

Community Services Advisory Board

2019 and 2020 Annual Reports and 2021 Work Plan

Recommendation

That the May 5, 2021, Office of the City Manager report CR_8084, be received for information.

Executive Summary

This report summarizes activities and highlights of the Community Services Advisory Board for 2019 and 2020 and includes the work plan for 2021. The Community Services Advisory Board works with the leadership team of the Citizen Services Department to identify areas of work, to learn about the many department initiatives, and to provide support, advice, and citizen input on these initiatives and projects.

Due to the pandemic, the Community Services Advisory Board suspended meetings for several months in 2020.

Ongoing responsibilities of the Board include oversight and distribution of the Family and Community Support Services (FCSS) funding to community organizations and initiatives, overseeing the Community Investment Grant program, providing support and suggestions to the Emerging Immigrant and Refugee Community Grant program, and supporting the Citizen Services Department in strategic direction. In 2019 and 2020, the Community Services Advisory Board members along with the other community volunteers that participate on the Family and Community Support Services Committee, provided over 1,722 volunteer hours.

Report

The Community Services Advisory Board advises Council and the Citizen Services Department on programs, projects, and policies related to social development, arts and heritage, multiculturalism, recreation and sports, and other areas of work provided by the Department that enhances the quality of life in Edmonton.

The Board looks forward to being engaged and providing advice and citizen perspective on a variety of projects and work led by the Department. Board members see these opportunities as an important part of the City's public engagement process. Members participated in regular board meetings, numerous committee meetings, agency visits, a funding retreat in 2019, and had limited meetings in 2020.

Highlights for 2019 include:

- Working with the leadership team of Citizen Services to identify priorities where input, ideas, and advice from the Board would be beneficial.
- Engagement and learning opportunities on Department projects including:
 - Integrated Strategic Development—Public Washrooms Approach
 - Approach to Supporting Seniors Centres
 - Sustainable Assisted Transportation
 - Neighbourhood Revitalization Approach and Abundant Communities
 - Accessibility for People with Disabilities Policy
 - EndPoverty Edmonton
 - City of Edmonton Budget
- Learning and providing feedback and ideas about Council Initiatives including:
 - Gender Based Violence & Sexual Assault Prevention
 - Urban Isolation and Mental Health
 - Live Active
- Recommended Family and Community Support Services core funding allocations to 70 agencies to deliver 100 preventive social services programs, totalling over \$16 million.
- Awarding of funding for the Community Investment Operating Grants to 294 not-for-profit organizations whose mandates include social services, multicultural programming, recreation, and amateur sports. Of those organizations, 163 received the maximum award of \$16,500. The budget for this program was \$3,617,775.

Highlights from 2020:

- Developed a process for opportunities to engage in strategic discussions around projects and initiatives overseen by the Citizen Services Department.
- Supported and participated in the strategic review of the Family and Community Support Services (FCSS) program, and continued to provide oversight through the FCSS Committee to the project.
- Recognized the difficulties of not for profit organizations during the pandemic, and supported Administration to extend FCSS funding agreements and make exceptions for required documentation within grant programs.

The 2019 and 2020 Annual Report of the Community Services Advisory Board (Attachment 1) provides information and board activities as well as information on grants and funding. The Family and Community Support Services(FCSS) program section of the report features the activities and outcomes achieved in 2019 and 2020, as well as stories of resilience in dealing with providing programs and services during a pandemic.

The Community Services Advisory Board has developed a work plan (Attachment 2) based on their core responsibilities and discussions with the Citizen Services Leadership Team.

Corporate Outcomes and Performance Management

Corporate Outcome(s): Edmontonians are connected to the city in which they live, work and play			
Outcome(s)	Measure(s)	Result(s)	Target(s)
Edmontonians are connected to the city in which they live, work and play	# of awards through the Community Investment Program (operating, hosting, travel) under the CSAB mandate	2019 373 groups, individuals, or events were awarded funding.	Not applicable
		2020 289 groups, individuals or events were awarded funding in 2020.	
Improving social inclusion through FCSS funded programs	2019 % of program participants that reported they are more connected to their neighbourhood/ community as a result of an FCSS funded program.	2019 89% (or 21,280 out of 23,911) surveyed program participants responded that they are more connected to their neighbourhood or community as a result of participating in a FCSS funded program.	85%
	2020 % of program participants that reported they are more connected to their neighbourhood/ community as a result of an FCSS funded program.	2020 95% (or 18,636 out of 19,685) surveyed program participants responded that they are more connected to their neighbourhood or community as a result of participating in a FCSS funded program.	85%

Attachments

1. 2019 and 2020 Annual Report - Community Services Advisory Board
2. Community Services Advisory Board 2021 Work Plan