



It has been a fulfilling year for the Community Services Advisory Board! The board of 13 members have provided advice to City Council and administration on community services priorities, as well as recommended funding for the Family and Community Support Services (FCSS) Program and Community Investment Operating Grant (CIOG).

The membership of the board transitioned in the Spring and we would like to thank all the former Community Services Advisory Board members for their contributions. The board also welcomed 5 new members who complimented the board with a wealth of new experiences and perspectives. Due to significant membership turnover, the board prioritized member connection and shared learning opportunities throughout the year, such as a Practise of Ceremony and Indigenous Learning from Elder Tom Snow, along with a visit to the Indigenous People's Experience at Fort Edmonton Park.

On behalf of the Community Service Advisory Board, I would like to extend our appreciation to City leaders and staff from the Community Services department for their willingness to engage in open dialogue and be receptive to recommendations from board members about the future of community services in Edmonton. We would also like to extend our gratitude to Councillor Wright for her guidance, leadership and continued support to our board members.

It has been a pleasure to lead, empower and provide board governance to the Community Services Advisory Board. I would like to thank our current board members for all their dedication to improving community services in Edmonton.

- Jenny Albers, Chair Community Services Advisory Board (CSAB)

## **Purpose of the Annual Report**

This annual report has been developed to meet the requirements of Bylaw 18156 - Council Committees Bylaw, which sets out the annual reporting requirements for Council Committees. Under Bylaw 18156, all Council Committees will:

- Report to Council at least annually.

- Approve a work plan that aligns with Council's strategic objectives and the Council Committee's mandate, including a reporting of what resources were provided in the previous year and the anticipated resource requirements for the upcoming year.
- Report to Council and during its annual report to Council, a Council Committee must present the work plan as well as a summary of the status of the previous year's work plan.

## **Mandate of Community Services Advisory Board (CSAB)**

The mandate of the Community Services Advisory Board (CSAB) will be to provide advice regarding grant funding allocations and to have a key role in developing a long term plan for community services in the City.

### **2023 Community Services Advisory Board**

The Community Services Advisory Board is a diverse group of citizens who provide a community perspective on social services, recreation, parks and community safety, as well as making recommendations for the Edmonton Family and Community Support Services (FCSS) program and the Community Investment Operating Grant (CIOG) to the City Council and the Community Services Department.

The Community Services Advisory Board is to facilitate informed decision-making by:

- Gathering information and sharing knowledge
- Raising issues and awareness
- Providing advice and recommending policy
- Understanding preventive social services
- Making recommendations on funding
- Offering alternative strategies

All members of the Community Services Advisory Board are appointed by the City Council. In 2023, the Board had 13 members who brought their skills and experiences to the group.

The CSAB was supported by: Judy Smith, Director, Community Resources (as designated by the Deputy City Manager, Community Services); Brent Jans, Administrative Support, Community Resources, and City Council appointed Advisor Councillor Jo-Anne Wright.

## Membership and Appointment Information

<b>Community Services Advisory Board (CSAB) 2023-24 Membership List</b>			
<b>Name of Appointee</b>	<b>1st Appointed</b>	<b>Term Ends</b>	<b>Max Term</b>
Jenny Albers - Chair	May 1, 2022	Apr 30, 2024	2030
Donna Brock	May 1, 2022	Apr 30, 2024	2030
Azumme Degun	May 1, 2023	Apr 30, 2024	2031
Enzo della Rocca	May 1, 2023	Apr 30, 2024	2031
Bette Gray	May 1, 2017	Apr 30, 2024	2025
Kanwal Lali	May 1, 2017	Apr 30, 2024	2025
Samuel Mammen	May 1, 2023	Apr 30, 2024	2031
Shaun Percival	May 1, 2023	Apr 30, 2024	2031
Ahmed Rana	May 1, 2023	Apr 30, 2024	2031
Shane Scott	May 1, 2022	Apr 30, 2024	2030
Luke Statt - Vice Chair	July 4, 2022	Apr 30, 2024	2030
Oluseyi Taiwo	May 1, 2022	Apr 30, 2024	2030
Francisco Yu	May 1, 2022	Apr 30, 2024	2030

