 Full Time Equivalents
1,220 Volunteers (providing **53,477** hours)
94 Students (providing **12,571** hours)

Working together to support…
81 Unique Participants aged 0-5
736 Unique Participants aged 6 - 12
1,740 Unique Participants aged 13 - 17
1,667 Unique Participants aged 18 - 24
13,976 Unique Participants aged 25-64
1,503 Unique Participants aged 65+
9,023 Unique Participants Age Unknown
28,726 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 post program (**27**%) through surveys/questionnaires (**62**%). Data collection was attempted **8,490** times with a response rate of **62**%.

ENGAGING IN REFLECTION

Programs reporting to the Capacity Building program area reflected on their data and:
- Recognized that relationships, trust and network building represented an important impact of their work.
- Reported changes to how evaluation data was collected and reviewed to ensure alignment with the skills and capacity of the target population.
- Reported increased understanding, knowledge and skills related to the role of backbone organization.
- Highlighted the importance of flexibility and adaptability when working in partnership with other organizations.
- Reported that gathering evaluation data throughout the year allowed them to improve how they were working across various projects / programs being delivered.

SUMMARY OF OUTCOMES

The following is a summary of the outcomes reported by programs reporting in the Strong Sector impact area. The number of programs that reported to the outcome is in brackets.

- **91% out of 2,771** organization staff or volunteers reported strengthened individual skills within organizations (20).
- **95% of 307** organizations staff or volunteers reported more effective community organizations (5).

- **95% of 280** organization staff or volunteers reported enhanced collaborative efforts (15).
- **100% of 5** participants reported improved family functioning (1).
- **66% of 507** participants reported improved skills to address identified issues (5).
- **75% of 242** children and youth participants were reported to have improved developmental skills (2).
- **78% of 67** participants had increased awareness about social issues in the community (2).
- **83% of 331** participants reported increased positive involvement in the community (3).
- **78% of 108** participants reported increased knowledge of community resources (3).
- **88% of 60** participants accessed resources that met their needs (2).
- **82% of 625** participants reported increased networks of social support (7).

Ensuring that the not for profit sector is strong is key to ensuring that individuals and families are supported. Organizations reporting in this program area reported to Strong Connections and Relationships **36**% of the time, Resilient Individuals **32**% of the time, Welcoming and Engaged Communities **18**% of the time and Thriving Families **5**%. This data shows how improving the sector can also improve outcomes for individuals, families and communities.

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

91% of 2,771 organizational staff or volunteers reported strengthened individual skills within organizations (20 programs).

- **84% of 232** organization staff or volunteers reported commitment to and/or confidence in implementing knowledge and/or skills.
- **88% of 578** organization staff or volunteers reported enhanced relationships/connections.
- **93% of 1,584** organization staff or volunteers reported new knowledge to serve their participants.
- **92% of 377** organization staff or volunteers reported new skills to address identified needs.

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

95% of 307 respondents reported more effective community organizations (7 programs).

- **100% of 6** organizations reported training has strengthened organizational capacity.
- **95% of 301** organizations reported resources that have strengthened organizational capacity.

For those reporting on collaborative outcomes:

95% of 280 respondents reported enhanced collaborative efforts (15 programs).

- **88% out of 64** organizations reported increased capacity to engage in collaborative efforts.

- **97% of 201** participants of the collaborative reported that they are better able to meet community needs due to working together.
- **100% of 15** participants of the collaborative identified how their communities (as a whole) are demonstrating progress in one or more of the following domains of community capacity: participation; leadership; community structures; external supports; asking why; obtaining resources; skills, knowledge, and learning; linking with others; sense of community.

Capacity building programs reporting to the Strong Sector impact area described examples of positive change in terms of increased knowledge and skills for participants and their program / organizational teams that was the result of the transfer and sharing of the new knowledge and insight gained during training sessions attended. Networks grew and people experienced feelings of increased support and less isolation in their roles and in the community. Some program staff and organizations felt more confident sharing their impact because of the increased credibility gained by working with the capacity building program. Finally, programs reported changes to their program activities, practices and policies and improved decision making due to the learning and support from capacity building programs. All of these are examples of how organizations and programs in this impact area are able to strengthen the sector.

