

Family and Community Support Services

2023 REPORT CARD

HIGHLIGHTS

The City of St. Albert is committed to ensuring that residents have access to a coordinated and connected network of social services that meet the broad needs of the community. Family and Community Support Services (FCSS), a branch of Community Services, provides preventive social services to the residents of St. Albert through direct service to the community and through a range of FCSS-funded programs and services offered by community organizations.

✓ COMMUNITY SOCIAL NEEDS ASSESSMENT (CSNA) PHASE ONE COMPLETED

The CSNA was launched to help identify social issues, trends and community needs among children, youth, families, adults and seniors in our community. 1,547 residents provided input on what social issues were important to them and shared perspectives on how we can better meet the social needs of residents living in St. Albert. In 2024, phase two of the project includes a community stakeholder engagement session and the development of a community social roadmap that will aid in policy development, decision-making and help inform strategic direction needed to address social issues in our community.

✓ YOUTH IN ACTION INITIATIVE LAUNCHED

In 2023, Youth in Action (YIA), a year-round by-youth-for-youth development program, was launched. YIA fosters growth, learning and personal development in youth by realizing their visions and ideas for programming to address youth-identified gaps in St. Albert. YIA aims to provide opportunities for youth in St. Albert to connect and be engaged with and within their community.

✓ YOUTH TRANSISTIONAL HOUSING FEASIBILITY STUDY INITIATED

Youth transitional housing is a supportive type of accommodation, specially designed for needs of teenagers and young adults, which is meant to bridge the gap from homelessness to permanent housing. The first phase of the project has been completed and involved internal and external stakeholder engagement. In 2024, the second phase will explore models and partnership opportunities for consideration.

ABOUT THIS REPORT

This report highlights the achievements of many dedicated and passionate people who work together to support the physical, mental, and social well-being of residents through a wide range of community services and neighbourhood initiatives. Our community partners, residents and volunteers have helped keep St. Albert a connected, caring, inclusive, and safe community.

SENSE OF BELONGING AND COMMUNITY CONNECTEDNESS

Outcome: Improved social well-being of individuals, residents feel connected, a sense of belonging, and feel safe in the community. Communities are strongest when residents know their neighbours and feel connected to the community.

TREND: INCREASED SENSE OF COMMUNITY CONNECTEDNESS

PROGRESS UPDATE

In 2023, 93 block parties were hosted, and neighbourhood development activities provided many reconnection opportunities with 98 per cent of those participating in block parties reporting a strong sense of community connectedness.

2023 piloted two block party karaoke events, a joint initiative with the Culture branch, that was warmly received by residents and will continue as a feature activity at block parties.



This year, alongside the annual Good Neighbour Day celebrated on the last Saturday of August, residents enjoyed a new addition: Good Neighbour Day kits. These were designed for residents to connect with neighbours.

Other neighbourhood initiatives promoted Play Streets and support for accessible and inclusive Halloween activities.

Service Delivery Highlights

98%
Participating in block parties report strong sense of community connectedness

CLICK TO ACCESS Neighborhour Connector resources

67
Neighbourhood Connectors

SOCIAL INCLUSION

Outcome: St. Albert is a welcoming and inclusive community; residents feel welcomed and included.

CLICK TO ACCESS Diversity and Inclusion Declaration

Communities are strongest when they bring together a diverse set of voices, perspectives and backgrounds. There are long-term impacts when people are excluded from participating in the community, be it a result of social, societal or economic pressures.

TREND: INCREASE IN DEMAND FOR COMMUNITY SOCIAL SUPPORTS

PROGRESS UPDATE

In 2023, community organizations reported a significant increase in demand for social supports that help promote social inclusion and facilitate access to community resources and networks.

38% increase over 2022
1,222 Newcomer Connection Program Participants

The St. Albert Further Education Newcomer Connection Program helped newcomers navigate community supports and services, provided connection opportunities and encouraged those new to our community to participate and successfully integrate into our community.

9% increase over 2022
327 People accessed Outloud Outreach

Outloud St. Albert **Outreach** provided programs for all ages and was a safe place for residents to connect and access mentoring services and resources specific to the 2SLGBTQIAP+ community.

SOCIAL SUPPORTS

Outcome: Improved well-being of individuals, youth, families and seniors; residents basic needs are met. Communities are strengthened when a coordinated network of services are in place to ensure residents' basic needs are met.

TREND: INCREASED REFERRALS FOR BASIC NEED SUPPORTS

PROGRESS UPDATE

Poverty has both a financial and social cost to communities and individuals. In 2023, community agencies and networks coordinated efforts to ensure that supports related to housing, transportation, food and clothing were available to those most in need.

St. Albert's 2023 living wage was $23.80. With record high inflation and with the pandemic still lingering on, this sheds a light on the reality of the cost of living across Alberta. A living wage reflects what earners need to bring home to be financially self-sustaining based on the actual costs of living in a specific community.

211® is a 24/7 phone number residents can call to access social supports and resources. The City and St. Albert agencies promote and provide updated data to 211.

333 211 overall calls	**595** 211 needs identified	**7,049** FCSS and community agency referrals made	**1,006** 211 referrals made **23%** increase over 2022

Top needs identified: basic needs, individual and family counselling, and mental health. Reasons for unmet needs include: no program found, client not eligible, agency full / waitlists, client used all available supports, client cannot afford program.

Service Delivery Highlights

48% Increase over 2022 **1,194** Households approved for Subsidy Program	**133** Individuals identified as homeless reported by St. Albert Food Bank	**943** Individuals helped by Community Village Outreach Workers
34 Individuals helped **55%** Crisis aversion funds for rent/accommodation supports	**639** Referrals given by Community Village Outreach workers to other community supports	**6,247** Food hampers prepared for 19,255 individuals **31%** Increase over 2022

HEALTHY LIFESTYLE AND WELL-BEING

Outcome: Improved social well-being of individuals, youth and seniors; healthy functioning families and residents have supports.