## 2023 Meeting Summary – Key Topics and Motions Meeting

### Summary

Meeting	Summary - Key Topics and Motions
January	<ul style="list-style-type: none"> <li>● <b>Admin Presentation:</b> Alcohol in Parks - closing the loop on previous discussions and Council report</li> <li>● Established CIOG Committee</li> </ul>
February	<ul style="list-style-type: none"> <li>● <b>Admin Presentation:</b> Housing and Homelessness</li> <li>● <b>Motion:</b> 2023CAAB001 - 2023 CIOG Program Eligibility</li> </ul>
March	<ul style="list-style-type: none"> <li>● <b>Admin Presentation:</b> Public Spaces Bylaw Review - Project information and providing input to the engagement process</li> <li>● <b>Chair Presentation:</b> 2022 CSAB Annual Report and Membership Report</li> <li>● Reviewed the New Membership Onboarding process</li> </ul>
April	<ul style="list-style-type: none"> <li>● <b>Admin Presentation:</b> Community Safety and Well Being (CSWB) - An overview of the current strategy and how the work of Community Services supports the outcomes</li> <li>● <b>Admin Presentation:</b> Public Spaces Bylaw - Follow-up presentation</li> <li>● <b>Motion:</b> 2023CAAB002 - CIOG Pre-Appeal Recommendations</li> </ul>
May	<ul style="list-style-type: none"> <li>● <b>CSAB Learning Opportunity:</b> New Member Orientation</li> <li>● <b>Motion:</b> 2023CAAB003 - CIOG Post Appeal Recommendations</li> </ul>
June	<ul style="list-style-type: none"> <li>● <b>CSAB Learning Opportunity:</b> Bent Arrow - Practise of Ceremony; Indigenous Learning from Elder Tom Snow</li> </ul>
August	<ul style="list-style-type: none"> <li>● <b>CSAB Learning Opportunity:</b> Visit to Indigenous People's Experience at Fort Edmonton Park</li> <li>● <b>Motion:</b> 2023CAAB005 Approving FCSS Committee Membership 2023-24</li> </ul>
September	<ul style="list-style-type: none"> <li>● <b>Admin Presentation:</b> Affordable Housing and Homelessness Prevention - An opportunity to discuss City initiatives</li> <li>● <b>Community Presentation:</b> Seniors Coordinated Outreach Model - A new approach to outreach in our community funded by FCSS</li> <li>● <b>Motion:</b> 2023CAAB006 - 2023 FCSS Allocation of Increased Provincial Funding</li> </ul>

<b>October</b>	<ul style="list-style-type: none"> <li>● <b>Admin Presentation:</b> Community Safety and Well Being (CSWB) - update and feedback opportunity</li> </ul>
<b>November</b>	<ul style="list-style-type: none"> <li>● <b>Office of the City Clerk Presentation:</b> Council Approved Changes to Advisory Committees</li> <li>● <b>Chair Presentation:</b> Draft of the 2024 CSAB Work Plan for discussion</li> </ul>

**Report on 2023 Work Plan Goals and Accomplishments**

<b>Goal 1</b>	<b>Affordable Housing</b>
<b>Key Results</b>	<ul style="list-style-type: none"> <li>● Increase understanding of the priorities and current work of the City's Affordable Housing Strategy, approved by City Council, in conjunction with other areas of the City.</li> <li>● Engage and provide feedback on future strategies for Affordable Housing, while sharing connections and impacts to the local community.</li> </ul>
<b>Summary of Progress</b>	<ul style="list-style-type: none"> <li>● Two meetings (February and September) were focused on this topic. Christel Kjenner, Director Affordable Housing and Homeless Prevention provided presentations to the board and answered questions.</li> </ul>

<b>Goal 2</b>	<b>Community Safety &amp; Wellbeing</b>
<b>Key Results</b>	<ul style="list-style-type: none"> <li>● Increase understanding of the City's Community Safety &amp; Wellbeing Strategy approved by City Council.</li> <li>● Understand the priorities and current work of the Community Services Department specific to Community Safety &amp; Wellbeing.</li> <li>● Engage and provide feedback on Community Safety &amp; Wellbeing, while sharing connections and impacts to the local community.</li> </ul>
<b>Summary of Progress</b>	<ul style="list-style-type: none"> <li>● Two meetings (April and October) were focused on this topic.</li> <li>● Kelta Coomber, Ingrid Hoogenboom and Nicole Harcus from the Community Services Strategy Team in Community Services presented on the Community Safety &amp; Wellbeing dashboard and</li> </ul>

	<p>current priorities for this strategy.</p> <ul style="list-style-type: none"> <li>CSAB provided feedback on the dashboard with ideas of community connections and engaged on next steps of the strategy.</li> </ul>
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<b>Goal 3</b>	<b>Public Spaces Bylaw Review</b>
<b>Key Results</b>	<ul style="list-style-type: none"> <li>Understand and engage on the Public Spaces Bylaw Review project to provide input on new bylaw changes that may impact community services.</li> </ul>
<b>Summary of Progress</b>	<ul style="list-style-type: none"> <li>Two meetings (March and April) were focused on this topic.</li> <li>Nancy Jacobsen from Legal Services and Erin Pote and Alexandra Morrison from Public Engagement presented on the Public Spaces Bylaw review and timelines for their approach.</li> <li>CSAB provided feedback as part of the initial public engagement process on the values and intentions of the public spaces bylaw review.</li> </ul>