SUCCESS STORY

Agency: Edmonton Seniors Coordinating Council
Program: Edmonton Seniors Coordinating Council

ESCC has provided backbone support to a three-year collective impact project aimed at reducing the social isolation of seniors. While the project ended in the spring of 2019, we have extended activities related to scaling up the impact of outreach and community connectors by translating the lessons learned and building training. We are broadening and facilitating continuing collaboration to address isolation and promote inclusion as well as raising awareness with community stakeholders.

One of our original six project partners cites the project as a great opportunity for them to be part of a team that helped reach so many seniors in need. They experienced organizational growth as a result of the project and were able to serve more seniors than they ever had and they attracted a lot of volunteers in the process. As a result of ESCC's support of the initiative the partners enhanced their collaborative efforts.

"The collective impact model gave us the opportunity to meet with and find common objectives with other organizations. It forced us all to talk about how we could work together and allowed us to slowly build trust through small collaborations at first, then deepening them as trust grew. The biggest challenge we experienced was breaking down the silos we were all used to operating in and learning to look across our organizations for ways to be more effective."

As ESCC continues to broaden the network of multi-sector stakeholders to explore collaborative approaches to address social isolation and social inclusion, we are building community momentum for strategic thinking and cross-sectoral discussion and action.

Our communication efforts are motivating ongoing conversation and engagement with key leaders and this is what is needed to spark system change to address the needs of low-resource older adults.

In all of our communication tools and resources we are amplifying the voices of marginalized seniors to advocate for inclusion in program and service delivery and in the community in general. The communication tools and resources are housed on the Connecting Edmonton Seniors website (connectingedmontonseniors.ca) and a campaign to raise awareness has been created with the help of our original partners and stakeholders who have joined our efforts. We now have a broad cross section of academics, medical practitioners, business representatives, public servants and other community-based service providers who are stewarding the efforts to reduce social isolation of seniors. This work has informed provincial efforts to articulate the value and effectiveness of community-based senior serving organizations in meeting the diverse needs of seniors for healthy aging.

STRONG CONNECTIONS & RELATIONSHIPS

Strong Relationships and Connections are the glue between individuals, families, communities and the not for profit sector. It is through relationships that we can achieve a strong and supportive community where all people can thrive and contribute. Individuals and families have access to a network of community and social supports that can address their needs.

94 Agencies Reported
186 Programs
$72,714,898 Total Funding
53% of the funding was provided by COI funders

There were…
895 Full Time Equivalents
14,366 Volunteers (providing **516,849** hours)
1,013 Students (providing **100,614** hours)

Working together to support…
32,522 Unique Participants 0-5
33,684 Unique Participants 6-12
47,421 Unique Participants 13-17
31,155 Unique Participants 18-24
157,990 Unique Participants 25-64
20,803 Unique Participants 65+
22,878 Unique Participants Age Unknown
346,453 Total Unique Participants

Programs collected self-reported data from:
21,155 Indigenous Participants (collected by 121 programs)
22,053 Newcomer Participants (collected by 108 programs)

Data was collected…
Primarily during the program (**41**%) and post (**25**%) due to the drop-in nature of many of these programs. The primary method for data collection was reported as survey/questionnaire by **63**% of programs, direct observation by **12**% of programs followed by interviews (9%). Data collection was attempted **334,352** times with a response rate of **74%**.

ENGAGING IN REFLECTION

Programs reporting to the Strong Relationships and Connections impact area reflected on their data and:
- Improved their evaluation processes by:
  - Changing their evaluation questions
  - Changing when they do evaluations
  - Adding a follow up tool to better understand long term outcome
  - Changing how they gather outcome data from pen and paper to digital.
- Confirmed that the programming they were offering remained relevant and meaningful to program participants.
- Ended programs that were no longer achieving the desired outcomes.
- Changed aspects of programs to increase effectiveness.