The overall well-being of the community is impacted by the physical, emotional and mental health of its members. As community members move through the various stages of life, it is important that a strong system of supports is in place to ensure all residents remain active and can engage in the community.

CLICK TO ACCESS Support Programs & Services Resources

TREND: INCREASED DEMAND FOR MENTAL HEALTH SUPPORTS

PROGRESS UPDATE

Many have felt the impact of inflation, struggle with mental health, addiction, or simply feel overwhelmed with all the changes to their daily lives.

In 2023, an ongoing mental health campaign helped raise awareness of community resources available to residents experiencing mental health challenges, family violence and sexual assault.

CLICK TO ACCESS Healthy Relationships' Resources

Healthy relationships, of all kinds, are a big part of our overall well-being and health. Resources and useful information on what makes a healthy relationship was developed including resources to support those who are struggling with their current relationships.

The Community Resource Coordinator works with schools in St. Albert to offer classroom workshops that promote a variety of topics related to well-being and positive mental health for school-aged children in St. Albert. Sessions included a five-part series on aspects of mental health, as well as additional stand-alone sessions including social skills and inclusion. In 2023, 114 mental health sessions were presented to 2,530 students.

The Family and School Liaison (FSL) program is a confidential and free service provided to St. Albert individuals and families whose children may be experiencing difficulties at school or home.

New in 2023, Community Support Workers started offering service out of St. Albert Public Library. Community Support Workers provide support, referrals and offers help to navigate and connect residents to community resources.

Service Delivery Highlights

916
Client meetings with FSL and Community Support Workers

797
Referrals from FCSS workers to other agencies

114
Classroom mental health workshops with **2,530 students**

182% Increase over 2022

The St. Albert Domestic & Sexual Violence Community Response Committee continued to support sexual violence counselling services by providing affordable and accessible counselling services to those who have experienced domestic or sexual violence.

The Prevention Coordinator began delivering the Wise Guyz program to an alternative school in St. Albert, presented at the provincial FCSSAA Conference and supported the City's participation in the Moose Hide Campaign. A series of videos for the public were created around digital safety and consent.



‘Menship,” a new initiative introduced in 2022, has continued to grow in 2023. Menship has created a safe and supportive environment where men can come together to increase men’s mental health and well-being and, provides the opportunity to feel included and a sense of community among likeminded individuals.

CAPACITY BUILDING AND ENGAGEMENT

Outcome: Improved social-well being of community; our community is connected and engaged, networks and resources are coordinated, social issues are identified and addressed, and community is resilient and prepared for emergencies. By building capacity within community through residents, service providers and community groups, we build a community where residents feel supported, residents know where to turn for help and can offer support to each other.

TREND: COMMUNITY COLLABORATION FACILITATE EFFECTIVE USE OF RESOURCES

PROGRESS UPDATE

The City seeks out and creates opportunities to educate and promote awareness of social issues that may affect individuals or groups, and to bring community members together to address issues.

Interagency meetings (in-person and virtual) continued to bring together community members to share resources and enabled community working tables to implement social strategies and initiatives.

The Youth and Seniors’ advisory committees met to ensure that youth and seniors’ voices were heard and represented in City policies, community initiatives and service delivery.

WHAT PARTICIPANTS AND PARTNERS ARE SAYING

93% Report more confidence in parenting skills (Family Life Education Program)	**97%** of youth report that they know more about how to access community resources (Stop Abuse in Families -SaiF Education)	**99%** Individuals aware of resources and supports available in community (Newcomers Connections Program)
100% of children and youth report they get along better with others (Big Brothers Big Sisters Mentoring)	**94%** of program participants feel more connected with others from their community (Outloud Outreach)	**100%** Seniors aware of resources and supports available in community (Seniors Outreach Services)
100% Volunteers that say volunteering helps them to contribute to community (FCSS and Funded Agencies)	**100%** of Community Liaison Program clients report they know more about how to access community resources that they need (Community Village)	**86%** Community members reporting that partnerships have made more of a positive impact on the social issues in our community

FCSS and Funded Agency COMMUNITY VOLUNTEER CONTRIBUTIONS

195 active volunteers
15,153 volunteer hours

$409,131
in Economic Value of Volunteerism based on the Volunteer Canada rate of $27/hr

65
attendees at Volunteer Appreciation Event

COLLECTIVE COMMUNITY IMPACT ON OUTCOMES

FCSS (direct) and FCSS-funded programming (indirect) participant surveys – % of Participants experiencing POSITIVE Change

NEW OUTCOME
93% Individuals experience personal well-being

Slight increase over 2022 (91%)
92% Children and youth develop positively

Slight increase over 2022 (98%)
99% Individuals are connected with others

Trending up from 2022 (86%)
93% Healthy functioning families

Slightly down from 2022 (99%)
97% Community is connected and engaged

Trending down from 2022 (96%)
91% Community social issues are identified and addressed

Trending down from 2022 (100%)
95% Community partners report participating in collaboratives facilitate more effective use of collective resources.

Thank you to all community partners for your contributions to our community! Your passion, professionalism and dedication to supporting others helps build a coordinated network of social services for all residents when they need them most.

OUTLOUD ST ALBERT
Big Brothers Big Sisters OF ST. ALBERT
Stop Abuse In Families
St. Albert Family Resource Centre GROWING STRONG TOGETHER
transitions Building New Tomorrows
St. Albert Seniors Association
St. Albert Community Village
SAFB
St. Albert Further Education

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