<b>Goal 4</b>	<b>Board Member Learning Opportunities</b>
<b>Key Results</b>	<ul style="list-style-type: none"> <li>Initiate intentional board member learning opportunities to increase board relations and understanding of City services.</li> </ul>
<b>Summary of Progress</b>	<ul style="list-style-type: none"> <li>A Practise of Ceremony teaching was held by Bent Arrow by Elder Tom Snow to build relations with indigenous community members, while participating in a smudging ceremony and learning indigenous practices and discussing land acknowledgements.</li> <li>The board was hosted at the Indigenous People’s Experience at Fort Edmonton Park to explore the facility while learning the history of indigenous peoples in Edmonton.</li> <li>New member orientation was provided in May for new members, along with a refresher for current members.</li> <li>The board provided ongoing feedback to the Office of the City Clerk for the review of the City’s boards, agencies and commissions.</li> </ul>

<b>Goal 5</b>	<b>Family and Community Support Services (FCSS) Sub-Committee</b>
<b>Key Results</b>	<ul style="list-style-type: none"> <li>● 7 FCSS Committee meetings</li> <li>● 3 Agency visits by FCSS Committee Volunteers</li> <li>● 3 Agency presentations</li> <li>● 12 active committee members (listed below)</li> <li>● In 2023, over 100 programs, projects, and strong sector initiatives were supported by FCSS, including \$23,124,345 provided to organizations to achieve provincial and municipal outcomes through preventive social services.</li> <li>● The Edmonton FCSS program is focused on the strategic priority areas identified below and funded programs will report on the identified outcomes as part of their annual reporting. The Edmonton FCSS Report will be ready to share in Spring 2024.</li> </ul> <p>Key Takeaways</p> <ul style="list-style-type: none"> <li>● The year was marked by a blend of learning opportunities, strategic planning and community engagement for committee members.</li> <li>● Efforts were made to enhance the committee's understanding of FCSS operations and program priorities.</li> <li>● The work plan included both internal development and external community interaction, with a focus on evolving the social sector's effectiveness.</li> </ul>
<b>FCSS Strategic Priority Area</b>	<b>Outcomes</b>
Healthy Relationships	<ul style="list-style-type: none"> <li>● Participants have improved skills to develop and maintain healthy relationships</li> <li>● Participants have improved networks of social support</li> </ul>
Healthy Social Emotional Development	<ul style="list-style-type: none"> <li>● Children and youth have improved developmental skills</li> <li>● Caregivers have the tools and skills to support healthy</li> </ul>

	<p>social development in their children</p> <ul style="list-style-type: none"> <li>• Participants have improved networks of social support</li> </ul>
Positive Mental Health	<ul style="list-style-type: none"> <li>• Participants have improved skills to develop and maintain positive mental health</li> <li>• Participants access resources to address their specific mental health needs</li> <li>• Participants have improved networks of social support</li> </ul>
Poverty Reduction and Homelessness Prevention	<ul style="list-style-type: none"> <li>• Participants have improved skills to address identified issues</li> <li>• Participants access community resources that meet their needs</li> </ul>
Evolving the Social Sector	<ul style="list-style-type: none"> <li>• Enhanced collaborative efforts.</li> <li>• Strengthened individual skills within organizations</li> <li>• More effective community organizations.</li> </ul>
Seniors' Coordinated Outreach	<ul style="list-style-type: none"> <li>• Participants have increased knowledge of community resources</li> <li>• Participants have improved networks of social support</li> </ul>
<b>Summary of Progress</b>	<ul style="list-style-type: none"> <li>• Work within the social service sector to help provide learning opportunities, build capacity, develop new relationships and look at how to strengthen the sector. The Committee has developed a schedule for presentation in the 2023/2024 work plan.</li> <li>• Support creation and implementation of new models of service delivery, such as Seniors' Coordinated Outreach, to help achieve greater impact,             <ul style="list-style-type: none"> <li>• Edmonton FCSS received an increase in funding from the provincial government and FCSS recommended the following to CSAB, which was supported to move forward:                 <ul style="list-style-type: none"> <li>○ That community programs receive a 4% increase that is ongoing and it was encouraged that programs use it to focus on front line staffing - including increase to wages, increased FTEs, benefits and wellness programs. This is encouraged but will not be required, as each organization has unique needs.</li> <li>○ The remaining funding will be used for emerging issues, including identified collaborative efforts, grant management system, and other requests for support.</li> </ul> </li> </ul> </li> </ul>