- Identified competencies and knowledge gaps for staff and volunteers which informed annual training plans.
- Informed staffing complement and effectiveness (answered questions around whether it was better to hire specialists or generalists to support families, for example).
- Became more knowledgeable about the experiences of participants and how this impacted their lives to increase effectiveness of program delivery.
- Highlighted the importance of relationships between participants and between program/organization staff for effective referrals.
- Gained an increased understanding of the environment and context impacting program effectiveness and informing program changes.
- Identified a need to share results of evaluation with donors, board members and the public in general.
- As one organization stated, "We were also reminded from the evaluation process that the success of any evaluation is dependent on the entire program team." (e4c Early Learning Program, e4c)

SUMMARY OF OUTCOMES

The following is a summary outcomes for programs reporting to the Strong Connections and Relationships impact area. The number of programs that reported to each outcome is in brackets.

87% of 19,434 participants reported increased knowledge of community resources (64).

88% of 93,707 participants reported that they accessed community resources that met their needs (50).

89% of 34,117 participants reported that they had improved networks of social support (126).

76% of 5,644 participants reported that children and youth had improved developmental skills (30).

81% of 17,729 participants reported improved skills to address identified issues (44).

87% of 7,801 participants reported improved family functioning (38).

94% of 2,446 caregivers reported increased knowledge of child development (22).

95% of 2,128 caregivers reported increased knowledge of positive parenting skills (15).

97% of 378 caregivers reported improved positive parenting skills (8).

87% of 52,698 participants developed increased awareness regarding social issues in the community (9).

96% of 11,575 participants have increased positive involvement in the community (31).

85% of 361 respondents reported strengthened individual skills within organizations (6).

100% of 31 respondents reported enhanced collaborative efforts (4).

Strong connections and relationships have been found to be critical in supporting resilient individuals and thriving

families. In fact, organizations reporting to the Strong Relationships and Connections impact area were also found to report to the Resilient Individual outcomes 37% of the time and Thriving Families outcomes 31% of the time.

TOP REPORTED OUTCOMES AND INDICATORS

87% of 19,434 participants reported increased knowledge of community resources (64 programs).

- **86% of 12,695** participants reported community resources that could address their information or service needs (e.g., could be for caregiving, relationships, mental health, physical health, basic needs, abuse, community connections, intergenerational trauma or other issues).
- **79% of 1,943** participants asked for information about or referral to one or more community resources that addressed their information or service needs.
- **91% of 4,796** participants reported awareness about the options and resources available to them (e.g., types of housing, counselling, safety-related information/support, financial information/support, community involvement, health-related services).

88% of 93,707 participants reported that they accessed community resources that met their needs (50 programs).

- **100% of 73,626** participants reported that they accessed nutritious food (e.g., fruits, vegetables, multiple food groups).
- **60% of 544** participants accessed housing that is safe, adequate, affordable, permanent - in either independent or supported living arrangements, as appropriate to their needs (e.g., their physical, mental or social health; economic situation).

- **85% of 54** participants accessed appropriate clothing (2).
- **96% of 26** participants accessed transportation. (1)
- **98% of 183** participants accessed resources that promote safety (e.g., protection from physical, emotional or financial abuse; assistance with daily living tasks as needed).
- **14% of 10,677** participants accessed mental health resources (e.g., counselling).
- **77% of 435** participants accessed resources that promote social inclusion (e.g., group activities, outings, home visits).
- **83% of 5,059** participants accessed resources that promote financial stability (e.g., employment opportunities, career counselling, financial literacy training, accessing benefits and/or subsidies).
- **89% of 3,103** participants reported referrals provided were relevant to meet their needs.

89% of 34,117 participants reported that they had improved networks of social support (126 programs).

- **90% of 6,059** participants reported referrals provided were relevant to meet their needs.
- **89% of 22,333** participants report having sources of personal, cultural, community, or professional support.
- **91% of 22** participants reported that they feel safe (physically, emotionally, financially) with people in their lives.
- **89% of 5,703** participants reported feeling heard/understood/respected by program staff, volunteers, and/or participants.