	<ul style="list-style-type: none"> <li>• Initiated strategic planning with roundtable discussions, refining the draft work plan.</li> <li>• Conducted in-person and virtual planning sessions to introduce FCSS fundamentals and discuss learning opportunities, community visit strategies, and Edmonton FCSS operations.</li> <li>• Focused on virtual learning about program priorities including Healthy Social Emotional Development, Positive Mental Health, Healthy Relationships, Poverty Reduction and Homelessness Prevention.</li> <li>• Implemented a new member orientation to provide an overview and basic committee information.</li> <li>• Engaged in discussions about additional GOA funding, program visit processes, and strategies for increased FCSS funding.</li> <li>• Hosted virtual learning sessions featuring community program presentations from various organizations such as iHuman Youth Society, Old Strathcona Youth Society, and United Cultures of Canada Association.</li> <li>• Conducted additional virtual learning sessions with presentations by organizations like Multicultural Family Resource Society and Canadian Native Friendship Centre.</li> <li>• Facilitated panel discussions focused on building a strong sector through collaboration and capacity building, and evolving social sector work.</li> <li>• Incorporated breaks during July, August, and December for summer and Christmas.</li> </ul>
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<b>FCSS Committee Members 2023</b>			
Ashton Raeyr	Azumme Degun	Bonnie Chan-Maier	Donna Brock
Francisco Yu	Luke Statt (Chair)	Mary Frances Smith	Samuel Mammen
Vick Van Vliet Vankunas	Victoria Smith	Sarah Barber (UWay)	Shane Scott
CSAB members - 7 , Past CSAB members - 3 , Community member - 1, Funder rep - 1			



<p><b>Goal 6</b></p>	<p><b>Community Investment Operating Grant (CIOG) Sub-Committee</b></p>
<p><b>Key Results</b></p>	<p>The Community Investment Operating Grant provides operating assistance to not-for-profit organizations to help them provide programs, services and activities benefiting the citizens of Edmonton.</p> <p>During the 2023-26 City Council budget deliberations \$949,000 was provided for the reinstatement of the Community Investment Operating Grant. With the budget being reduced from previous years, the CIOG Sub-Committee was tasked with reviewing the program to recommend how to move forward in 2023. The program is formula-based, so the Committee focused on factors within the formula that could be adjusted, such as the eligible operating expenses for the program, involvement of Edmontonians, size of the organizations and criteria. Discussions with the leadership of the Edmonton Sport Council provided their input and suggestion.</p> <p>The following changes to the 2023 CIOG program were recommended by the Committee and accepted by the Community Services Advisory Board.</p> <ul style="list-style-type: none"> <li>• The CIOG will move forward with two streams of funding; Active Sport &amp; Recreation and Social Services with the budget shared equally between them.</li> <li>• Organizations with eligible operating expenses over \$500,000 will not be considered (the previous maximum was \$2 million).</li> <li>• Organizations must have at least 75% of their participants living in Edmonton (previously 50%).</li> </ul> <p>These changes to the program focus funding support on small and medium-sized community organizations that serve primarily Edmontonians.</p>
<p><b>Summary of Progress</b></p>	<p>Award allocations, maximum and minimum award amounts for 2023, were determined as per the normal process. For 2023, the minimum award was \$500 and the maximum was \$15,000.</p> <p>In 2023, 142 organizations whose primary mandates include social services (72 organizations) or recreation/amateur sport (70 organizations) received operating grants totaling \$959,000. Of those organizations, 14 received the maximum grant award of \$15,000. The total number of volunteers supporting these organizations, as reported</p>

	<p>by the groups, was 17,157 volunteers. These volunteers contributed 419,102 hours. This represents \$9,325,020 (Edmonton Social Planning Council, <a href="#">Edmonton's Living Wage Report 2023</a>, 2023 Living Wage \$22.25).</p> <p><b>2023 Committee members:</b> Luke Statt, Francisco Yu, Asheika Sood, Shane Scott</p> <p><b>Appeals Committee:</b> Luke Statt, Donna Brock, Bette Gray</p>
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## Reports and Communications

### Reports by CSAB to Council:

1. March 24, 2023, Community and Public Services Committee, 6.7, Community Services Advisory Board (CSAB) - 2023 Recruitment
2. April 19, 2023, City Council, 5.5, OCC01723, Community Services Advisory Board (CSAB) 2022 Annual Report and 2023 Work Plan

## Concluding Remarks

For 2024, the Community Services Advisory Board is excited to continue to support the future of community services in Edmonton. The board will be focused on priorities of City Council for community services in Edmonton, while allocating community grant funding to support organizations who provide preventative programs and services, community development initiatives and social infrastructure for our community.