Based on 2019 COR reporting, participants' lives were dramatically impacted through participation in these programs. Building trust by genuinely listening and creating a sense of safety and belonging resulted in participants feeling heard and understood. As their sense of safety and security grew, they were increasingly willing to move outside of their comfort zone and begin to form relationships with others from within the programs and outside of the programs, helping to expand the participants access to both formal and informal (or natural) support. Program staff reported that participants became connected to their culture, family, community and resources. A commitment to community was identified along with some people even becoming leaders within their community, overcoming their anxiety and connecting with their voice. Many participants began to see themselves as having choices, skills, and resources that they could draw on to set and meet goals. This sense of purpose, hope and self-determination resulted in transformational change as participants began to feel valued and better able to manage crises. Program staff supported these changes by encouraging participants in skill building related specifically to communication skills, setting healthy boundaries, compassion and learning how to ask for help. As relationships grew amongst program participants, so too did intercultural and intergenerational awareness and appreciation.

SUCCESS STORY

Agency: Ben Calf Robe Society
Program: Traditional Parenting - Otenaw Iynuik Program

Our success story involves a very shy mother of 2 daughters, another daughter on the way and a very supportive partner.

We started our program on November 4, 2019 and we received a call from this mother stating that she wasn't going to attend our program because she was running late. Staff informed the client she should come and not worry about being late. The client got herself to program where we welcomed her. She came in to the playroom not even looking up or acknowledging us and kept to her self. As the week went on she would say hello when greeted by the staff but still wasn't communicating much.

After a session on Residential schools, she made a comment in the class that she was now more aware of the connection of Trauma from the Residential schools on her family members and how it effected her life and family relationships. She was now able to break the cycle and acknowledging the negative things she did not want in life.

At this point we started to notice the small changes she was making. An example of this is the client making eye contact with staff and other clients when we asked her questions and were discussing group topics. In week 2 we were teaching about bonding and attachment. The staff and I noticed that she changed the way she was with her daughter. She was more physically involved with her daughter. An example of this is when she crouched down on the floor more to match her daughters level. She followed her around instead of making her do what mom wanted to do and gave her tons of hugs and conversations were happening too. In week 3 we taught topics on communication, boundaries,

healthy relationships and respecting families. This is when we noticed the biggest change in the client. She showed us that it was ok to get messy because we can get cleaned up. She demonstrated that communication was something she wanted in her life and started to use it more frequently.

She started teaching her daughters about healthy relationships and how important respecting each other was. The mom started to make healthy relationships with the staff and felt comfortable enough to ask questions that she didn't know the answers too. The client even stated that she feels more comfortable with other participants now as well.

In week 4 we learned that our anger needs to be released in healthy ways. We released our anger by making volcanoes in a cup. The mess and the laughter heard by her daughter and the mother was infectious. The mom was incredible. She had no worries about getting messy she was just having fun.

The last weeks we talked about self care, self esteem in adults and children, and self confidence. During this time is when we saw mom in a different light. She walked in with head held high, asking for things that she needed, calling staff by name and asking for more information on things.

During the celebration the supportive partner thanked us for welcoming them into our family and for all the things we have done for them."

New Questions on COR 2020
To help us understand how COVID-19 has impacted funded programs, there will be five new questions on the 2020 COR. Analysis of these questions will help us to incorporate a section on COVID-19 in the Annual Summary for 2020.

1. How did your program adapt delivery in response to COVID-19?
2. Did this have any impact on the information provided in this report?
3. How have clients of this funded program been impacted by COVID-19?
4. How have program adaptations affected your program delivery going forward?
5. Learning from the past few months, what could we as a community, do differently to be ready to effectively respond to large scale emergencies?

New COI working group
Children's Services (CS) has moved from a regional to a provincial model and unfortunately, agencies will no longer use the Common Outcome Report for CS reporting. Fortunately, a new tool similar to the COR is currently being developed, we look forward to continuing to find ways to work with CS and are pleased that they will continue to be involved in the Social Services Sector Meetings. Agencies that receive only CS funding will continue to be included in these meetings.

A sincere **thank you** to all our CS colleagues that have worked on COI for the past 20 years! Your support has been instrumental in allowing us to move this work forward.

Develop a COI orientation process & guide for new staff and programs.
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. Annually we host two Common Outcomes Report training sessions where we walk through the forms, have funders available to answer any specific questions and offer access to a computer lab so that reports could be completed with support from the funders.

We will continue to explore how we best onboard new Executive Directors and evaluation or program staff to the Common Outcomes Report. We will continue to provide Common Outcomes Report training annually.

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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Thank you to the following community funded organizations for completing and submitting a common outcomes report for 2019!

Abbottsfield Youth Project (AYP) Society

ABC Head Start Society

Aboriginal Counseling Services Association of Alberta

Action for Healthy Communities

Alberta Caregivers Association (Caregivers Alberta)

Alberta Parenting for the Future Association

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

Canadian Mental Health Association - Edmonton Region

Canadian National Institute for the Blind, The

Candora Society of Edmonton, The

Catholic Social Services

Centre for Family Literacy

Centre to End All Sexual Exploitation (CEASE)

City West Childcare and Community Support Society

Community Options - A Society for Children and Families

Community-University Partnership for the Study of Children, Youth and Families, University of Alberta

Connect Society

Council for the Advancement of African Canadians (Africa Centre)

Creating Hope Society of Alberta

Dickinsfield Amity House

Edmonton Chamber of Voluntary Organizations

Edmonton City Centre Church Corporation (e4c)

Edmonton's Food Bank (Edmonton Gleaners Association)

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

ElderCare Edmonton Society for Adult Day Programs

Elizabeth Fry Society of Edmonton

Family Centre of Northern Alberta, The

Family Futures Resources Network Society

Fort Saskatchewan Boys & Girls Club

Fort Saskatchewan Families First Society

Free Footie Soccer Society

Fulton Child Care Association

Gateway Association

Gordon Russell's Crystal Kids Youth Centre

Governing Council of the Salvation Army

Governors of the University of Alberta, The

Healthy Families, Healthy Futures

iHuman Youth Society

Imagine Institute (formerly Early Childhood Development Support Services)

Inner City Youth Development Association

Institute for Sexual Minority Studies and Services (iSMSS), The

Institute for the Advancement of Aboriginal Women

Islamic Family & Social Services Association (IFSSA)

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 Society

Leduc County - Family and Community Support Services

Leduc & District Food Bank Association

Linking Generations Society of Alberta

Lobstick Successful Kids & FamiliesSociety

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

Metis Child and Family Services Society

Millwoods Seniors Association

Momentum Walk-In Counselling Society

Multicultural Family Resource Society

Multicultural Health Brokers Cooperative

Native Counselling Services of Alberta

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 Society

Pride Centre of Edmonton, The

Primrose Place Family Resource Centre

Project Adult Literacy Society (P.A.L.S.)

Red Road Healing Society, The

Riseup Society Alberta

Saffron Centre LTD.

SAGE Seniors Association

Senior Citizens Opportunity Neighbourhood Association (SCONA)

Sexual Assault Centre of Edmonton

Shaama Centre for Seniors and Women, The

South East Edmonton Seniors Association

Spinal Cord Injury Alberta

St. Albert Community Village and Food Bank

St. Albert Community Information and Volunteer Centre

St. Albert Family Resource Centre

Stop Abuse in Families (SAIF) Society

Strathcona County Family and Community Services

Strathcona Place Society

Strathcona Shelter Society Ltd.

Sturgeon Public School Division

Terra Centre for Teen Parents

Terwillegar Riverbend Advisory Council

Today Family Violence Centre (Today Centre)

Town of Gibbons

United Way of the Alberta Capital Region

Volunteer Program Association

Westend Seniors Activity Centre

Women Building Futures

Yellowhead County Family & Community Support Services

YMCA of Northern Alberta

Youth Empowerment and Support Services(YESS)

YWCA Edmonton

APPENDIX – Notes about this report

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). Additionally, although the interventions and activities provided by the reporting programs contribute to achieving the outcomes in this report, attribution cannot be claimed.

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 and Newcomer 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 2019 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 participants 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.
- Programs can report on more than one outcome in each impact area. The impact area summaries (including outputs) reflect this.

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.

This is a living document and in order to accommodate new information and learnings from our funded partners this document may be updated as needed. Please be sure to download the most recent version found here

https://www.myunitedway.ca/common-outcome-agencies/